



Yealink Web App User Guide

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About This Guide

This guide provides operations for an enterprise user to use the Yealink Web App.

Introduction to Yealink Web App

The Yealink Web App supports WebRTC to allow users to join conferences from a Web browser, while it does not support users to place a point-to-point single call from a Web browser.

Intended Audience

This guide is mainly intended for:

- End-users
- Distributor

General Conventions

Convention	Description
Bold	Highlights the screen items such as menus or tab selections when they are involved in a procedure or user action (e.g., Click SETTINGS >>). Also used to emphasize text.
Colored Text	Used for cross references to other sections within this documentation (e.g., refer to Joining a Conference).

Basic Concepts

As you read this guide, you'll notice that the same concepts are used repeatedly. Make sure you familiarize yourself with these concepts.

Guest: Has limited permissions.

Participant: Refers to anyone participating in a conference.

Moderator: Controls the conference and has special privilege, including the ability to deal with the application of speaking and so on.

Lecturer: Can share content and speak in a conference.

Content: Documents, graphics, or videos which moderators and lecturers share on their desktop with other conference participants.

Scheduled conference: Scheduled in advance.

Meet Now conference: Initiated by devices, without reservation.

Permanent Virtual Meeting Room (VMR): Added by enterprise administrator. You can join the permanent VMR at any time without reservation.

Hardware and Software Requirements

These hardware and software requirements are determined by the specific test scenarios. Due to different software and hardware, the system's actual performance may vary from one to another.

Operating System	<ul style="list-style-type: none">• Windows 7 or later• MacOS X
Browser	<ul style="list-style-type: none">• Chrome 52 or later (the latest is recommended)• Firefox 52 or later (the latest is recommended)
Computer resolution	1920*1080 is recommended

The document takes Windows 7 and Chrome 56 for example.











Browser Compatibility

Due to the limit of Chrome and Firefox, you cannot use the following functions:

Firefox	<p>You cannot use the following functions by using Firefox 52 to Firefox 55:</p> <ul style="list-style-type: none">• Share a running application.• Microphone and Audio output settings.• Switch cameras during a conference.• Detect whether audio and video devices are abnormal during a conference.• View resolution and codec of conference. <p>Moreover, you cannot view video frame rate and content frame rate by using Firefox 52.</p>
Chrome	<p>You cannot detect whether the audio output devices are abnormal by using Chrome 52 to Chrome 61.</p>

Icon Instructions

Icons appearing on the Yealink Web App are described in the following table:

Icons	Description
	The conference is locked
	The conference is encrypted
	The microphone is muted
	Hide local video or the content
	Display the content in a new window
	Display the window in full screen
	Restore the window in full screen
	Exit the new window which displays the content
	Audio or video devices are abnormal
	Poor network (Packet lost (%) is more than 10%)

In This Guide

Topics provided in this guide include:

- Chapter 1 [Basic Operation](#)
- Chapter 2 [Managing Audio and Video Preferences](#)
- Chapter 3 [Participating in Conferences](#)
- Chapter 4 [Troubleshooting](#)

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Basic Operation

This chapter provides basic operating instructions for Yealink Web App. Topic includes:

- [Joining a Conference](#)
- [Conference Screen Display](#)
- [Changing the Display Language](#)

Joining a Conference

You can join a conference via Yealink Web App and your role is a guest in the conference.

The conferences include scheduled conferences, Meet Now conferences and permanent Virtual Meeting Room (VMR).

