Yealink
EASY VoIP

Video Conferencing Endpoint
VC120 User Guide

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2. This device must accept any interference received, including interference that may cause undesired operation.

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1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experience radio/TV technician for help.

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GNU GPL INFORMATION

Yealink VC120 video conferencing endpoint firmware contains third-party software under the GNU General Public License (GPL). Yealink uses software under the specific terms of the GPL. Please refer to the GPL for the exact terms and conditions of the license.

The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online:

http://www.yealink.com/GPLOpenSource.aspx?BaseInfoCateId=293&NewsCateId=293&CateId=293.

About This Guide

Thank you for choosing the Yealink VC120 full HD video conferencing endpoint. It supports 1080P-full HD video conferencing and includes outstanding features such as good compatibility, easy deployment and intelligent network adaptability. This makes it the best choice for SME.

The Yealink VC120 full-HD video conferencing endpoint is designed to help enterprises organize video conferences easily and efficiently. Users can expect to enjoy the high-quality video conferencing experience very cost-effectively.

This guide provides everything you need to start using your new video conferencing endpoint quickly. First, verify with your system administrator that the IP network is ready for endpoint configuration. Also be sure to read the **Overview** and **Getting Started** sections in this guide before you set up and use the VC120 video conferencing endpoint.

In This Guide

Topics provided in this guide include:

- Chapter 1 Overview
- Chapter 2 Getting Started
- Chapter 3 Customizing the VC120 Video Conferencing Endpoint
- Chapter 4 Using the VC120 Video Conferencing Endpoint
- Chapter 5 Using the VCM60 Video Conferencing Wireless Microphone
- Chapter 6 Using the VCM30 Video Conferencing Microphone Array
- Chapter 7 Troubleshooting

Summary of Changes

This section describes the changes to this guide for each release and guide version.

Changes for Release 20, Guide Version 20.6

The following sections are new for this version:

- Remote Control Battery Safety Information on page 27
- Meeting Password on page 49
- Meeting Whitelist on page 50
- Dual Screen on page 87

- Using the VCM60 Video Conferencing Wireless Microphone on page 97
- Using the VCM30 Video Conferencing Microphone Array on page 107

Major updates have occurred to the following sections:

- VCC18 HD Camera on page 6
- VCR10 Remote Control on page 13
- Installing the VC120 Video Conferencing Endpoint on page 24
- Audio Settings on page 68
- Far-end Camera Control on page 71
- Controlling the Camera on page 89
- Call Mute on page 82
- Video Recording on page 92
- Screenshot on page 95

Table of Contents

About This Guide v

In This Guide v
Summary of Changes v
Changes for Release 20, Guide Version 20.6 v

Table of Contents vii

Overview 1

Packaging Contents 1
Optional Accessory 3
Endpoint Component Instructions 4
VC120 Codec 4
VCC18 HD Camera 6
VCM60 Video Conferencing Wireless Microphone 9
VCP40 Video Conferencing Phone 10
VCM30 Video Conferencing Microphone Array 12
VCR10 Remote Control 13
Icon Instructions 15
Icons on Display Device 15
Icons on VCP40 Video Conferencing Phone 17
LED Instructions 17
User Interfaces 19
Remote Control 20
Web User Interface 20
Documentations 21

Getting Started 23

Endpoint Installation 23
Installing the VC120 Video Conferencing Endpoint 24
Installing the Camera 25
Installing Batteries for the Remote Control 27
Connecting the CPE80 Expansion Microphone 28
Powering the Endpoint On or Off 28
Setup Wizard 29
Registration 32
Idle Screen Display 33
Navigating Menus on the Display Device 35
Entering Data and Editing Fields 35
Endpoint Status 36

Customizing the VC120 Video Conferencing Endpoint 39

General Settings 39
Automatic Sleep Time 39
Backlight 40
Site Name 41
Language 42
Time & Date 44

Key Tone 46
Audio Settings 47
Meeting Password 49
Meeting Whitelist 50
Local Directory 51
Adding Contacts 51
Placing Calls to Contacts 52
Editing Contacts 53
Deleting Contacts 54
Searching for Contacts 55
Search Source List in Dialing 56
Importing/Exporting Contact Lists 58
Call History Management 60
Viewing Call History 61
Placing a Call from the Call History List 62
Deleting an Entry from the Call History List 63
Adding a Contact from the Call History List 65
Call Protocol 66
Bandwidth Settings 67
Audio Settings 68
Audio Output Device 68
Audio Input Device 69
Far-end Camera Control 71

Using the VC120 Video Conferencing Endpoint 73

Placing Calls 73
Placing a Call Using the Remote Control 75
Placing a Call Using the VCP40 Phone 75
Placing a Call via web user Interface 75
Placing Multiple Calls 76
Answering or Rejecting Calls 77
Auto Answer 77
Do Not Disturb (DND) 79
Ending Calls 80
Call Management 82
Call Mute 82
Call Statistics 82
Presentation 83
Changing the Video Layout 85
Dual Screen 87
Controlling the Camera 89
Changing the Video Input Source 91
Video Recording 92
Screenshot 95

Using the VCM60 Video Conferencing Wireless Microphone 97

Placing the VCM60 97
Turning On or Off the VCM60 98
Connecting VCM60 to the Video Conferencing Endpoint 98
Standby Mode 100
Muting or Unmuting the VCM60 100
Viewing VCM60 Information 100

Registering and Deregistering the VCM60 101
Charging the VCM60 103
VCM60 Working Frequency 105

Using the VCM30 Video Conferencing Microphone Array . 107

Placing the VCM30 107
Muting or Unmuting the VCM30 107
Viewing VCM30 Information 108

Troubleshooting 111

Endpoint Diagnostics 111
General Issues 112
Camera Issues 114
Display Issues 115
Video & Audio Issues 115
Endpoint Maintenance 116

Regulatory Notices 123

Service Agreements 123
Limitations of Liability 123
Safety Instructions 123
Restriction of Hazardous Substances 125

Appendix A - Time Zones 127

Index 131

Overview

This chapter provides an overview of the VC120 video conferencing endpoint. Topics include:

- Packaging Contents
- Endpoint Component Instructions
- Icon Instructions
- LED Instructions
- User Interfaces
- Documentations

If you require additional information or assistance with your new endpoint, contact your system administrator.

Packaging Contents

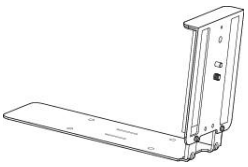
The following items are included in your package. If you find that anything is missing, contact your system administrator.

Note We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance

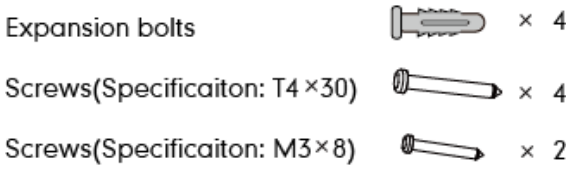
- **VC120 Codec**

- **VCC18 HD Camera**

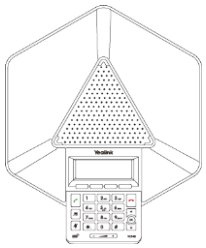
- **L-Bracket** (for installing the camera)



- **Camera Mounting Accessories**



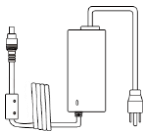
- **VCP40 Video Conferencing Phone**



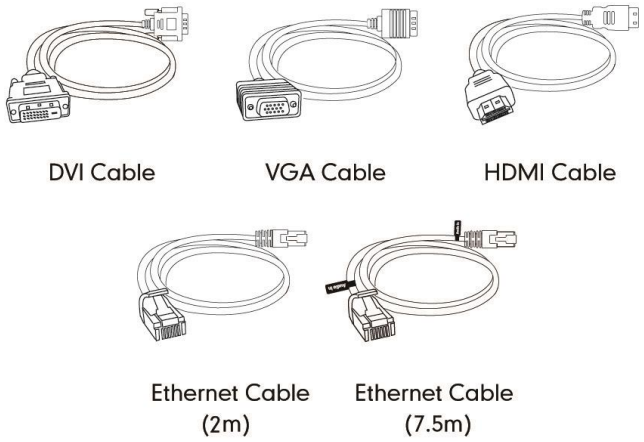
- **VCR10 Remote Control**

- **AAA Batteries×2**

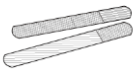
- **Power Adapter**



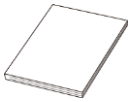
- **Cables**



- **Cable Ties×5**



- **Quick Start Guide**



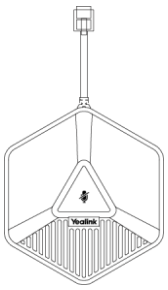
Check the list before installation. If you find that anything is missing, contact your system administrator.

Optional Accessory

The following item is optional. You should purchase it separately if necessary.

The CPE80 expansion microphone is used for expanding the audio pickup range.

- **CPE80 Expansion Microphone**



Endpoint Component Instructions

Before installing and using the VC120 video conferencing endpoint, you need to be familiar with the following endpoint components:

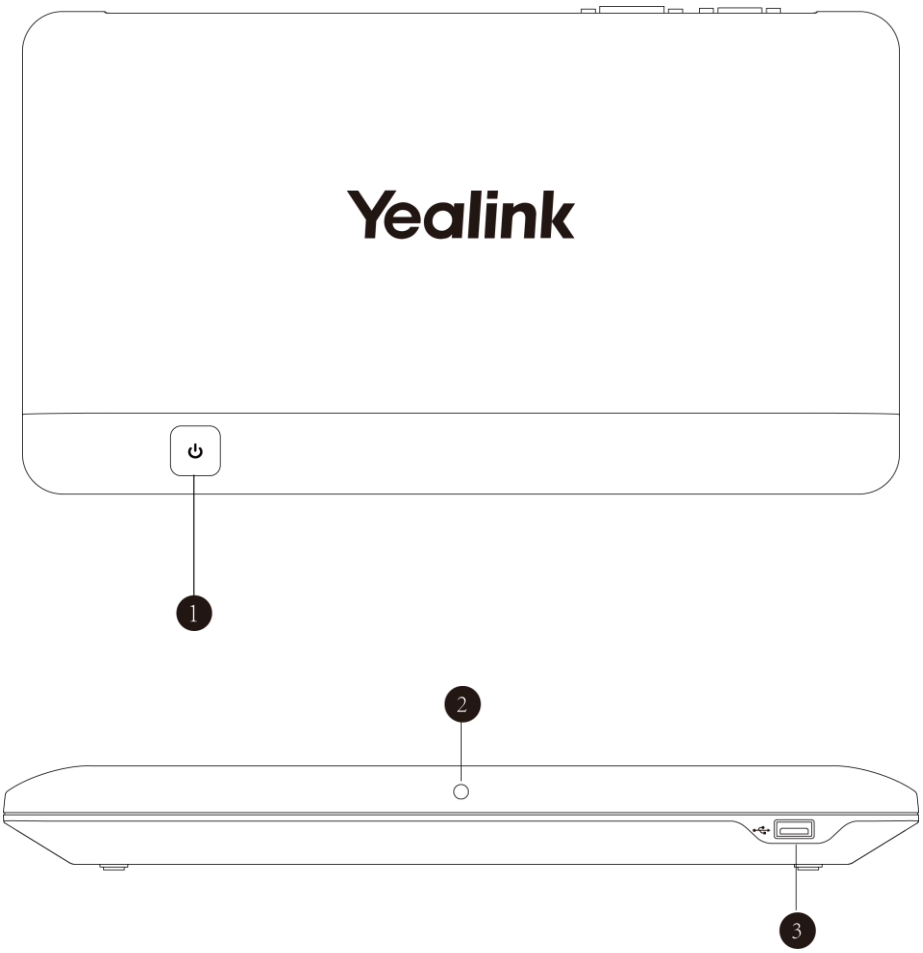
- VC120 Codec
- VCC18 HD Camera
- VCM60 Video Conferencing Wireless Microphone
- VCP40 Video Conferencing Phone
- VCM30 Video Conferencing Microphone Array
- VCR10 Remote Control

VC120 Codec

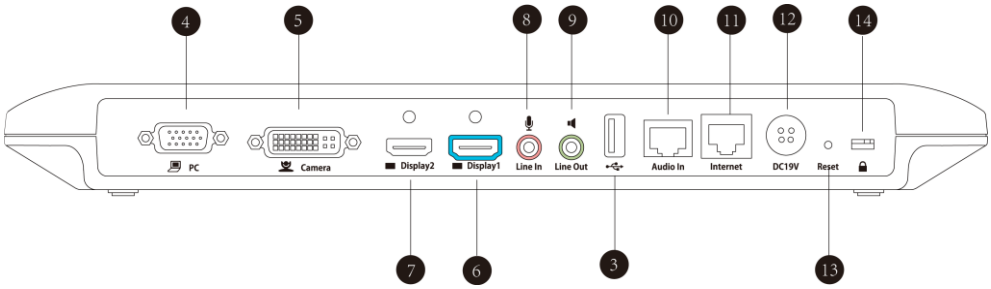
VC120 codec compresses outgoing video and audio data, transmits this information to the far end, and decompresses incoming data. It supports 16:9 and 4:3 aspect ratios. It can be compatible with different audio output devices, and can adapt to the display devices automatically.

You do not need to change the VC120 codec once it has been installed properly in your environment.

VC120 codec front panel



VC120 codec back panel



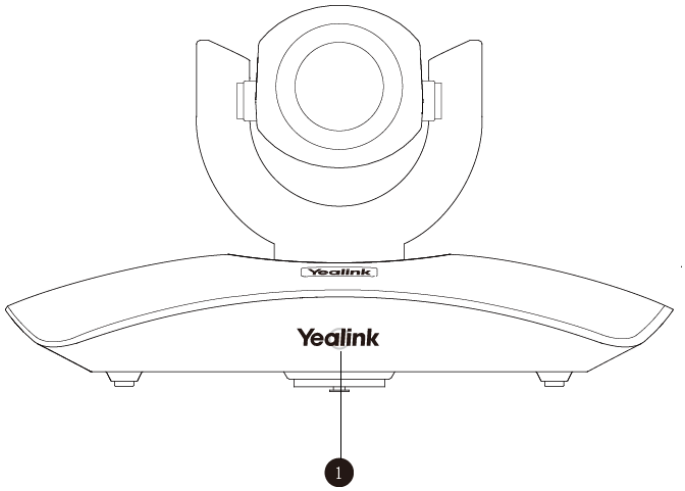
	Port Name	Description
①	Power Button	Powers the endpoint on or off.
②	LED Indicator	Indicates different endpoint statuses. For more information, refer to LED Instructions on page 17.

	Port Name	Description
③	USB	Inserts a USB flash drive to one of the two USB ports for storing screenshots and recording videos. Inserts a dongle to one of the two USB ports for connecting the VCM60 video conferencing wireless microphone. **Note**: • The wireless microphone dongle and USB flash drive can work at the same time. • If two USB flash drives are connected, only the latter one can be identified.
④	PC	Connects to a PC for sharing documents or videos during a call.
⑤	Camera	Connects to a camera.
⑥	Display1	Connects to a display device for displaying video images. When connecting to only one display device, Display1 port on the VC120 codec is the only available port.
⑦	Display2	Connects to secondary display device for displaying video images.
⑧	Line In	Connects to an audio input device using an audio cable (3.5mm).
⑨	Line Out	Connects to an audio output device using an audio cable (3.5mm).
⑩	Audio In	Connects to the VCP40 video conferencing phone or the VCM30 video conferencing microphone array.
⑪	Internet	Connects to the network device.
⑫	DC19V	Connects to the power source via a power adapter.
⑬	Reset Key	Resets the endpoint to factory defaults.
⑭	Security Slot	Allows you to connect a universal security cable to VC120 codec, so you can lock it down. The endpoint cannot be removed when locked.

VCC18 HD Camera

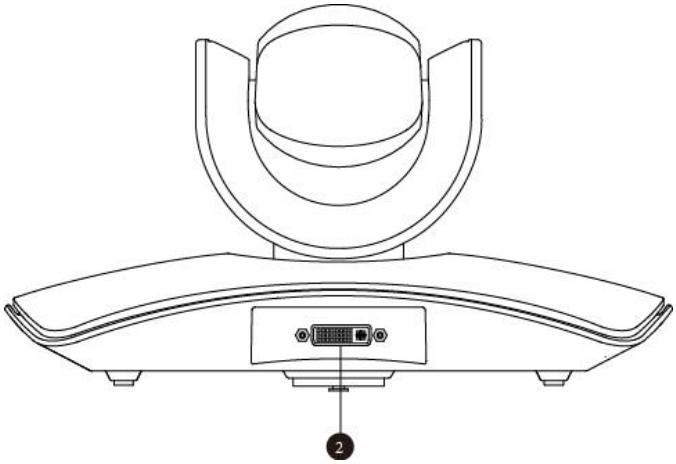
The VCC18 HD camera supports 18x optical zoom, white balance and automatic gain. You can place the camera on the table or mount it on a wall.

The front of VCC18 HD camera



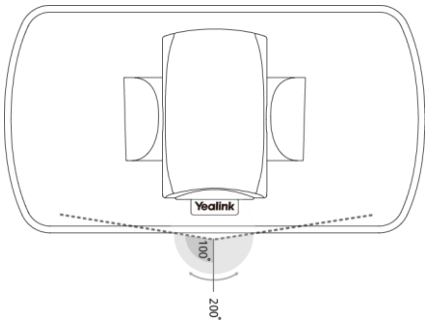
	Port Name	Description
①	LED Indicator	Indicates different endpoint statuses. For more information, refer to LED Instructions on page 17.

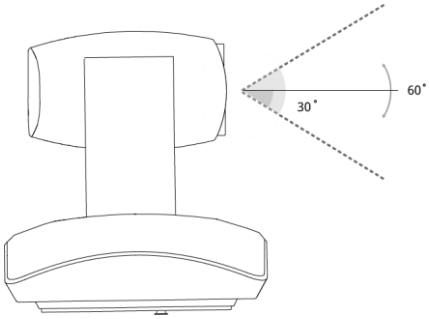
The back of VCC18 HD camera



	Port Name	Description
②	Camera	Connects to the Camera port on the VC120 codec using a DVI cable.

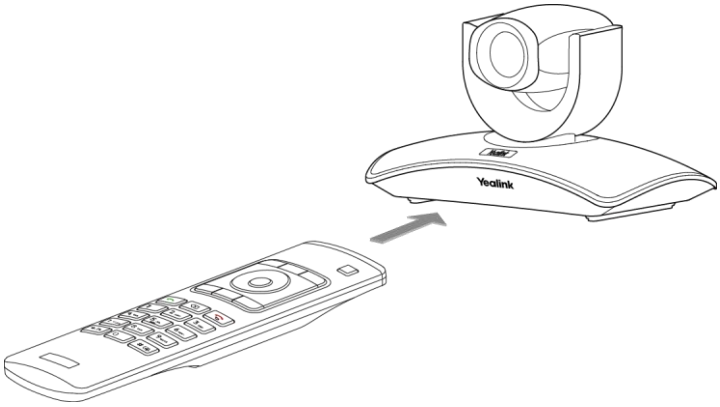
You can use the remote control to adjust the position or focus of the camera. The VCC18 camera can be panned (± 100 degrees range), tilted (± 30 degrees range).





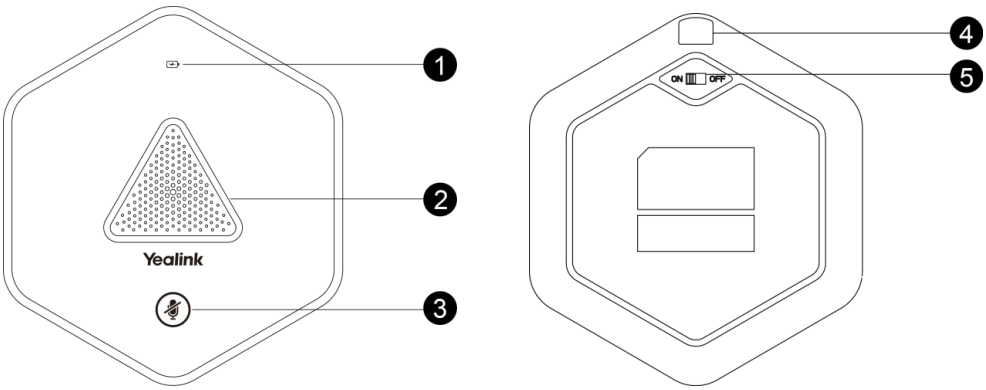
Infrared Sensor

The infrared sensor is located within the Yealink logo. Aim the remote control at the camera IR sensor to operate the unit.



VCM60 Video Conferencing Wireless Microphone

The VCM60 is a video conferencing wireless microphone which can work as the audio input device for VC120 video conferencing endpoint. It supports 360-degree audio pickup at a radius of up to 2 meters. There are a mute button and a battery indicator LED on its top. You can mute or unmute the VCM60 by tapping the mute button. There is a power switch on its bottom. You can turn off this switch if the VCM60 is not in use for a long period of time.

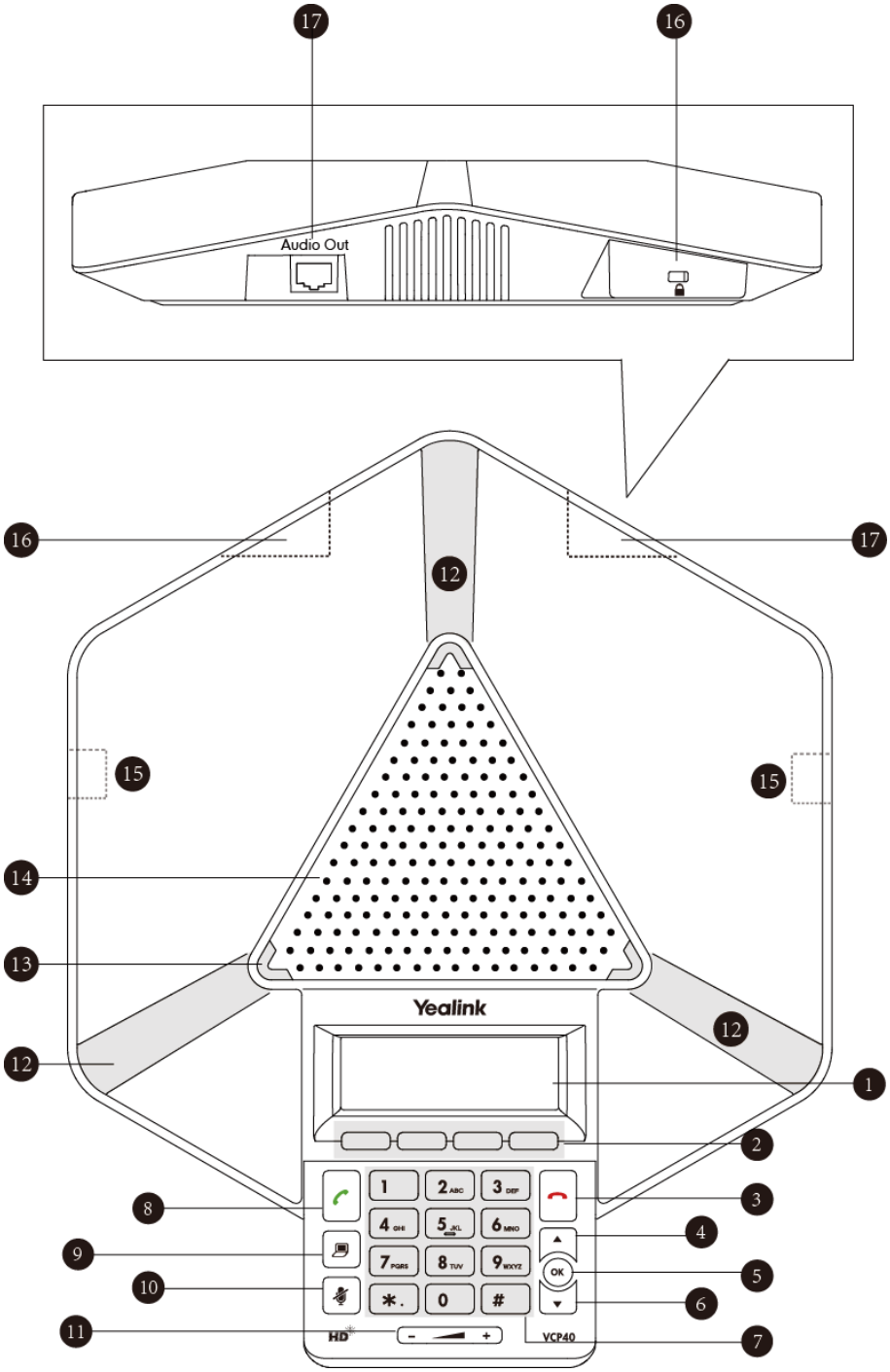


	Name	Description
①	Battery Indicator LED	Indicates the battery information. For more information on the battery Indicator LED, refer to LED Instructions on page 17.
②	Built-in Microphone	Supports 360-degree audio pickup at a radius of up to 2 meters.
③	Mute Button	• Mutes or unmutes the VCM60. For more information on the mute indicator LED, refer to LED Instructions on page 17. • Activates the VCM60 to search the dongle when it is in the offline standby mode. For more information, refer to Standby Mode on page 17. • Enters registration mode. For more information, refer to Registering and Deregistering the VCM60 on page 101.
④	Charging Interface	Connects the VCM60 to a power adapter or a computer's USB port using a USB cable to charge the VCM60.
⑤	Switch	Turns on or off the VCM60.

VCP40 Video Conferencing Phone

The VCP40 video conferencing phone supports 360-degree audio pickup to achieve ultra-HD voice.

Connect the VCP40 phone to the VC120 codec. It can work as an audio device for the endpoint. You can also place calls, answer calls or view directory and history on the VCP40 phone.

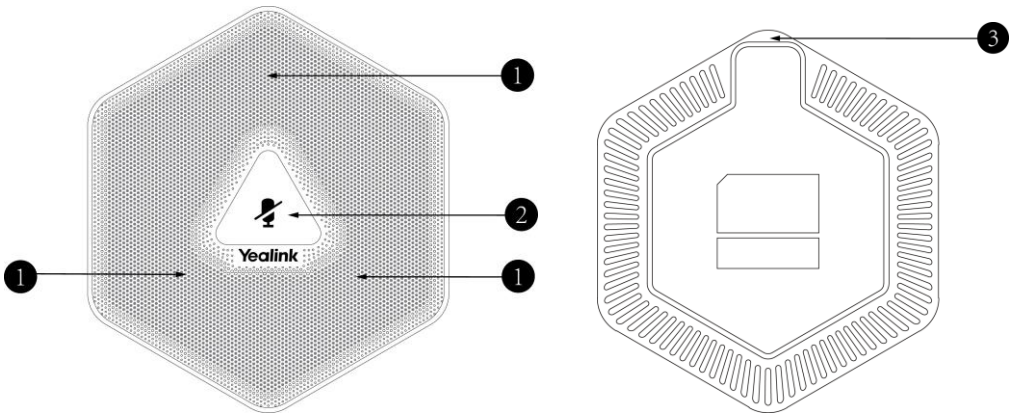


Endpoint component instructions of the VCP40 phone are:

	Item	Description
①	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: • Call information—call duration • Icons (for example,) • Missed call information • Time and date
②	Soft Keys	Label automatically to identity their context-sensitive features.
③	On-hook Key	Rejects or ends a call or returns to the previous screen.
④		Scrolls upwards through the displayed information.
⑤	OK	Enters list or answers incoming calls.
⑥		Scrolls downwards through the displayed information.
⑦	Keypad	Generates the digits and special characters "." "*" "#".
⑧	Off-hook Key	Initiates a call or answers a call.
⑨	Presentation Key	Enables or disables presentation.
⑩	Mute Key	Toggles the mute feature.
⑪	Volume Key	Adjusts the volume of the speakerphone and ringer.
⑫	Microphone	Picks up voice.
⑬	LED Indicators	Indicate phone and call statuses.
⑭	Speakerphone	Provides ringer and hands-free (speakerphone) audio output.
⑮	MIC Port	Connects a CPE80 expansion microphone to one of two MIC ports.
⑯	Security Slot	Allows you to connect a universal security cable to lock down your phone. The phone cannot be removed when locked.
⑰	Audio Out Port	Connects to the VCP40 phone using the 7.5m Ethernet cable labeled Audio in. Provides the power supply for the VCP40 phone.

VCM30 Video Conferencing Microphone Array

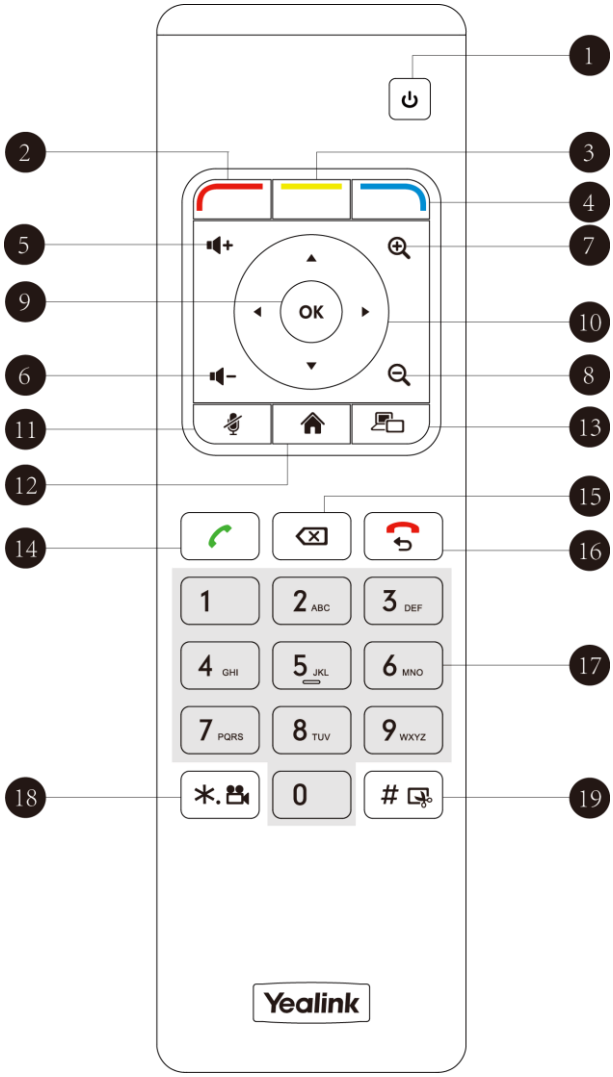
The VCM30 is a video conferencing microphone array which can work as the audio input device for VC120 video conferencing endpoint. It has 3 built-in microphones which support 360-degree audio pickup at a radius of up to 3 meters. There is a mute button on its top. You can mute or unmute the VCM30 by tapping the mute button during a call.



	Name	Description
①	Built-in Microphones	Support 360-degree audio pickup at a radius of up to 3 meters.
②	Mute Button	Mutes or unmutes the VCM30. For more information on the mute indicator LED, refer to LED Instructions on page 17.
③	Audio Out Port	Connects to the Audio In port of VC120 codec using the 7.5m Ethernet cable labeled Audio In. Provides the power supply for the VCM30.

VCR10 Remote Control

The VCR10 remote control provides 3 shortcut keys. It can help users to organize conference easily with intuitive and efficient operation in all screens.



Hardware components of the remote control:

	Item	Description
①	Sleep Key	Puts the endpoint to sleep or wakes the endpoint up.
②	Red Shortcut Key	Located at the bottom left of the screen. Label automatically identifies context-sensitive features. In the idle screen, this is used to enter main menu screen, corresponds to the Menu soft key.
③	Yellow Shortcut Key	Located at the bottom center of the screen. Label automatically identifies context-sensitive features. In the idle screen, this is used to enter the pre-dialing screen, and corresponds to the Call soft key.

	Item	Description
④	Blue Shortcut Key	Located at the bottom right of the screen. Label identifies context-sensitive features. In the idle screen, this is used to save and check the camera preset position, and corresponds to the Preset soft key.
⑤	Vol+	Increases the endpoint volume.
⑥	Vol-	Decreases the endpoint volume.
⑦	Zoom out Key	• Decreases the camera zoom or the captured image magnifications. • Behaves as page up in a multiple page list.
⑧	Zoom in Key	• Increases the camera zoom or the captured image magnifications. • Behaves as page up in a multiple page list.
⑨	OK Key	Confirms actions or answers incoming calls.
⑩	Navigation Key	• In the menu screen, press ◀ or ▶ to switch menus, press ▲or ▼ to select items. • In the idle screen, pan and tilt the camera to adjust the viewing angle.
⑪	Mute Key	Toggles the mute feature.
⑫	Home Key	• Returns to the idle screen when in the menu screen. • Enters the pre-dialing screen during a call.
⑬	Video Source Key	Switches the input source between Camera, Camera-PC, or PC.
⑭	Off-hook Key	• Enters the pre-dialing screen. • Places a call. • Answers a call.
⑮	Delete key	Deletes one character at a time.
⑯	On-hook Key	• Ends a call or exits from a conference call. • Returns to the previous screen when not in a call.
⑰	Keypad	• Enters digits. • Enters the pre-dialing screen.

	Item	Description
		• Stores the preset position of the camera.
⑱	Video Recording Key	• Generates a special characters ".". • Starts/Stops recording video.
⑲	Snapshot Key	• Generates a pound key (#). • Captures the image from the camera.

Icon Instructions

Icons on Display Device

Icons appearing on the display device are described in the following table:

Icon	Description
(flashing)	Network is disconnected
	Network is available
	Packet loss
(flashing)	VCP40 video conferencing phone is not connected
(flashing)	Camera is not connected
SIP	SIP account is registered
H323	H.323 account is registered
abc	Lowercase letters input mode of the on-screen keyboard
ABC	Uppercase letters input mode of the on-screen keyboard
@#%	Symbol input mode of the on-screen keyboard
	Auto answer
	Missed calls

Icon	Description
	Volume is 0
	Do not disturb
	Do not disturb during a call
	Call mute
	Call encryption
	The content of the local camera
	Focus content
	Camera position
	Record a video
	Dialed calls
	Received calls
	Missed calls
	Dongle is connected, while the VCM60 is unregistered
	Dongle is connected, and the VCM60 is registered
	The VCM60 is charging
	The standby time of VCM60 is less than one hour
	Dual screen mode
	Dual video sources (when a PC is connected to the PC port on the VC120 codec)
	A USB flash drive is inserted in the USB port on the VC120 codec
	Local contact

Icon	Description
VPN	VPN is enabled

Icons on VCP40 Video Conferencing Phone

Icons appearing on the VCP40 LCD screen are described in the following table:

Icon	Description
(Flashing)	Network is unavailable
SIP	SIP account is registered (the icon flashes when the SIP account is not registered successfully)
H323	H.323 account is registered (the icon flashes when the H.323 account is not registered successfully)
AA	Auto answer
DND	Do not disturb
	Call is muted
	Volume is 0
USB	A USB flash drive is inserted in the port on the VC120 codec
	Record a video
	Local contact
	Conference call
	Received calls
	Dialed calls
	Missed calls

LED Instructions

Indicator LED on the VC120 codec:

LED Status	Description
Solid green	The VC120 codec is powered on.

