

Yealink Meeting Server Web App User Guide for Mobile V21.0.0.10

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About This Guide

The enterprise users can read this guide to use Yealink Web App.

- [Introduction of Yealink Web App](#)
- [Targeted Audiences](#)
- [Basic Concepts](#)
- [Hardware and Software Requirements of the Mobile](#)
- [Feature Difference Between Android and iOS](#)
- [Browser Compatibilities](#)
- [Icons Introduction](#)
- [In This Guide](#)

Introduction of Yealink Web App

Yealink Web App supports WebRTC protocol which allows the user to join conferences via browser, but user cannot use this app to place a point-to-point call.

Targeted Audiences

This guide is mainly intended for the following audiences.

- Endpoint users
- Distributors

Basic Concepts

Some basic concepts that you may encounter when reading this guide are described as below.

Participant: it refers to the person who joins the conference.

Guest: it refers to the participants who have limited authorities to the conference.

Moderator: it refers to the participants who have special privileges. The moderator can control the conference, for example, dealing with the application for speaking and so on.

Lecturer: it refers to the participants who can share content and speak in a conference.

Content: it refers to the documents, the graphics, or the videos shared by the moderators and the lecturers on their desktop with other conference participants.

Scheduled conference: it refers the conference that is scheduled in advance.

Meet Now conference: it refers the conference that is initiated on devices, without any reservations.

Broadcasting interactive conference: it refers to the scheduled conference with the broadcasting interactive feature enabled.

Hardware and Software Requirements of the Mobile

These hardware and software requirements are determined by the specific test scenarios. The actual performance of the system may vary based on different hardware and software settings.

Operating System	<ul style="list-style-type: none"> • Android (the latest version is recommended) • iOS (the latest version is recommended)
Browser	<ul style="list-style-type: none"> • For iOS, only Safari is available (the latest version is recommended) • For Android, only Chrome is available (the latest version is recommended)

This document takes Chrome 64.0.3282.123 under Android as an example.

Feature Difference Between Android and iOS

Due to the limitation of iOS, the following features cannot be used:

Table 1:

Switch between the front camera or the rear camera during the conference.
Enabling/Disabling the Full-screen Mode
Sharing the Conference Information
Viewing Call Statistics

Browser Compatibilities









The following functions are not supported on Google Chrome or Firefox:

Firefox	<p>The following functions are not supported by the Firefox from version 52 to version 55:</p> <ul style="list-style-type: none"> • Share a running application. • Configure the speaker. • View the resolution and the codec of the conference. <p>Besides, you cannot view the video frame rate and the content frame rate on Firefox 52.</p>
Google Chrome	<ul style="list-style-type: none"> • Join a broadcasting interactive video conference is not supported by Chrome 58 or before. • You cannot detect whether the speaker is abnormal or not on Chrome from version 52 to version 61.

Icons Introduction

The icons on the Yealink Web App are described in the following table:

Table 2:

Icon	Description
	The conference is locked
	The conference is encrypted
	Switch between the front camera or the rear camera
	The guest
	The moderator
	The microphone is muted
	The audio devices and the video devices are abnormal
	Poor network signal (the packet loss rate is more than 10%)

In This Guide

This guide contains those chapters.

- Chapter 1 [Basic Operations](#)
- Chapter 2 [Managing Audio and Video Preferences](#)
- Chapter 3 [Controlling the Conference](#)
- Chapter 4 [Troubleshooting](#)

Basic Operations

This guide provides operations for enterprise users to use Yealink Web App.