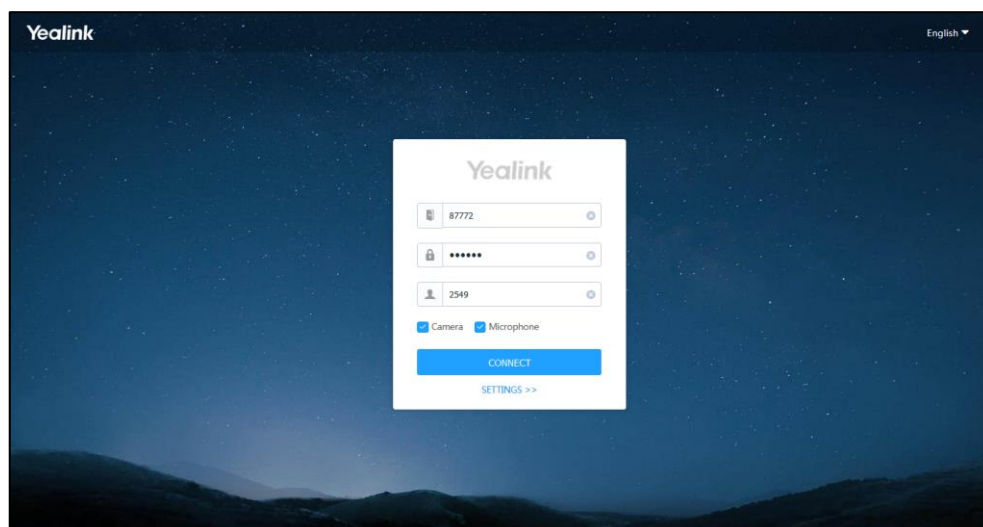
Before you begin

You set audio and video preferences before conferences.

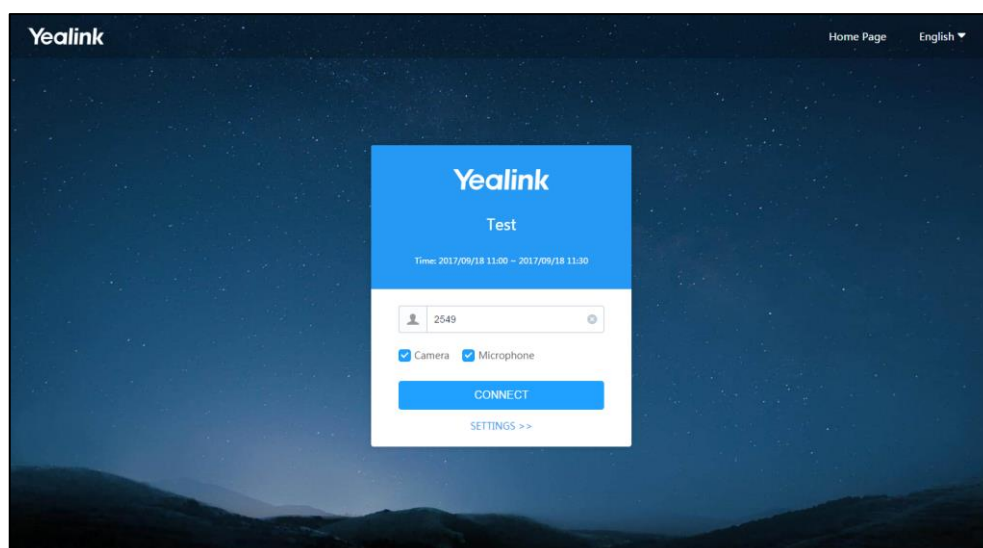
Procedure

1. Enter the home page of Yealink Web App, and then enter the conference information:
 - If you have the URL of the Yealink Web APP, follow these steps:
 - a. Open a Web browser.
 - b. Enter the URL of Web App in the address bar, and then press the **Enter** key to enter the Web App.
 - c. (Optional.) On the top right of page, select the desired language from the pull-down list.
 - d. Enter the conference ID, password and the display name.

Obtain the conference ID and password from emails or other conference participants.