LED Status	Description
	The VC120 codec is upgrading firmware.
Solid red	The VC120 codec is in sleep mode.
Solid orange	Endpoint exception (e.g., network unavailable, update failure).
Off	The VC120 codec is powered off, or is not connect to the power adapter.

Indicator LED on the camera:

LED Status	Description
Solid green	The camera is properly connected to the VC120 codec, and the VC120 codec is powered on.
Solid red	The VC120 codec is in sleep mode.
Flashing green	Press the key on the remote control.
Off	The camera is not connected properly to the VC120 codec, or the VC120 codec is powered off.

Indicator LED on the VCP40:

LED Status	Description
Solid red	The phone is initializing. The call is muted.
Flashing red	The phone is ringing.
Solid green	The phone is placing a call. There is an active call on the phone.
Off	The phone is idle.

Battery indicator LED on the VCM60 video conferencing wireless microphone:

LED Status	Description
Solid green	The VCM60 is turned on within the first 5 seconds. The battery capacity reaches 100% during charging.
Flashing red	The battery capacity can maintain less than 1 hour.
Flashing green	The VCM60 is charging.
Off	Other status.

Mute indicator LED on the VCM60 video conferencing wireless microphone (When the VCM60 is working as the audio input device):

LED Status	Description
Fast flashing green	The VCM60 is searching the dongle.

LED Status	Description
Green and in breathing state	The VCM60 registers with the dongle, and then enters the online standby mode.
Solid green	The VC120 is placing a call. The VC120 is in a call.
Solid red	The VC120 is muted during a call.
Fast flashing orange	The VCM60 enters registration mode.
Slowly flashing orange	The VCM60 fails to search the dongle, and then enters the offline standby mode.
Off	The VCM60 is turned off. The VCM60 runs out of battery.

Mute Indicator LED on the VCM30 video conferencing microphone array:

LED Status	Description
Solid red	The VCM30 is muted when the VC120 is during a call.
Flashing red	The VC120 is ringing.
Solid green	The VCM30 is connected to the VC120 codec within the first 5 seconds. The VC120 is placing a call. The VCM30 is unmuted when the VC120 is during a call.
Off	The VCM30 is not connected to the VC120 codec. The VCM30 is idle.

Indicator LED of the Internet port on the VC120 codec:

LED Status	Description
Indicator LED on the left is off	Network is not connected.
Indicator LED on the left is solid green	Network is connected.
Indicator LED on the right is flashing yellow	Sending and receiving data.

User Interfaces

There are two ways to customize the configurations of your VC120 video conferencing endpoint:

- Remote control
- The user interface in a web browser on your PC.

Note The display device and remote control constitute the endpoint user interface. This allows the user to execute all call operation tasks and basic configuration changes directly. Detailed operational steps will be explained in the feature section.

Remote Control

You can use the remote control and display device to configure and use the VC120 video conferencing endpoint.

For more information on the function of each key on the remote control, refer to VCR10 Remote Control on page 13.

The Advanced option is only accessible to the administrator. The default administrator password is "0000". For more information on how to view, enter and edit menu settings menu on the display device, refer to Navigating Menus on the Display Device on page 35 and Entering Data and Editing Fields on page 35.

Web User Interface

You can customize your endpoint via web user interface. To access the web user interface, you need to know the IP address of your new endpoint.

To obtain the IP address, do one of the following:

- The IP address of the endpoint is shown on the top right corner of the display device.
- Press (**Menu** soft key) on your remote control and select **Status** ->**Network**.

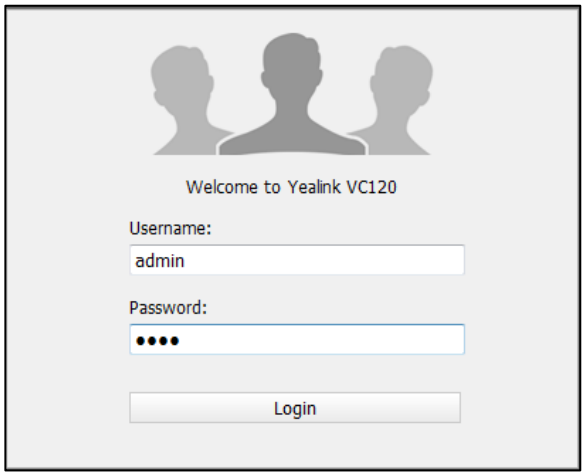
  The display device shows network information about the endpoint.
- Press OK on the VCP40 phone when the phone is idle and select **Network**.

  The LCD screen of the phone displays the network information of the endpoint.

Log into the web user interface:

1. Enter the IP address (e.g., http://192.168.0.10 or 192.168.0.10) in the address bar of a web browser on your PC, and then press the **Enter** key.
2. Enter the administrator user name and password.

   The default user name is "admin" (case-sensitive), and the default password is "0000".



3. Click **Login**.

After you log into the web user interface successfully, you can click **Logout** on the top right corner of the web interface to log out.

Documentations

The following table shows documentations available for the VC120 video conferencing endpoint.

Name	Contents	Where found	Language
Yealink VC120 Video Conferencing Endpoint Quick Start Guide	Endpoint installation and network configuration	On the website/ In the package	English/Chinese
Yealink VC120 Video Conferencing Endpoint User Guide	Endpoint/Web user interface settings Customizing and using the endpoint	On the website	English/Chinese
Yealink Video Conferencing System Conference Room Deployment Solution	Conference room layout, environmental requirements and installation recommendations for the system	On the website	English/Chinese
Yealink Video Conferencing System Network Deployment Solution	Network deployment for the VCS under various scenarios	On the website	English/Chinese

Note You can also download the latest documentations online:
http://support.yealink.com/documentFront/forwardToDocumentFrontDisplayPage

Getting Started

This chapter provides the following basic installation instructions and information for achieving the best performance from your VC120 video conferencing endpoint. Topics include:

- Endpoint Installation
- Powering the Endpoint On or Off
- Setup Wizard
- Registration
- Idle Screen Display
- Navigating Menus on the Display Device
- Entering Data and Editing Fields
- Endpoint Status

If you require additional information, or assistance to help you use your new phone, contact your system administrator.

Endpoint Installation

This section introduces the following:

- Installing the VC120 video conferencing endpoint
- Mounting the camera on your TV
- Mounting the camera on a wall
- Installing batteries in the remote control
- Connecting the CPE80 expansion microphone

Note

Up to two display devices can be connected to the VC120 codec. Because the display device is not included in the package, you need to purchase it separately if required. Ensure that the purchased display device supports HDMI input.

When connecting only one display device to the VC120 codec, Display1 port is the only available port. If dual screen mode is required, you can connect another display device to the Display2 port.

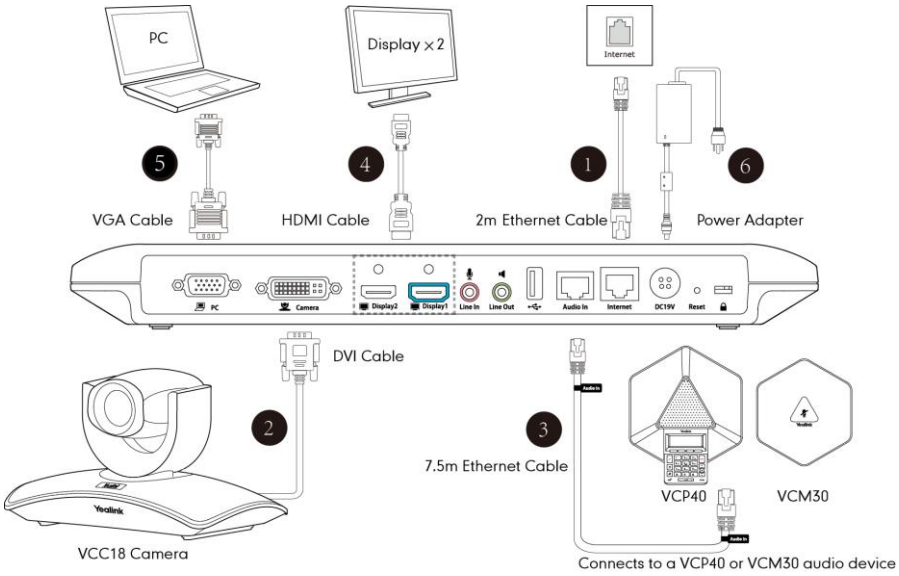
Because DVI cable is tailor-made, please use the Yealink-supplied DVI cable.

To prevent shock, do not connect the power adapter and turn on the power before connecting all endpoint components.

Installing the VC120 Video Conferencing Endpoint

Do the following:

1. Connect the Internet port of the VC120 codec to a switch/hub device port with the supplied 2m Ethernet cable.
2. Locate the Camera port on the back of the VC120 codec, and connect it to the Camera port on the camera with the supplied DVI cable.
3. (Optional) Locate the Audio In port of the VC120 codec, do one of the following:
   - Connect it to the Audio Out port on the VCP40 video conferencing phone with the 7.5m Ethernet cable that labeled Audio In.
   - Connect it to the Audio Out port on the VCM30 video conferencing microphone array with the 7.5m Ethernet cable that labeled Audio In.
4. Locate the Display1 port on the VC120 codec, and connect it to the HDMI port on the display device with the supplied HDMI cable (Make sure the display device is powered on)
5. (Optional.) Locate the VGA output port on the PC and connect it to the PC port on the VC120 codec with the supplied VGA cable for sharing content.
6. Connect the DC19V port on the VC120 codec to an AC power outlet with the supplied power adapter and power cord.



Note The VC120 video conferencing endpoint should be used with Yealink original power adapter (19V/3.42A) only. The use of the third-party power adapter may cause the damage to the endpoint.

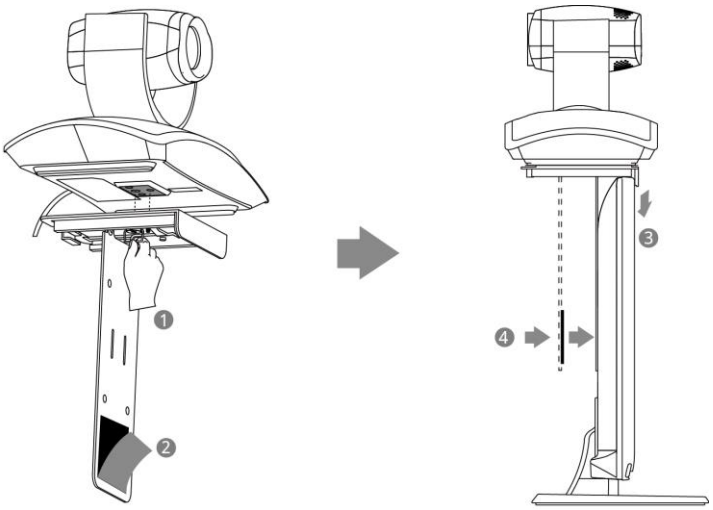
You can fasten all cables with cable ties after all devices are connected.

Installing the Camera

You can choose to mount the camera on your TV or a wall, depending on your actual needs.

a) Mounting the camera on a TV

When the thickness of your TV is between 35-120 mm, you can mount the camera on your TV.



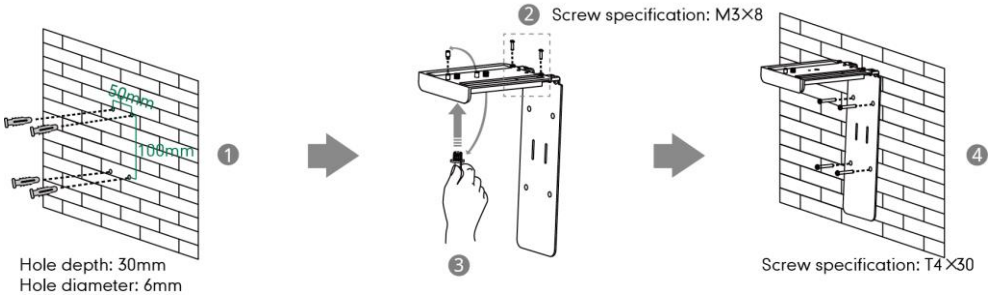
Do the following:

1. Lock the camera to the L-bracket.
2. Tear out the sticker on the L-bracket.
3. Put the L-bracket on the top of the TV.
4. Adjust the L-bracket to ensure close adhesion to the back of the TV.

b) Mounting the camera on a wall

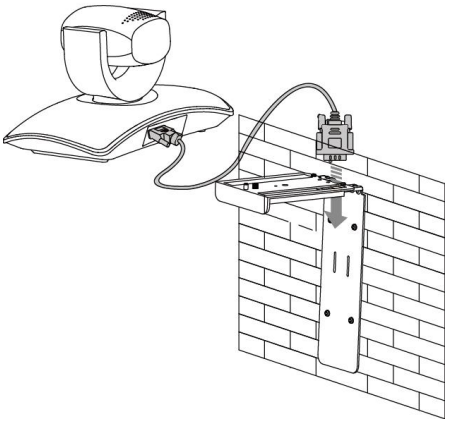
You can also decide to mount the camera on a wall. The recommended height for camera positioning is 1.5m-1.8m above the ground.

Do the following:

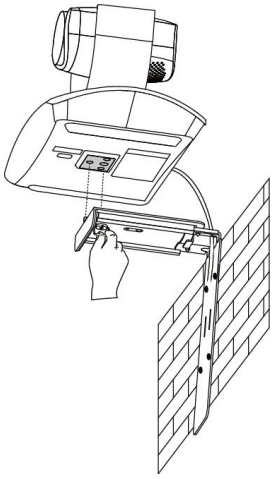


1. Punch holes into the wall and then insert the expansion bolts.

   Installation location for the expansion bolts and punching requirement are shown above.
2. Lock the L-bracket with the M3×8 screws.
3. Move the setscrews on the L-bracket to the left holes.
4. Lock the L-bracket to the wall with T4×30 screws.
5. Connect one end of the DVI cable to the camera and put the other end of the cable through the L-bracket.



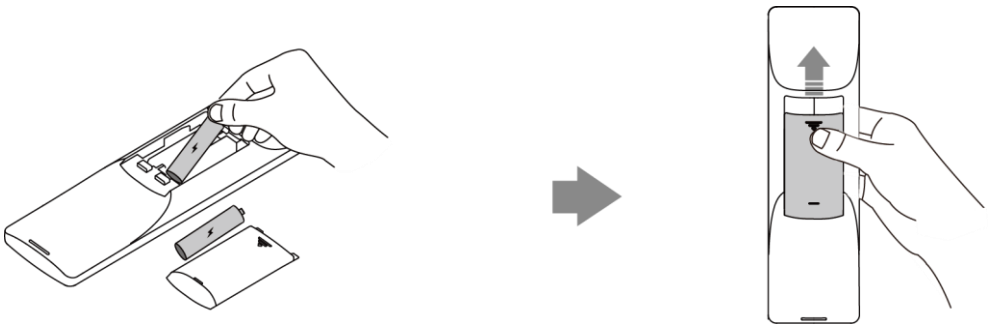
6. Lock the camera to the L-bracket, and then connect the other end of the DVI cable to the VC120 codec.



Installing Batteries for the Remote Control

Do the following:

1. Open the battery cover on the back of the remote control.
2. Insert the batteries with the correct polarity.
3. Replace the battery cover.



Remote Control Battery Safety Information

- Never make wrong polarity connection when charging and discharging battery packs.
- Avoid crushing, puncturing, or putting a high degree of pressure on any battery, as this can cause an internal short-circuit, resulting in overheating.
- Remove the batteries if they are not in use for long period of time. Battery leakage and corrosion can damage the remote control, dispose batteries safely.
- Do not dispose used batteries in domestic waste. Dispose batteries at special collection points or return to stores if applies.
- Do not dispose batteries in a fire.

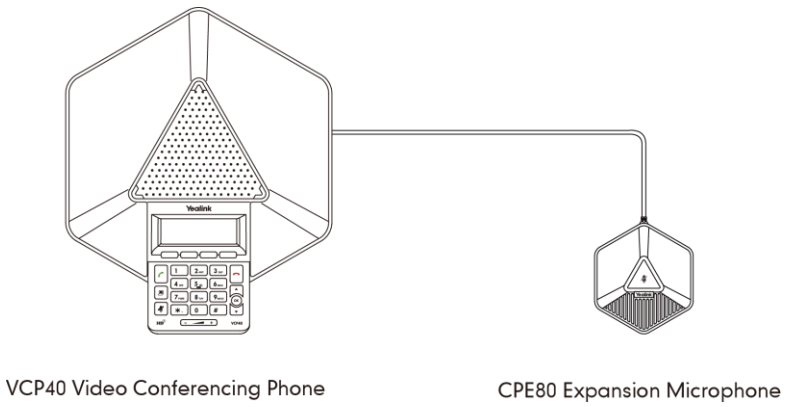
Connecting the CPE80 Expansion Microphone

If your video conferencing room is large, you can add an extra CPE80 expansion microphone to the MIC port on the VCP40 phone to expand the audio range of the conference phone. VCP40 phone has two MIC ports. This allows you to connect a CPE80 expansion microphone to one of the ports, depending on the location of the speaker.

CPE80 is a directional microphone. Its coverage range is a 120 degree. Always ensure that the speaker faces the expansion microphone.

To connect the expansion microphone:

1. Connect the free end of the optional expansion microphone cable to one of the MIC ports on the phone.



Note Up to two expansion microphones can be connected to a VCP40 conference phone.

Powering the Endpoint On or Off

Note **Caution!** To avoid corrupting the endpoint, you should always power off the endpoint using the power button on the VC120 codec. After turning the power off in this way, wait at least 15 seconds before you unplug the endpoint from its power source. This helps to ensure that the endpoint powers off correctly.

To power on the endpoint:

After all components are connected, press [⏻] on the VC120 codec. The indicator LED on the VC120 codec then illuminates solid green.

To power off the endpoint:

Do one of the following:

- Long press [⏻] on the VC120 codec.

- Short press , the display device will prompt "Press the power button to turn off the endpoint. Press any button on remote control to cancel".

  Press again to power off the endpoint or press any button on the remote control to cancel.

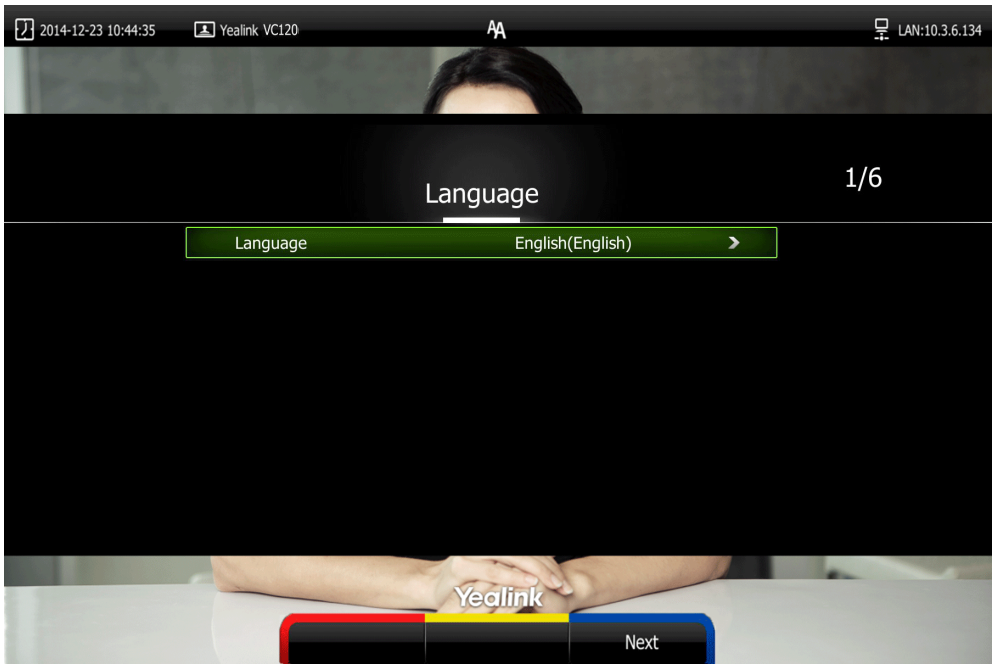
Setup Wizard

When you first start up or reset the endpoint, the display device will display the setup wizard.

To configure the setup wizard via the remote control:

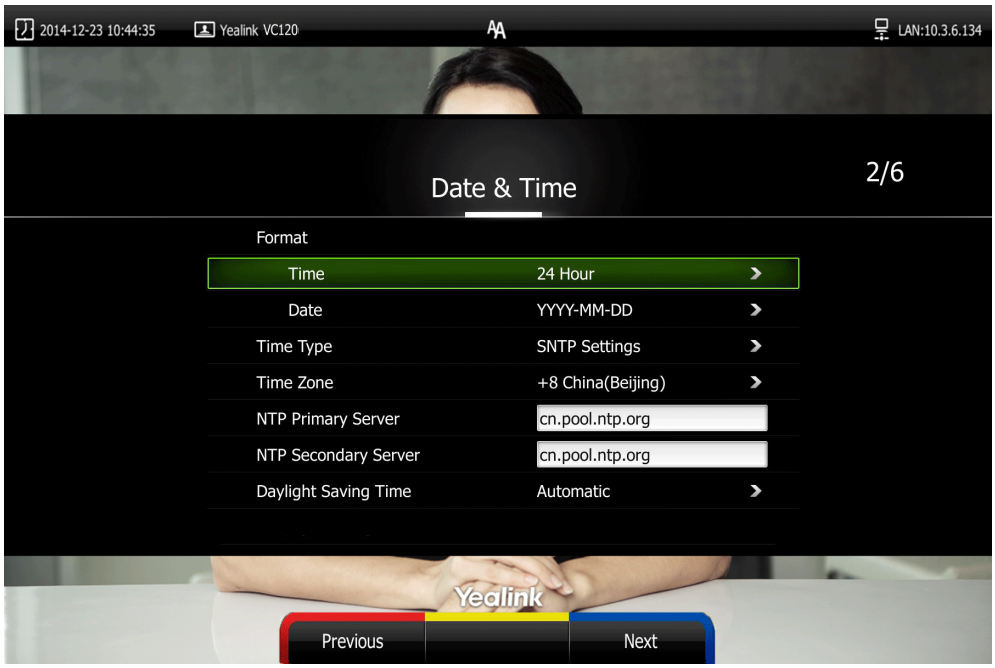
1. Set the language displayed on the display device.

   The default language is English.



2. Press (**Next** soft key) to continue.

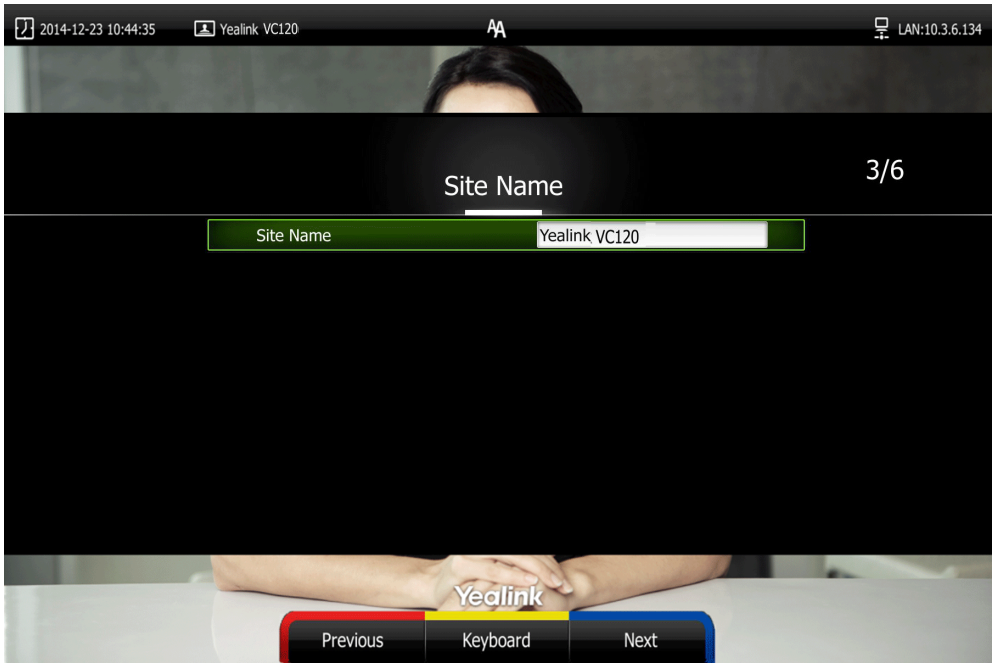
3. Set the date and time.



4. Press (**Next** soft key) to continue or press (**Previous** soft key) to return to the previous screen.

5. Edit the site name.

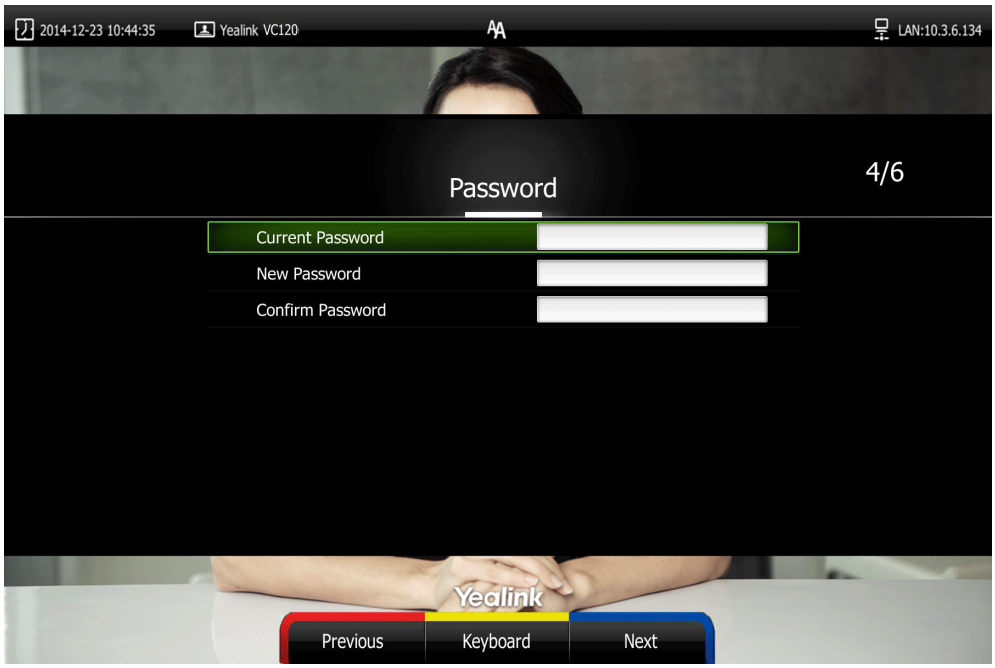
   The default site name is" Yealink VC120".



6. Press (**Next** soft key) to continue or press (**Previous** soft key) to return to the previous screen.

7. Change the administrator password.

The default administrator password is “0000”.



Note Do remember the new administrator password or keep a copy of the password in a safe place. If you forget the password, you will need to reset the endpoint to the factory settings, and then reset the password or use the default password “0000”.

8. Press (**Next** soft key) to continue or press (**Previous** soft key) to return to the previous screen.

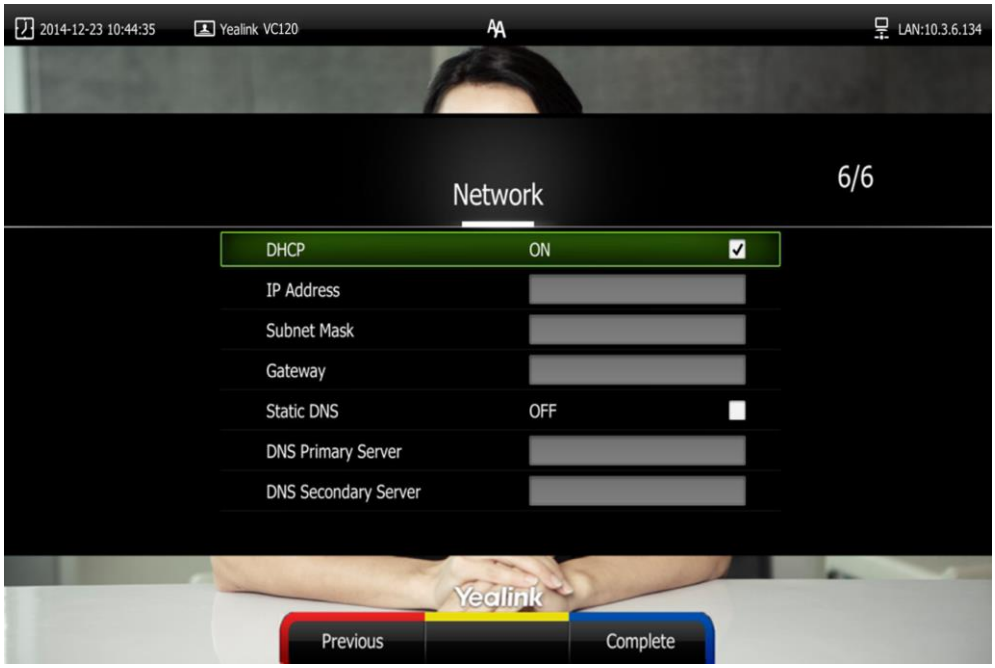
   The display device shows firewall port mapping information.

9. Press (**Next** soft key) to continue or press (**Previous** soft key) to return to

the previous screen.

10. Configure network settings.

    The phone will attempt to contact a DHCP server in your network to obtain an IP address, subnet mask, default gateway address and DNS address by default. If you uncheck the DHCP checkbox, you will then need to configure network settings manually.



11. Press (**Complete** soft key) to complete the setup wizard.

For more information on how to configure endpoint features using the remote control, refer to Navigating Menus on the Display Device on page 35 and Entering Data and Editing Fields on page 35. For more information on how to configure language, time and date, refer to Customizing the VC120 Video Conferencing Endpoint on page 39.

Note

Wrong network settings may result in the inaccessibility of your endpoint. They may also have an impact on your network performance. For more information on these parameters, contact your system administrator.

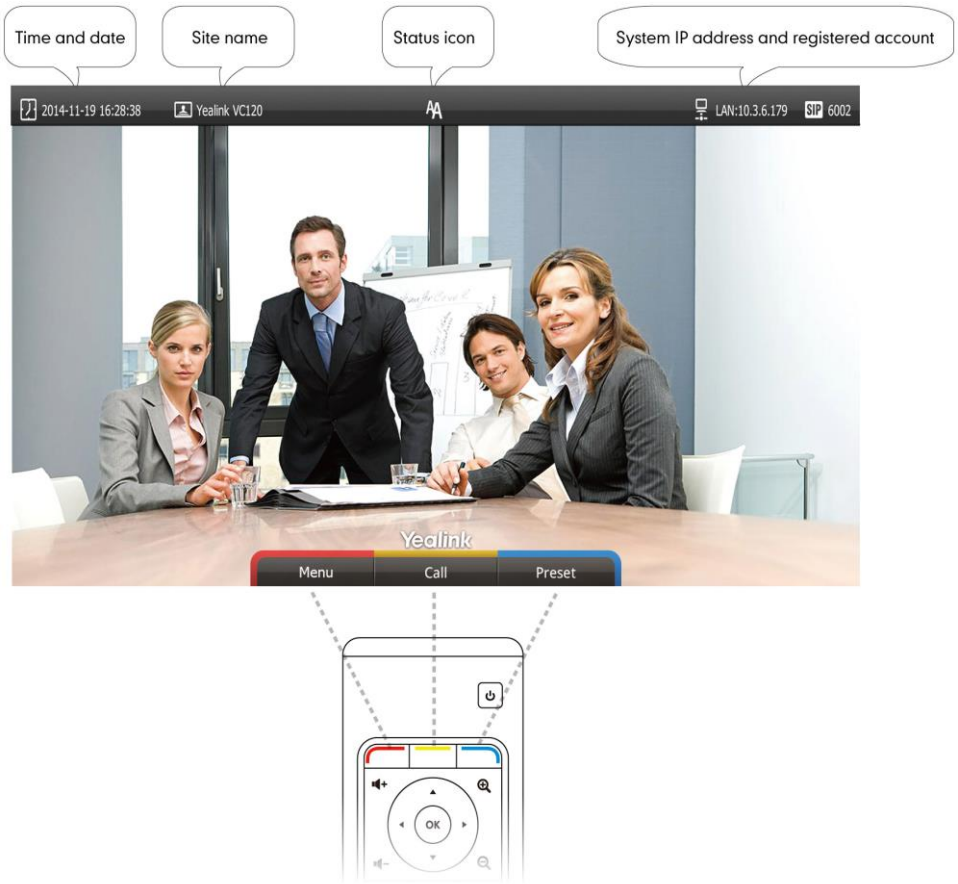
Registration

Generally, your system administrator will configure the endpoint account beforehand, so that after you start up the endpoint, the endpoint will already be registered and ready for use. If your endpoint is not registered, you may have to register it. For more information on how to register an account for the endpoint, refer to *Yealink_VC_Series_Video_Conferencing_System_Administrator_Guide*.

Idle Screen Display

Idle screen of the display device

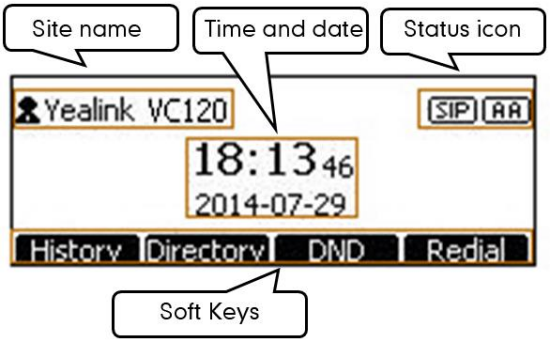
If the endpoint has successfully started up, the idle screen will be shown. The following figure is an example of the idle LCD screen:



Name	Description
Time and Date	The time and date are displayed on the left of the status bar.
Site name	The site name of the endpoint. For more information on how to change the site name, refer to Site Name on page 41.
Status icon	Status icons are displayed in the center of the status bar. For more information on the status icon, refer to Icons on Display Device on page15.
IP address	• **LAN: X.X.X.X**: Indicates the endpoint has obtained an IP address. • **Network disconnected**: Indicates the endpoint does not connect to an Ethernet

Name	Description
	cable. Please check the Ethernet cable. • **255.255.255.255**: Indicates the endpoint fails to obtain an IP address. Check the connection between the endpoint and the DHCP server, or you can configure a static IP address for the endpoint. For more information on how to configure a static IP address, refer to Setup Wizard on page 29.
Registered account	When the VC120 endpoint is registered with the SIP server, the account icon is SIP . For more information, refer to *Yealink VC Series Video Conferencing System Administrator Guide*.
	When the VC120 endpoint is registered with an H.323 gatekeeper, the account icon is H323 . For more information, refer to *Yealink VC Series Video Conferencing System Administrator Guide*.
Video image	Video image is displayed.
Soft keys	The display device shows the names of shortcut keys, and users can press these shortcut keys on the remote control to execute corresponding action.