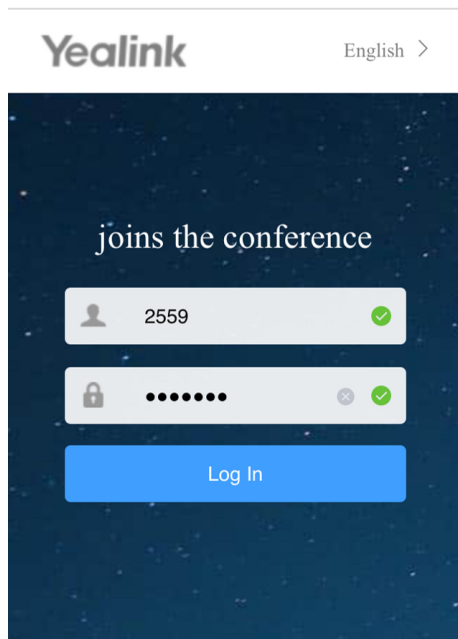
- [Going to the Login Page](#)
- [Joining a Conference](#)
- [Instruction of the Conference Page](#)
- [Changing the Display Language](#)

Going to the Login Page

Before joining the conference via Yealink Web App, you will go to the Login page first.

Procedure

1. Do one of the following:
 - If you have the URL of the Yealink Web App, follow those steps:
 1. Open a web browser.
 2. Enter the URL in the address bar.
 - If you receive a conference invitation, you can follow these steps:
 1. Click the URL in the conference invitation.
2. Enter the YMS account and password.



Tip: This step is only available when the administrator enables the feature of accessing the WebRTC authentication.

Joining a Conference

You can join the conference via browser. After joining, you are a guest in the conference.

About this task

- [Setting the Audio and Video Parameters before Joining a Conference](#)
- [Going to the Login Page](#)

Procedure

1. Do one of the following:
 - If you have the URL of the Yealink Web App, follow these steps:
 1. Enter the conference ID, the password, and your name.

You can get the conference ID and the password from other conference participants.

- If you go to the Login page via the URL in the conference invitation, follow these steps:

1. Enter your name.

2. Select the checkboxes of **Camera** and **Microphone**.

Both the checkboxes are selected by default. Therefore, when you join a conference, other participants can view your video image and hear your voice.

3. Click **CONNECT**.

4. Preview your video and audio devices.

If you do not want to preview the audio and video devices next time, select the **Don't show me these options again** checkbox.

5. Click **CONNECT** to join the conference.

Related tasks

[Setting the Audio and Video Parameters before Joining a Conference](#)

Changing the Display Language

Instruction of the Conference Page

In the Yealink Web App, after the conference begins, you can interact with other conference participants. The Conference page is shown as below:

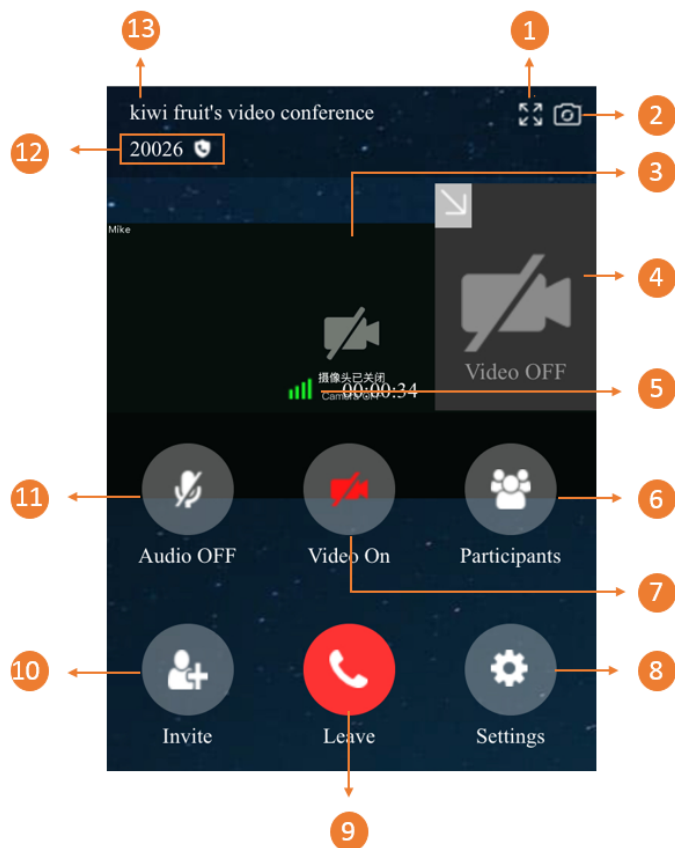



Table 3:

Number	Description
1	Display the conference in a full screen.
2	Switch between the front camera or the rear camera.
3	Display the remote video.
4	Display the local video.
5	Display the call duration and the network signal strength. For more information, refer to Icons Introduction .