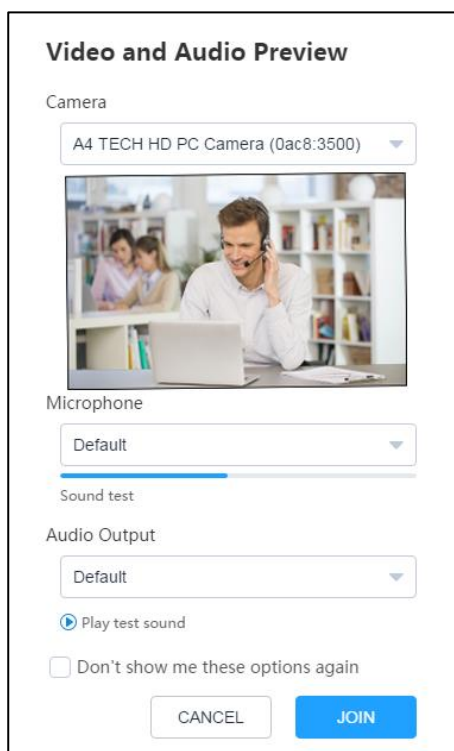


- If you receive a conference invitation, follow these steps:
 - a. On a computer, click the web URL in the conference invitation.
You can also copy the web URL into the address bar of your Web browser, and then and then press the **Enter** key to enter the Web App.
 - b. (Optional.) On the top right of page, select the desired language from the pull-down list.
 - c. Enter your desired name as the display name.



2. (Optional.) Check the **Camera** and **Microphone** checkbox.
The **Camera** and **Microphone** checkbox is checked by default. When you join conferences, the camera and microphone are enabled, other participant can view your video image and hear your voice.
3. Click **CONNECT**.

4. (Optional.) Preview video and audio preferences.
 - Check your **Camera**, **Microphone** and **Audio Output** to make sure it is working before you enter the conference.



Video and Audio Preview

Camera

A4 TECH HD PC Camera (0ac8:3500)

Microphone

Default

Sound test

Audio Output

Default

☐ Don't show me these options again

- If you do not want preview the audio and video preferences next time, check the **Don't show me these options again** checkbox.
5. Click **JOIN** to join the conference.

Related topics

[Setting Audio and Video Preferences before Conferences](#)

Conference Screen Display

After a conference has started in the Yealink Web App, you can interact with other conference participants.

The conference screen is shown next and is described in the table following the graphic.



No.	Available Tasks
1	Click to mute or unmute the local microphone.
2	Click to turn off or on the local camera.
3	Click to share content from your screen with other conference participants.
4	Click to leave the conference.
5	Click to adjust your media settings and view the call statistics.
6	Click to enable the full-screen mode.
7	<ul style="list-style-type: none"> Shows the strength of your network connection to the conference and call duration Displays an encrypted symbol and lock symbol for the conference. <p>For more information, please refer to Icon Instructions on page vii.</p>
8	Shows the local video.
9	Shows the remote video.


Changing the Display Language during Conferences

You can customize the display language of Yealink Web App. The languages supported in Yealink Web App are Chinese Simplified, English, Russian, Polish, Spanish and Portuguese.

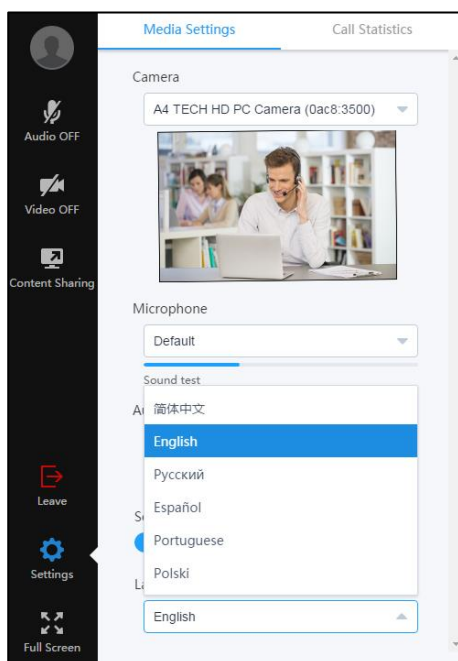
Before you begin

You join a conference.