Idle screen of the VCP40 phone



Name	Description
Status icon	Displays the phone's status icon.
Soft Keys	Displays four soft keys. • **History**: Enters the History screen • **Directory**: Enters the Directory screen • **DND**: Enables or disables the Do Not

Name	Description
	Disturb mode • **Redial**: Redials the last dialed number
Site name	Displays the site name.
Time and Date	Displays the time and date.

Navigating Menus on the Display Device

You can use the remote control to enter the main menu screen, and view the items on the display device.

Note The endpoint will automatically return to the idle screen after 60 seconds of inactivity.

To navigate menus and fields, you can:

If you want to	You can
Enter the main menu.	Press (**Menu** soft key).
Return to the idle screen.	Press .
Go back to the previous menu.	Press (**Back** soft key) or .
Navigate through menus.	Press ◀ or ▶ to select a menu. Press ▲ or ▼ to select an item.
Expand pull-down list.	Press OK or ▶ to expand a pull-down list.
Select an option from the pull-down list.	From the pull-down list, Press ▲ or ▼ to scroll to the setting and then press OK .
Enable or disable features.	Press OK .

Entering Data and Editing Fields

You can enter data and edit fields using the keypad on the remote control or the on-screen keyboard on the display device:

To enter or edit data:

1. Select the field.
2. Do one of the following:

If you want to	You can
Entering numbers.	Press the digit keys on the remote control.

If you want to	You can
Entering letters.	1. Press (**Keyboard** soft key) to open the on-screen keyboard. If the endpoint is in the dialing screen, press (**Keyboard** soft key) to open the on-screen keyboard. 2. Press the navigation keys on the remote control to select desired letters. 3. Press to switch input method. 4. Press OK . 5. Press to exit from the on-screen keyboard.
Entering special characters.	1. Press (**Keyboard** soft key) to open the on-screen keyboard. If the endpoint is in the dialing screen, press (**Keyboard** soft key) to open the on-screen keyboard. 2. Press to switch the input method to **@#%**. 3. Press the navigation keys on the remote control to select desired characters. 4. Press OK . 5. Press to exit from the on-screen keyboard.
Delete text you entered.	• Press to delete one character at a time. • Long press for 2 Seconds to delete the entire field of text.

3. Press to save.

Endpoint Status

When the endpoint is idle, you can view its status via the remote control, VCP40 phone or web user interface.

Available endpoint status information includes:

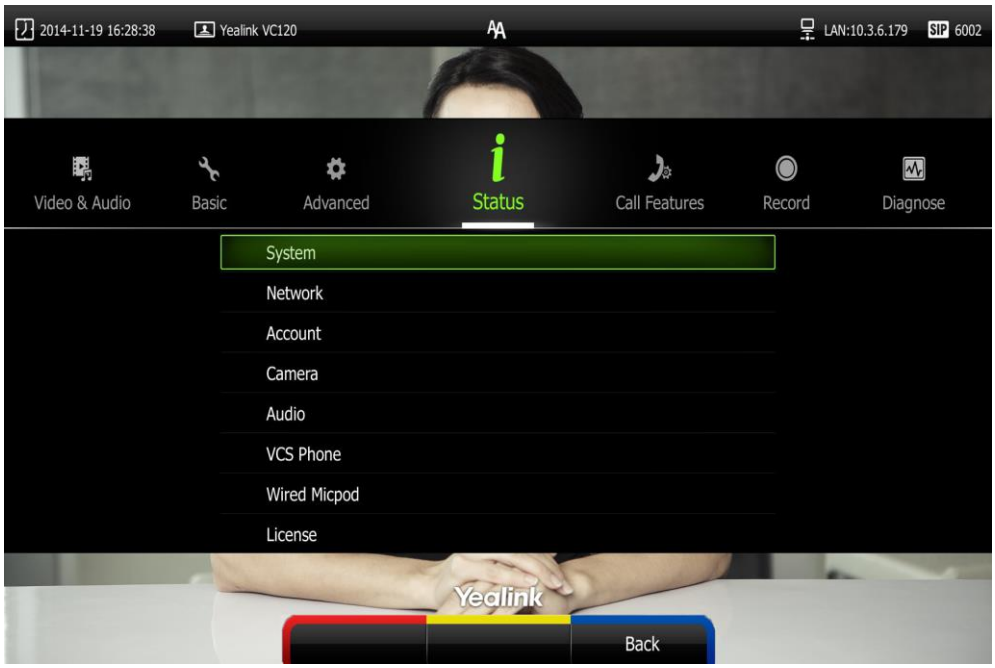
- **System information** (device model, firmware, hardware version, product ID and serial number)
- **Network status** (LAN type, IP address, MAC, subnet mask, gateway and DNS server, public IP address can also be viewed if the static NAT is enabled)

- **Account status** (register status of SIP account and H.323 account)
- **Camera** (status, device model, SPEC, hardware version and serial number)
- **Audio** (the active audio input and output devices)
- **VCS Phone** (status, device model, hardware version and serial number)
- **Wired Micpod** (status, model, hardware, serial number)

To view the endpoint status via the remote control:

1. Press (**Menu** soft key).

   The display device shows the **Status** menu.

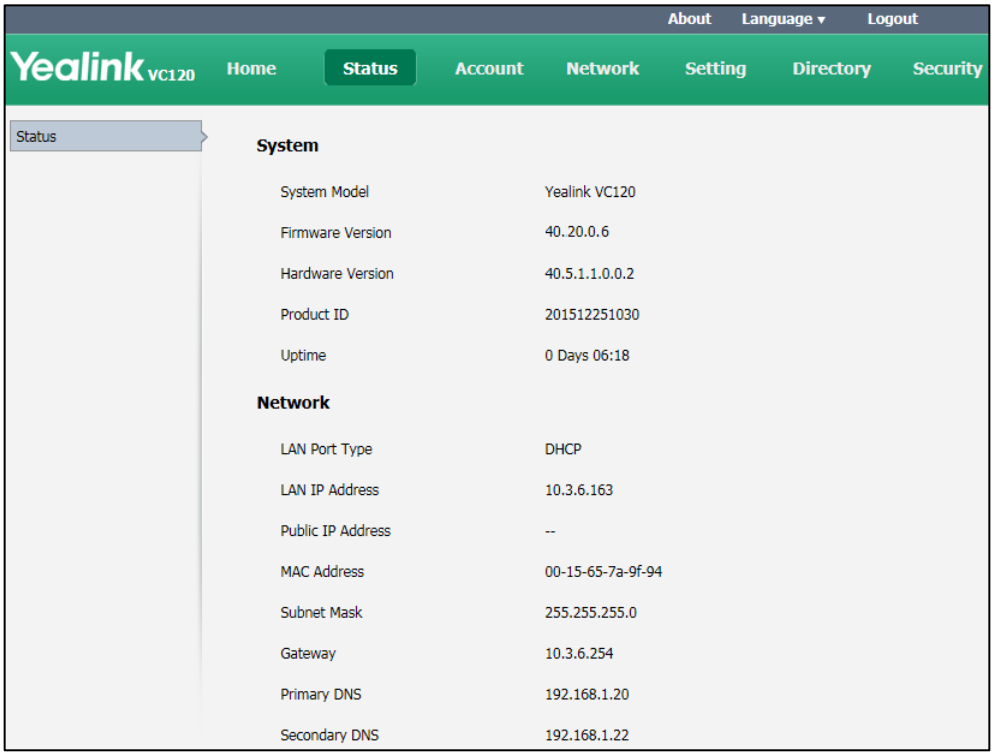


2. Press ▲ or ▼ to select the desired list.
3. Press OK to view the specific information.

To view the endpoint status via web user interface:

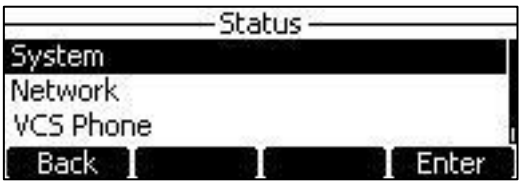
1. Click **Status**.

The endpoint status is displayed on the web user interface.



To view the endpoint status via phone user interface:

1. Press OK.



2. Press ▲ or ▼ to select the desired list.
3. Press OK or the **Enter** soft key to view the specific information.

Customizing the VC120 Video Conferencing Endpoint

You can customize your VC120 video conferencing endpoint by personally configuring certain settings, for example, site name, time & date and language. You can add contacts to the local directory manually or from the call history.

This chapter provides basic operating instructions for customizing your endpoint. Topics include:

- General Settings
- Local Directory
- Call History Management
- Call Protocol
- Bandwidth Settings
- Audio Settings
- Far-end Camera Control

If you require additional information or assistance with your new endpoint, contact your system administrator.

General Settings

Automatic Sleep Time

The endpoint will enter the sleep mode automatically when it has been inactive for a period of time (the default period is 10 minutes).

When the endpoint is in sleep mode, it will still accept incoming calls. The display device will prompt "No Signal", and the VCP40 phone LCD screen prompts "Sleeping Press any key to resume". You can press any key on the remote control or VCP40 phone to wake the endpoint up. When receiving a call, the endpoint will be woken up automatically.

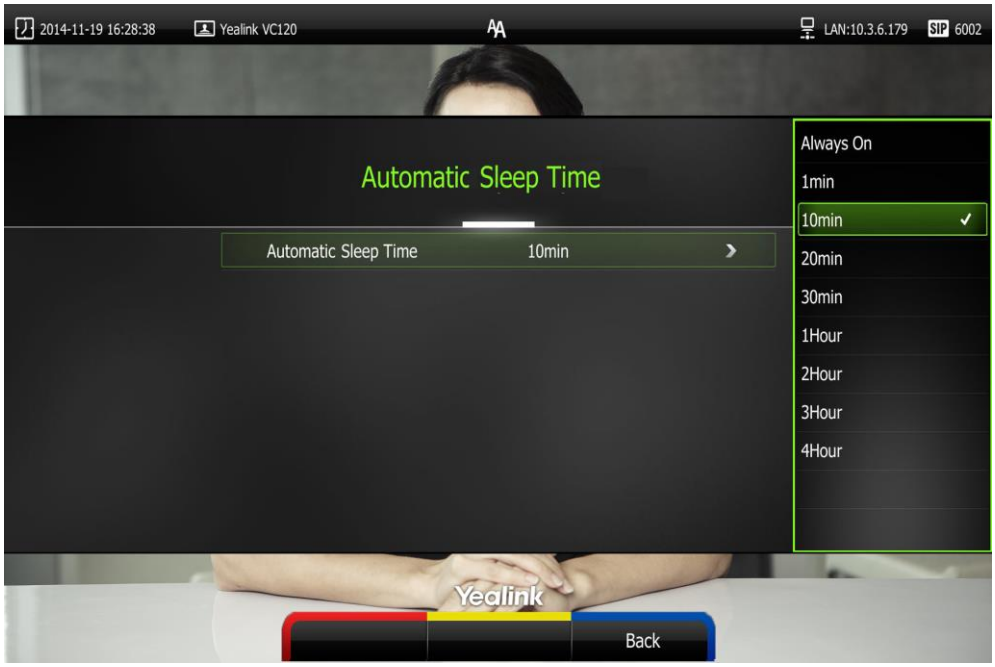
You can change the automatic sleep time via the remote control or web user interface. You can also press the sleep key on the remote control to make the endpoint sleep immediately.

To configure the automatic sleep time via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.

3. Press ▲ or ▼ to scroll to **Automatic Sleep Time**, and then press OK.
4. Select desired time from the pull-down list of **Automatic Sleep Time**.

   If **Always On** is selected, the endpoint will not enter the sleep mode automatically.



5. Press (**Save** soft key) to accept the change.

Automatic sleep time is configurable via web user interface at the path **Setting**->**General**->**Automatic Sleep Time**.

Backlight

The backlight of the VCP40 phone is always on by default. You can configure backlight time for the VCP40 phone's LCD screen via web user interface.

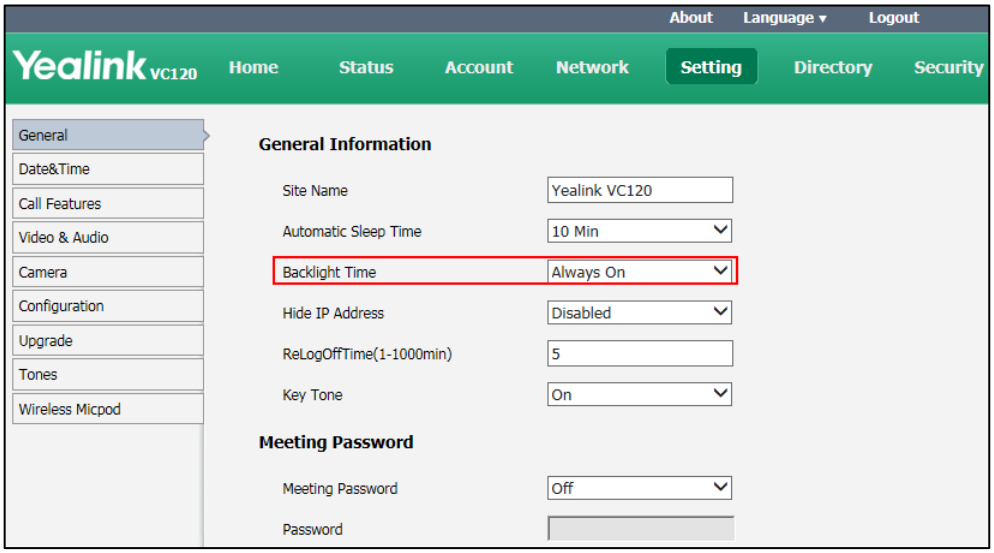
You can configure the LCD screen's backlight time in the following formats:

- **Always On:** Backlight is on permanently.
- **15s, 30s, 1Min, 2 Min, 5 Min, 10 Min, 30 Min:** Backlight goes out when the phone has been inactive for the time you set.

To configure the backlight via web user interface:

1. Click on **Setting** ->**General**.

2. Select the desired value from the pull-down list of **Backlight Time**.



3. Click **Confirm** to accept the change.

Site Name

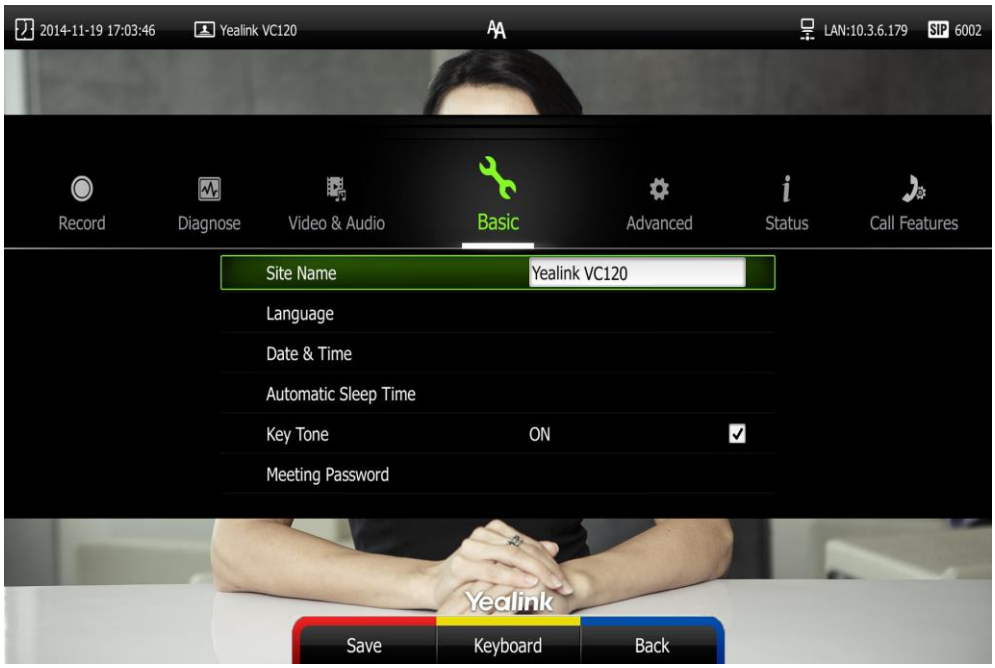
Site name is displayed on the status bar of the display device and VCP40 phone. When H.323 or SIP protocol is enabled, you can make an IP address call to the other party, the endpoint site name will be displayed on the remote display device. Site names can consist of letters, numbers or special characters.

Site name is configurable via the remote control or web user interface.

To configure the site name via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.
3. Press ▲ or ▼ to scroll to **Site Name**.

4. Edit the site name.



5. Press (**Save** soft key) to accept the change.

Site name is configurable via web user interface at the path **Setting**->**General**->**Site Name**.

Language

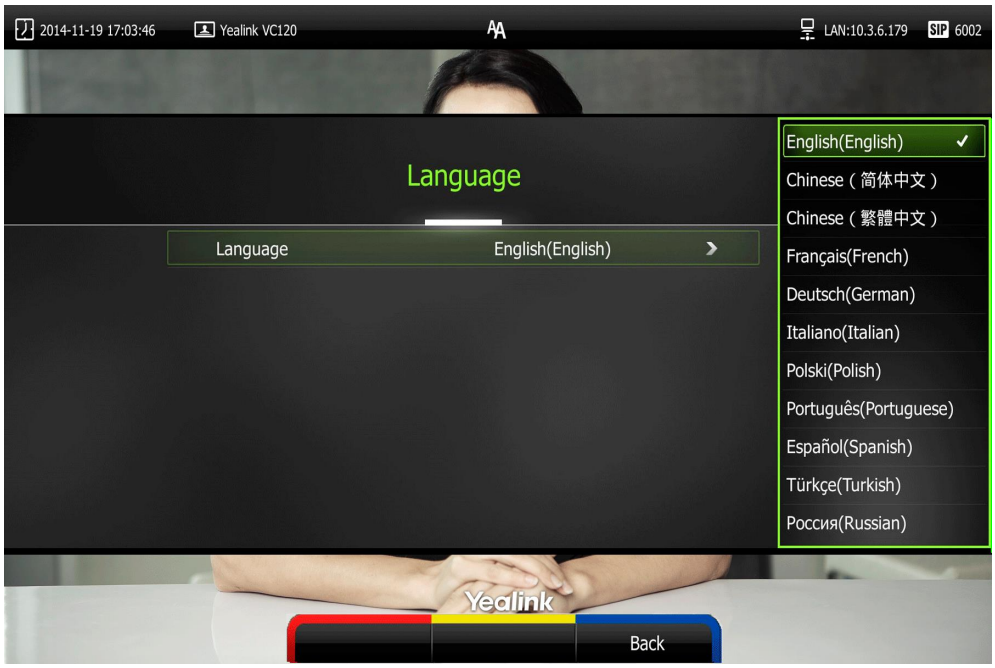
The default language of the display device is English, and you can change it via the remote control. The VCP40 phone will detect and use the same language as which of the display device.

The default language of the web user interface is English. You can change the web user interface language for web user interface. The available languages for the endpoint are English, Chinese Simplified, Chinese Traditional, French, German, Italian, Polish, Portuguese, Spanish, Turkish, Russian and Czech.

To change the language for the display device via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.
3. Press ▲ or ▼ to scroll to **Language**, and then press OK.

4. Select the desired language from the pull-down list of **Language**.

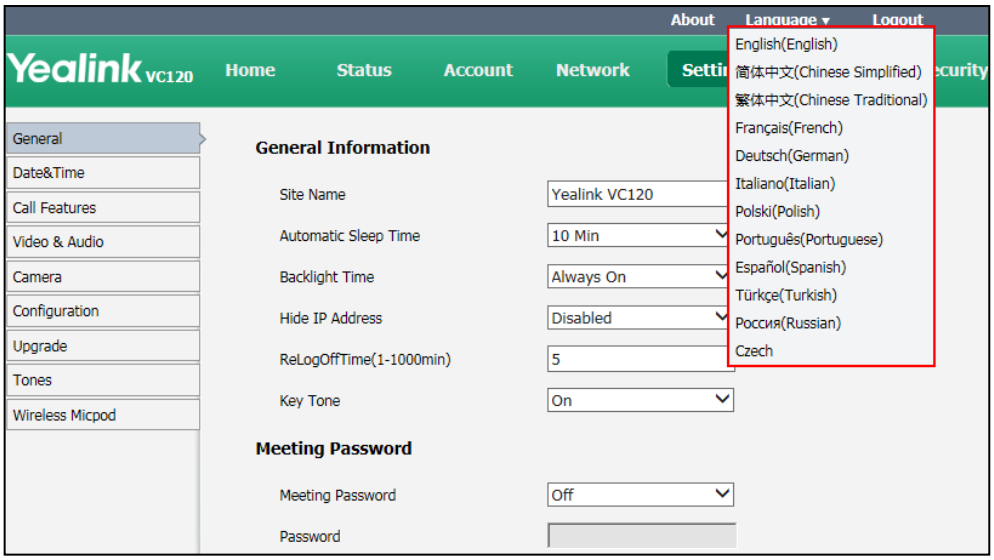


5. Press (**Save** soft key) to accept the change.

   Text displayed on the display device and LCD screen of VCP40 phone will change to the selected language.

To change the language for the web user interface:

1. Click on **Language** at the top right corner of the web page.
2. Select the desired language from the pull-down list of **Language**.



   Text displayed on the web user interface will change to the selected language.

Time & Date

The time and date are displayed on the LCD screen of the VCP40 phone and display device. You can configure the endpoint to obtain the time and date from the SNTP (Simple Network Time Protocol) server automatically. The SNTP allows the endpoint to synchronize time to a main server. This keeps all network machine clocks on the same time. Enter the NTP Server name that you want to follow.

If the endpoint cannot obtain the time and date from the SNTP server, you can configure the time and date manually, or contact your system administrator for more information.

There are 7 available date formats. For example, for the date format "WWW DD MMM", "WWW" represents the abbreviation of week. "DD" represents the two-digit day, and "MMM" represents the first three letters of the month.

The available date formats you need to know are:

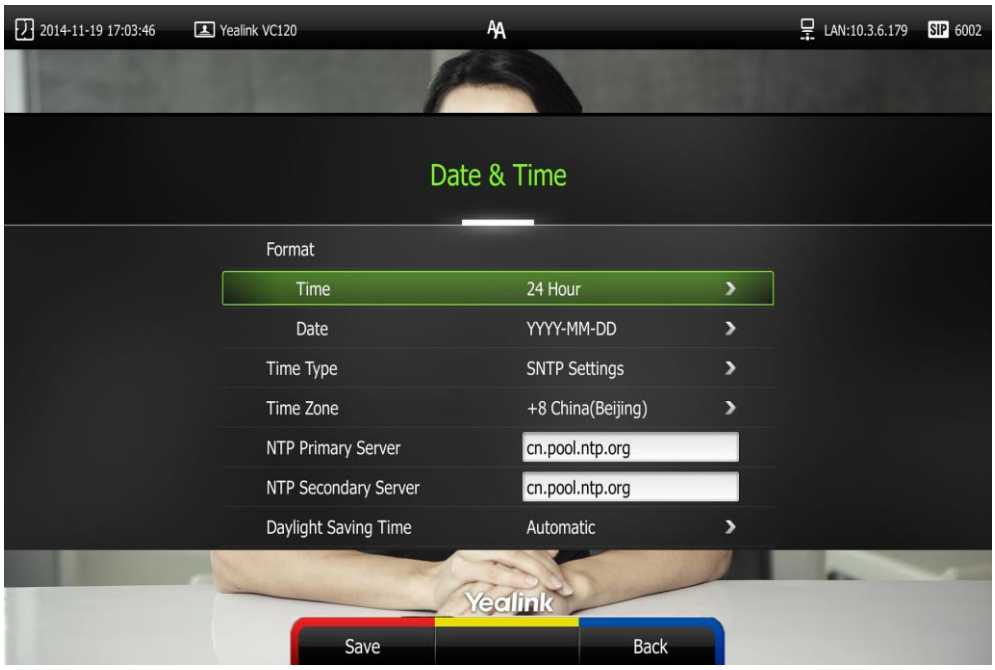
Date Format	Example (2015-12-16)
WWW MMM DD	Wed Dec 16
DD-MMM-YY	16-Dec-15
YYYY-MM-DD	2015-12-16
DD/MM/YYYY	16/12/2015
MM/DD/YY	12/16/15
DD MM YYYY	16 Dec 2015
WWW DD MMM	Wed 28 Jan

To configure the NTP server and date & time format via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.
3. Press ▲or ▼ to scroll to **Date & Time**, and then press OK.
4. Select the desired time format from the pull-down list of **Time**.
5. Select the desired date format from the pull-down list of **Date**.
6. Select **SNTP Settings** from the pull-down list of **Time Type**.
7. Select the time zone that applies to your area from the pull-down list of **Time Zone**.

   The default time zone is "+8 China(Beijing)".
8. Enter the domain names or IP addresses in the **NTP Primary Server** and **NTP Secondary Server** fields respectively.
9. Select the desired value from the **Daylight Saving Time** field.

When **Automatic** is selected, the endpoint will use daylight saving time corresponding to the selected time zone.



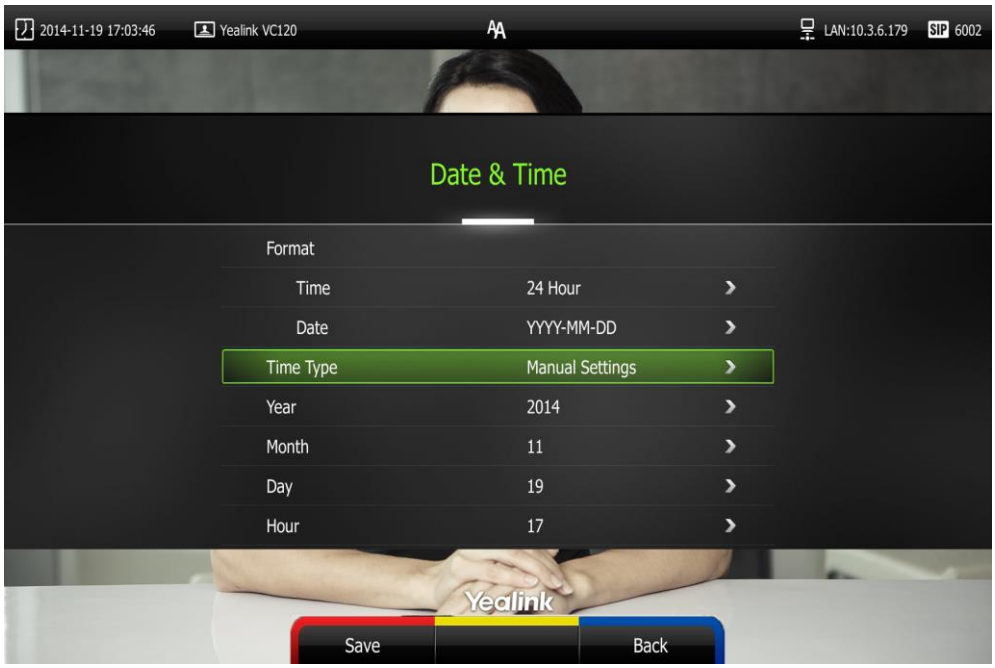
10. Press (**Save** soft key) to accept the change.

Note Please refer to Appendix A - Time Zones for the list of available time zones on the endpoint.

To configure the time and date manually via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.
3. Press ▲ or ▼ to scroll to **Date & Time**, and then press OK.
4. Select the **Manual Settings** from the pull-down list of **Time Type**.
5. Select the desired year from the pull-down list of **Year**.
6. Select the desired month from the pull-down list of **Month**.
7. Select the desired day from the pull-down list of **Day**.
8. Select the desired hour from the pull-down list of **Hour**.
9. Select the desired minute from the pull-down list of **Minute**.

10. Select the desired second from the pull-down list of **Second**.



11. Press (**Save** soft key) to accept the change.

Time and date is configurable via web user interface at the path **Setting**->**Date**.

Key Tone

You can enable the key tone feature to play a key tone when you press any key on the remote control.

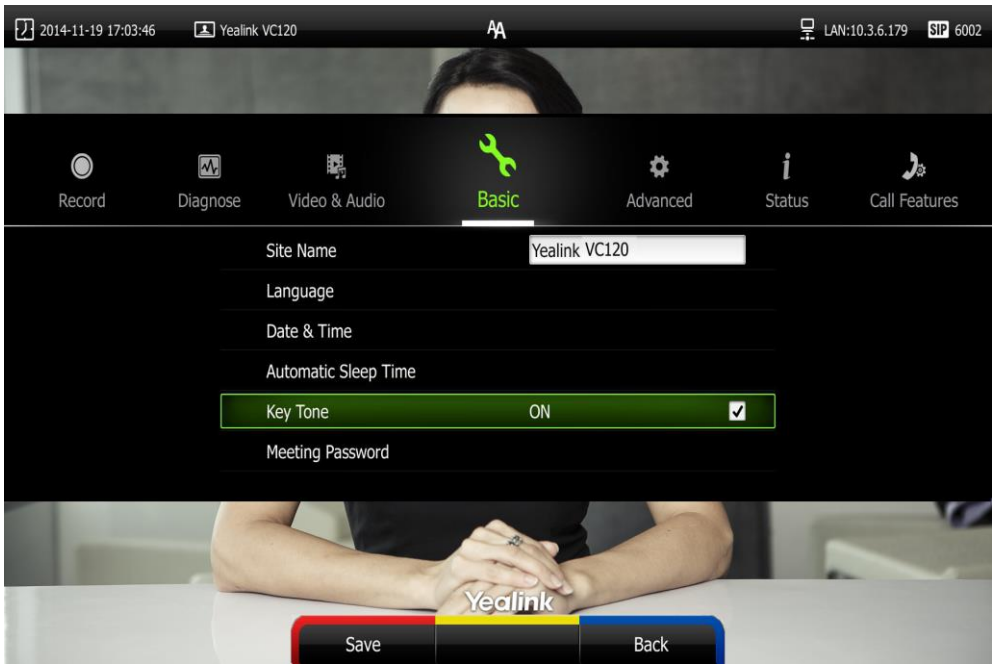
Key tone is configurable via the remote control or web user interface. Key tone feature is enabled by default.

Note If ringer volume is adjusted to 0, you cannot hear the key tone. For more information on how to adjust the ringer volume, refer to Audio Settings on page 47.

To configure the key tone via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.

3. Press ▲ or ▼ to scroll to **Key Tone**, and then press OK to enable or disable this feature.



4. Press (**Save** soft key) to accept the change.

Key tone is configurable via web user interface at the path **Setting**->**General**->**Key Tone**.

Audio Settings

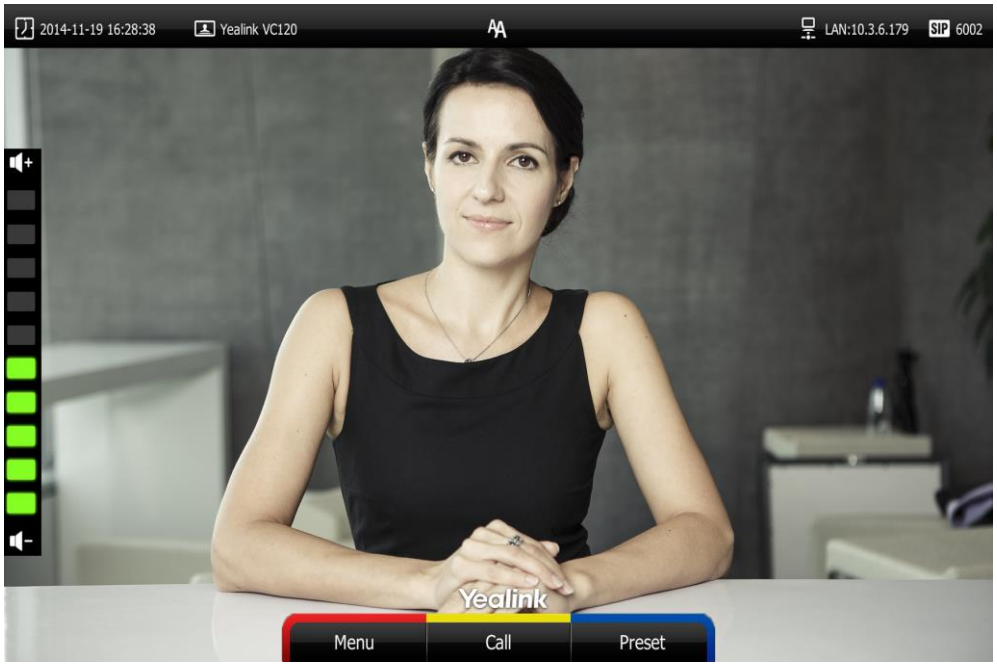
You can use the remote control or VCP40 phone to adjust the ringer volume of the endpoint. You can also adjust the receiver volume of engaged audio devices when the endpoint is in use.

To adjust the volume when the endpoint is idle:

Do one of the following:

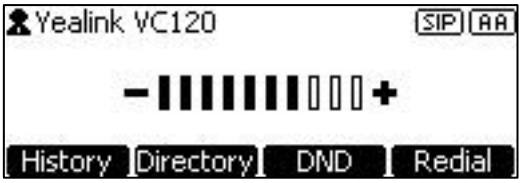
- Press – or + on the remote control to adjust the ringer volume of the endpoint.

The current ringer volume of the endpoint is displayed on the left of the display device.



- Press on the VCP40 phone to adjust the ringer volume.

  The LCD screen of the VCP40 phone displays the current ringer volume.



The display device will display the ringer volume simultaneously.

Note

If ringer volume is adjusted to 0, the icon will appear on the display device. The icon will appear on the LCD screen of the VCP40 phone.

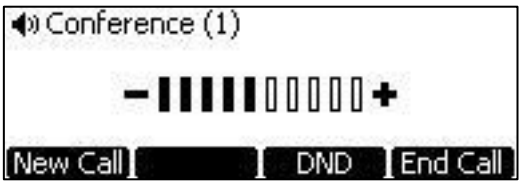
To adjust the volume when the endpoint during a call:

- Press − or + on the remote control to adjust the receiver volume of the endpoint.

The current receiver volume of the endpoint is displayed on the left of the display device.

- Press to adjust the receiver volume.

  The LCD screen of the VCP40 phone displays the current receiver volume.



The display device will display the receiver volume simultaneously.

Note If the VCP40 phone is not the active audio device of the endpoint, you can still use it to adjust the endpoint volume.