Number	Description
6	<ul style="list-style-type: none"> For the guests, they can see the status of other participants and the conference information. For the moderators, they can also control the participants, for example, muting/unmuting the participants, locking/unlocking the conference, turning on/off the video image of a participants and so on.
7	Turn off or turn on the local camera.
8	Enable Tips for joining and leaving the conference and select a language.
9	Leave the conference.
10	<ul style="list-style-type: none"> Invite participants by SIP or H.323 protocol. If the conference does not enable RTMP live, you can stream the conference video to the public live streaming platform such as You Tube so that the user can watch the live broadcast of the conference. Invite the user of Skype for Business if the enterprise administrator configures the Skype for Business server.
11	<p>Turn on or off the local microphone.</p> <p>In the training mode conference, the guests can click  to apply for speaking.</p>
12	<ul style="list-style-type: none"> Display the conference ID. Display the icons of the encrypted conference and of the locked conference.
13	Display the conference subject.


Changing the Display Language

The languages supported on Yealink Web App are English, Chinese simplified, Chinese traditional, Russian, Spanish, Portuguese, and Polish.

Before you begin

You join a conference.

Procedure

1. Click  on the menu bar.
2. Select the desired language from the drop-down menu of **Language Setting**.

Related tasks

[Joining a Conference](#)

Managing Audio and Video Preferences

Before joining a conference, you can set your audio and video parameters (selecting the desired audio and the video devices, muting your microphone, customizing the video and content resolution and so on).

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

- [Setting the Audio and Video Parameters before Joining a Conference](#)
- [Controlling Audio and Video Devices during a Conference](#)

Setting the Audio and Video Parameters before Joining a Conference

Before joining the conference, you can select the desired audio and video devices, mute or unmute the microphone, and set the video definition. You can also enable **Tips on Joining and Leaving**. You can also preview the audio/video advices according to the prompts.

Procedure

1. On the Login page of Yealink Web App, click **SETTINGS>>**.
2. Select your camera, microphone.
3. Do the following:
 - Enable **Always preview audio and video settings before joining**.
It is enabled by default.
 - Enable **Mute microphone when first joining**.

The **Microphone Microphone** checkbox in the Login page will synchronize this configuration.

4. and then select the desired video resolution:

Parameter	Description
Video Quality	<ul style="list-style-type: none"> • Full HD (1080P30fps): the maximum bandwidth about sending and receiving is about 2MB. • HD (720P30fps): the maximum bandwidth about sending and receiving is about 1MB. • SD (360P30fps): the maximum bandwidth about sending and receiving is about 128KB. <p>Default: HD (720P30fps)</p>

Related tasks

[Joining a Conference](#)

Related information

[You Cannot View the Local Video?](#)

[The Remote Party Cannot Hear Your Voice?](#)

[You Can Hear the Echo?](#)

Controlling Audio and Video Devices during a Conference



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


- [Muting/Unmuting the Local Microphone](#)
- [Enabling/Disabling the Local Camera](#)
- [Hiding/Showing the Local Video](#)

Muting/Unmuting the Local Microphone

If you want other participants to hear your voice, turn the microphone on, if you do not, turn it off.

Procedure

Click  /  on the menu bar to mute/unmute the microphone.

The icon  will appear on/disappear from the top-left corner of the local video.



Related information

[The Remote Party Cannot Hear Your Voice?](#)

Enabling/Disabling the Local Camera

If you want other participants to see your video image, turn the camera on, if you do not, turn it off.