Procedure

1. Click  in the menu bar.

2. Under the **Media Settings** tab, select the desired language from the pull-down list of **Language Setting**.



Related topics

[Joining a Conference](#)

Managing Audio and Video Preferences

You can set your audio and video preferences (select the audio and video devices, mute your microphone, select the video quality and content quality) before joining the conference.

Moreover, you can adjust audio and video preferences and control audio and video during a conference.

This chapter provides the information on how to manage audio and video preferences. Topics include:

- [Setting Audio and Video Preferences before Conferences](#)
- [Changing Audio and Video Devices during Conferences](#)
- [Controlling Audio and Video during Conferences](#)

Setting Audio and Video Preferences before Conferences

Before you enter a conference, you can select audio and video devices, whether mute your microphone before joining the conference or not, set the video quality and content quality for conferences.

You can also open the prompt to preview audio and video settings before conferences.

Procedure

1. On the home page of Yealink Web App, click **SETTINGS>>**.
2. Select your **Camera**, **Microphone** and **Audio Output**.

The screenshot shows the 'Settings' window in the Yealink Web App. It is divided into two main columns. The left column contains settings for Camera, Microphone, and Audio Output. The right column contains settings for 'Always preview audio and video settings before joining', 'Mute microphone when first joining', 'Advanced Settings', 'Video Quality', and 'Content Quality'. At the bottom are 'RESET', 'CANCEL', and 'OK' buttons.

Settings

Camera: A4 TECH HD PC Camera (0ac8:3500)

Microphone: Default

Audio Output: Default

Always preview audio and video settings before joining: ☒ Open


Mute microphone when first joining: ☐ Closed

Advanced Settings ⓘ

Video Quality: HD (720P30fps) -- Default

Content Quality: Full HD (1080P5fps) -- Default

RESET CANCEL OK

3. Click  below the audio output settings to make sure it is working.
4. (Optional.) Open **Always preview audio and video settings before joining** switch.
The switch is open by default.
5. (Optional.) Set **Mute microphone when first joining** switch.
The **Microphone** checkbox in login page will synchronize the configuration.
6. Click **Advanced Settings**, and then select the desired video quality and content quality from the following fields:

Field Name	Description
Video Quality	<ul style="list-style-type: none">• Full HD (1080P30fps)-Maximum transmitting bandwidth is about 2MB• HD (720P30fps)-Maximum transmitting bandwidth is about 1MB• SD (360P30fps) Default: HD (720P30fps)
Content Quality	<ul style="list-style-type: none">• Full HD (1080P30fps)-Maximum transmitting bandwidth is about 2MB• Full HD (1080P15fps)• Full HD (1080P5fps)• HD (720P30fps)-Maximum transmitting bandwidth is about 1MB Default: Full HD (1080P5fps)

7. Click **OK**.

Related topics

[You do not View the Local Video?](#)

[Far Sites do not Hear Your Voice?](#)

[You Hear the Echo?](#)

Changing Audio and Video Devices during Conferences

If you connect new audio and video devices during a conference, the new devices will not be used automatically. You need manually change the audio and video devices on your computer for the conference you are currently attending via Yealink Web App.

Procedure

1. Click  in the menu bar.
2. Under the **Media Settings** tab, select your **Camera**, **Microphone** and **Audio Output**.

Related topics

[You do not View the Local Video?](#)

[Far Sites do not Hear Your Voice?](#)

[You Hear the Echo?](#)




Controlling Audio and Video during Conferences

During conferences, you can mute/unmute the local microphone, turn off/on the local camera and hide/show the local video.

Muting or Unmuting the Local Microphone

If the local microphone is muted/unmuted, you cannot/can be heard by far sites.

Procedure

1. Click  /  in the menu bar to mute/unmute the microphone.
The icon  will appear/disappear on the top left of the local video.





Related topics

[Far Sites do not Hear Your Voice?](#)

Turning Off or On the Local Camera

If the local camera is turned off or on, you cannot/can be viewed by far sites.