Meeting Password

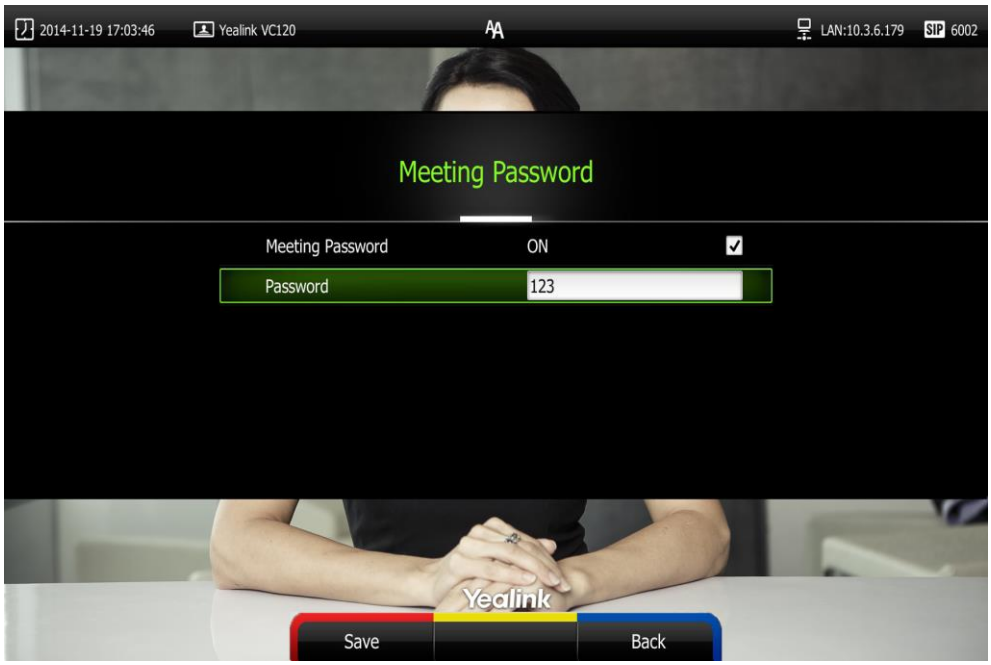
Meeting password is used to manage the incoming calls. If you enable this feature, only the people who know the meeting password can dial your endpoint.

If your endpoint is idle, meeting password can prevent people from dialing your endpoint. If your endpoint is during a call or conducting a conference call, meeting password can prevent unauthorized people from joining.

Note You can add specified users to the meeting whitelist. Users in the whitelist can dial your endpoint directly without meeting password. For more information on meeting whitelist, refer to Meeting Whitelist on page 50.

To configure the meeting password via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.
3. Press ▲ or ▼ to scroll to **Meeting Password**, and then press OK.



4. Check the **Meeting Password** checkbox.
5. Enter the meeting password in the **Password** field.
6. Press (**Save** soft key) to accept the change.

Meeting password is configurable via web user interface at the path **Settings**->**General**->**Meeting Password**.

People can press **IP##meeting password** or **meeting password@IP** to dial your endpoint or join your conference call. For example: your IP address is 10.3.6.179 and you set 123 as your meeting password. People should press **10.3.6.179##123** or **123@10.3.6.179** to dial your endpoint or join your conference call. If people call you without a meeting password or with a wrong meeting password, the call will fail.

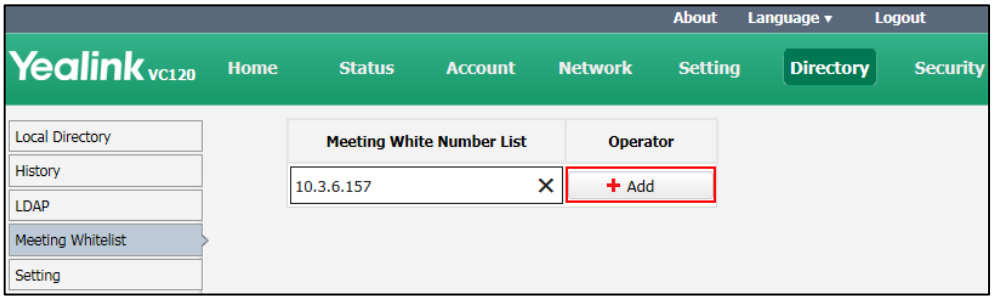
Meeting Whitelist

You can add the IP, account or domain name of the remote endpoint to the meeting whitelist. Users in the whitelist can dial your endpoint or join your conference call directly without meeting password even if you have enabled the meeting password feature. VC120 video conferencing endpoint supports up to 100 whitelist records. Meeting whitelist is configurable via web user interface only.

To add the meeting whitelist numbers via web user interface:

1. Click on **Directory**->**Meeting Whitelist.**

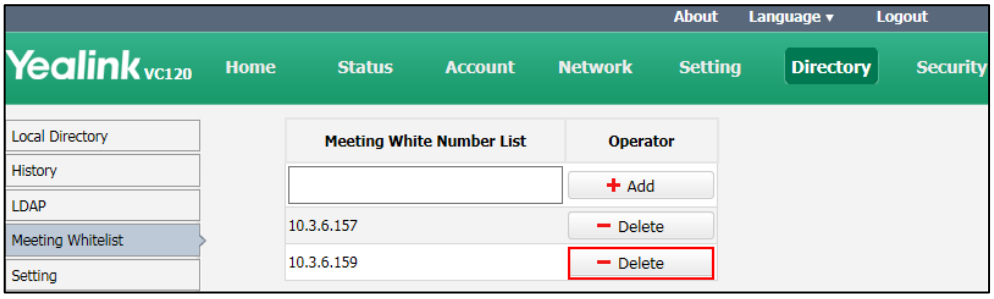
2. Enter the user's IP, account or domain name in the **Meeting White Number List** field.



3. Click **Add**.
4. Repeat step 2-3 to add more numbers to the whitelist.

To delete the meeting whitelist numbers via web user interface:

1. Click on **Directory->Meeting Whitelist.**
2. Click **Delete** beside the numbers that you want to delete.



The web user interface prompts the message "Warning: Are you sure delete the white number?".

3. Click **Confirm**.

Local Directory

You can add local contact information to the endpoint. VC120 endpoint can store up to 500 local contacts. You can manage the local directory via the remote control or web user interface.

Adding Contacts

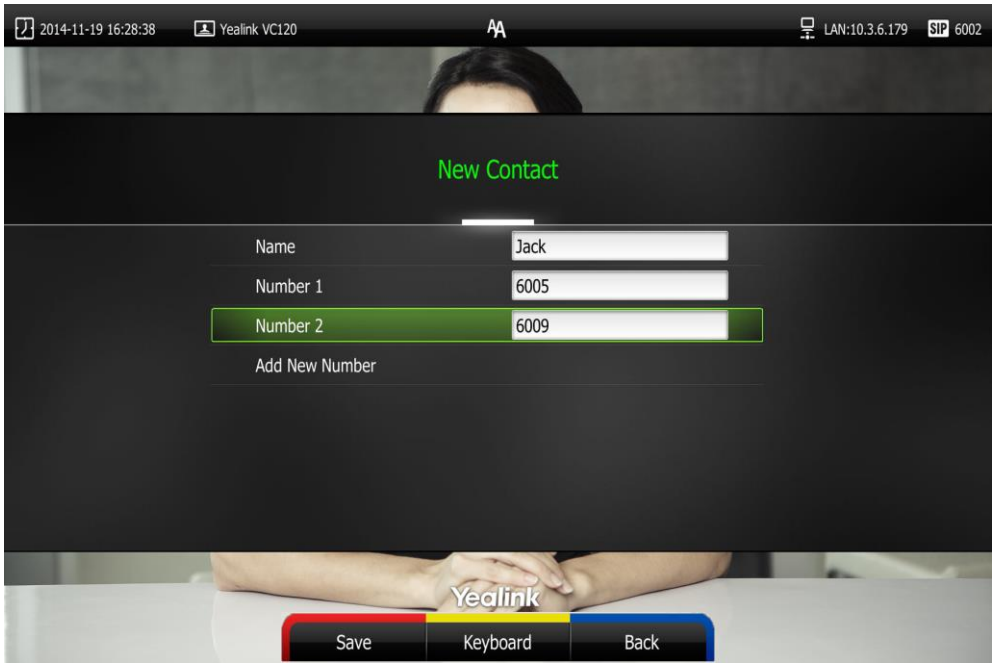
You can add local contacts to the endpoint. VC120 endpoint can store up to 500 local contacts. You can manage the local directory via the remote control or web user interface.

To add a local contact via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.

3. Press (**New Contact** soft key).
4. Enter contact name in the **Name** field.
5. Enter contact number or IP address in the **Number** field.
6. Press ▲ or ▼ to scroll to **Add New Number**, and then press OK to add more numbers.

   Up to 3 numbers can be added to a contact.
7. Enter the second number of the contact in the **Number 2** field.



   You can repeat the step 6 to add the third number to the contact, and enter the third number in the **Number 3** field.
8. Press (**Save** soft key) to save the local contact.

Note If the contact already exists in the directory, the display device will prompt "Contact already exists!".

Adding contacts is configurable via web user interface at the path **Directory**->**Local Directory**..

Placing Calls to Contacts

You can place calls to local contacts via the remote control, VCP40 phone or web user interface.

To place a call to a local contact via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.

3. Press ▲ or ▼ to select the desired local contact.
4. Press OK .
   - If only one number is stored for the contact, the contact number will be dialed out directly.
   - If multiple numbers are stored for the contact, press ▲ or ▼ to highlight the desired number, and then press OK or to dial out the number.

To place a call to a local contact via the VCP40 phone:

1. Press the **Directory** soft key to enter the Directory list.
2. Press or to select the desired directory list (**All Contacts** or **Local**).
3. Press the **Enter** soft key or OK to view the contacts in the selected directory.
4. Press or to select the desired contact.

   You can press the ◀ or ▶ soft key to switch the directory list.
5. Do one of the following:
   - If only one number is stored for the contact, press the **Send** soft key, OK or to call the contact.
   - If multiple numbers are stored for the contact, press the **Enter** soft key or OK to view the contact numbers.

     Press ▲ or ▼ to highlight the desired number.

     Press the **Send** soft key, OK or to call the contact.

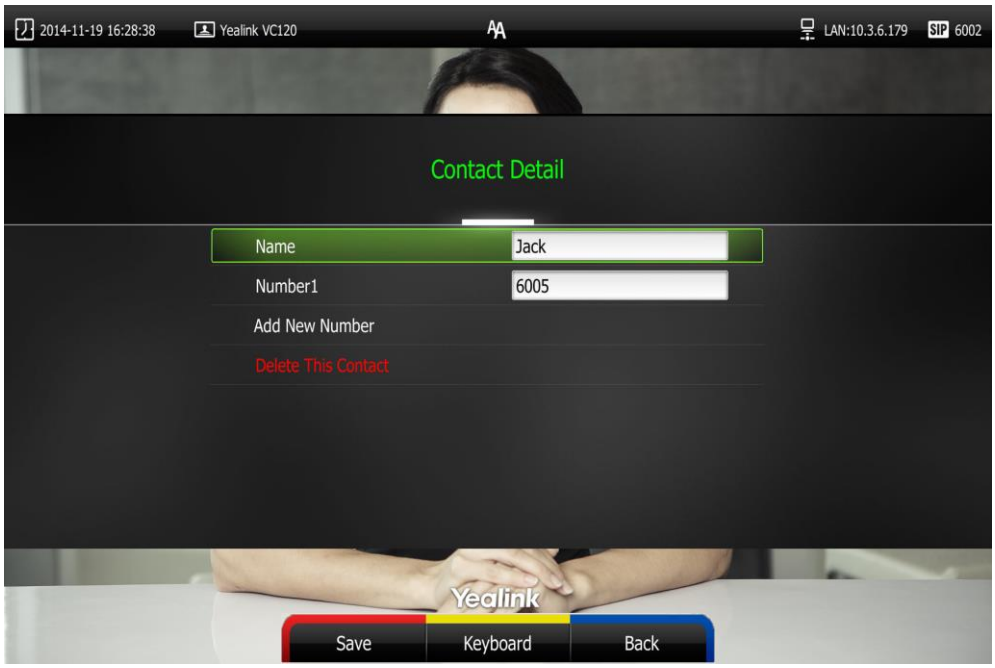
Editing Contacts

You can edit local contacts via the remote control or web user interface:

To edit a contact via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.
3. Press ▲ or ▼ to select the desired local contact.
4. Press (**Detail** soft key).
5. Edit contact information.

You can select **Add New Number** to add new numbers for the contact.



6. Press (**Save** soft key) to accept the change or press (**Back** soft key) to cancel.

Editing contacts is configurable via web user interface at the path **Directory**->**Local**.

Deleting Contacts

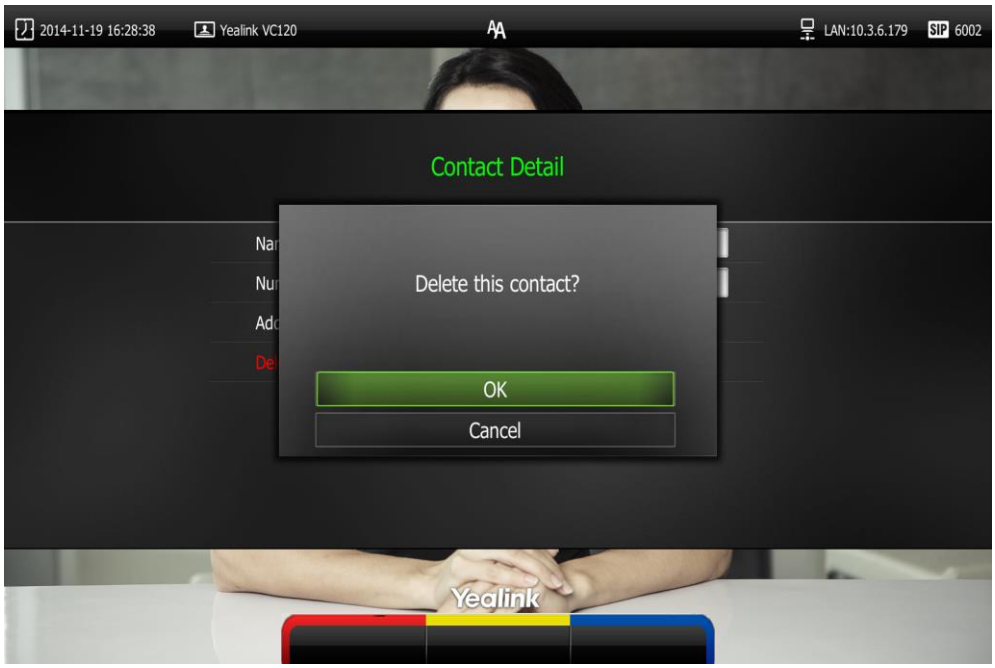
You can delete local contacts via the remote control or web user interface.

To delete local contact via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.
3. Press ▲ or ▼ to select the desired local contact.
4. Press (**Detail** soft key).
5. Press ▲ or ▼ to highlight the **Delete This Contact**, and then press OK.

   The display device prompts "Delete this contact?"

6. Press ▲ or ▼ to highlight **OK**.



7. Press (OK) to delete the local contact.

Deleting contacts is configurable via web user interface at the path **Directory->Local**.

Searching for Contacts

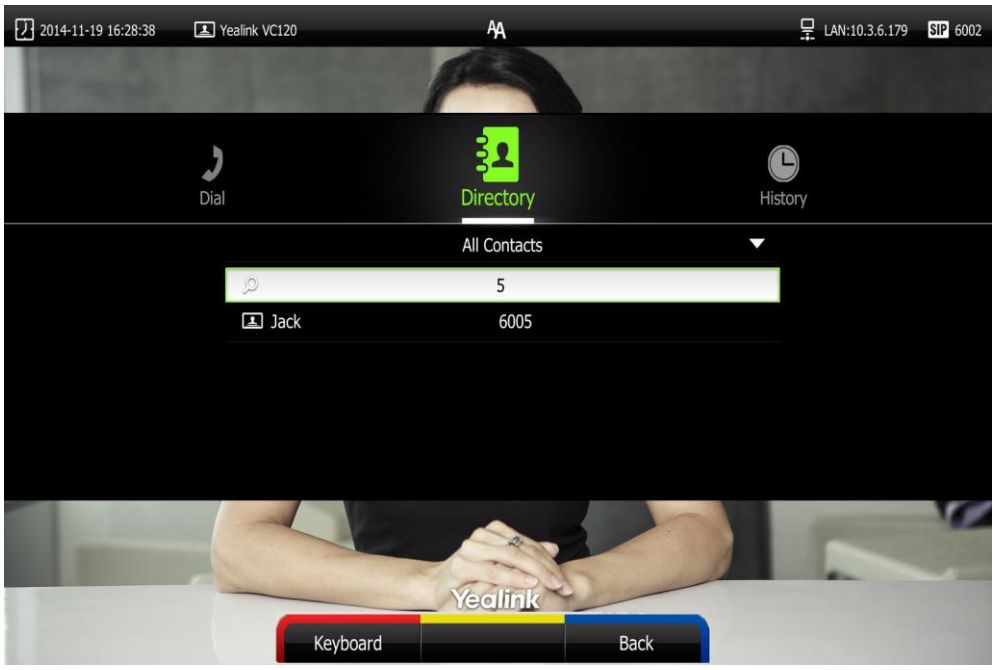
You can search local contacts via the remote control or web user interface.

To search contacts via the remote control:

1. Press [ ](**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.
3. Press ▲ or ▼ to select the searching box.

   You can select the desired contact type from the pull-down list of the **All Contacts** first.
4. Enter a few or all characters of the contact name or numbers.

The contacts whose names or phone numbers matches the characters entered will appear on the display device.



5. You can press ▲ or ▼ to select the desired contact, and then call or edit the contact.

Search Source List in Dialing

You can search for a contact from the desired lists when the phone is in the pre-dialing screen. The lists can be Local Directory, History and LDAP.

In the pre-dialing screen, when you enter a few characters, the endpoint will search the matched contacts from the enabled search source lists, and display the result in the dialing screen.

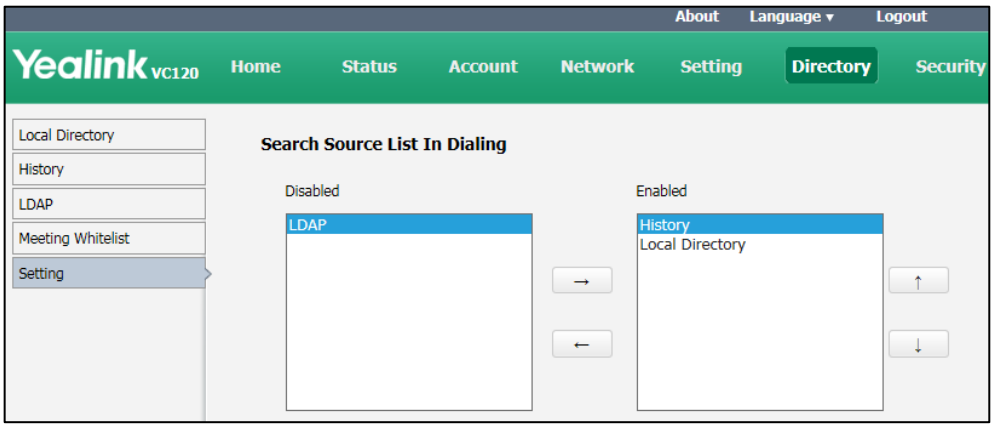
If you want to match the LADP list, make sure LDAP is configured already. For more information on how to configure LDAP, contact your system administrator.

To configure search source list in dialing via web user interface:

1. Click on **Directory**->**Setting**.
2. In the **Search Source List In Dialing** block, select the desired list from the **Disabled** column and click [→] .

   The selected list appears in the **Enabled** column.
3. Repeat step 2 to add more lists to the **Enabled** column.
4. (Optional.) To remove a list from the **Enabled** column, select the desired list and then click [←] .

5. To adjust the display order of the enabled list, select the desired list, and click ↑ or ↓ .



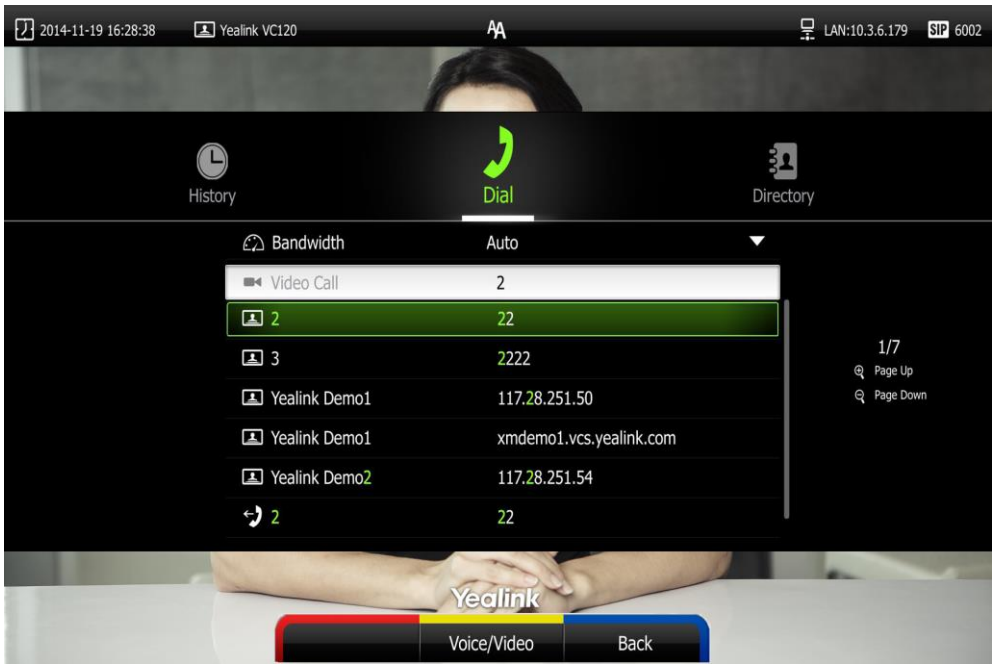
6. Click **Confirm** to accept the change.

Note Search source list in dialing is only configurable via web user interface.

To place a call via search source lists:

1. Press (**Call** soft key).
2. Enter a few or all characters of the contact name or numbers.

   The contacts whose names or phone numbers matches the characters entered will appear on the display device.
3. Press ▲ or ▼ to select the desired contact, and then press or OK to call the contact.



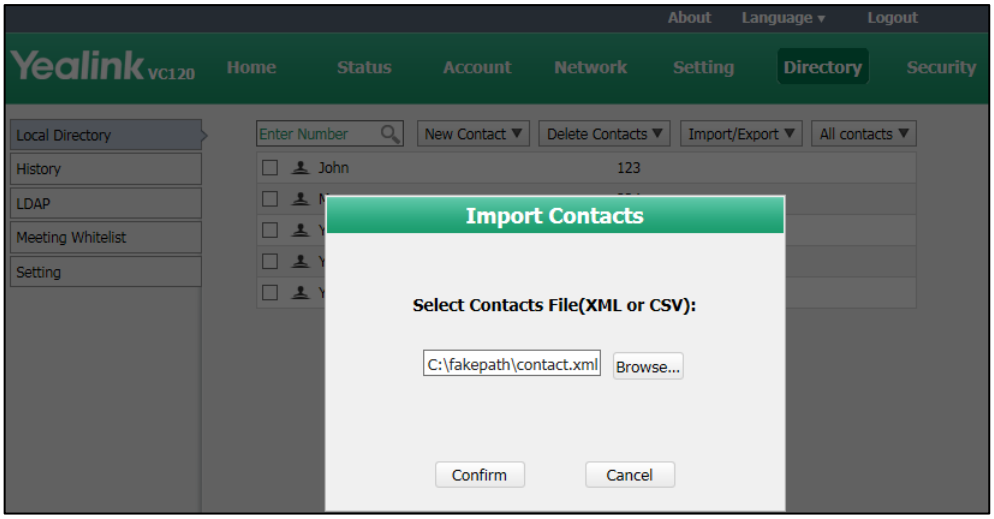
Importing/Exporting Contact Lists

You can import or export the contact list to share contacts between different endpoints or between endpoint and application software (e.g., Outlook).

The VC120 video conferencing endpoint only supports the XML and CSV format contact lists. You can only import or export the contact list via web user interface.

To import an XML file of contact lists via web user interface:

1. Click on **Directory->Local**.
2. Click **Import/Export**.
3. Click **Import**.
4. Click **Browse** to locate a contact list file (file format must be *.xml) from your local endpoint.



5. Click **Confirm** to import the contact list.

   The web user interface prompts "The original contact will be covered, continue?".
6. Click **Confirm** to complete importing the contact list.

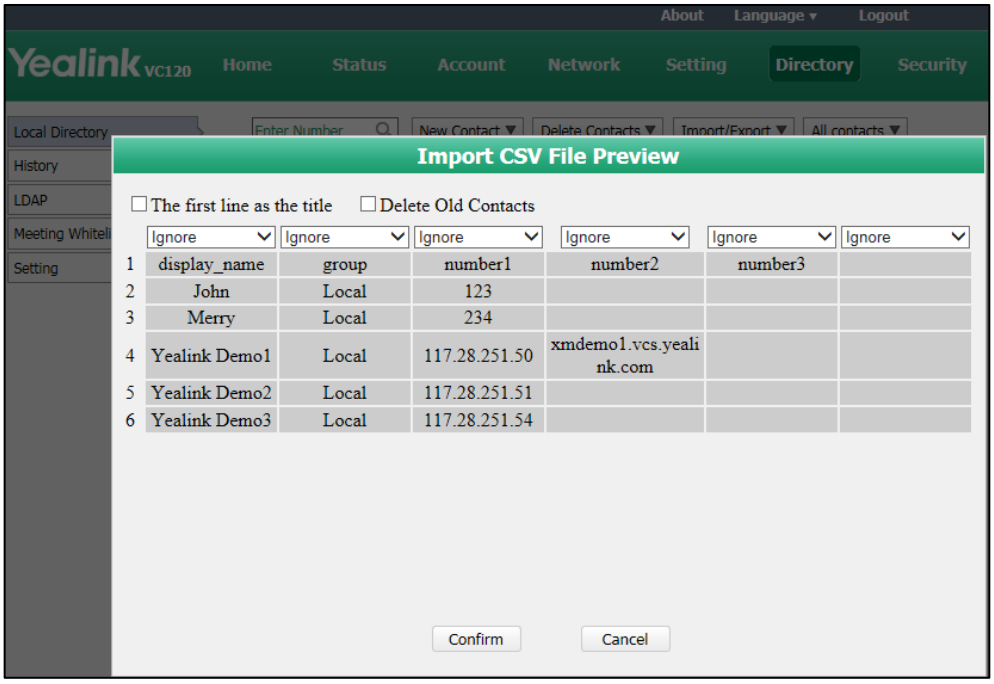
   The web user interface prompts "Contacts imported successfully!".

To import a CSV file of contact lists via web user interface:

1. Click on **Directory->Local**.
2. Click **Import/Export**.
3. Click **Import**.
4. Click **Browse** to locate a contact list file (file format must be *.csv) from your local endpoint.

5. Click **Confirm**.

   The web user interface is shown as below:



6. (Optional.) Check the **The first line as the title** checkbox.

   It will prevent importing the title of the contact information which is located in the first line of the CSV file.

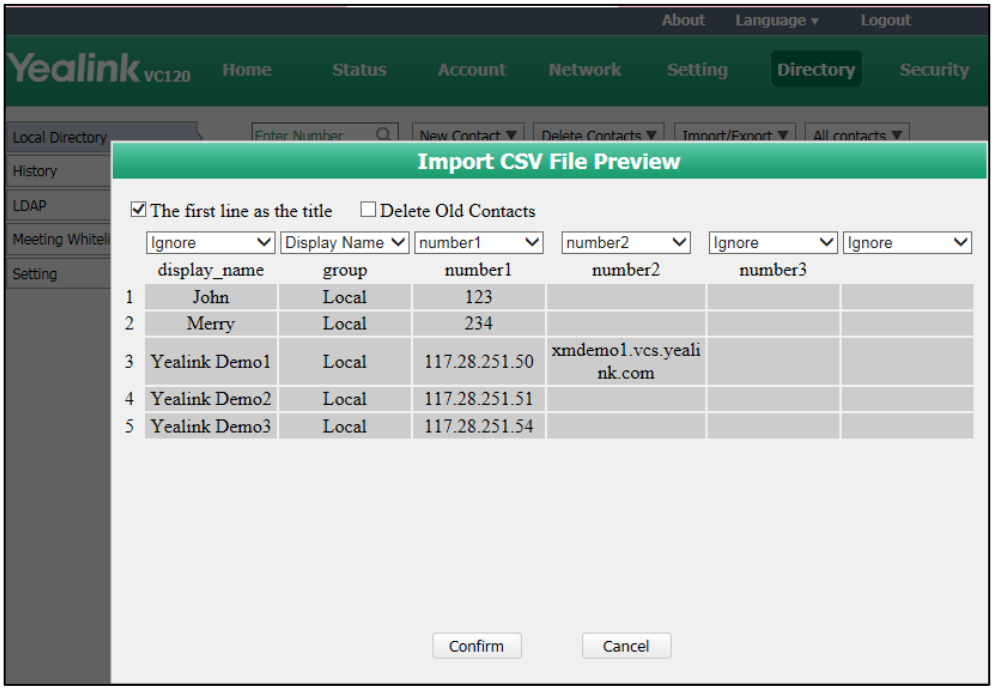
7. (Optional.) Check the **Delete Old Contacts** checkbox.

   It will delete all existing contacts while importing the contact list.

8. Select the desired value from the pull-down list.

   - If **Ignore** is selected, this column will not be imported to the endpoint.
   - If **Display Name** is selected, this column will be imported to the endpoint as the contact's name.

- If **number1/2/3** is selected, this column will be imported to the endpoint as the contact's number.



9. Click **Confirm** to complete importing the contact list.

   The web user interface prompts "Contacts imported successfully!".

Note The display name must be imported to the endpoint. If not, the CSV file cannot be imported.

To export a contact list via web user interface:

1. Click on **Directory**->**Local**.
2. Click **Import/Export**.
3. Click **Export XML** or **Export CSV**.
4. The contact list is saved to your local endpoint.

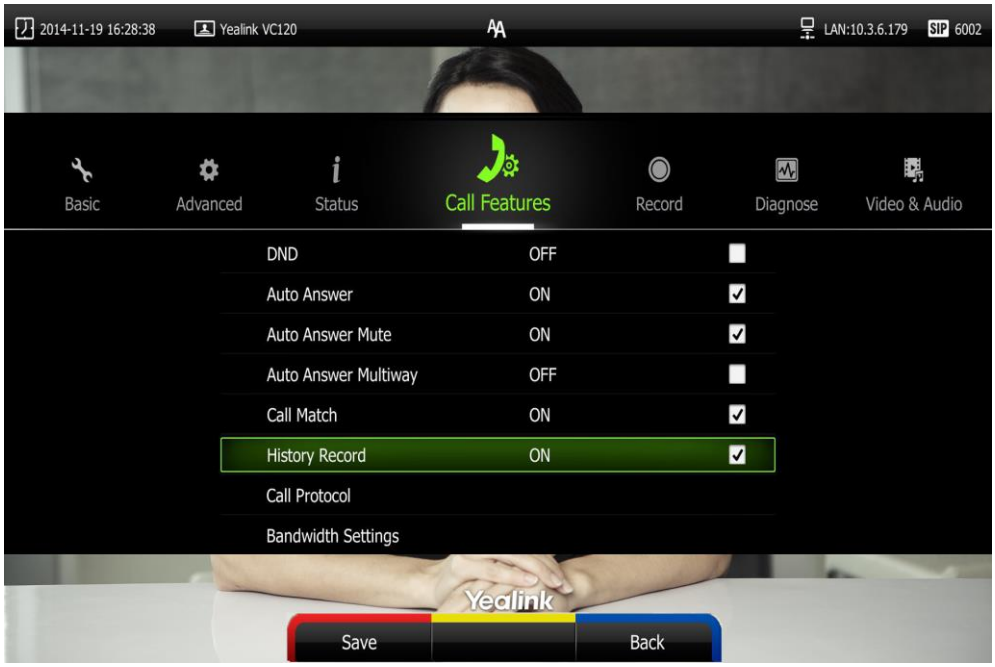
Call History Management

The VC120 video conferencing endpoint maintains call history lists of All Calls, Missed Calls, Placed Calls and Received Calls. The endpoint supports up to 400 history lists. You can view the call history, place a call or delete an entry from the call history list.

To save call history on the endpoint, you need to enable the history record feature in advance. The history record feature is enabled by default, and you can configure it via the remote control or web user interface.

To configure history record feature via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Call Features** menu.
3. Press ▲ or ▼ to scroll to **History record**, and then press OK to enable or disable this feature.



4. Press (**Save** soft key) to accept the change.

The history record feature is configurable via web user interface at the path **Setting->Call Features->History Record**.

Viewing Call History

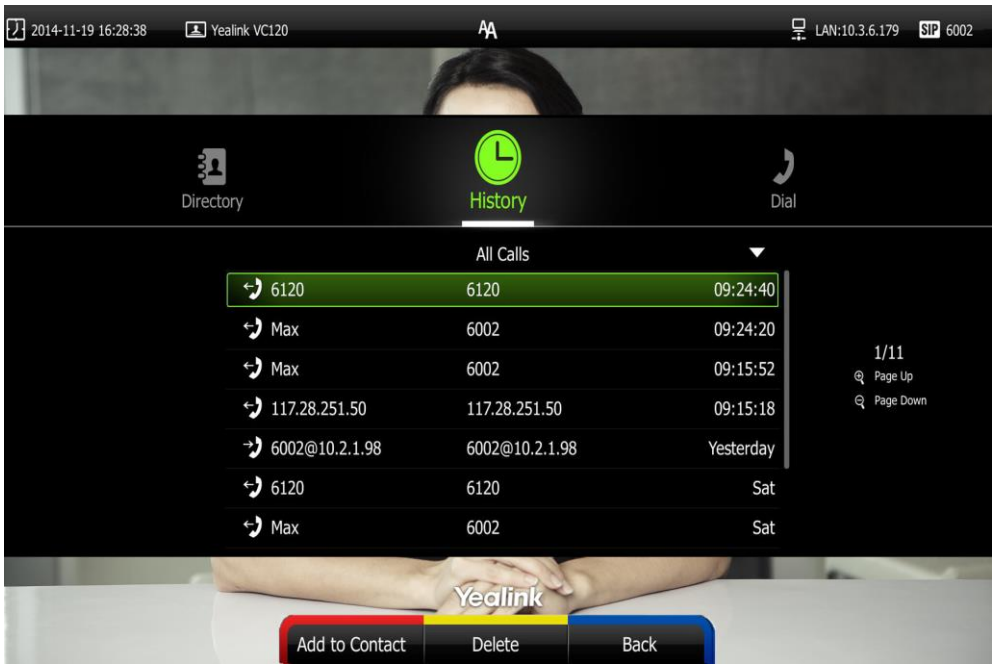
You can view call history via the remote control, VCP40 phone or web user interface.

To view call history via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **History** menu.

   The display device shows recent call history.
3. Press OK to expand the pull-down list of **All Calls**.
4. Press ▲ or ▼ to select the desired call history list, and then press OK.
5. Press ▲ or ▼ to view the desired call history.

If the call history is more than one page, you can press ⊕ or ⊖ to turn pages.



To view call history via the VCP40 phone:

1. Press the **History** soft key.

   The VP40 LCD screen displays all call records.

2. Press ◀ or ▶ soft key to switch between **All Calls**, **Missed Calls**, **Placed Calls**, and **Received Calls** list.
3. Press ▲ or ▼ to view the desired call history.