Procedure

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

Related information

[You Cannot View the Local Video?](#)



Hiding/Showing the Local Video

You can hide or show the local video.

About this task

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

Procedure

Click  /  in the top-left corner of the local video to hide the local video.

Related information

[You Cannot View the Local Video?](#)

Controlling the Conference

After joining the conference, you can control the conference. For example, you can apply for speaking, share contents, zoom the video to adjust the window and so on.

- [Managing Conference Participants](#)
- [Applying for Speaking](#)
- [Enabling Tips for Joining/Leaving a Conference](#)
- [Changing Video Layout](#)
- [Enabling/Disabling the Full-screen Mode](#)
- [Leaving the Conference](#)

Managing Conference Participants

- [Inviting a Participant](#)
- [Sharing the Conference Information](#)
- [Allowing/Refusing the Application for Speaking](#)
- [Muting/Unmuting Participants](#)
- [Enabling/Disabling the Video Image](#)
- [Removing a Participant](#)
- [Allowing/Rejecting a Participant in the Lobby to Join the Conference](#)
- [Locking/Unlocking a Conference](#)
- [Viewing the Conference Details](#)

Inviting a Participant

You can invite participants by SIP or H.323 protocol. You can also invite users of Skype for Business , or stream the conference to public live streaming service like You Tube by RTMP protocol so that the users can watch the live broadcast of the conference. Stream the conference to the public live streaming platform such as You Tube so that the user can watch the live broadcast of the conference.

Before you begin

If you want to invite SfB users, your administrator need configure Skype for Business server first.

Procedure

1. Click **Invite** on the menu bar.
2. Click **Invite Participants**.
3. From the drop-down menu of **Protocol**, do one of the following:
 - If you select **H.323**, **SIP** or **Lync/SfB**, enter the corresponding address.
 - If the RTMP live feature is not enabled and you select **RTMP** , enter the streaming address to stream the conference to the desired live streaming platform.
4. Click **Call**.

Sharing the Conference Information

You can invite conference participants by sharing conference information with others.

Procedure

1. Click **Invite** on the menu bar.
2. Click **Shared Links** and then copy the conference information, and send it to the people you want to invite.

Allowing/Refusing the Application for Speaking

In training mode conference, the moderator can accept, refuse or ignore the application of speaking.

Procedure

1. Click **Participants** on the menu bar, and click  on the right side of the desired participant.
2. Click **Allow/Refuse**.

Muting/Unmuting Participants

If a participant is muted/unmuted by the moderator or the teacher, the participant cannot/can be heard by the other participants.

Procedure

1.

Click **Participants** on the menu bar, and click  /  on the right side of the desired participant.

2. If you want to mute/unmute all participants, click **Mute All/Unmute All**.

Enabling/Disabling the Video Image

The moderator can enable/disable the video image of a participant to control whether other participants can see the video image of this participant.

Procedure


Click **Participants** on the menu bar, and click  /  on the right side of the desired participant.

Removing a Participant

The moderator can remove the participants.

Procedure

1. Click **Participants** on the menu bar.

2. Click  on the right side of the desired participant.

3. Select **Remove**.

Allowing/Rejecting a Participant in the Lobby to Join the Conference

The moderator can allow or reject the participants in the lobby to join the conference to control the number of participants.

Procedure

1. Click **Participants > Lobby** on the menu bar.

2. Do the following:

•

If you want to allow or reject a participant, click  /  on the right side of the desired participant.

•

If you want to allow or reject all participants, click  in the top-right corner, and then, click **Allow All/Refuse All** at the bottom of page.

Locking/Unlocking a Conference


The moderator can lock or unlock the conferences. If the conference is locked by default, the person (except the moderator or the invited participants) who calls into the conference will go to the lobby.

Procedure

1. Click **Participants > Lock/Unlock** on the menu bar.

2. Select the desired participant.


3. Click **OK**.

The icon  will appear in or disappear from the top-left corner.