Procedure

1. Click  /  in the menu bar to turn off or on the local video.

Related topics


[You do not View the Local Video?](#)

Hiding/Showing the Local Video

You can hide or show the local video.

During a call, local and far-site video images are displayed in the Picture-in-Picture (the PIP) mode. By default, the far-site video image displays in a large window, while the local site displays in a small window at the bottom-right of screen.

Procedure

1. Do one of the following:
 - Click the local video or click  on the top right of the local video to hide the local video.
 - Click **Local Video** at the bottom right of the conference screen to display the local video.

Related topics

[You do not View the Local Video?](#)

Participating in Conferences

After you join the conference, you can control your own conference experience. For example, you can apply for speaking, share content, scale video automatically and so on.


This chapter provides basic operating instructions for controlling your own conference experience via Yealink Web App. Topic includes:

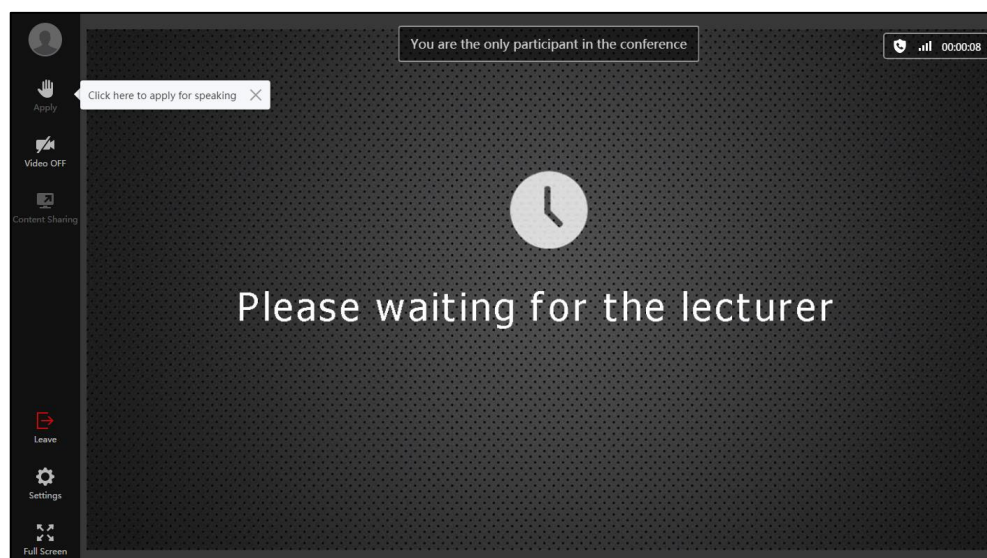
- [Applying for Speaking](#)
- [Sharing Content](#)
- [Scaling Video Automatically](#)
- [Enabling Tips for Joining and Leaving Conferences](#)
- [Changing the Video Layout](#)
- [Enabling or Disabling the Full-screen Mode](#)
- [Leaving Conferences](#)

Applying for Speaking

If you join the **Training mode** conference, all participants are muted automatically. If guests want to speak, they should apply for speaking, and then wait for the moderator to allow the application.

Procedure

1. Click  in the menu bar to apply for speaking.



Related topics

[Far Sites do not Hear Your Voice?](#)

Sharing Content

To enhance the collaboration experience, the Yealink Web App enables you to share documents, graphics, or videos with other conference participants during a conference.


However, the privilege is limited by the mode of conference, not all conference participants can share content. If you join the **Training mode** conference as a guest via Yealink Web APP, you cannot share content. If you want to share content, your moderator need promote you to be a lecturer.