Placing a Call from the Call History List

You can place a call from the call history list via the remote control, VCP40 phone or web user interface.

To place a call from the call history list via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **History** menu.

   The display device shows recent call history.
3. Select the desired call history list from the pull-down list of **All Calls**, and then press OK.

4. Press ▲ or ▼ to select the desired call history.

   If the call history is more than one page, you can press ⊕ or ⊖ to turn pages.

5. Press OK or ✆.

To place a call from the call history list via the VCP40 phone:

1. Press the **History** soft key.

   The VCP40 LCD screen displays all call records.

2. Press ◀ or ▶ soft key to switch between **All Calls**, **Missed Calls**, **Placed Calls**, and **Received Calls** list.
3. Press ▲ or ▼ to select the desired call history.
4. Press the **Send** soft key, OK or ✆.

Deleting an Entry from the Call History List

You can delete an entry from the call history list via the remote control or web user interface.

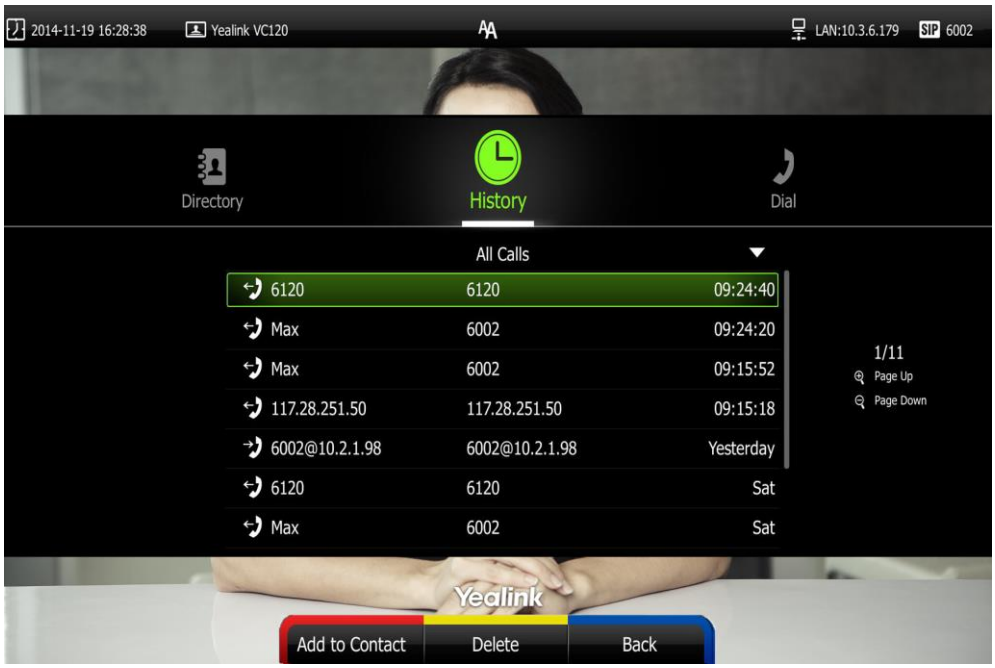
To delete an entry from the call history list via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **History** menu.

   The display device shows recent call history.

3. Press ▲ or ▼ to select the desired call history.

If the call history is more than one page, you can press or to turn pages.



4. Press (**Delete** soft key) to delete the entry.

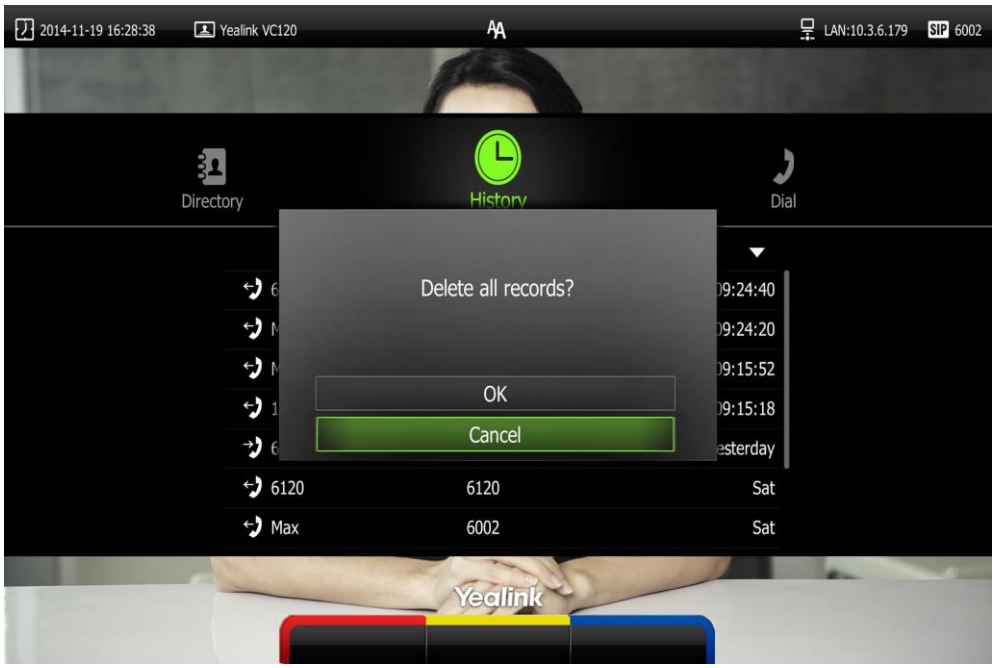
To clear call history via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **History** menu.

   The display device shows recent call history.
3. Press (**Clear** soft key).

   You can also select the call history list you want to clear from the pull-down list of **All Calls**, and then press (**Clear** soft key) to clear the call history in the selected list.

The display device prompt “Delete all records?”.



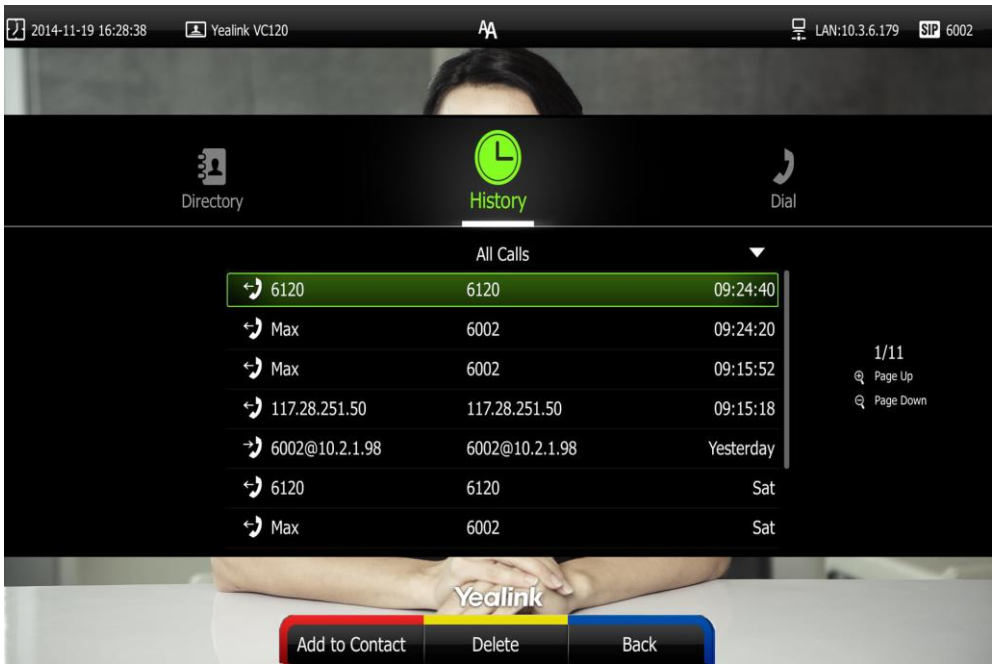
5. Press ▲ or ▼ to select **OK**.
6. Press (OK) to clear the call history.

Adding a Contact from the Call History List

1. Press [ ] (**Call** soft key).
2. Press ◀ or ▶ to select the **History** menu.

   The display device shows recent call history.
3. Press ▲ or ▼ to select the desired call history.

If the call history is more than one page, you can press or to turn pages.



4. Press (**Add to Contact** soft key).
5. Enter contact name in the **Name** field.

   You can add more than one number for the contact. For more information, refer to Adding Contacts on page 51.
6. Press (**Save** soft key) to save the contact.

Call history management feature is configurable via web user interface at the path **Directory->History**.

Call Protocol

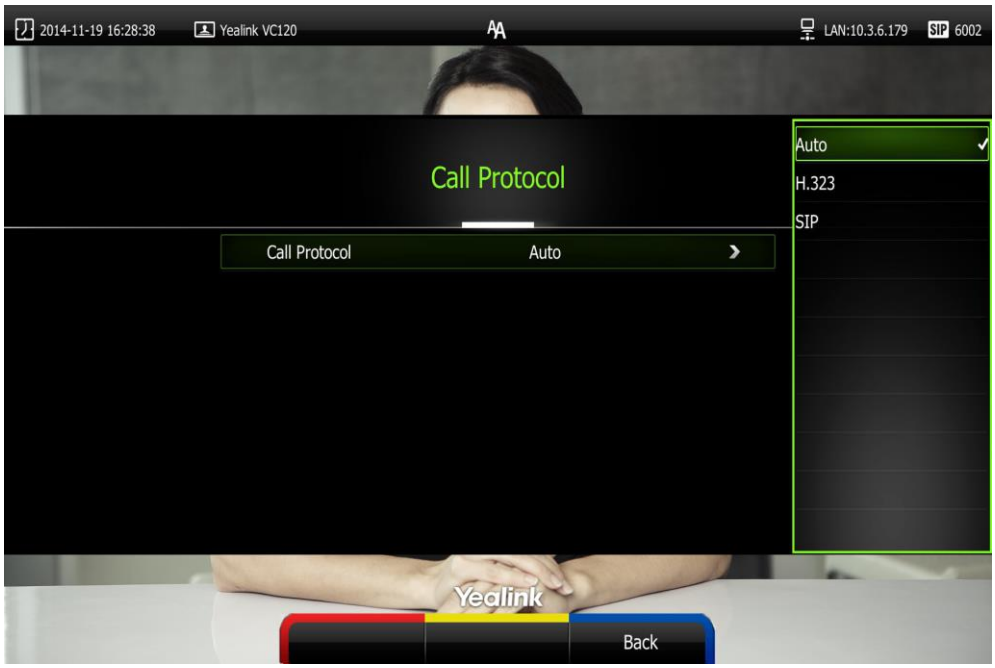
The VC120 video conferencing endpoint supports SIP and H.323 call protocols. H.323 is commonly used to communicate to other video conferencing endpoints. SIP is commonly used to communicate with other VoIP devices. You can configure which protocol is to be used when the endpoint is making calls. When the **Auto** call protocol is used, the endpoint preferentially uses the H.323 protocol to place calls. If there is no available H.323 account on the endpoint, the endpoint will switch to the SIP protocol. You can also specify the desired protocol for the endpoint to place calls via the remote control or web user interface.

Note Before configuring call protocol, ensure the remote endpoint supports the call protocol too. For more information, contact your system administrator.

To configure the call protocol via the remote control:

1. Press (**Menu** soft key) to enter main menu.

2. Press ◀ or ▶ to select the **Call Features** menu.
3. Press ▲ or ▼ to scroll to **Call Protocol**, and then press OK .



4. Select desired type or **Auto** from the pull-down list of **Call Protocol**.
5. Press (**Save** soft key) to accept the change.

Call protocol is configurable via web user interface at the path **Setting**->**Call Features**->**Call Protocol**.

Bandwidth Settings

By default, the endpoint automatically detects the available bandwidth and uses this connection speed. The VC120 supports connecting to other devices with different bandwidth. If a device with lower bandwidth joins a call, the video quality will stay the same or will not reduce a lot.

You can specify the uplink and downlink bandwidths for the endpoint to achieve the best result. The uplink bandwidth refers to the max bandwidth of outgoing calls. The downlink bandwidth refers to the max bandwidth of incoming calls.

Available bandwidths for the endpoint are: Auto, 256kb/s, 384kb/s, 512 kb/s, 640 kb/s, 768 kb/s, 1024kb/s, 1280kb/s, 1500kb/s, 2000kb/s, 3000kb/s, 4000kb/s, 5000kb/s, 6000kb/s. You can configure which bandwidth is to be used when in the dialing screen. The optional maximum bandwidth in dialing screen is the uplink bandwidth.

You can configure the uplink and downlink bandwidth of the endpoint via the remote control or web user interface.

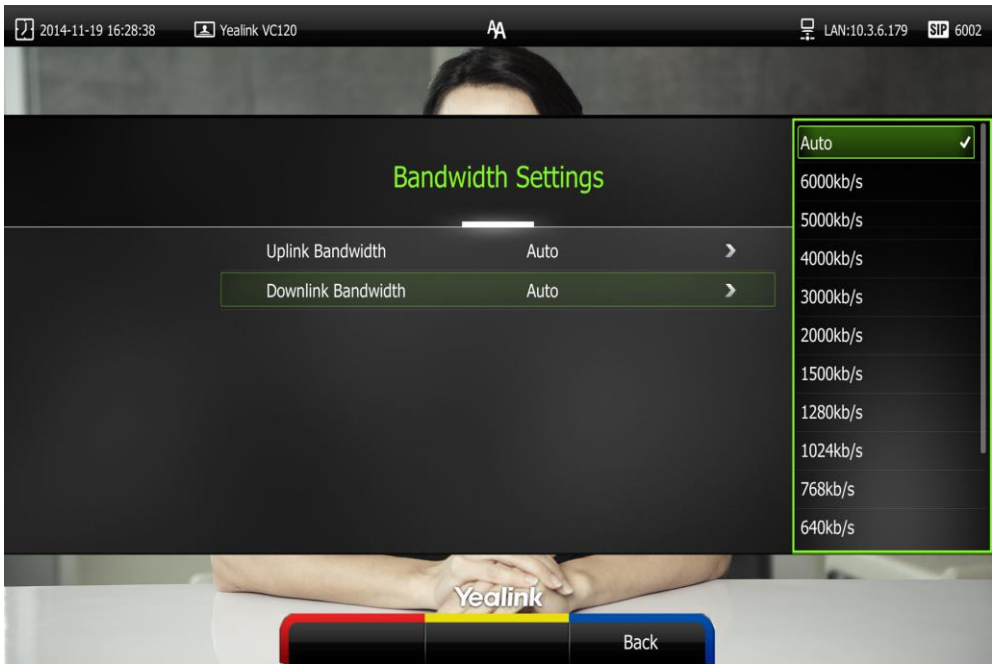
Note The actual resolution depends on the performance of the remote endpoint, and is affected by the quality of the communication channel.

To configure the uplink and downlink bandwidth via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Call Features** menu.
3. Press ▲ or ▼ to scroll to **Bandwidth Settings**, and then press OK.
4. Select desired bandwidth from the pull-down list of **Uplink Bandwidth**.

   If **Auto** is selected, the endpoint will select the appropriate bandwidth automatically.
5. Select desired bandwidth from the pull-down list of **Downlink Bandwidth**.

   If **Auto** is selected, the endpoint will select the appropriate bandwidth automatically.



6. Press (**Save** soft key) to accept the change.

Bandwidth is configurable via web user interface at the path **Setting**->**Call Features**->**Uplink Bandwidth/Downlink Bandwidth**.

Audio Settings

Audio Output Device

The endpoint supports the following audio output devices:

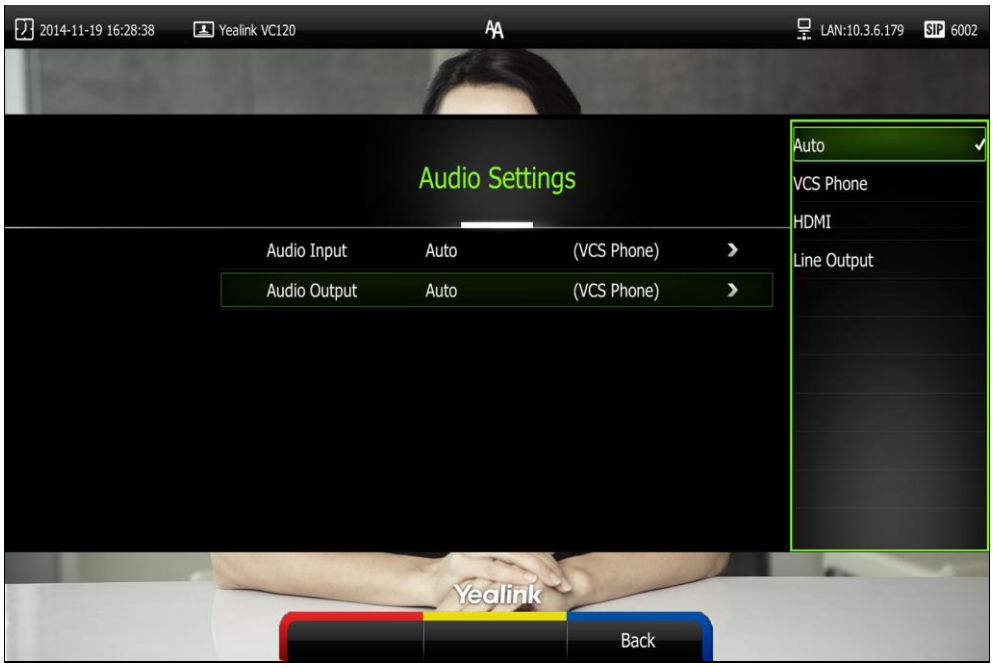
- **Auto** (audio output device with highest priority is selected automatically)
- **VCS Phone** (VCP40 phone)
- **HDMI** (built-in speakerphone of the display device)
- **Line Output** (speakerphone connected to the Line Out port of the VC120 codec)

By default, the endpoint automatically selects the audio output devices with highest priority. The priority is: VCS Phone> HDMI>Line Output. If the audio output device with highest priority is removed from the VC120, the VC120 will select the next highest priority device.

You can also specify the desired audio output device via the remote control or the web user interface.

To configure the audio output device via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Video & Audio** menu.
3. Press ▲ or ▼ to scroll to **Audio Settings**, and then press OK.
4. Select desired audio output device from the pull-down list of **Audio Output**.



5. Press (**Save** soft key) to accept the change.

Audio output device is configurable via web user interface at the path **Setting**->**Video & Audio**->**Audio Output**.

Audio Input Device

The endpoint supports the following audio input devices:

- **Auto** (select the audio input device with highest priority)
- **VCS Phone** (VCP40 phone)
- **Wired Micpod** (VCM30)
- **Wireless Micpod** (VCM60)
- **Line Input** (microphone connected to the Line In port on theVC120 codec)

- **Line In + VCS Phone**
- **Line In + Wired Micpod**
- **Line In + Wireless Micpod**

By default, the endpoint automatically selects the audio input devices with highest priority. "Device" and "Line In + Other device" options have the same priority. For example: "VCS Phone" and "Line In + VCS Phone" have the same priority.

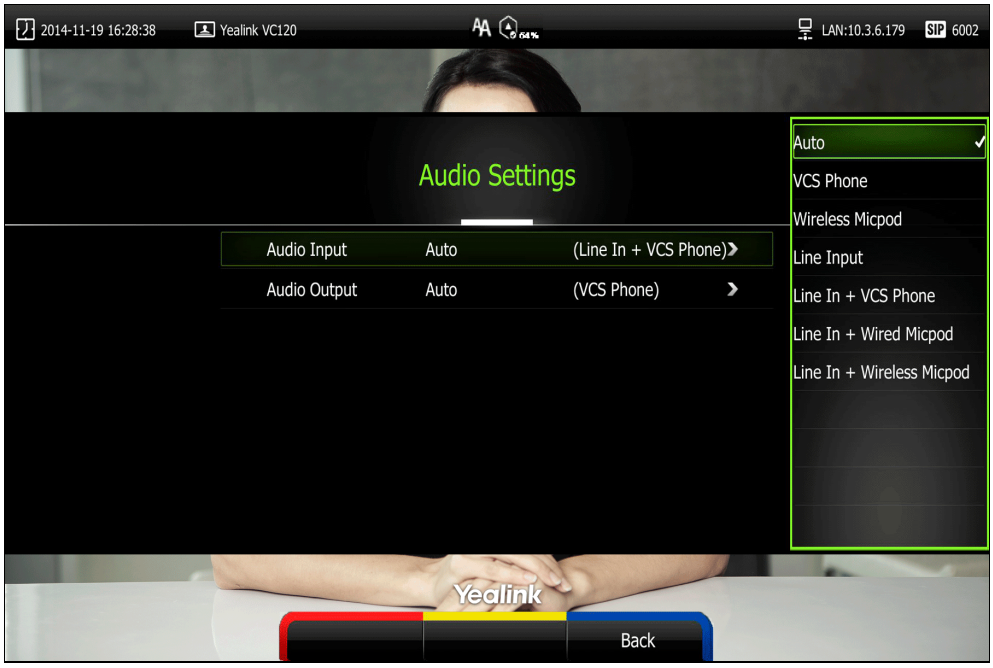
The priority of audio input device is:

You can also specify the desired audio input device via the remote control or the web user interface.

To configure the audio input device via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Video & Audio** menu.
3. Press ▲ or ▼ to scroll to **Audio Setting**, and then press OK.
4. Select desired audio input device from the pull-down list of **Audio Input**.
   - If **VCS Phone** is selected as the audio output device manually or automatically, the audio input device must be **VCS Phone** or **Line Input +VCS Phone**.
   - If **Line Input** is selected as the audio input device, the near end will not play sound from the Line Input device.

- If Line Input is selected as an auxiliary audio input, which means that "Line In + Other device" is selected as the audio input device, the near end will play sound from the Line Input device. (For example: during a video training for main office and branch office, both offices need to hear the video sound).



6. Press (**Save** soft key) to accept the change.

Audio input device is configurable via web user interface at the path **Setting**->**Video & Audio**->**Audio Input**.

Far-end Camera Control

Local video is displayed on the display device of the far site during a call. For the best view, you can enable the **Far Control of Camera** feature to allow the far site to control the focus and angle of the local camera. You can also specify whether the far site is allowed to store and use the local camera presets.

You can configure the far-end camera control feature via the remote control or web user interface.

Far-end camera control features you need to know:

Parameters	Description
Far Control of Camera	Enables or disables the far-end to control the local camera. **Default:** Enabled
Far Set of Camera Presets	Enables or disables the far-end to store the local camera presets. **Default:** Disabled

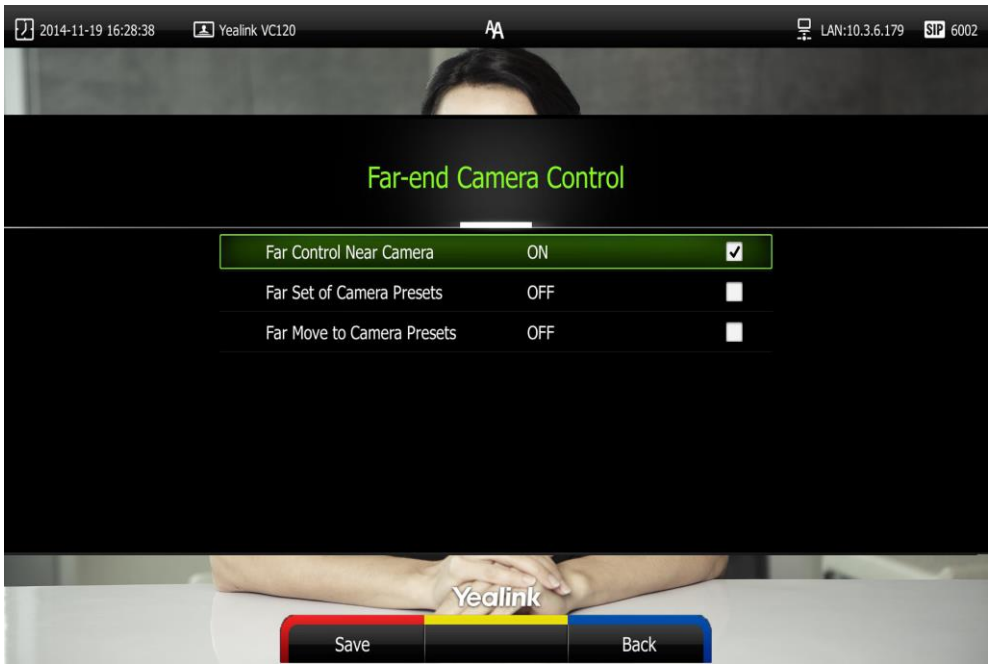
Parameters	Description
Far Move to Camera Presets	Enables or disables the far-end to use the local camera presets. **Default:** Disabled

To configure Far-end Camera Control via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Video & Audio** menu.
3. Press ▲ or ▼ to scroll to **Far-end Camera Control**, and then press OK.
4. Press ▲ or ▼ to scroll to **Far Control of Camera**, and then press OK to enable or disable this feature.
5. Press ▲ or ▼ to scroll to **Far Set of Camera Presets**, and then press OK to enable or disable this feature.

   If you enable this feature, and the remote endpoint completes adjusting local camera, it can save the presets of the local camera.
6. Press ▲ or ▼ to scroll to **Far Move to Camera Presets**, and then press OK.

   If you enable this feature, the remote endpoint can use the saved presets of the local camera during a call.



7. Press (**Save** soft key) to accept the change.

Far-end Camera Control is configurable via web user interface at the path **Setting->Video & Audio-> Far Control Near Camera/ Far Set of Camera Presets/ Far Move to Camera Presets**.

Using the VC120 Video Conferencing Endpoint

The VC120 video conferencing endpoint can be used to place calls, answer calls, or conduct a conference cal. You can switch layout, record videos or capture screenshots during a call.

This chapter provides basic operating instructions for the VC120 video conferencing endpoint. Topics include:

- Placing Calls
- Answering or Rejecting Calls
- Ending Calls
- Call Management

If you require additional information or assistance with your new phone, contact your system administrator.

Placing Calls

You can place a call in three ways using your VC120 video conferencing endpoint:

- Using the remote control
- Using the VCP40 phone
- Via web user interface

The VC120 video conferencing endpoint supports two call types:

- Voice Call
- Video Call

When you place a call, you can select the desired call type and bandwidth.

Note The endpoint supports placing calls using contact numbers, SIP URI, IP address, H. 323 account or extension. SIP URI and IP addresses can be up to 32 characters. For example: SIP URI:2210@sip.com, IP: 192.168.1.15.
For more information, contact your system administrator.

You can search and dial a contact from the call history or local directory. For more information, refer to Local Directory on page 51 and Call History Management on page 60.

If the endpoint fails to call, you can troubleshoot the problems according to the following prompts:

Prompts	Description
Call Failed Busy Here	• Remote endpoint rejects your SIP call. • Remote endpoint does not answer your SIP call. • Remote endpoint has reached maximum sessions when you place a SIP call.
Call Failed Remote endpoint refused call	• Remote endpoint rejects your H.323 call • Remote endpoint does not answer your H.323 call. • Remote endpoint has reached maximum sessions when you place an H.323 call.
Network disconnected	Local network is disconnected.
Call Failed Request Time Out	• Remote endpoint network anomaly • Remote endpoint is powered off.
Maximum number of sessions reached	Local endpoint has reached maximum sessions.

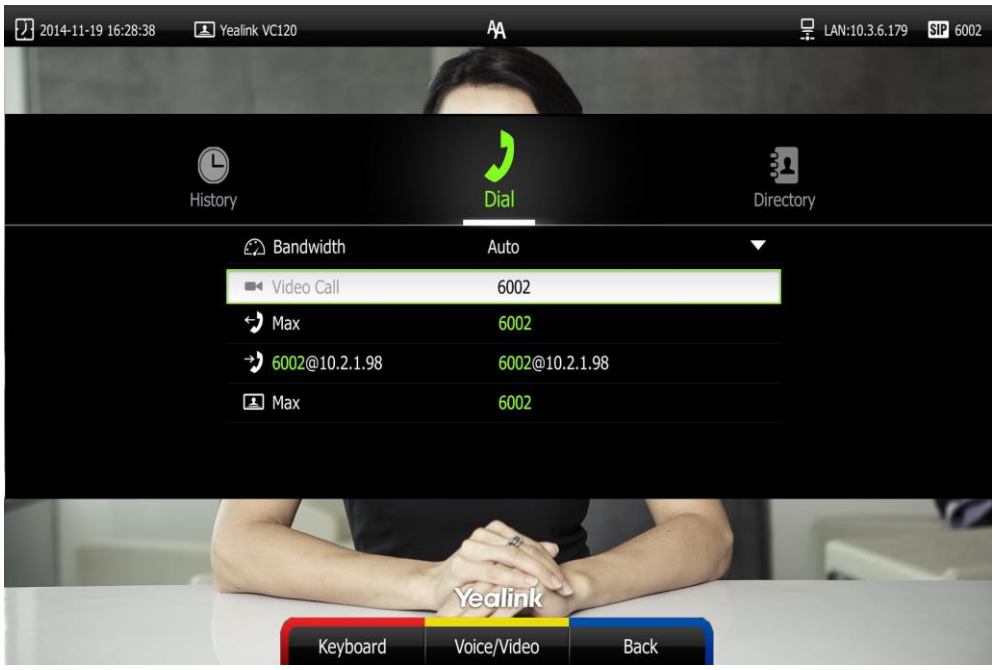
During a video call, the call duration, plus the video of remote and local endpoint are displayed on the display device.

Placing a Call Using the Remote Control

To place a call using the remote control:

1. Press (**Call** soft key), or any numeric key to enter the dialing screen.
2. (Optional.) Select the desired bandwidth from the pull-down list of **Bandwidth** before calling.
3. Enter the desired number using the keypad or the on-screen keyboard.

   You can also select the desired record from the recent call history.
4. Press (**Voice/Video** soft key) to switch call type.



5. Press OK or .

Placing a Call Using the VCP40 Phone

To place a call using the VCP40 phone:

1. Enter the desired number using the keypad.
2. Press OK, or the **Send** soft key.

Placing a Call via web user Interface

To place a call via web user interface:

1. Log into the web user interface.
2. Click **Home**.
3. Enter the desired number in the **Enter Number** field.

4. (Optional.) Select the desired bandwidth from the pull-down list of **Auto**.
5. Click **Video Call** or **Voice Call**.

Placing Multiple Calls

The VC120 video conferencing endpoint can support up to 2-way video calls and an additional voice call (an original caller and two other sites). You can use the remote control, VCP40 phone or web user interface to place multiple calls.

To place multiple calls via the remote control:

1. Place a call to the first party.
2. When the first party answers the call, press (**More** soft key) to open **More** screen.
3. Press ▲ or ▼ to scroll to **New Call**, and then press OK to place a new call.
4. Enter the number of the second party, and then press OK or .

   When the second party answers the call, you have created a three-way conference.

   By default, the first call is video call, and the second call is voice call.

Note

You can press or to enter the pre-dialing screen during a call.

When you try to invite a new party during the third-way conference, the endpoint will prompt "Maximum number of sessions reached".

New incoming call will be rejected automatically during a third-way conference, and the number of missed calls will be displayed on the display device.

To place multiple calls via the VCP40 phone:

1. Enter the desired number using the keypad.
2. When the first party answers the call, press **New Call** soft key to place a new call.
3. Enter the number of the second party, and then press OK , or the **Send** soft key.

   When the second party answers the call, you have created a three-way conference.

To place multiple calls via web user interface:

1. Log into the web user interface.
2. Click **Home**.
3. Enter the number of the first party in the **Enter Number** field, and then click **Video Call** or **Voice Call**.

   When the first party answers the call, the call is established.
4. Enter the number of the second party in the **Enter Number** field, and then click

Video Call or **Voice Call**.

When the second party answers the call, you have created a three-way conference.

Note

The endpoint supports one video call and one voice call, or two voice calls.

If you click **Video Call** twice to place multiple calls. The first call will be a video call and the second call will be a voice call by default.

Answering or Rejecting Calls

When the endpoint is receiving a call, you can answer or reject the call in the following ways:

- Using the remote control
- Using the VCP40 phone

If the endpoint accepts multiple calls, a conference call will be established.

To answer a call:

Do one of the following:

- Press OK or on the remote control.
- Press OK , or the **Answer** soft key on the VCP40 phone.

To reject a call:

Do one of the following:

- Press or select **Reject** first, and then press OK on the remote control.
- Press or the **Reject** soft key on the VCP40 phone.

Auto Answer

You can enable the auto answer feature for the endpoint to automatically answer the first incoming call.

Auto answer features you need to know:

Parameters	Description
Auto Answer	Enables or disables the endpoint to automatically answer the incoming call.
Auto Answer Mute	Enables or disables the endpoint to turn off the microphone when an incoming call is answered automatically. The auto answer mute feature can be enabled only when the auto answer feature is enabled.

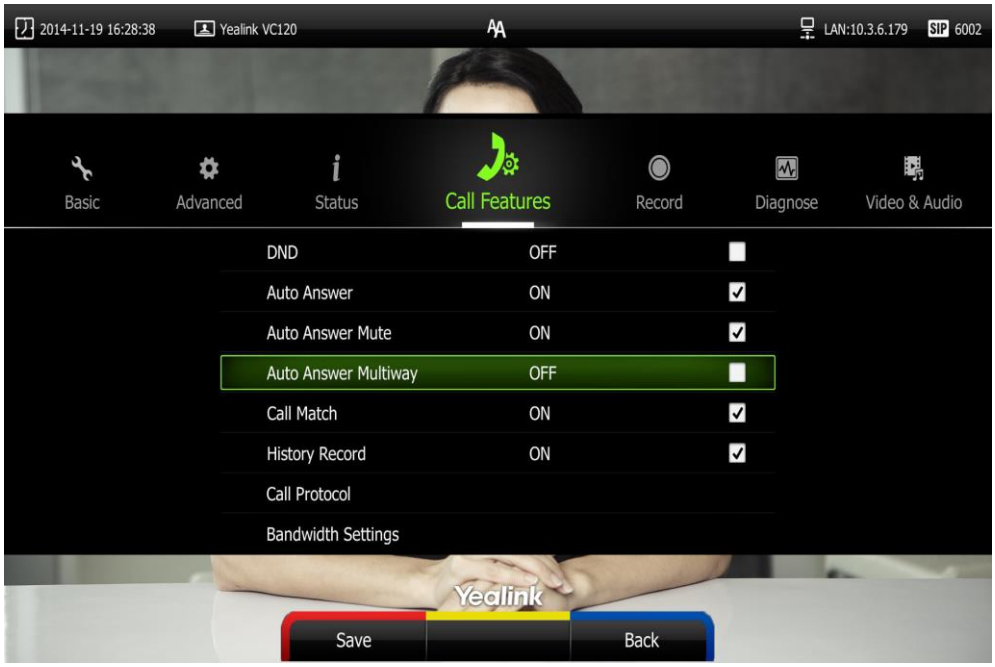
Parameters	Description
Auto Answer Multiway	Enables or disables the endpoint to answer a new incoming call automatically during an active call. The auto answer multiway feature is available only when the auto answer is enabled.