Viewing the Conference Details

Any participant can view the conference details. The conference details contain the participant status, the time when a participant joins the conference and so on.


Procedure

1. Click **Participants** on the menu bar.
2. Click  to view the conference details.

Applying for Speaking

In the training mode conference, all participants are muted by default. The guests can speak only when the moderators allow their applications for speaking.

Procedure

Click  on the menu bar to apply for speaking.

Related information

[The Remote Party Cannot Hear Your Voice?](#)

Enabling Tips for Joining/Leaving a Conference

To get the notification when the participants is joining or leaving the conference, you can enable **Tips for Joining and Leaving**.

Procedure

1. Click **Settings** on the menu bar.
2. Enable **Tips for Joining and Leaving**.

When participants join or leave the conference, the notification will be displayed on the screen.

Changing Video Layout

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

- [Hiding/Displaying the Remote Video](#)
- [Switching the Video Images Between the Remote Video and the Content](#)


Hiding/Displaying the Remote Video

You can hide or display the remote video image.

About this task

If other conference participants are sharing contents, the received content is displayed in a large window, while the remote video image is displayed in a small window at the bottom right of the screen by default.

Procedure

Click  in the top-left corner of the remote video image to hide or display the remote video.

Switching the Video Images Between the Remote Video and the Content

If other participants are sharing contents, by default, the received content is displayed in a large window, while the remote video is displayed in a small window at the bottom left of the screen. For a better visual experience to view the remote video, you can switch the video images between the remote and the content.

Procedure

Click the remote video in the small window.

The remote video is displayed in a large window, while the content is displayed in a small window at the bottom left of the screen.

Enabling/Disabling the Full-screen Mode


You can display the conference video in a full screen or not.

About this task

By default, the Conference page is displayed as a window.

Procedure

Do one of the following:

- Click  in the top-right corner of the page to display the conference image in full screen.
- Click the Back button on your device to exit the full screen mode.

Leaving the Conference

You can leave the conference at any time.

Procedure

1. Click **Leave** on the menu bar.
2. Click **Leave, others keep going**.

Troubleshooting

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

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

- [Viewing Call Statistics](#)
- [Troubleshooting Methods](#)


Viewing Call Statistics


If the call quality is poor during a conference, you can view the call statistics to find out the reason.

About this task

The call statistics mainly contain the parameters about the audio, the video and the content. The parameters are helpful for you to know the call quality. For example, when the conference has a delay or there is a mosaic in the video, you can see the package lost rate to find out the reason.

Procedure

Tap  for three times.

Total bandwidth	
Outgoing(--)	 Incoming(--)
Protocol: SIP	
Device information: Web App 1.3.26	
Outgoing	Incoming
Video	
Packets lost	0
Percentage lost	0%
Audio	
Packets lost	0
Percentage lost	0%

Troubleshooting Methods

- [You Cannot View the Local Video?](#)
- [The Remote Party Cannot Hear Your Voice?](#)

You Cannot View the Local Video?

Situation

During a conference, you cannot view the local video.

Cause

- Accessing the camera is not allowed by the browser.
- The camera is used by other applications.

Solution

Procedure

1. Check whether accessing the camera is allowed by the browser..
2. Check whether the camera is used by other applications. If it is, turn off other applications and refresh the page.

Related tasks

[*Setting the Audio and Video Parameters before Joining a Conference*](#)

[*Changing Audio and Video Devices during a Conference*](#)

[*Enabling/Disabling the Local Camera*](#)

[*Hiding/Showing the Local Video*](#)

The Remote Party Cannot Hear Your Voice?

Situation

The remote party cannot hear your voice during a conference.

Cause

- The microphone is muted.

Solution

Procedure

Check whether the microphone is muted.

Related tasks

[*Setting the Audio and Video Parameters before Joining a Conference*](#)

[*Changing Audio and Video Devices during a Conference*](#)

[*Muting/Unmuting the Local Microphone*](#)

[*Applying for Speaking*](#)