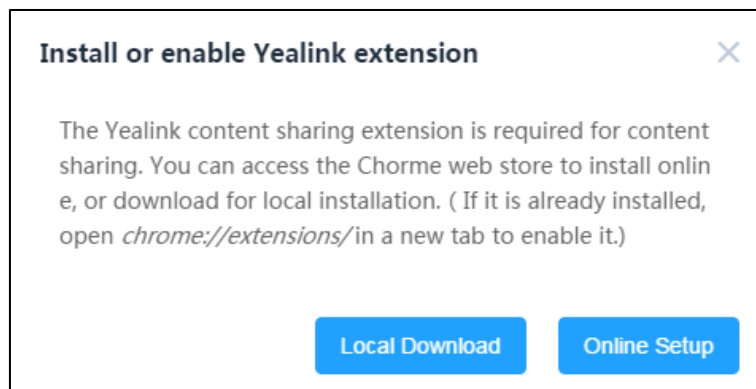
Note


Before you can use Yealink Web App via Google Chrome to share content, you must install the Yealink Content Sharing Extension.

If you use Yealink Web App via Firefox to share your computer screen, you do not need install the Yealink Content Sharing Extension.

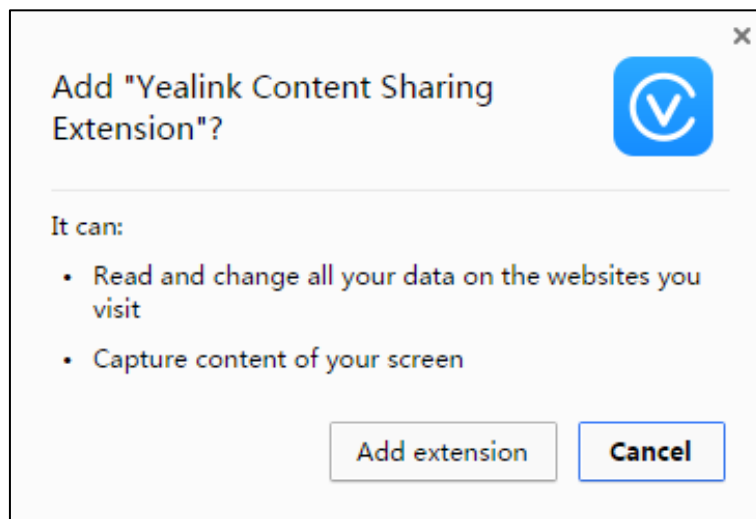
Procedure

1. Click  in the menu bar.
2. If the extension is not already installed, you will see the following message:





- a. Do one of the following:
 - Click **Local Download** to download the Yealink Content Sharing Extension, and then save it in your computer.
Enter "**chrome://extensions/in**" in Chrome browser's address bar and press the **Enter** key to the extension page.
Install the Yealink Content Sharing Extension saved in your computer by dragging to the extension page.
 - Click **Online Setup**. It will take you to the Yealink Content Sharing Extension on the Chrome web store.
Install the extension by clicking  on the top right of the page.

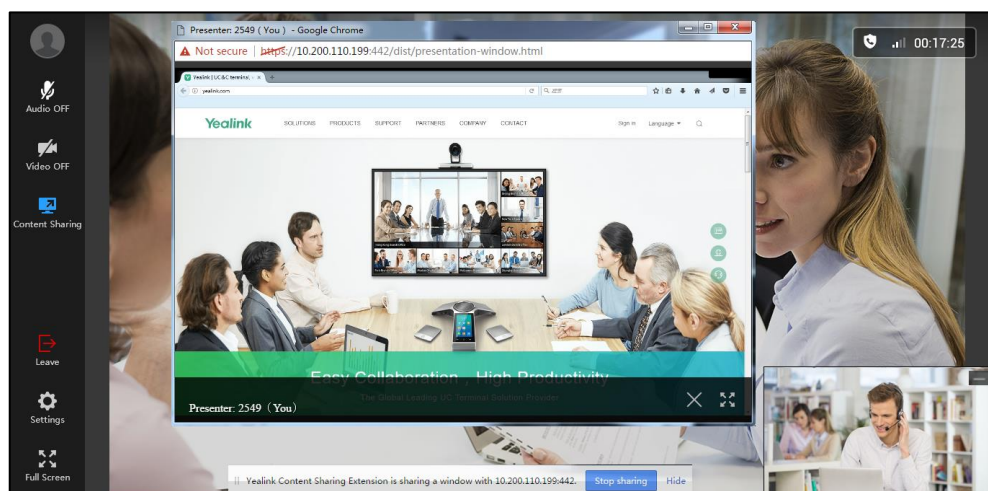
The following confirmation will appear:





Click **Add extension**.