Auto answer is configurable via the remote control or web user interface.

To configure auto answer via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Call Features** menu.
3. Press ▲ or ▼ to scroll to **Auto Answer**, and then press OK to enable or disable this feature.
4. Press ▲ or ▼ to scroll to **Auto Answer Mute**, and then press OK to enable or disable this feature.

   If you disable the auto answer feature, the endpoint will disable the auto answer mute feature automatically.
5. Press ▲ or ▼ to scroll to **Auto Answer Multiway**, and then press OK to enable or disable this feature.



6. Press (**Save** soft key) to accept the change.

If the auto answer feature is enabled, the icon will appear on the status bar of the display device. The **AA** icon will appear on the LCD screen of the VCP40 phone.

Auto answer is configurable via web user interface at the path **Setting**-> **Call Features**->**Auto Answer/Auto Answer Mute/Auto Answer Multiway**.

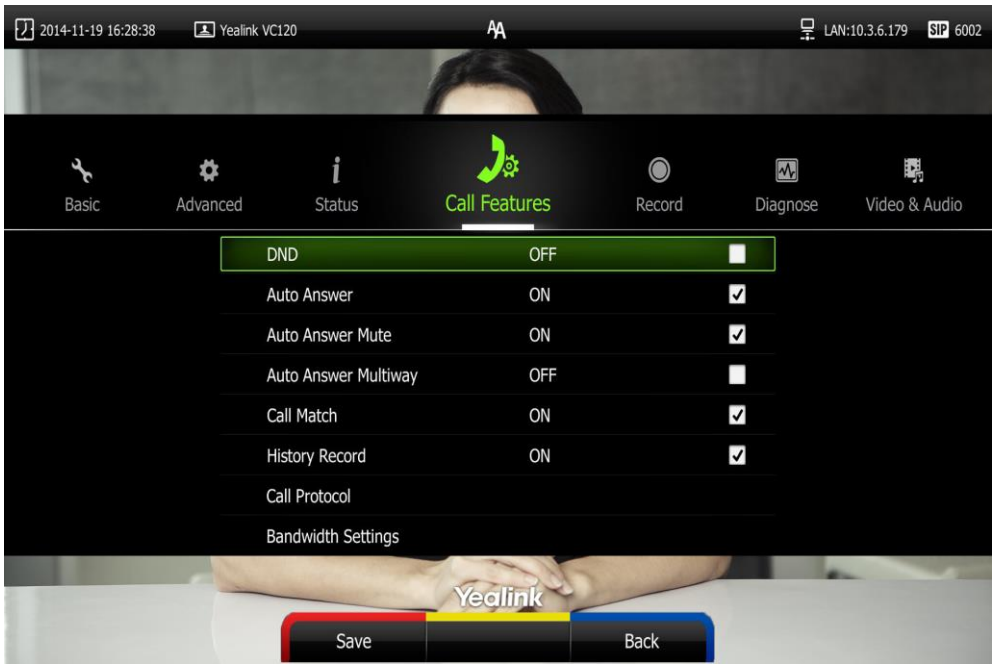
Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the endpoint. Callers will receive a busy message.

You can enable/disable DND for the endpoint via the remote control, VCP40 phone or web user interface. You can also enable DND for the endpoint to reject incoming call automatically during an active call.

To enable the DND mode via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Call Features** menu.
3. Press ▲ or ▼ to scroll to **DND**, and then press OK to enable this feature.



4. Press (**Save** soft key) to accept the change.

   The icon will appear on the status bar of display device, and "DND ON!" will be prompted at intervals. The DND icon will appear on the LCD screen of the VCP40 phone.

The endpoint will reject all incoming calls automatically, and the icon and numbers of missed calls are displayed on the status bar of the display device. If the endpoint places a call, after the call is established, the DND mode will be disabled automatically.

When VCP40 phone is idle, you can also press the **DND** soft key to enable or disable this feature.

DND is configurable via web user interface at the path **Setting**->**Call Features**->**DND**.

DND during an active call

You can use the DND mode to reject incoming calls automatically during an active call.

You can enable/disable the DND mode for the endpoint via the remote control, VCP40 phone or web user interface. The DND mode will be disabled after the call.

To enable the DND mode during an active call via the remote control:

1. Press (**More** soft key) during an active call.
2. Press ▲ or ▼ to scroll to **DND**, and then press OK to enable this feature.

   The icon will appear on the status bar of display device, the DND icon will appear on the LCD screen of the VCP40 phone.
3. Press (**Back** soft key) to return.

You can also press the **DND** soft key on the VCP40 phone to enable or disable the DND feature during an active all.

DND during an active all feature is configurable via web user interface at the path **Home**->**DND**.

Ending Calls

During a two-way call, do one of the following to end the call.

- Press on the remote control.
- Press or the **End Call** soft key on the VCP40 phone.
- Click **Hang Up All** button on the web user interface.

  The interface prompts "Hang up?"

  Click **Confirm** to end the call.

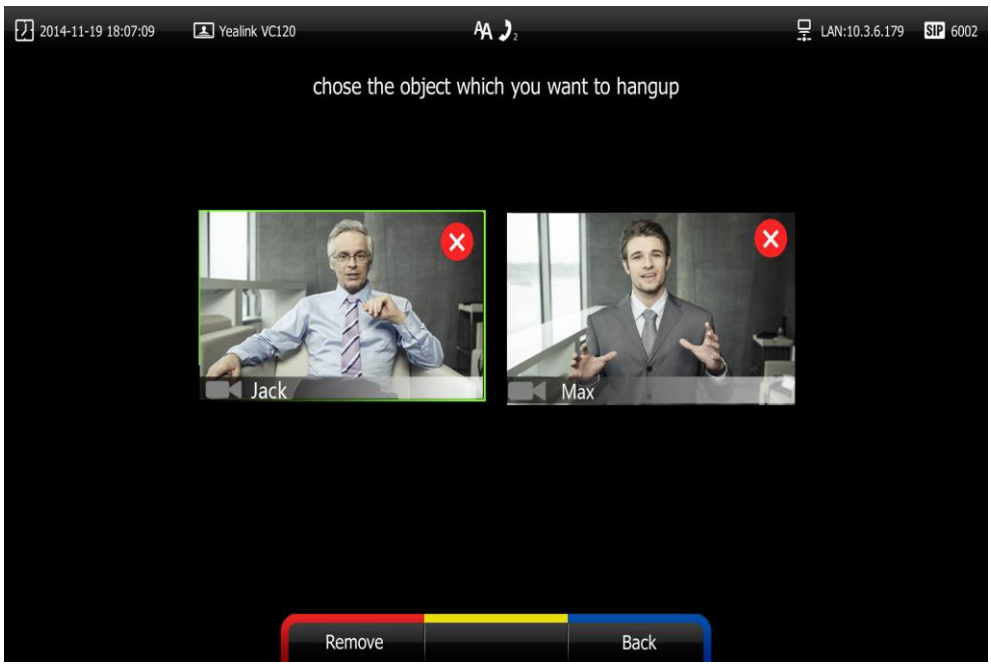
During a multi-way call, do one of the following to end the call.

- Press on the remote control.
  The display device prompts "End all active calls?"
  Select **Yes**, and then press OK.
- Press or the **End Call** soft key on the VCP40 phone.
  The LCD screen of the VCP40 phone prompts "End All Active Calls?"
  Press OK or the **Yes** sort key to end all calls.
- Click **Hang Up All** button on the web user interface.
  The interface prompts "Hang up?"
  Click **Confirm** to end the call.

During a multi-way call, you can remove any party via the remote control or web user interface.

To remove any party via the remote control:

1. Press (**More** soft key) during a multi-way call.
2. Press ▲ or ▼ to scroll to **Remove,** and then press OK.



3. Select the party you want to remove, and then press OK.
4. Press (**Remove** soft key).

To remove any party from a multi-way call via web user interface, go to the path **Home** (Hover your cursor over of the number of remote endpoint, and then click).

Call Management

You can enable mute mode, record video, control the video and change video layout during an active call.

Call Mute

You can enable mute mode to mute the microphone of the active audio device during an active call, and then the other party cannot hear you.

Do one of the following:

- Press on the remote control.

  The icon will appear on the local video.

- If VCM60 works as the audio input device of the VC120 video conferencing endpoint.

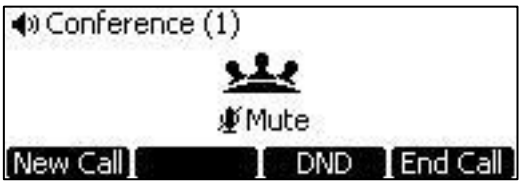
  When the VC120 endpoint is during a call, you can tap to mute the call. The mute indicator LED illuminates solid red. And the mute icon appears on the local video image.

- If VCM30 is connected to the Audio In port of VC120 codec.

  When the VC120 endpoint is during a call, you can tap to mute the call. The mute indicator LED illuminates solid red. And the mute icon appears on the local video image.

- If VCP40 is connected to the Audio In port of VC120 codec.

  When the VC120 endpoint is during a call, you can press to mute the call. The LED indicators on the VCP40 phone will illuminate solid red. The mute icon appears on the local video image. And the LCD screen on the VCP40 phone is shown as below:



- Log into the web user interface, check the **Mute** checkbox.

  The icon will appear on the local video of the web user interface.

Call Statistics

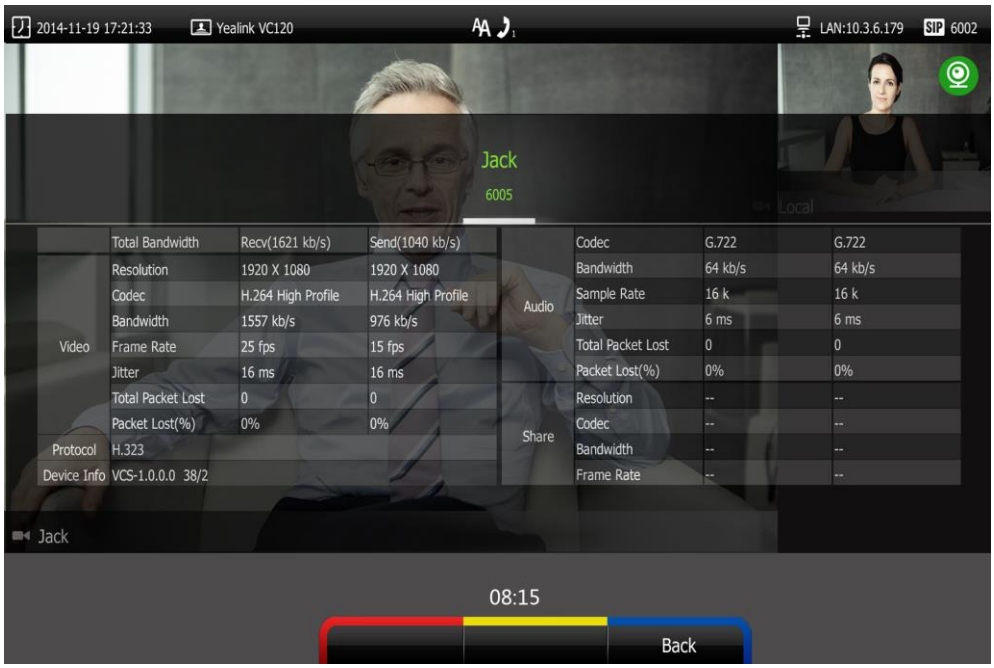
If voice quality is poor during a call, you can enter the Call Statistics screen to view the current status of the call to find out why.

Codec, bandwidth, total packet lost and other parameters about presentation are included in the call statistics. 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.

Call statistics is configurable via the remote control or web user interface.

To view call statistics via the remote control:

1. Press (**More** soft key) during an active call.
2. Press ▲ or ▼ to scroll to **Call Statistics,** and then press OK to enter the **Call Statistics** screen.



3. Press (**More** soft key) to return.

To view call statistics via web user interface, go to the path **Home** (Hover your cursor over the other party on the left side of the screen, and then click).

Presentation

The endpoint supports sharing video and documents on a PC while simultaneously displaying the main video. We recommend using dual display devices for sharing contents. During a call, if a PC is connected to the VC120 codec, the endpoint will start a presentation automatically. Both local and remote display devices will share contents.

You can also start/stop presentation during a call via the remote control or VCP40 phone (ensure a PC is connected to the VC120 codec). If you disconnect the PC, the presentation will end automatically.

Only one presentation can be shared at a time. A presentation started later will replace the previous presentation.

To start/stop presentation during a call:

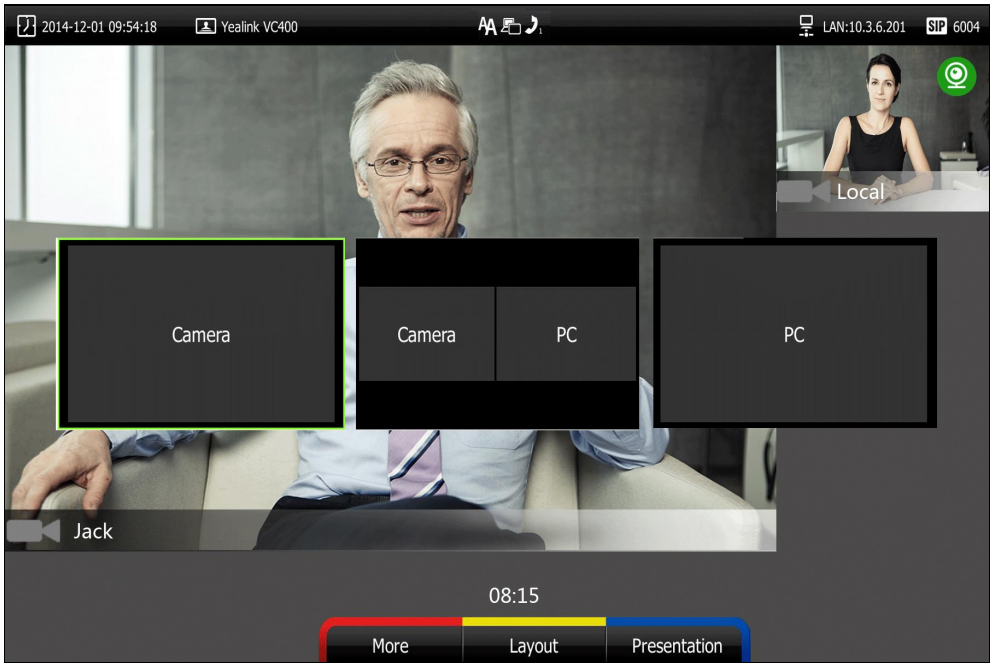
Do one of the following:

- Press (**Presentation** soft key) on the remote control to start a presentation.
  Press (**Presentation** soft key) on the remote control again to end a presentation.

- Press on the VCP40 phone to start a presentation.
  Press again to end a presentation.

To start/stop presentation during a call by changing the video input source:

1. Press .



The display device shows **Camera**, **Camera and PC** and **PC** input sources.

- If you select **PC**, the remote video image is shown in big size, and the PC presentation along the right side of the screen is shown in small size.
- If you select **Camera and PC** or **PC**, the PC presentation is shown in big size, and other video images along the right side of the screen are shown in small size.
- If you select **Camera**, the remote video image is shown in big size, and local video image along the right side of the screen is shown in small size. The presentation ends.

Note For more information on changing video input source, refer to Changing the Video Input Source on page 91.

Changing the Video Layout

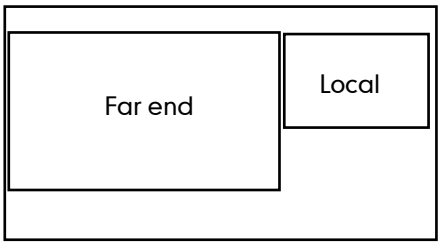
During a conference call, local and remote video images are displayed on the display device. You can change the screen layout. The endpoint supports three screen layouts.

- One big, one small ( ): The selected video image is shown in a big size format, the other video image along the right side of the screen is shown in small sizes.
- Full screen ( ): The selected video image is shown in full size.

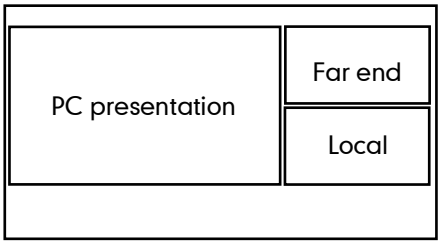
- Same size ( ): All video images are shown in the same size.

One display devices (single screen) is connected to the VC120 codec, the default screen layout is described below:

- When there is one active call and local endpoint does not start the presentation, the remote video image is shown in big size, and the local video image along the right side of the screen is shown in small size.



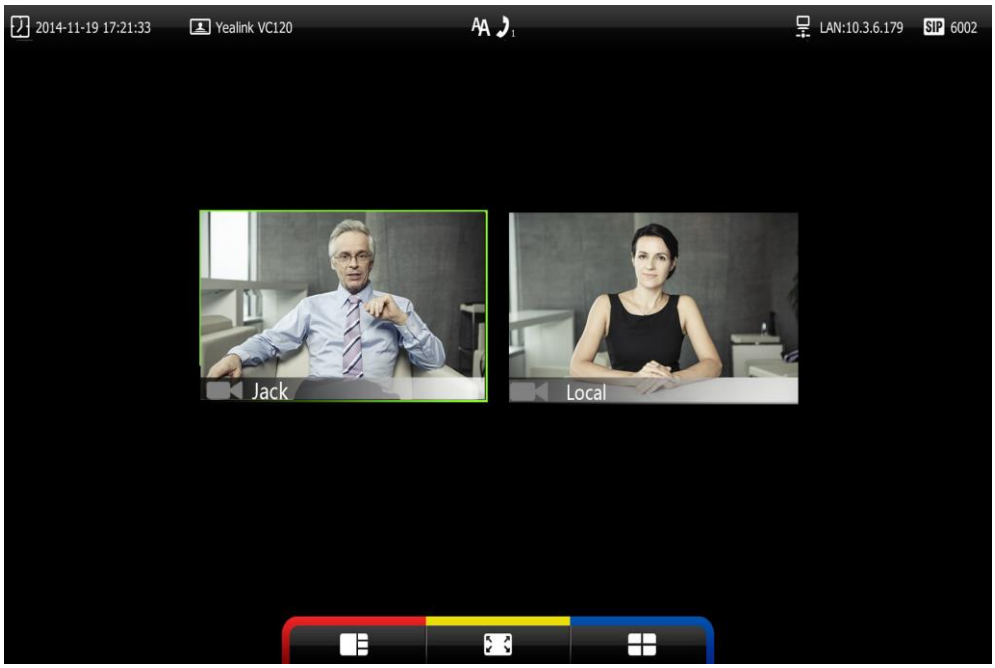
- When local endpoint is sharing a presentation during a call, the presentation will be shown in big size, and other video images will be shown in small sizes.



To change screen layout via the remote control:

1. Press (**Layout** soft key) during an active call.

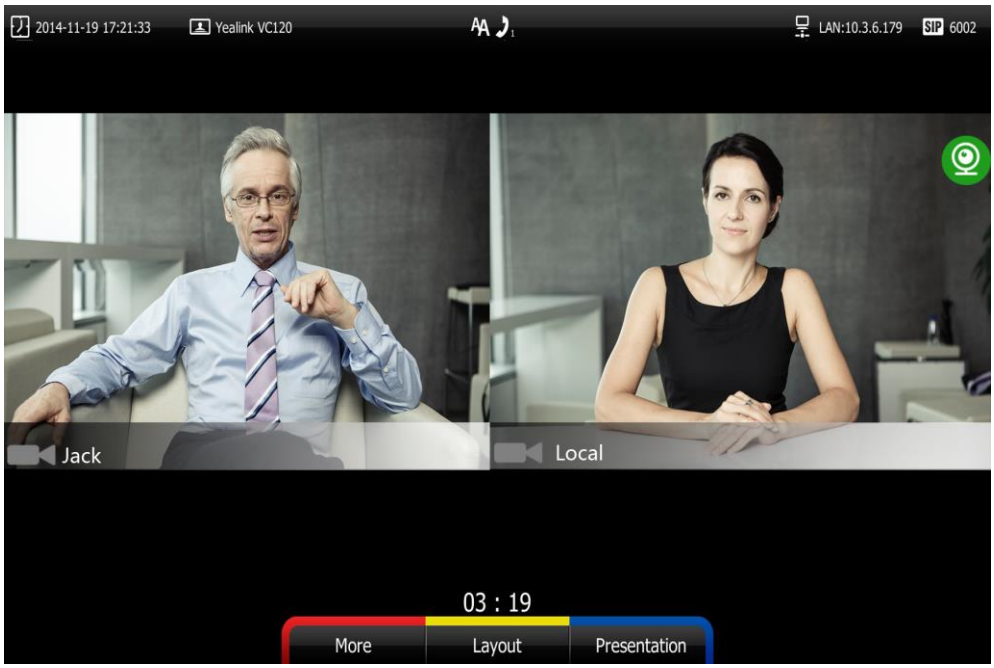
   The display device shows all video thumbnails and three layout soft keys.



2. Press ◀ or ▶ to select a video.

3. Press the desired layout soft key.

   For example, if you select , the video layout will be shown as below.



Dual Screen

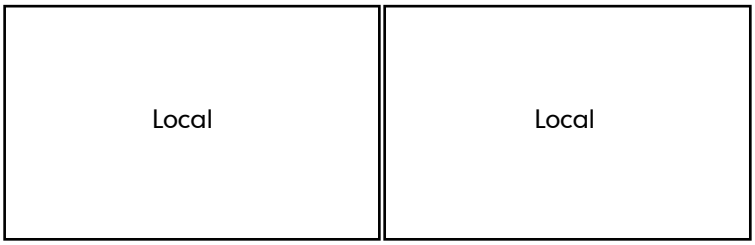
The VC120 has two display ports. When connecting only one display device to the VC120 codec, Display1 port is the only available port. To make it easier for users to view video images, users can connect two display devices to Display1 and Display2 ports respectively. When two display devices are connected to the VC120 codec, the status bar of the primary display device will display icon.

Two display devices (dual screen) are connected to the VC120 codec:

- When the endpoint is idle and does not start a presentation.

  In the primary display device, the local video image is shown in full size.

  In the secondary display device, the local video image is shown in full size (no menu and status bar).

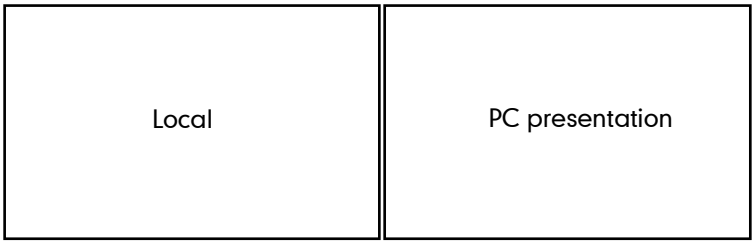


Primary display device Secondary display device

- When the endpoint is idle and starts a presentation.

  In the primary display device, the local video image is shown in full size.

In the secondary display device, the presentation is shown in full size (no menu and status bar).

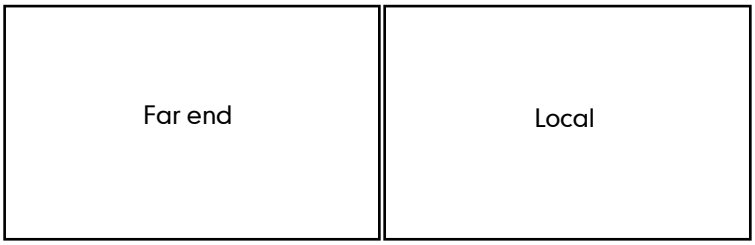


Primary display device Secondary display device

- When the endpoint is during a call and does not start a presentation.

  In the primary display device, the remote video image is shown in full size.

  In the secondary display device, the local video image is shown in full size.

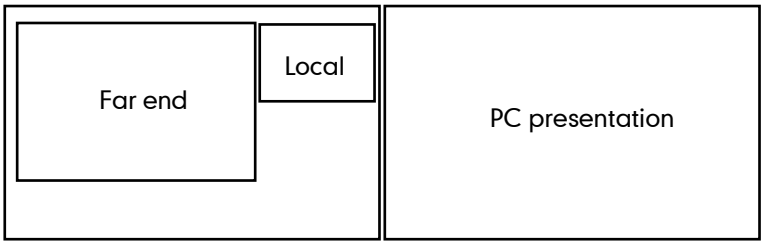


Primary display device Secondary display device

- When the endpoint is during a call and starts a presentation.

  In the primary display device, the remote video image is shown in big size, local video image along the right side of the screen is shown in small size.

  In the secondary display device, the presentation is shown in full size.



Primary display device Secondary display device

You can specify the display content on the secondary display device via the remote control.

To specify the display content on the secondary display device via the remote control:

1. Press the **More** soft key during an active call.
2. Select **Focus (Display2)**, and then press OK.
3. Press ◀ or ▶ to select the desired content, and then press OK.

   The secondary display device displays the selected content. The icon is displayed on the focus content.

   After reassigning the display content on the secondary display device, the

presentation will automatically be displayed on the primary display device.

Controlling the Camera

Before placing a video call, you need to be familiar with how to adjust the angle and focus of the camera. After any adjustment, you can long press numeric key (0-9) to associate the position of the camera with this key.

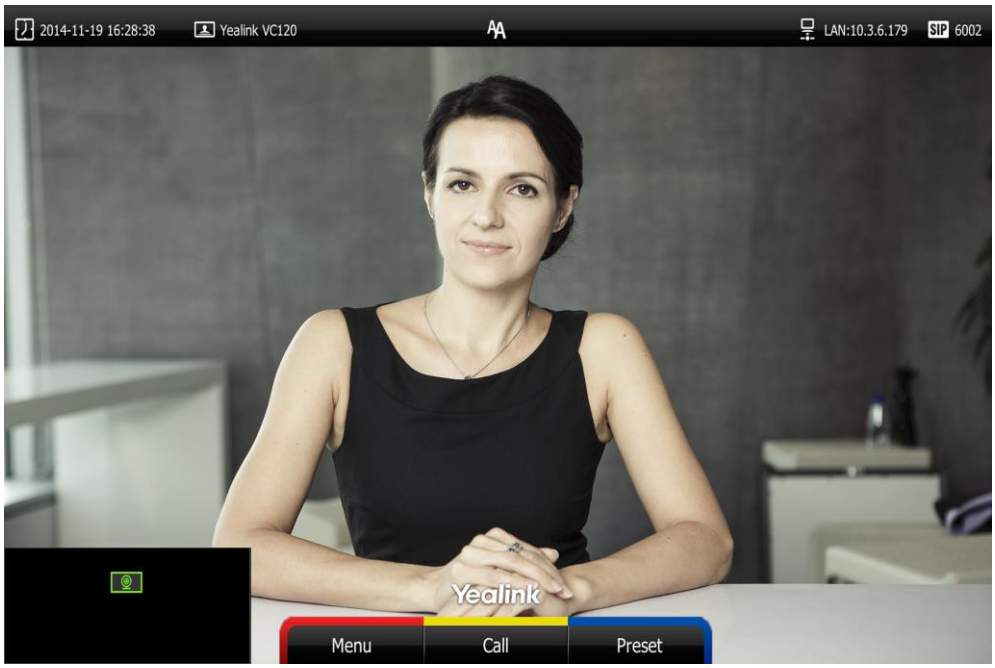
Adjusting the Camera

Avoid physically adjusting the camera to prevent damaging it. Always use the remote control to control the camera.

To control the camera when the endpoint is idle via the remote control:

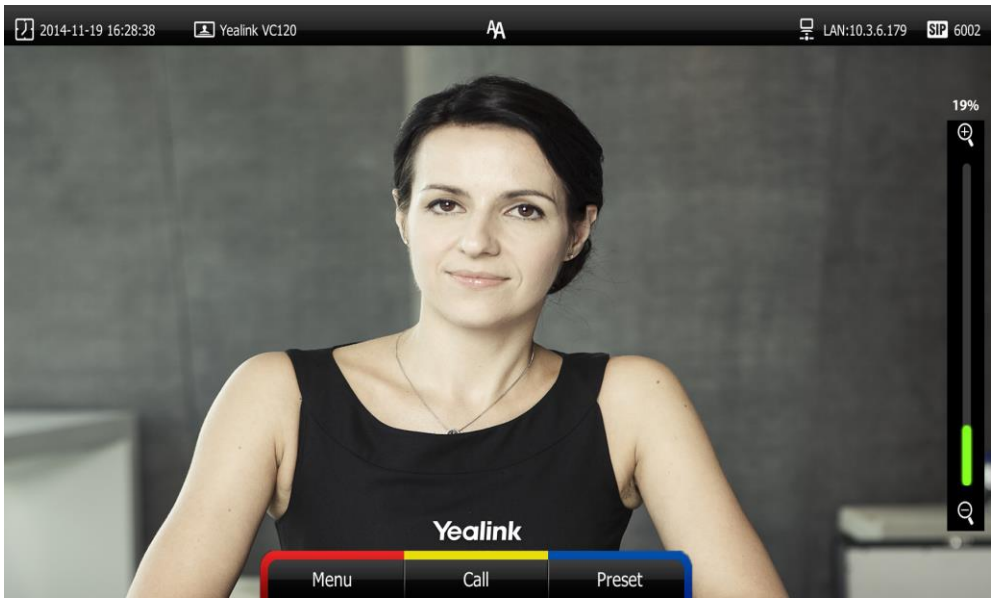
1. Press the navigation key to adjust the angle of the camera.

   The display device shows the current angle of the camera.



2. Press or to adjust the focus of the camera.

The display device shows the focus of the camera.



Configuring Camera Presets

Up to 10 presets can be assigned to the numeric key. Each camera preset stores the camera pan, tilt, and zoom settings. You can store the preset to a numeric key during the video call via the remote control or web user interface. This means that you can adjust the camera to the preset position by pressing a stored key.

To save the preset of the camera:

1. Press (**Preset** soft key).
2. Press the navigation key to adjust the angle of the camera or press or to adjust the focus of the camera.
3. Long press any number key (0-9) on the remote control until the screen prompts "Preset Key 'X' successfully saved" ("X" stands for the saved key).

   Current camera position and focus are stored to the numeric key. You can change the position of the camera and focus to the preset quickly by pressing the saved key during a call.
4. Press (**Exit** soft key) to return to the idle screen.

To adjust the camera to the preset via the remote control when the endpoint is idle:

1. Press (**Preset** soft key).
2. Press the numeric key that is already associated with a preset.

   The camera will adjust to the preset.
3. Press (**Exit** soft key) to return to the idle screen.

To clear preset via the remote control:

1. Press (**Menu** soft key) to enter main menu.

2. Press ◀ or ▶ to select the **Video & Audio** menu.
3. Press ▲ or ▼ to scroll to **Camera General Settings**, and then press OK.
4. Press ▲ or ▼ to scroll to **Clear Preset Position**, and then press OK.
5. Select **OK**, and then press OK to delete all presets.

To control local camera via the remote control when the endpoint is during a video call:

- Press the navigation key to adjust the angle of the camera or press ⊕ or ⊖ to adjust the focus of the camera.
- Long press any numeric key (0-9) to save the current preset position of the camera.

  The original preset will be overwritten if you configure a preset for the numeric key that is already associated with a preset.
- Short press the saved key to change camera position and focus to the preset.

To control the local camera during a video call via web user interface, go to the path **Home** (Hover your cursor over the registered account, click , and then control the camera in the pop-up window).

If the remote camera enables the far-end camera control feature (For more information, refer to Far-end Camera Control on page 71) and corresponding camera control protocol is enabled (For more information, refer to your system administrator), you can control the remote camera during the video call via the remote control.

To control remote camera via the remote control during a video call:

1. Press (**More** soft key) during an active call.
2. Press ▲ or ▼ to scroll to **Near/Far Camera,** and then press OK.
3. Select the remote video, and then press OK.
4. You can do the following:
   - Press the navigation key to adjust the angle of the remote camera or long press ⊕ or ⊖ to adjust the focus of the remote camera.
   - Long press any number key (0-9) to save the current preset position of the remote camera.
   - Change the position of the remote camera to the preset by press the saved key.

Changing the Video Input Source

VC120 video conferencing endpoint supports two video input sources: camera and PC.

When the camera and PC are connected to the VC120 codec, the display device shows the presentation on the connected PC. If two display devices are connected to the VC120 codec, the video image is shown on the main display device, and the presentation on the PC is shown on the second display device.

During a call, the display device will display differently depending on whether it has connected to a second display device or the selected video input source.

You can change the video input source via the remote control and web user interface.

To change video input when the endpoint is idle via the remote control:

1. Press .

   The display device shows **Camera** and **PC** input sources.

2. Press ◀ or ▶ to select the desired input source, and then press OK.

   The display device shows the selected source.

To change video input during a call:

1. Press .

   The display device shows **Camera**, **Camera and PC** and **PC** input sources.

2. Press ◀ or ▶ to select the desired input source, and then press OK.

   The display device shows the selected source.

Video input is configurable via web user interface at the path **Home**->**Input**.

Video Recording

You can record local video via the remote control when the endpoint is idle. During a call, the video and presentation which are shown on the display device can be recorded via the remote control and VCP40 phone.

Before recording video, you need to insert a USB flash drive into the USB port on the VC120 codec to store recorded video. The recorded video will be saved in .mkv format and named as the recorded time and date. Video can be played on either the endpoint itself or on a computer using an application capable of playing .wav files.

Note

The endpoint only supports USB flash drive in FAT32 format.

After the USB flash drive is inserted to the USB port on the VC120 codec, the display device will prompt "USB device available, press * to record or press # to screenshot".

The icon will appear on the status bar of the display device, and the USB icon will appear on the LCD screen of the VCP40 phone.

Before recording video, you need to know the following:

- When recording video, it is not allowed to play or delete the video from the menu.
- When recording video, it is not allowed to capture screenshots, buy you can view and delete screenshots.
- When playing video recording, it is not allowed to record again. But when the video is paused, you can press * to record again.
- When receiving or making a call, it is not allowed to record.

- When there is an incoming call during recording, the endpoint will quit recording.
- When recording during a video call, the record will be finished automatically after the call ends.
- When playing or recording video, it is unavailable to press [home] to return to the idle screen.
- When playing, recording or pausing video, the endpoint will not go to sleep automatically.
- If you remove the working USB flash drive or insert another USB flash drive during recording, the recording will be stopped.

To record video when the endpoint is idle via the remote control:

1. Press [*] to start recording.

   The display device shows ● and the recording time.
2. Press [*] again to end stop recording.

   The recording icon disappears from the screen and the display device prompts "Successfully video recording!".

To record video during a call via the remote control:

Do one of the following:

- Press [*] on the remote control to start recording.
- Press the **Start REC** soft key on the VCP40 phone to start recording.

  The display device shows ● and the recording time. The LCD screen of the VCP40 phone is shown as below:

  Press [*] on the remote control or press the **Stop REC** soft key on the VCP40 phone to stop recording.

  The recording icon disappears from the screen, and the display device prompts "Successfully video recording!".

  Ending the call will stop recording video automatically.

To view recorded video via the remote control:

Insert the USB flash drive with the recorded video to the VC120 codec.