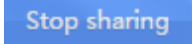
You are now ready to share your screen.

- b. Click  in the menu bar.
3. Do one of the following:
 - To share your computer screen, click **Your Entire Screen**.
When your computer uses multiple monitors, you can also select any one of the monitors to share the screen.
 - To share a running application, click **Application Window**.
Select a running application.
4. Click **Share**.
The content you are sharing displays at the bottom left of the conference screen by default.
5. In the process of sharing contents, you can do the following:
 - To display the content in a new window, click .



You can click  to display the window in full screen or click  to exit the new

window.

- To stop sharing content, click  in the menu bar or click  at the bottom of the conference screen.


Note

During sharing a running application, if you minimize the application, the process of sharing content may be stopped.

Related topics

[Hiding/Showing the Content](#)


Scaling Video Automatically

When you click  in the menu bar to enter the details pane, the details pane will cover the part of video. For better visual experience, you can enable the **Scale Video to Fit View** feature to scale video automatically.

Before you begin

The conference screen does not display in full screen.


Procedure

1. Click  in the menu bar.
2. Under the **Media Settings** tab, open the **Scale Video to Fit View** switch to scale video automatically.

Enabling Tips for Joining and Leaving Conferences

To know conference participants who join and leave conferences, you can enable the **Tips for Joining and Leaving** feature.

Procedure

1. Click  in the menu bar.
2. Under the **Media Settings** tab, enable the **Tips for Joining and Leaving**.

When there are participants who join and leave conferences, the prompt will display at the bottom right of screen.



Changing the Video Layout


During conferences, local and remote video are displayed in the Picture-in-Picture (the PIP) mode. By default, the remote video displays in a large window, while the local video displays in a small window at the bottom right of the conference screen.

Hiding/Showing the Content

You can hide or show the content.

If you are sharing contents with other conference participants, by default, the remote video displays in a large window, while the content displays in a small window at the bottom left of the conference screen.

Procedure


1. Click  on the top right of the content or click **Content** at the bottom left of the conference screen to hide or display the content.

Hiding/Showing the Remote Video

You can hide or show the remote video.

If other conference participants are sharing contents, by default, the content sent by others displays in a large window, while the remote video displays in a small window at the bottom left of the conference screen.

Procedure

1. Click  on the top right of the remote video or click **Remote Video** at the bottom left of the conference screen to hide or display the remote video.

Switching the Display Between the Remote Video and Content

If other conference participants are sharing contents, by default, the content sent by others displays in a large window, while the remote video displays in a small window at the bottom left of the conference screen.

For better visual experience of viewing the remote video, you can switch the display between the remote video and content.

Procedure

1. Click the remote video in a small window.



The remote video appears in a large window. While the content appears in a small window at the bottom left of the conference screen.

Enabling or Disabling the Full-screen Mode

You can enable or disable the conference screen to display in full screen.

By default, the conference screen displays in windowed mode.

Procedure

1. Do one of the following:
 - Click  /  in the menu bar to enable or disable the full-screen mode.
 - Double-click the video in a large window to enable or disable the full-screen mode.