1. Press [Menu] (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Record** menu.
3. Press ▲ or ▼ to scroll to **Videos**, and then press [OK] .
4. Press ▲ or ▼ to select the desired **Video**.

5. Press OK or (**Play** soft key).

   You can do the following:

   - To pause the video, press (**Pause** soft key). The (**Play** soft key) appears on the LCD TV screen.

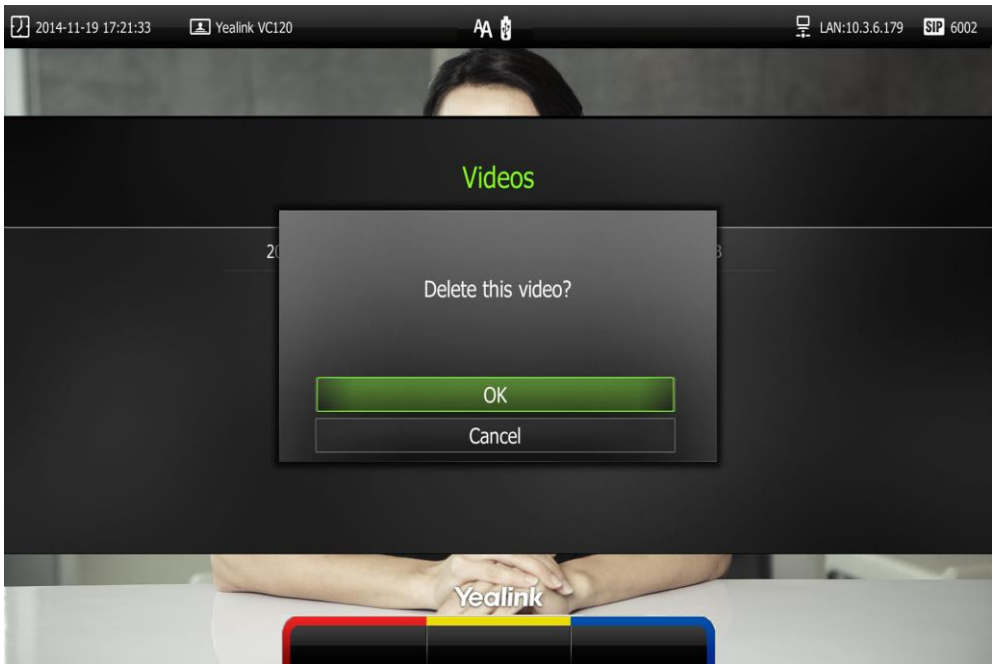
     Press (**Play** soft key) to continue playing video.
   - To skip forward the video, press ▶. Press once to skip forward 8 seconds.
   - To rewind the video, press ◀. Press once to rewind 8 seconds.
   - To adjust the volume of the speakerphone, press – or + .
   - To stop the video, press (**Stop** soft key).

When receiving an incoming call while you are playing video, the endpoint will stop playing video automatically.

To delete recorded video via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Record** menu.
3. Press ▲ or ▼ to scroll to **Videos**, and then press OK .
4. Press ▲ or ▼ to select the desired **Video**.
5. Press (**Delete** soft key).

   The display device prompts "Delete this video?"



6. Select **OK**, and then press OK to delete the video.

Screenshot

You can capture the screenshot from the camera via the remote control or web user interface.

You need to insert a USB flash drive to the USB port on the VC120 codec to store screenshots when you are using remote control. You can view, delete or scale the screenshots via the remote control.

When you capture a screenshot via web user interface, you can save the screenshots to the computer. The stored screenshot will be saved in .jpg format and named as the captured time and date. You can view the screenshot using an application capable of viewing .jpg pictures.

Note

The endpoint only supports USB flash drive in FAT32 format.

After the USB flash drive is inserted into the USB port on the VC120 codec, the display device will prompt "USB device available, press * to record or press # to screenshot".

The icon will appear on the status bar of the display device, and the USB icon will appear on the LCD screen of the VCP40 phone.

The endpoint supports capturing one screenshot per second.

Before capturing screenshots, you need to know the following:

- When receiving or making a call, it is not allowed to capture screenshots.
- When recording video, it is not allowed to capture screenshots.
- If two USB flash drives are connected, and you remove the working USB flash drive, the remained one can continue to work seamlessly.

To capture screenshots via the remote control:

1. Press # when the endpoint is idle or during a call.
   The icon at the status bar of the display device shows "+1" animated effects.

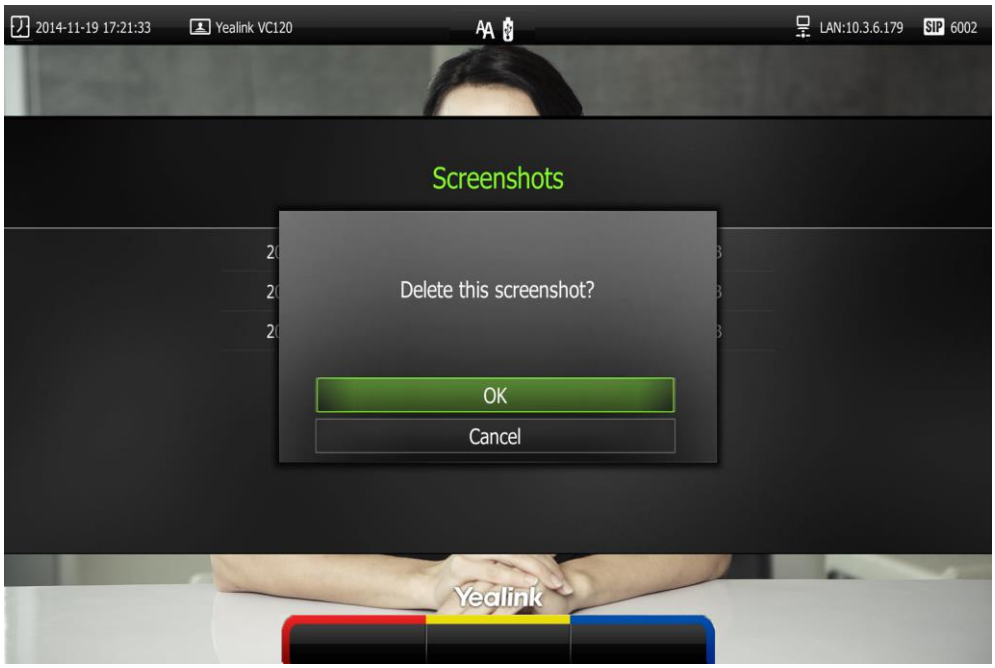
To view screenshots via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Record** menu.
3. Press ▲ or ▼ to scroll to **Screenshots**, and then press OK .
4. Press ▲ or ▼ to select desired screenshots.
5. Press OK or (**View** soft key).
   You can do one of the following:
   - Press ◀ or ▶ to view previous or next screenshot.
   - Press or to zoom screenshot in/out.
   - Press (**Original size** soft key) to view the original size of the screenshot.

To delete screenshots via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Record** menu.
3. Press ▲ or ▼ to scroll to **Screenshots**, and then press OK .
4. Press ▲ or ▼ to select desired screenshots.
5. Press (**Delete** soft key).

   The display device prompts "Delete this screenshot?"



6. Select **OK**, and then press OK to delete the screenshot.

Capture the screenshot via web user interface at the path **Home**->**Screenshot**.

Using the VCM60 Video Conferencing Wireless Microphone

This chapter provides basic operating instructions for the VCM60 video conferencing wireless microphone. Topics include:

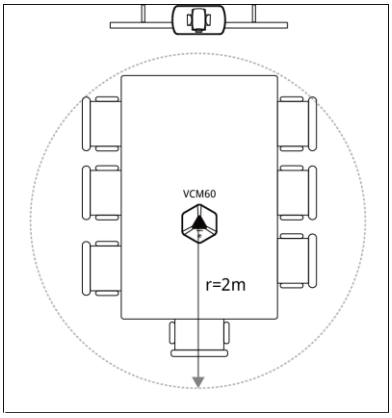
- Placing the VCM60
- Turning On or Off the VCM60
- Connecting VCM60 to the Video Conferencing Endpoint
- Standby Mode
- Muting or Unmuting the VCM60
- Viewing VCM60 Information
- Registering and Deregistering the VCM60
- Charging the VCM60
- VCM60 Working Frequency

If you require additional information or assistance with your new phone, contact your system administrator.

Placing the VCM60

The VCM60 has a rubber pads on its base to prevent it from sliding. You can place the VCM60 on a conference table. Do the following to ensure optimal voice quality:

- For registering to the dongle successfully, make sure the VCM60 video conferencing wireless microphone is less than 30 meters distant from the dongle.
- Place the VCM60 on a stable surface and keep it away from obstacles so that it can effectively pick up sounds.



Turning On or Off the VCM60

There is a power switch on the bottom of the VCM60. Turn on the power switch to start the VCM60. After the VCM60 starts, it registers with the paired dongle automatically. You can turn off this switch if the VCM60 is not in use for a long period of time.

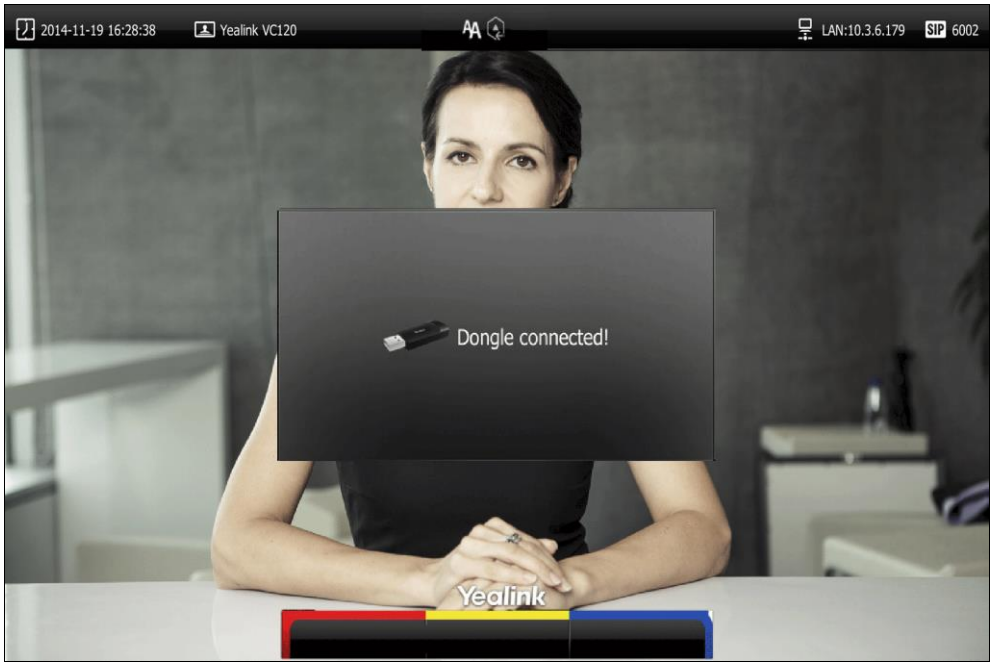
Connecting VCM60 to the Video Conferencing Endpoint

To ensure good voice quality, VCM60 video conferencing wireless microphone can be connected to the VC120 video conferencing endpoint to act as the audio input device.

To connect the VCM60 to the VC120 video conferencing endpoint, do the following:

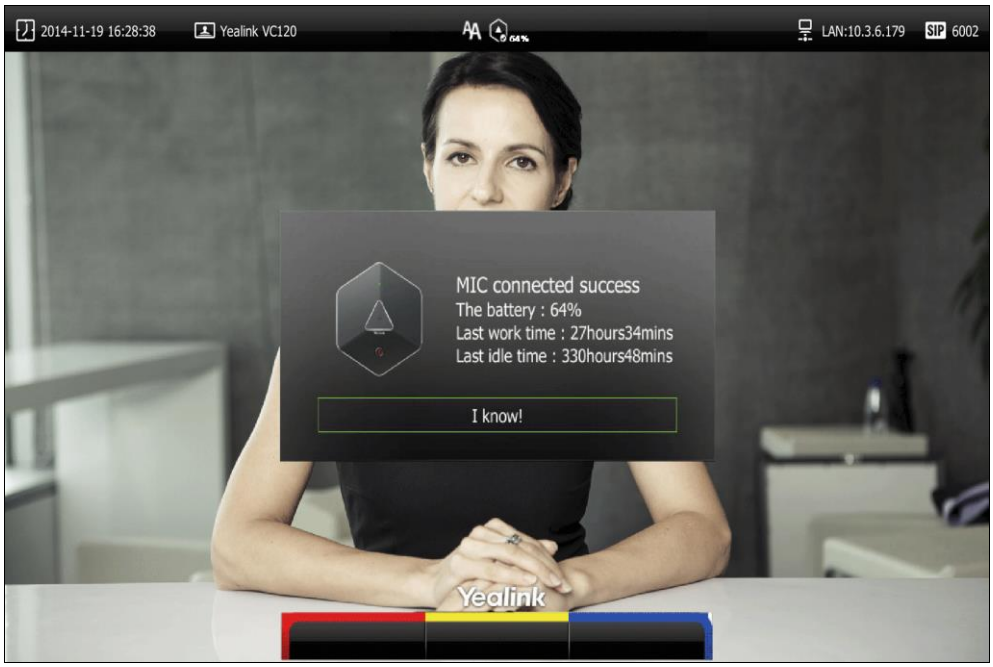
1. Connect the dongle to one of the USB ports on the VC120 codec.

The display device prompts "Dongle connected!", and the (unregistered) icon appears on the status bar.



2. Turn on the VCM60.

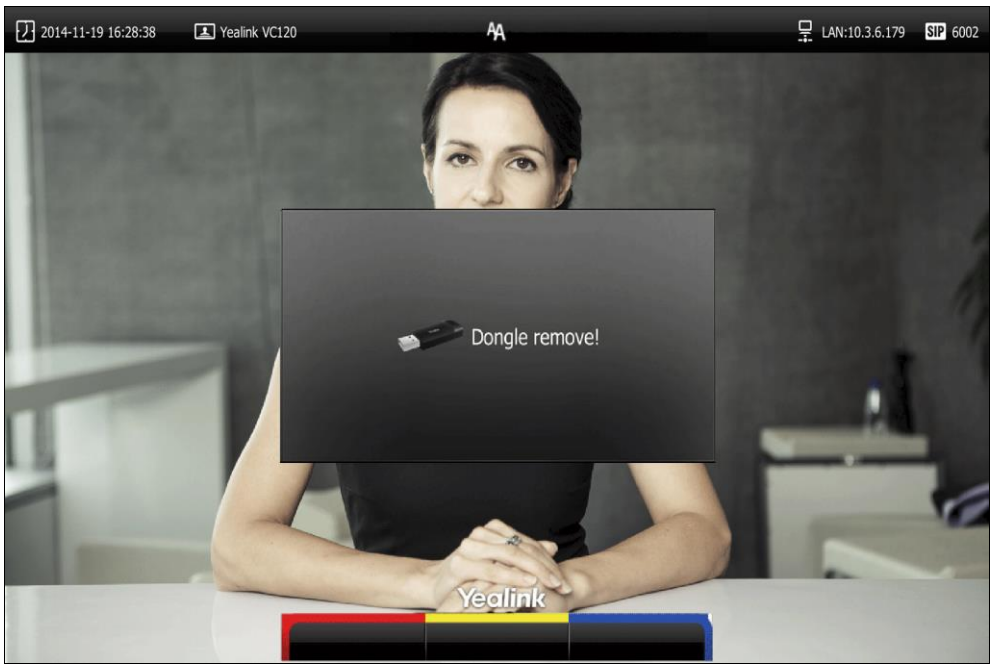
The VCM60 registers with the dongle automatically. If successful, the (unregistered) icon will change to (registered). Currently capacity appears on the right side of the icon. When the last idle time is less than 1 hour, please charge the VCM60. For more information, refer to Charging the VCM60 on page 103.



To remove the VCM60 from the VC120 video conferencing endpoint, do the following:

1. Remove the dongle from the VC120 codec.

   The display device prompts "Dongle remove!". And the icon disappears from the status bar.



Standby Mode

The VCM60 supports two standby modes: online standby and offline standby.

Online standby:

- When registering with dongle successfully, the VCM60 enters online standby mode and the mute indicator LED changes to green and is in breathing state.

Offline standby:

- If VC120 video conferencing endpoint encounters poor signal, wireless interference or is powered off, the VCM60 may lose connection with the dongle. In this case, the VCM60 will search the dongle again, and the mute indicator LED fast flashes green. If dongle cannot be searched in 2 minutes, the VCM60 will enter offline standby mode automatically and the mute indicator LED slowly flashes orange.
- If VC120 video conferencing endpoint starts when the VCM60 is in offline standby mode, you need to tap the mute button to activate VCM60 to search dongle again.

Muting or Unmuting the VCM60

There is a mute button on the top of the VCM6. If VCM60 works as the audio input device of the VC120 video conferencing endpoint, you can mute or unmute it in the following scenarios:

- If you do not want to have your voice broadcast during a call, you can tap mute button to mute the VCM60.
- If you want to speak again during a call, you can tap mute button to unmute the VCM60.

To mute the VCM60 during a call:

1. Tap again to mute the call.
   The mute indicator LED illuminates solid red. And the mute icon appears on the local video image.

To unmute the VCM60 during a call:

1. Tap again to unmute the call.
   The mute indicator LED illuminates solid green. And the mute icon disappears from the local video image.

Viewing VCM60 Information

When the dongle is connected to the USB port of the VC120 codec, you can view VCM60 status via remote control or web user interface.

Available information of VCM60 includes:

- Dongle Status
- Dongle Version
- Micpod Status
- Micpod Version
- Mic Model
- MICPOD IPEI
- Battery Percent
- Idle Time (estimated standby time)
- Work Time(estimated working time)

To view the VCM60 information via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Status** menu.
3. Press ▲ or ▼ to scroll to select the **Wireless Micpod**, and then press OK .

VCM60 information can be viewed via web user interface at the path **Status**-> **Wireless Micpod.**

Registering and Deregistering the VCM60

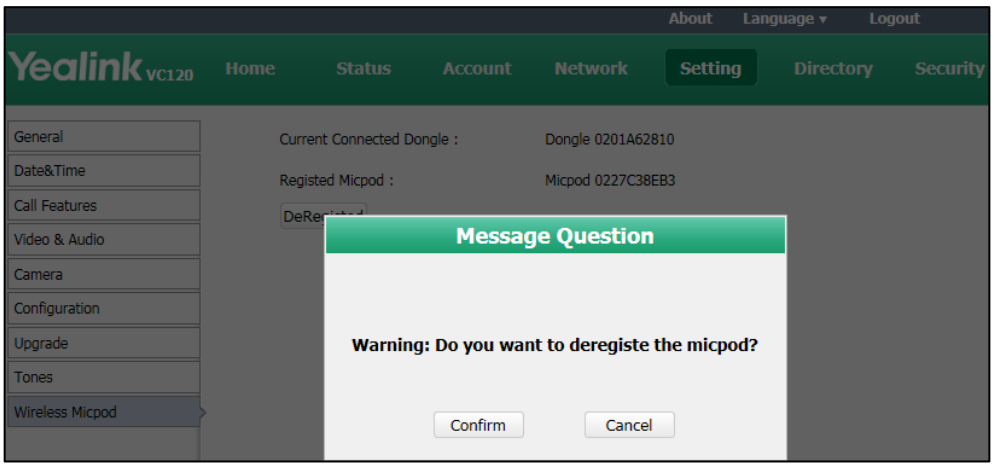
The VCM60 video conferencing wireless microphone and dongle are automatically "paired" at the factory. But In following cases, you may need to deregister or register the VCM60 video conferencing wireless microphone manually.

- The device is broken, new VCM60 or new dongle need to be repaired.
- VCM60 and dongle need to be paired during the production.

You can only register and deregister the VCM60 via web user interface. The web user interface will display the model and product ID of the dongle and video conferencing wireless microphone.

To deregister the VCM60 via web user interface:

1. Click on **Setting->Wireless Micpod**.
2. Click **DeRegisted**.

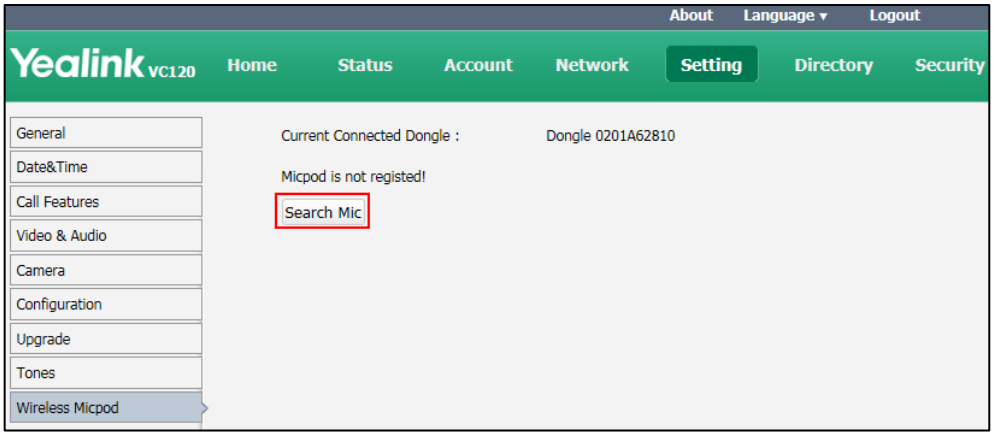


3. Click **Confirm** to deregister the video conferencing wireless microphone.

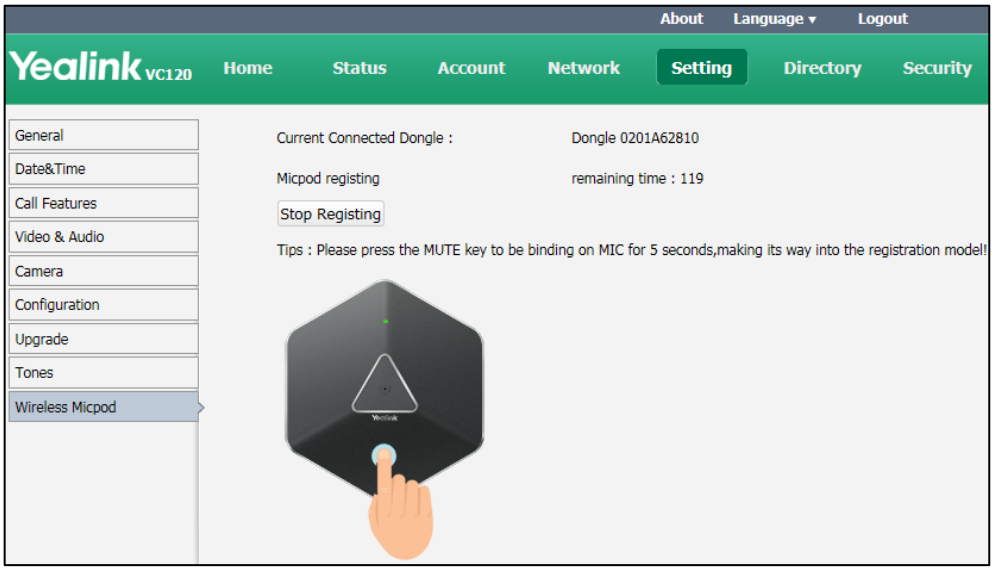
   The paired information will be cleared. The VCM60 video conferencing wireless microphone will enter offline standby mode and the mute indicator LED slowly flashes orange.

To register the VCM60 via web user interface:

1. Click on **Setting->Wireless Micpod**.
2. Click **Search Mic**.



The web user interface starts 120-second countdown for pairing the dongle and video conferencing wireless microphone.



3. Tap and hold the mute button on the VCM60 video conferencing wireless microphone for 5 seconds until the mute indicator LED flashes orange.

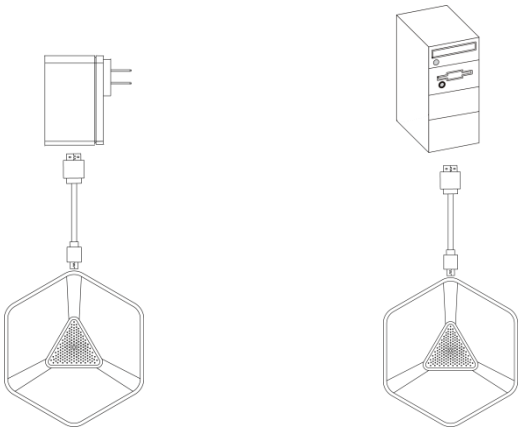
   The VCM60 video conferencing wireless microphone and the dongle will be paired automatically. If this fails, the VCM60 will exit registration mode in 2 minutes.

Note For registering to the dongle successfully, make sure the VCM60 video conferencing wireless microphone is less than 30 meters distant from the dongle, and isn't disturbed by obstacles.

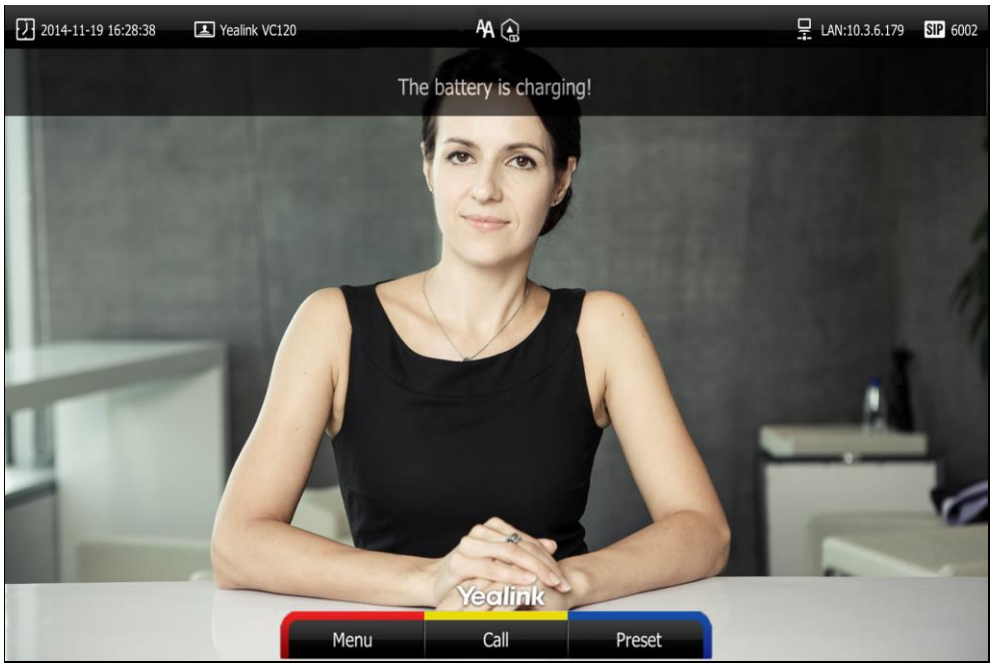
Charging the VCM60

When the standby time of the VCM60 is less than 1 hour (the battery indicator LED flashes red), the icon appears on the status bar, and the display device prompts "The battery of wireless micpod is too low, please charge it in time!" every 15 minutes.

To charge the VCM60, connect it to a power adapter or a computer using the supplied USB cable.



The VPM60 can work normally during charging. If you charge the VCM60 when it is working, the display device prompts "The battery is charging!", and the (charging) icon appears on the status bar.



During charging, the battery LED indicator will flash green. And it will illuminate solid green when the battery capacity reaches 100%.

VCM60 Working Frequency

For reference, the Frequency/Channels of VCM60 used in each Region are tabulated below:

Freq (MHz)	RF Carrier Index (DECT tester Numbering)						
	EU	Taiwan	US	LA	Korea	Brazil	Japan
1881.792	9	9					
1883.520	8	8					
1885.248	7	7					
1886.976	6	6					
1888.704	5	5					
1890.432	4	4					
1892.160	3	3					
1893.888	2	2					
1895.616	1						4(F1)
1897.344	0						3(F2)
1899.072							2(F3)
1900.800							1(F4)
1902.528							0(F5)
1904.256							
1905.984							
1907.712							
1909.440							
1911.168						4	
1912.896				9		3	
1914.624				8		2	
1916.352				7		1	
1918.080				6		0	
1919.808				5			
1921.536			4	4			
1923.264			3	3			

Freq (MHz)	RF Carrier Index (DECT tester Numbering)						
	EU	Taiwan	US	LA	Korea	Brazil	Japan
1924.992			2	2			
1926.720			1	1			
1928.448			0	0			
1787.616					8		
1789.344					7		
1791.072					6		

Using the VCM30 Video Conferencing Microphone Array

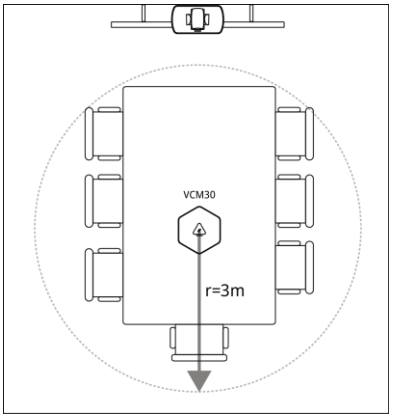
This chapter provides basic operating instructions for the VCM30 video conferencing microphone array. Topics include:

- Placing the VCM30
- Muting or Unmuting the VCM30
- Viewing VCM30 Information

If you require additional information or assistance with your new phone, contact your system administrator.

Placing the VCM30

The VCM30 has a rubber pads on its base to prevent it from sliding. You can place the VCM30 on a stable surface and keep it away from obstacles so that it can effectively pick up sounds.



Muting or Unmuting the VCM30

There is a mute button on the top of the VCM30. You can mute or unmute it in the following scenarios:

- If you do not want to have your voice broadcast during a call, you can tap the mute button to mute the VCM30.
- If you want to speak again during a call, you can tap mute button to unmute the VCM30.

To mute the VCM30 during a call:

1. Tap to mute the call.

   The mute indicator LED illuminates solid red. And the mute icon appears on the local video image.

To unmute the VCM30 during a call:

1. Tap again to unmute the call.

   The mute indicator LED illuminates solid green. And the mute icon disappears from the local video image.

Viewing VCM30 Information

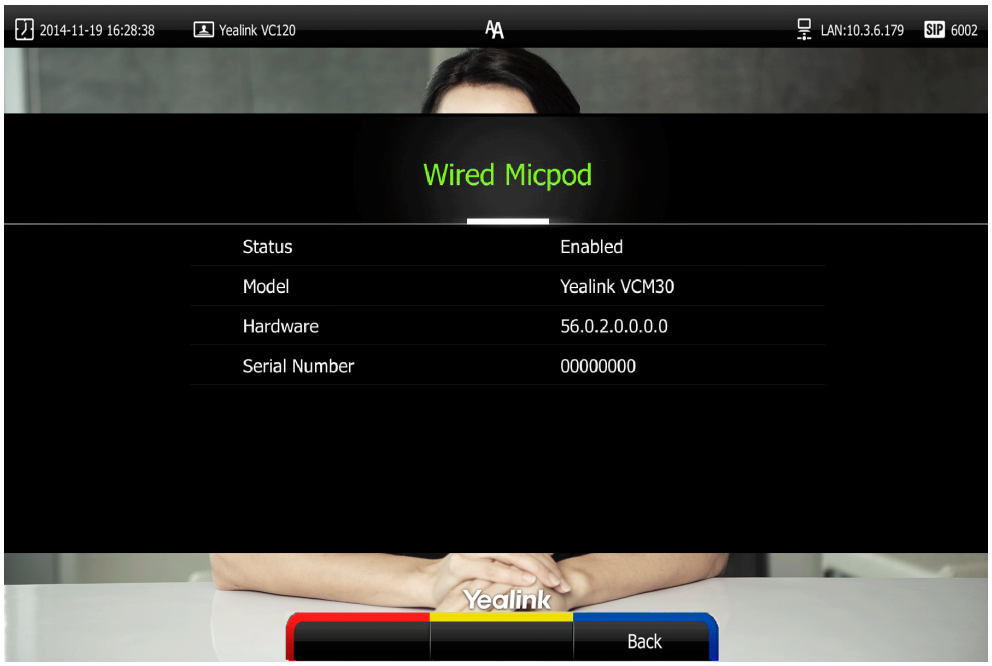
When the VCM30 is connected to the Audio In port of VC120 codec, you can view VCM30 status via the remote control or web user interface.

Available information of VCM30 includes:

- Status
- Model
- Hardware
- Serial Number

To view the VCM30 information via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Status** menu.
3. Press ▲ or ▼ to scroll to select the **Wired Micpod**, and then press OK .



VCM30 information can be viewed via web user interface at the path **Status**->**Wired Micpod.**

Troubleshooting

This chapter provides general troubleshooting information to help you solve problems you might encounter when using your VC120 endpoint. If you require additional information or assistance with your new phone, contact your system administrator.

Ensure the endpoint has not been physically damaged when experiencing a problem. Check whether the cables are loose and the connections are correct and secure. These are common causes of problems.

Endpoint Diagnostics

Diagnostic menus include:

- **Audio Diagnose**: Check whether the audio output device can pick up voice and play audio normally.
- **Camera Diagnose**: Check whether the camera can pan and change focus normally.
- **Ping**: Check whether the network between the local and the remote endpoint is connected.
- **Trace Route**: Display the route (path) and measure transit delays of packets across an Internet Protocol (IP) network.

Audio Diagnose:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Diagnose** menu.
3. Press ▲ or ▼ to scroll to **Audio Diagnose**, and then press OK.
4. Speak into the microphone.
5. Check whether the microphone can pick up audio normally.

   If the microphone picks up audio and plays back audio normally, it means that the audio works well.
6. Press OK to stop audio diagnostics.

Camera Diagnose:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Diagnose** menu.
3. Press ▲ or ▼ to scroll to **Camera Diagnose**, and then press OK.
4. Press ▲ or ▼ to adjust the camera position.
5. Press or to adjust the focus.

If the camera can move and zoom normally, it means that the camera is working well.

6. Press (**Back** soft key) to stop camera diagnostics.

Network diagnosis:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Diagnose** menu.
3. Press ▲ or ▼ to scroll to **Ping**, and then press OK.
4. Enter IP address (for example, the IP address of the remote endpoint)
5. Press ▲ or ▼ to select **Start**, and then press OK.
6. Press (**Back** soft key) to return to Diagnose menu.

   It measures the round-trip time from transmission to reception and reports errors and packet loss. The results of the test include a statistical summary of the response packets received, including the minimum, maximum, and the mean round-trip times.

Trace Route:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Diagnose** menu.
3. Press ▲ or ▼ to scroll to **Trace Route**, and then press OK.
4. Enter IP address (for example, the IP address of the remote endpoint)
5. Press ▲ or ▼ to select **Start**, and then press OK.
6. Press (**Back** soft key) to return to Diagnose menu.

   If the test is successful, the VC120 endpoint lists the hops between the endpoint and the IP address you entered. You can check whether congestion happens via the time cost between hops.

General Issues

Why can't the endpoint place a call?