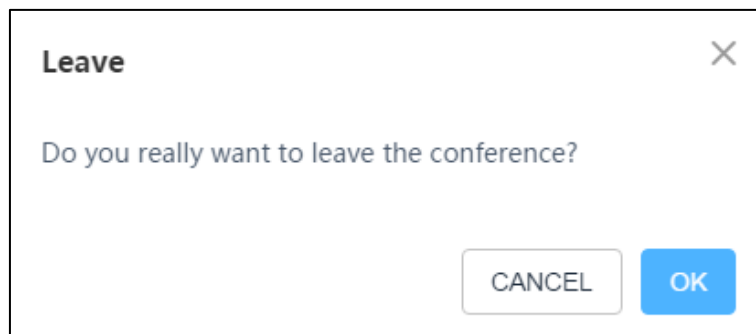
Leaving Conferences

You can leave the conference at any moment.

Procedure

1. Click  in the menu bar.

You will see the following message:



2. Click **OK** to leave the conference.

Troubleshooting

This chapter provides general troubleshooting information to help you solve problems you might encounter when using Yealink Web App.


If problems you encounter are not mentioned in this chapter, you can contact Yealink distributor or Yealink technical support engineer.

Viewing Call Statistics

If voice quality is poor during a conference, you can view the current status of the conference to find out the reason.

The call statistics mainly contain the parameters about audio, video and share. You can know about the call quality by viewing codec, bandwidth, total packet lost and other parameters. For example, when a delay occurs or the video has a 'mosaic' look, you can view the total packet loss to check whether the packet has been lost.

Procedure

1. Click  in the menu bar.

- Click the **Call Statistics** tab to view the call statistics.

The screenshot shows the Yealink Web App interface. On the left is a dark sidebar with icons for Audio OFF, Video OFF, Content Sharing, Leave, Settings, and Full Screen. The main area has two tabs: 'Media Settings' and 'Call Statistics' (which is active). Below the tabs, the conference title '2550的视频会议' is displayed, along with ID '34670' and a time range '2018/02/09 14:30 ~ 2018/02/09 15:00'. A table shows 'Incoming' and 'Outgoing' statistics for Total bandwidth, Device information, Video (Resolution, Codec, Bandwidth, Frame rate, Packets lost, Percentage lost), and Audio (Codec, Bandwidth, Packets lost).

	Incoming	Outgoing
Total bandwidth	2139kbps	1397kbps
Device information	Yealink Web App 1.0.0.18	
Video		
Resolution	1920 * 1080	640 * 480
Codec	H264	H264
Bandwidth	2112kbps	1328kbps
Frame rate	30fps	28fps
Packets lost	0	0
Percentage lost	0%	0%
Audio		
Codec	OPUS	opus
Bandwidth	27kbps	69kbps
Packets lost	0	0

Troubleshooting Solutions

You do not View the Local Video?

Condition:

You do not view the local video on the conference screen.

Cause:

- The camera is not connected to your computer.
- The browser does not allow you to access the camera.
- The camera is used by other applications.

Remedy:

1. Check whether the camera is connected to your computer successfully.
2. Check whether the browser allows you to access the camera.
3. Check whether the camera is used by other applications. Turn off those applications and refresh the page.

Related topics

[Setting Audio and Video Preferences before Conferences](#)

[Changing Audio and Video Devices during Conferences](#)

[Turning Off or On the Local Camera](#)

Far Sites do not Hear Your Voice?

Condition:

Far sites reflect they cannot hear your voice during conferences.

Cause:

- The microphone is connected to your computer successfully.
- The microphone is muted.

Remedy:

1. Check whether the microphone is connected to your computer successfully.
2. Check whether the microphone is muted.

Related topics

[Setting Audio and Video Preferences before Conferences](#)

[Changing Audio and Video Devices during Conferences](#)

[Muting or Unmuting the Local Microphone](#)

[Applying for Speaking](#)

You Hear the Echo?

Condition:

You hear the echo during conferences.

Cause:

There are multiple microphones are in use.

Remedy:

1. Check only one microphone is used currently and other microphones are disabled. For example, most cameras have the built-in microphone.

Related topics

[Setting Audio and Video Preferences before Conferences](#)

[Changing Audio and Video Devices during Conferences](#)