- Check the network is available.
- When making a call using an account, check that the account is registered.
- Ensure the remote endpoint supports the same call protocol as the local endpoint. If you want to place a call using another type, refer to Call Call Protocol on page 66.

Why can't the endpoint receive calls?

- Check the network is available.
- When receiving a call using an account, check that the account is registered.
- Check that DND (Do Not Disturb) mode is deactivated on your endpoint. Refer to Do

Not Disturb (DND) on page 79.

Why doesn't the display device display the time and date correctly?

Check whether you have configured the endpoint to obtain the time and date from the SNTP server automatically. If the endpoint fails to connect to the SNTP server, contact your system administrator for more information. You can also configure the time and date manually. For more information, refer to Time & Date on page 44.

How to obtain the IP address of the endpoint?

Three are three ways to obtain the IP address of the endpoint:

- The IP address of the endpoint is shown on the top right corner of the display device.
- Press (**Menu** soft key) on your remote control and select **Network**.

  The display device shows the network information about the endpoint.
- Press OK on the VCP40 phone when the phone is idle and select **Network**.

  The LCD screen of the phone displays the network information about the endpoint.

Why does the endpoint fail to call the far site?

- Check whether the network of the near site is available.
- Check whether the network of the far site is available.
- Check whether the far site enables the DND feature.
- Check whether the accounts have been registered correctly, and the endpoint uses the appropriate account to call the far site.
- Check whether the local endpoint can ping the IP address of the remote endpoint successfully.
- Ensure that the entered call information is correct.
- Ensure that the called party is powered on.
- Check whether the far site rejects your call.
- Check whether the firewall blocks the inbound traffics from the other site.
- Check whether the far site has already up to maximum call-in limitation.
- If the near site is forced to use encryption, ensure that the far site enables encryption too.
- Ensure that the far site supports the same call protocol as the near site.

Why does the endpoint fail to call the far site via IP address?

- Ensure that at least one call protocol (SIP Protocol or H323 Protocol) is enabled on both sites.

- Ensure that the network is connected correctly.
- Ping the IP address of the far site. Contact your system administrator if it fails.

Camera Issues

How to adjust room lighting?

You can alter the environmental lighting and background colors of your environment to obtain the best video quality. If light levels are too low you may consider adding artificial lighting. Reflected light from pale walls often produces excellent results.

Avoid the following situations:

- Direct sunlight on the display device, the background, or the camera lens which creates harsh contrasts.
- Colored lighting.

Why can't I adjust the camera angle and focus?

- You can adjust the camera when the endpoint is idle or during a call. The camera cannot be adjusted when the endpoint is in the menu screen.
- Ensure that the batteries in the remote control are in good working condition, and installed correctly.
- Aim the remote control at the sensor when you perform a task.
- Ensure that no objects are obstructing the sensor on the front of the camera.
- Ensure that the LED on the front of the camera flashes green when you use the remote control to perform a task.
- Ensure that what you are controlling is the local camera.
- Reboot the endpoint.
- If the above suggestions cannot solve your problem, perhaps the remote control is broken. You can contact your system administrator for help.

Why is the video quality bad?

- Ensure that the display device has suitable resolution.
- Check whether the packet has been lost. For more information on packet loss, refer to Call Statistics on page 82.
- Contact your administrator to adjust the camera brightness and white balance.

Display Issues

Why is there no video on the display device?

- Ensure that the display device is turned on.
- Ensure that the display device is properly connected to the VC120 codec.
- Ensure that the VC120 codec is turned on.
- Ensure that you have selected the correct video input source.

Why can't the display device share a presentation?

- Ensure that the PC is properly connected to the VC120 codec.
- Ensure that the VC120 codec is turned on.
- Contact your administrator for help.

Video & Audio Issues

Why can't I hear the audio during a call?

- Ensure that the endpoint has selected an available audio output device.
- If you select **VCS Phone** as the audio output device, ensure that the VCP40 phone is connected to the VC120 codec, and LED indicators on the phone illuminate solid green.
- Ensure the proper volume level on the endpoint.
- Ensure that the microphone on the remote endpoint is not muted.

Why can't I hear a ring tone when receiving a call?

- Ensure that the endpoint has selected an available audio output device.
- If you select **VCS Phone** as the audio output device, ensure that the VCP40 phone is connected to the VC120 codec, and LED indicators on the phone illuminate solid green.
- Ensure that the ring volume is not set to 0. If it is, the icon will appear on the status bar of display device, and the icon will appear on the LCD screen of the VCP40 phone.
- Adjust the ring volume when the endpoint is idle via the remote control or VCP40 phone. For more information, refer to Audio Settings on page 47.
- Ensure that the microphone of the remote endpoint is not muted.

Why can't I view the menu on the display device?

- Check whether the Display1 port of VC120 codec is connected to the HDMI port on the display device.

Why can't I hear the other site clearly during a call?

- Ensure that the speaker volume of the far site is not set too low.
- Muffled audio reception from the far side may be caused by highly reverberant rooms. Speak in close proximity to the phone.
- Adjust the priority order for your audio codec if you have chosen a low-bandwidth audio codec to be first.
- For best results, ensure that the caller is using a Yealink video conferencing endpoint. Audio quality from your video conferencing endpoint will vary when calling a non-Yealink endpoint.
- Dust and debris may cause audio quality. Do not use any kind of liquid or aerosol cleaner on the phone. A soft, slightly damp cloth should be sufficient to clean the top surface of the phone if necessary.

Why is the voice quality poor?

Users may receive poor voice quality during a call, such as intermittent voice, low volume, echo or other noise. It is difficulty to diagnosis the root causes of the voice anomalies. The possible reasons are:

- Users sit too far from or near to the microphone.
- The audio pickup device is moved frequently.
- Intermittent voice is probably caused by voice packet loss or jitter. Voice packet loss may occur due to network congestion. Jitter may occur due to information reorganization of the transmission or receiving equipment, such as, delay processing, retransmission mechanism or buffer overflow.
- Noise devices, such as computers or fans, may make it difficult to hear each other's voices clearly.
- Wires may also cause this problem. Replace the old with the new cables, and then reconnect to check whether the new cables provide better connectivity.

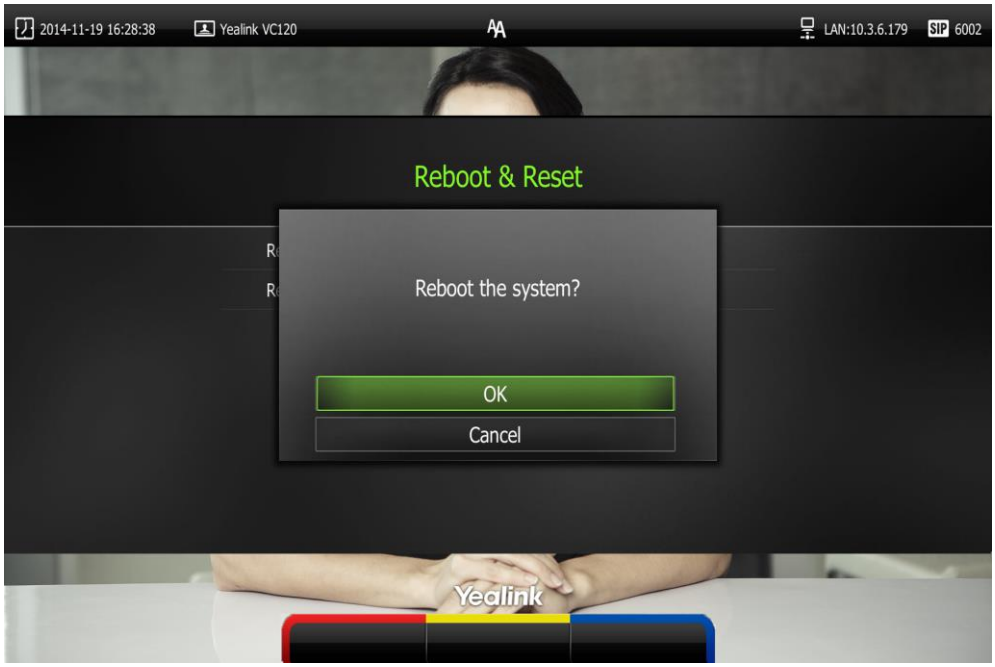
Endpoint Maintenance

How to reboot the phone?

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to scroll to the **Advanced** menu.
3. Enter admin password (default password: 0000) in the **Admin Password** field.

4. Press OK or press (**Enter** soft key).
5. Press ▲ or ▼ to scroll to **Reboot & Reset**, and then press OK.
6. Press ▲ or ▼ to scroll to **Reboot**, and then press OK.

   The display device prompts "Reboot the system?".



7. Select **OK**, and then press OK.

You can reboot the endpoint via web user interface at the path **Setting**->**Upgrade**->**Reboot**.

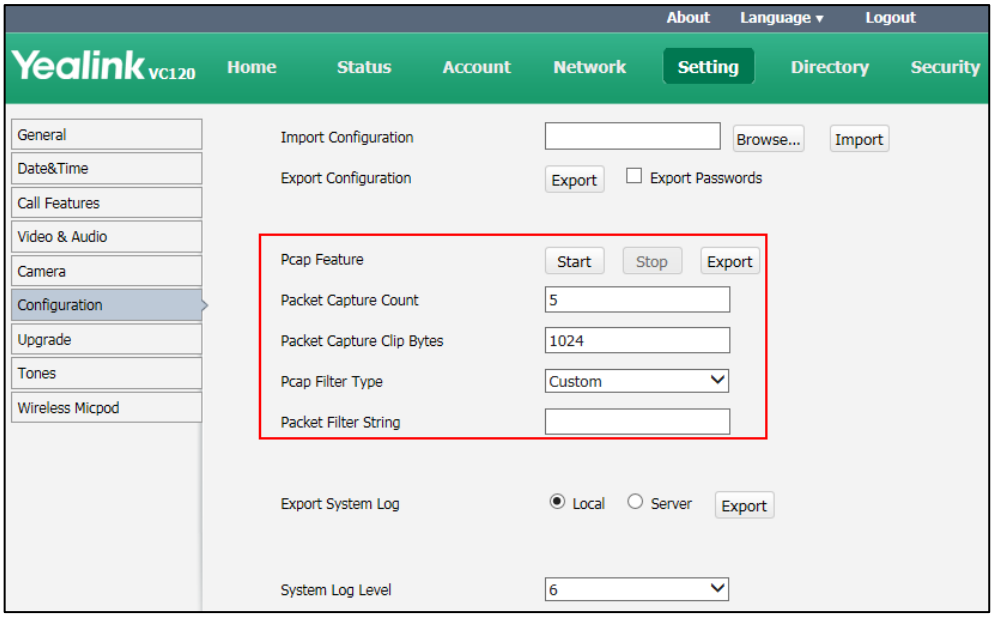
How to export PCAP trace?

We may need you to provide a PCAP trace to help analyze your problem. Exporting PCAP trace is only configurable via web user interface.

To export a PCAP trace via web user interface:

1. Click on **Settings**->**Configuration**.

2. Click **Start** to begin capturing signal traffic.



3. Recreate the error to be documented in the trace.
4. Click **Stop** to stop the capture.
5. Click **Export** to open the file download window, and then save the file to your local endpoint.

You can also configure the count, bytes and filter type of the packet before exporting PCAP trace. For more information, contact your system administrator.

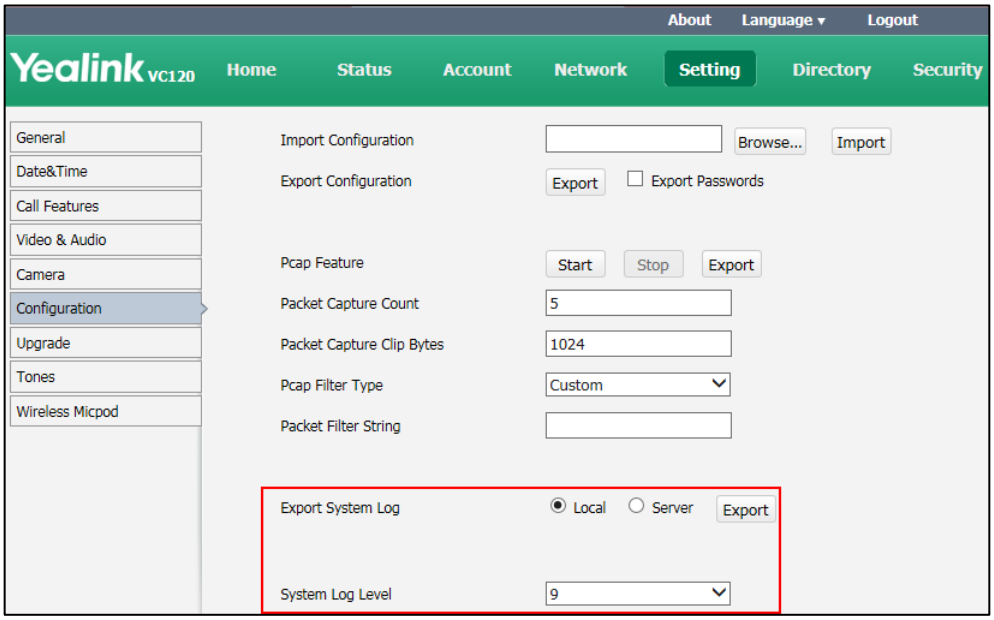
How to export endpoint log?

We may need you to provide your phone configurations to help analyze your problems. You can export the endpoint log to a PC or designated log server.

To export the endpoint log to a PC via web user interface:

1. Click on **Settings**->**Configuration**.
2. Mark the **Local** radio box in the **Export System Log** field.
3. Select **9** from the pull-down list of **System Log Level**.

The default endpoint log level is 6.



4. Click **Confirm** to accept the change.

   The web user interface prompts "Operating…Please wait…".

   Export the endpoint log referring to the following steps.

5. Recreate the error to be documented in the trace.
6. Click **Export** to save the file to your local endpoint.

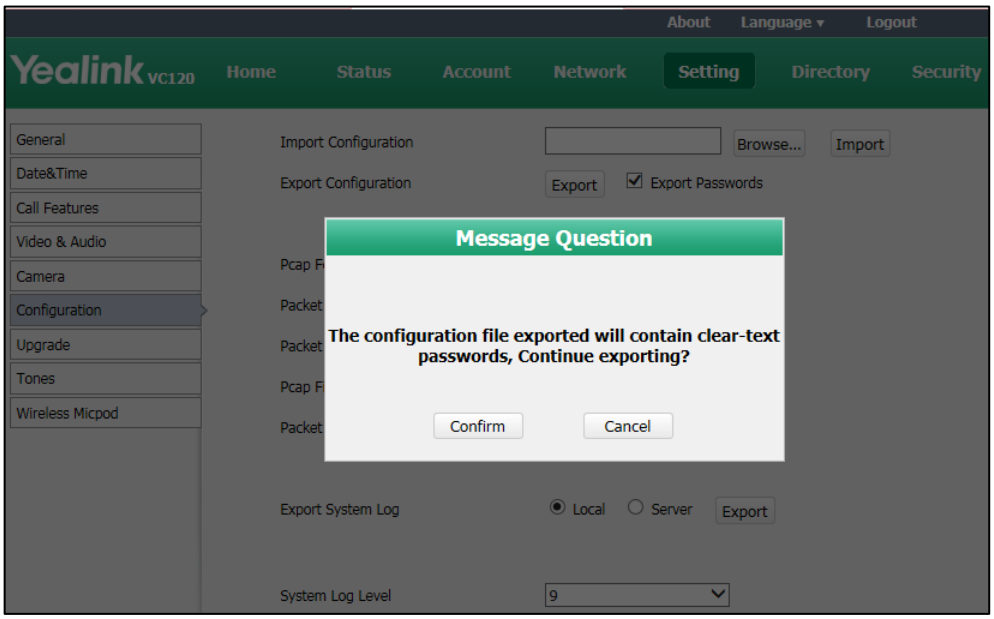
How to export/import the endpoint configurations?

We may need you to provide your endpoint configurations to help analyze problems. In some instance, you may need to import configurations to your endpoint.

To export the endpoint configurations via web user interface:

1. Click on **Setting**->**Configuration**.
2. Check or uncheck the **Export Passwords** checkbox according to actual demand.
3. Click **Export.**

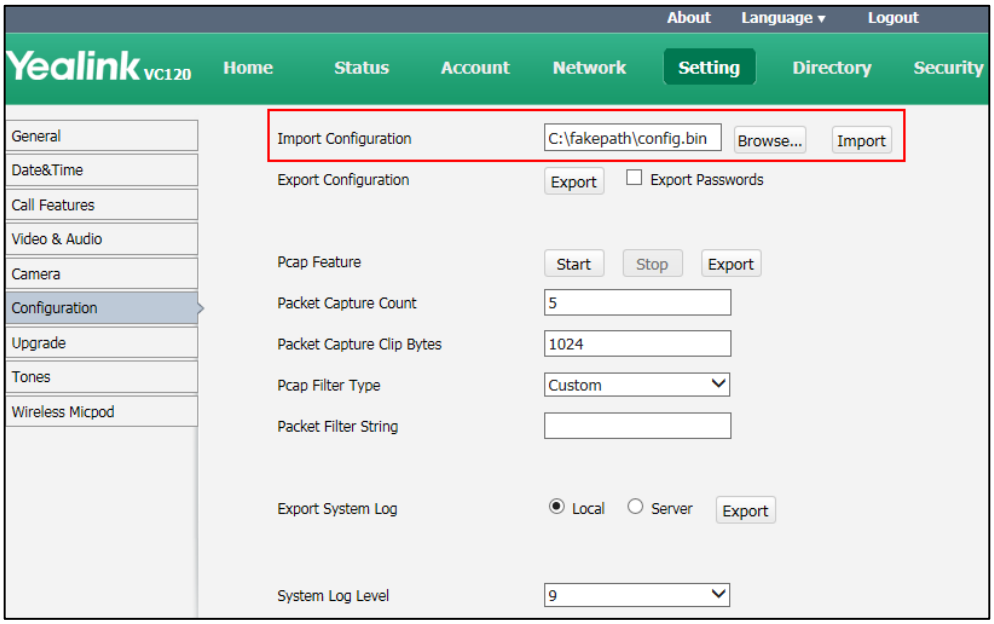
If you check the **Export Passwords** checkbox, the web user interface is shown as below:



4. Click **Confirm** to export the configurations.

To import the endpoint configurations via web user interface:

1. Click on **Setting->Configuration**.
2. Click **Browse** to locate a configuration file from your local endpoint.



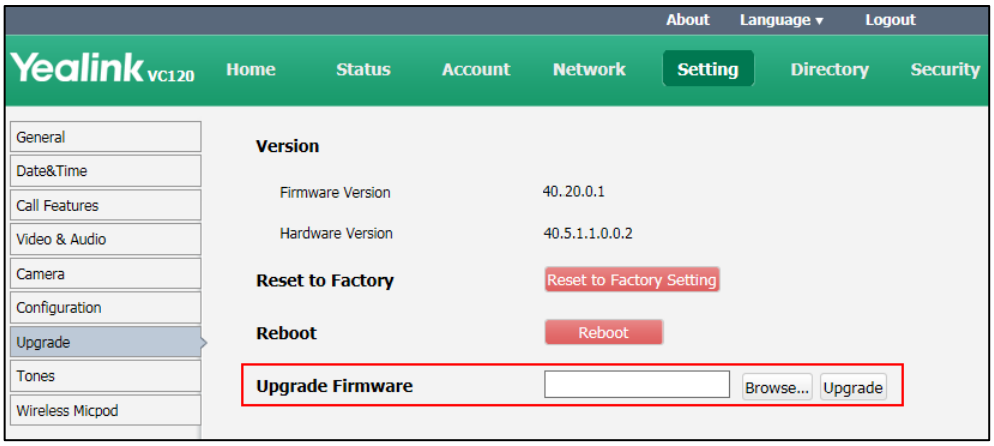
3. Click **Import** to import the configuration file.

Note The file format of configuration file must be *.bin.

How to upgrade firmware?

To upgrade firmware via web user interface:

1. Click on **Setting**->**Upgrade**.
2. Click **Browse** to locate the firmware from your local endpoint.

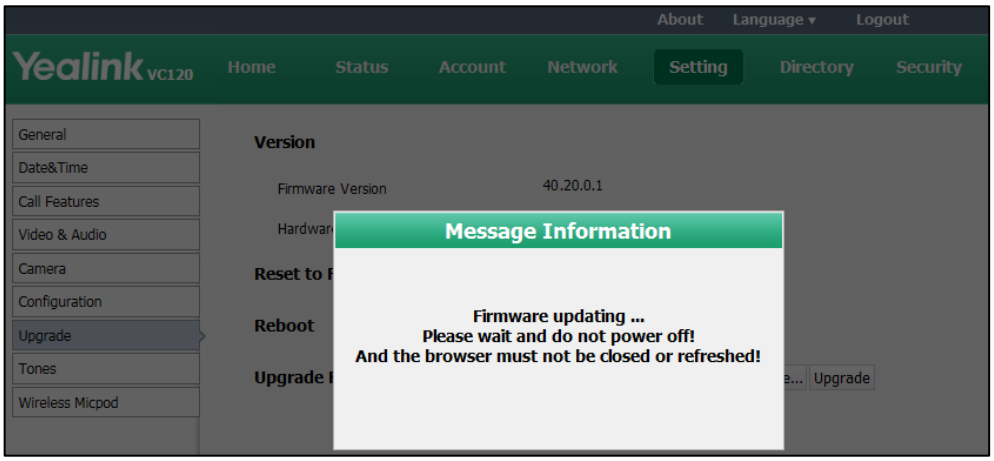


3. Click **Upgrade** to upgrade the firmware.

   The browser pops up the dialog box "Firmware of the video conference system will be updated. It will take 5 minutes to complete. Please don't power off!".

4. Click **Confirm** to confirm upgrading.

   The web user interface is shown as below:



How to reset the endpoint?

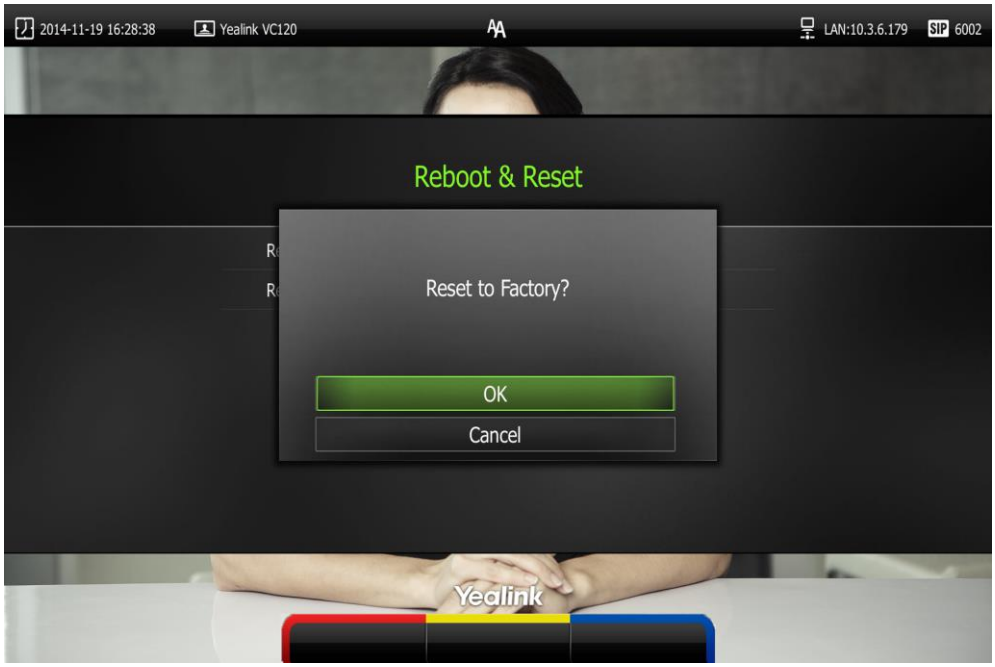
Reset the endpoint to factory configurations after you have tried all appropriate troubleshooting suggestions but have still not solved the problem. You need to note that all customized settings will be overwritten after reset. You can reset the endpoint via the remote control or web user interface.

To reset the endpoint via the remote control:

1. Press (**Menu** soft key) to enter main menu.

2. Press ◀ or ▶ to scroll to the **Advanced** menu.
3. Enter admin password (default password: 0000) in the **Admin Password** field.
4. Press OK or Press (**Enter** soft key).
5. Press ▲ or ▼ to scroll to **Reboot & Reset**, and then press OK.
6. Press ▲ or ▼ to scroll to **Reset**, and then press OK.

   The display device prompts "Reset to Factory?".



7. Select **OK**, and then press OK.

   The endpoint reboots automatically, the LCD screen of the VCP40 phone prompts "Rebooting Please wait…". The phone will be reset to factory sucessfully after startup.

Note Reset of the endpoint may take a few minutes. Do not power off until the phone starts up successfully.

Resetting the endpoint is configurable via web user interface at the path **Setting->Upgrade->Reset to Factory.**

Regulatory Notices

Service Agreements

Contact your Yealink Authorized Reseller for information about service agreements applicable to your product.

Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Safety Instructions

Save these instructions. Read these safety instructions before use!

The following basic safety precautions should always be followed to reduce risk of fire, electrical shock, and other personal injury.

General Requirements

- Before you install and use the device, read the safety instructions carefully and monitor the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and an impact to the device.
- Pleasedo not attemp to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstance liable to consequences or legal issues caused by such changes.

- Please refer to the relevant laws and statutes while using the device. The legal rights of others should be respected as well.

Environmental Requirements

- Place the device in a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dust.
- Place the device on a stable and level platform.
- Please do not place any heavy objects on the device in case of damageand deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with a strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please only use accessories provided or authorized by the manufacturer.
- The power supply of the device shall meet the requirements of the input voltage of the device. Please only use the surge protection power socket provided.
- Before plugging or unplugging any cable, ensure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When smoke or an abnormal noise or smell is emitted from the device, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.

Cleaning Requirements

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.

Restriction of Hazardous Substances

Restriction of Hazardous Substances (RoHS) is a Chinese government regulation which aims to restrict certain dangerous substances commonly used in electronic and electronic equipment.

The following table lists the names and content of the toxic and hazardous substances or elements probably contained in the products:

Parts Name	Toxic or Hazardous Substance and Elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent Chromium (Cr^{+6})	Polybrominated Biphenyls (PBB)	Polybrominated Diphenyl Ethers (PDBE)
Plastic and Polymeric Parts	O	O	O	O	O	O
Metal Parts	X	O	O	O	O	O
PCBA	X	O	O	O	O	O
Cables and Cable Assemblies	O	O	O	O	O	O
LCD Screen	O	O	O	O	O	O
Batteries	O	O	O	O	O	O
Packing Material	O	O	O	O	O	O

O: Indicates that toxic substances contained in all homogeneous materials in this product are below the limit requirement in GB/T26572-2011 standard.

X: Indicates that toxic substances contained in all homogeneous materials in this product are above the limit requirement in GB/T26572-2011 standard.

This table lists the toxic and hazardous substances contained in the machine. Based on the material type, the data is provided by the supplier and has already been validated by Yealink company.

Some harmful substances contained in the material cannot be replaced according to the current technology. We constantly strive to improve our products.

Appendix A - Time Zones

Time Zone	Time Zone Name
−11:00	Samoa
−10:00	United States-Hawaii-Aleutian
−10:00	United States-Alaska-Aleutian
−09:00	United States-Alaska Time
−08:00	Canada(Vancouver, Whitehorse)
−08:00	Mexico(Tijuana, Mexicali)
−08:00	United States-Pacific Time
−07:00	Canada(Edmonton, Calgary)
−07:00	Mexico(Mazatlan, Chihuahua)
−07:00	United States-Mountain Time
−07:00	United States-MST no DST
−06:00	Canada-Manitoba(Winnipeg)
−06:00	Chile(Easter Islands)
−06:00	Mexico(Mexico City, Acapulco)
−06:00	United States-Central Time
−05:00	Bahamas(Nassau)
−05:00	Canada(Montreal, Ottawa, Quebec)
−05:00	Cuba(Havana)
−05:00	United States-Eastern Time
−04:30	Venezuela(Caracas)
−04:00	Canada(Halifax, Saint John)
−04:00	Chile(Santiago)
−04:00	Paraguay(Asuncion)
−04:00	United Kingdom-Bermuda(Bermuda)
−04:00	United Kingdom(Falkland Islands)
−04:00	Trinidad&Tobago
−03:30	Canada-New Foundland(St.Johns)
−03:00	Denmark-Greenland(Nuuk)
−03:00	Argentina(Buenos Aires)
−03:00	Brazil(no DST)
−03:00	Brazil(DST)
−02:00	Brazil(no DST)
−01:00	Portugal(Azores)
0	GMT
0	Greenland
0	Denmark-Faroe Islands(Torshavn)
0	Ireland(Dublin)

Time Zone	Time Zone Name
0	Portugal(Lisboa, Porto, Funchal)
0	Spain-Canary Islands(Las Palmas)
0	United Kingdom(London)
0	Morocco
+01:00	Albania(Tirane)
+01:00	Austria(Vienna)
+01:00	Belgium(Brussels)
+01:00	Caicos
+01:00	Chad
+01:00	Spain(Madrid)
+01:00	Croatia(Zagreb)
+01:00	Czech Republic(Prague)
+01:00	Denmark(Kopenhagen)
+01:00	France(Paris)
+01:00	Germany(Berlin)
+01:00	Hungary(Budapest)
+01:00	Italy(Rome)
+01:00	Luxembourg(Luxembourg)
+01:00	Macedonia(Skopje)
+01:00	Netherlands(Amsterdam)
+01:00	Namibia(Windhoek)
+02:00	Estonia(Tallinn)
+02:00	Finland(Helsinki)
+02:00	Gaza Strip(Gaza)
+02:00	Greece(Athens)
+02:00	Israel(Tel Aviv)
+02:00	Jordan(Amman)
+02:00	Latvia(Riga)
+02:00	Lebanon(Beirut)
+02:00	Moldova(Kishinev)
+02:00	Russia(Kaliningrad)
+02:00	Romania(Bucharest)
+02:00	Syria(Damascus)
+02:00	Turkey(Ankara)
+02:00	Ukraine(Kyiv, Odessa)
+03:00	East Africa Time
+03:00	Iraq(Baghdad)
+03:00	Russia(Moscow)
+03:30	Iran(Teheran)
+04:00	Armenia(Yerevan)
+04:00	Azerbaijan(Baku)
+04:00	Georgia(Tbilisi)

Time Zone	Time Zone Name
+04:00	Kazakhstan(Aktau)
+04:00	Russia(Samara)
+04:30	Afghanistan
+05:00	Kazakhstan(Aqtobe)
+05:00	Kyrgyzstan(Bishkek)
+05:00	Pakistan(Islamabad)
+05:00	Russia(Chelyabinsk)
+05:30	India(Calcutta)
+06:00	Kazakhstan(Astana, Almaty)
+06:00	Russia(Novosibirsk, Omsk)
+07:00	Russia(Krasnoyarsk)
+07:00	Thailand(Bangkok)
+08:00	China(Beijing)
+08:00	Singapore(Singapore)
+08:00	Australia(Perth)
+09:00	Korea(Seoul)
+09:00	Japan(Tokyo)
+09:30	Australia(Adelaide)
+09:30	Australia(Darwin)
+10:00	Australia(Sydney, Melbourne, Canberra)
+10:00	Australia(Brisbane)
+10:00	Australia(Hobart)
+10:00	Russia(Vladivostok)
+10:30	Australia(Lord Howe Islands)
+11:00	New Caledonia(Noumea)
+12:00	New Zealand(Wellington, Auckland)
+12:45	New Zealand(Chatham Islands)
+13:00	Tonga(Nukualofa)

Index

A

About This Guide v
Automatic Sleep Time 39
Audio Settings 47
Adding Contacts 51
Adding a contact from the call history list 65
Audio Output Device 68
Audio Input Device 69
Answering or Rejecting Calls 77
Auto Answer 77
Adjusting the Camera 89
Appendix A - Time Zones 127

B

Backlight 40
Bandwidth Settings 67

C

Connecting the CPE80 Expansion Microphone 28
Customizing VC120 Video Conferencing Endpoint 39
Call History Management 60
Call Protocol 66
Call Mute 82
Call Statistics 82
Changing the Video Layout 85
Controlling the Camera 87
Configuring Camera Presets 90
Changing Video Input Source 91
Connecting VCM60 to the Video Conferencing Endpoint 98
Charging the VCM60 103
Camera Issues 114

D

Declaration of Conformity vi
Documentations 21
Deleting Contacts 54
Deleting an entry from the call history list 63
Do Not Disturb (DND) 79
Display Issues 115

E

Endpoint Component Instructions 4
Endpoint Installation 23
Entering Data and Editing Fields 35
Endpoint Status 36
Editing Contacts 53
Ending Calls 80
Endpoint Diagnostics 111
Endpoint Maintenance 116

F

Far-end Camera Control 68

G

Getting Started 23
General Settings 39
General Issues 112

H

Endpoint Component Instructions 4

I

In This Guide v
Icon Instructions 15
Installing the VC120 Video Conferencing Endpoint 24
Installing the Camera 25
Installing Batteries for the Remote Contro 27

Idle Screen Display 33
Importing/Exporting Contact Lists

K

Key Tone 46

L

LED Instructions 17
Language 42
Local Directory 49
Limitation of Liability 123

M

Meeting Password on page 49
Meeting Whitelist on page 50
Muting or Unmuting the VCM60 100
Muting or Unmuting the VCM30 107

N

Navigating Menus on the Display Device 35

P

Packaging Contents 1
Powering the Endpoint On or Off 28
Presentation 83
Place a call from the call history list 62
Placing Calls 73
Placing a Call Using the Remote Control 75
Placing a Call Using the VCP40 Phone 75
Placing a Call via web user Interface 75
Place Multiple Calls 76
Placing the VCM60 97
Placing the VCM30 107

O

Overview 1
Optional Accessory 3

R

Remote Control 20
Remote Control Battery Safety Information 27
Registration 32
Registering and Deregistering the VCM60 101
Regulatory Notices 123
Restriction of Hazardous Substances 125

S

Summary of Changes v
Setup Wizard 29
Site Name 41
Searching for Contacts 55
Search Source List in Dialing 56
Screenshot 95
Service Agreements 123
Safety Instructions

T

Table of Contents vii
Time & Date 44
Turning On or Off the VCM60 98
Troubleshooting 97

U

User Interfaces 18
Using VC120 Video Conferencing Endpoint 73
Using the VCM60 Video Conferencing Wireless Microphone 97
Using the VCM30 Video Conferencing Microphone Array 107

V

VC120 Codec 4
VCC18 HD Camera 6
VCP40 Conferencing Phone 9
VCM60 Video Conferencing Wireless Microphone 9
VCM30 Video Conferencing Microphone Array 12
VCR10 Remote Control 12

Viewing Call History 61
Video Recording 92
Viewing VCM60 Information 100
VCM60 Working Frequency 105
Viewing VCM30 Information 108
Video & Audio Issues 115

W

Warranty vi
WEEE Warning vii
Web User Interface 20