



Yealink Meeting Server User Guide

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About This Guide

This guide provides operations for an enterprise user to use YMS.

Introduction to Yealink Meeting Server

The Yealink Meeting Server (YMS) is a distributed cloud-based video conferencing infrastructure tailored for HD video conferencing collaboration in the modern workplace. A powerful all-in-one meeting server, YMS brings MCU, registrar server, directory server, traversal server, meeting and device management server, SIP Trunk, WebRTC server and GK & H.460 server together. Seamlessly working with Yealink VC devices, the Yealink Meeting Server brings people together at any time from any location with the touch of a button.

Intended Audience

This guide is mainly intended for:

- End-users
- Distributor

Conventions

The topic describes the conventions in the document.

General Conventions

Convention	Description
Bold	Highlights the user interface items such as menus or menu selections when they are involved in a procedure or user action (for example, click Log In). Also used to emphasize text.
Colored Text	Used for cross references to other sections within this documentation (for example, refer to Appendix: Time Zones).
<i>Blue Text in Italics</i>	Used for hyperlinks to Yealink resources outside of this documentation such as the Yealink documentations (for example, for more information, refer to Yealink Web App User Guide).

GUI Conventions

Convention	Description
->	Indicates the menu path. For example, HOME->Meeting Management->Schedule Meeting Rooms indicates the path of entering the Schedule Meeting Room page.

Basic Concepts

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

Enterprise directory: This concept mainly refers to the directory which includes users, room system and third party devices.

Yealink VC devices: This concept refers to the endpoints that support YMS, including VC800/VC500/VC400/VC120/VC110 video conferencing endpoint, SIP VP-T49G IP phone, SIP-T58V IP phone,, VC Desktop and VC Mobile.

Room system: This concept refers to the devices registered YMS accounts in the video meeting room.

Third party device: This concept refers to the devices without YMS accounts.

Content: This concept refers documents, graphics, or videos on their desktop which are shared with other conference participants.

MCU: This concept refers the multipoint control unit which is an indispensable component in a multipoint conference.

Carousel: This concept refers when the number of participants is more than the maximum, the video images will switch between conference participants.

Browser Requirements

The following browsers are supported:

Browser	Version
Firefox	50 and later
Chrome	50 and later
Internet Explorer	10 and later

Icon Instructions

Icons appearing on the YMS are described in the following table:

Icons	Description
	General conference
	Video conference
	Conference time
	Conference Location
	Conference Organizer
	Conference ID
	Conference password
	Periodic conference
	Delete conference
	Control ongoing conference
	Scheduled conferences or meet now conferences (initiated by Yealink VC devices registered the YMS account)
	Periodic conferences
	Permanent Virtual Meeting Rooms
	Video meeting room
	General meeting room

Icons	Description
	The conference participant is absent or the user is offline
	The moderator joins the conference
	The moderator is set as the lecturer
	The guest joins the conference or the user is online
	The guest is set as the lecturer
	The conference participant is unmuted
	The conference participant is muted
	The video of conference participant is turned on
	The video of conference participant is turned off
	The audio of conference participant is unblocked
	The audio of conference participant is blocked
	The conference participant applies for speaking
	The conference participant does not share contents
	The conference participant is sharing contents

In This Guide

Topics provided in this guide include:

- Chapter 1 [Basic Operation](#)
- Chapter 2 [Conference Management](#)
- Chapter 3 [Troubleshooting](#)
- Chapter 4 [Appendix: Time Zones](#)

Summary of Changes

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

Changes for Release 23, Guide Version 10.23.0.55

The following sections are new for this version:

- [Discussion Mode and Training Mode](#) on page 8
- [Interactive Parties and Broadcasting Parties](#) on page 10

Major updates have occurred to the following sections:

- [Logging into YMS](#) on page 1
- [Scheduling Video Conferences](#) on page 14
- [Configuring Personal Layout](#) on page 26
- [Sending Messages](#) on page 32
- [Inviting Third Party](#) on page 36

Changes for Release 23, Guide Version 10.23.0.40

Major updates have occurred to the following sections:

- [Controlling Conferences](#) on page 23

Changes for Release 23, Guide Version 10.23.0.20

The following sections are new for this version:

- [Inviting Third Party](#) on page 36

Major updates have occurred to the following sections:

- [Conference Management](#) on page 7

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Basic Operation

This chapter provides basic operating instructions for YMS:

Topic includes:

- [Logging into YMS](#)
- [Updating Microsoft Outlook Plugin](#)
- [Managing Account](#)
- [Logging out of YMS](#)

Logging into YMS

Logging into YMS via Browser

You can use AD accounts or YMS accounts to log into YMS. Accounts information can be obtained from the administrator.

To log into YMS via browser:

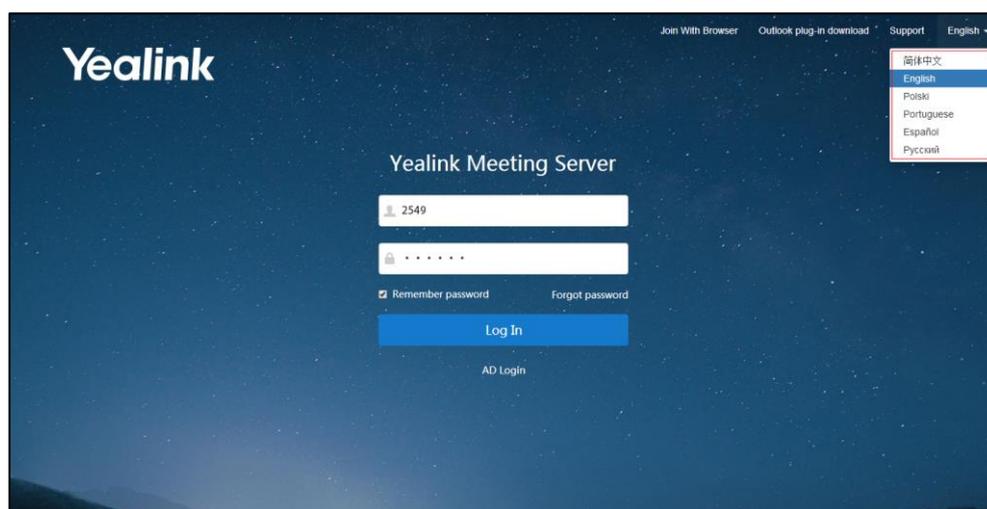
1. Open a web browser.
2. Enter the IP address or domain name of YMS in the address bar, and then press the **Enter** key to enter the YMS.
3. Do the following:
 - To log into YMS by YMS accounts, enter the YMS account and password.
 - To log into YMS by AD accounts, click **AD Login**, and then enter AD account and password.



4. (Optional.) To remember password, check the **Remember password** checkbox.

To ensure the security of your account, this action is not recommended on public computer.

5. (Optional.) On the top-right of the page, select the desired language from the pull-down list.



6. Click **Log In**.

Note

If you enter the wrong password 5 times, this account will be locked for 3 minutes. Please wait 3 minutes and then try again.

If you forget password, you can click **Forgot password**, and then follow the prompts to reset the password.

If you want to joining conferences from a Web browser, click **Join With Browser** on the top-right of the page. For more information, please refer to [Yealink Web App User Guide](#).

Logging into YMS via Microsoft Outlook

You can use YMS accounts to log into YMS. Accounts information can be obtained from the administrator.

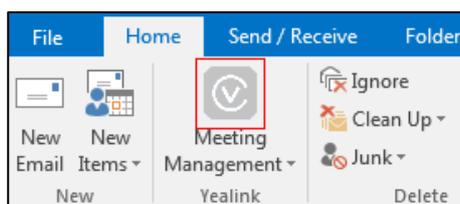
Before you begin:

- Your computer has installed Microsoft Outlook software. Outlook 2010, Outlook 2013 or later version is supported,
- On the top-right of the page, click **Outlook plug in download** to download the Microsoft Outlook plugin from the login page of YMS via browser.

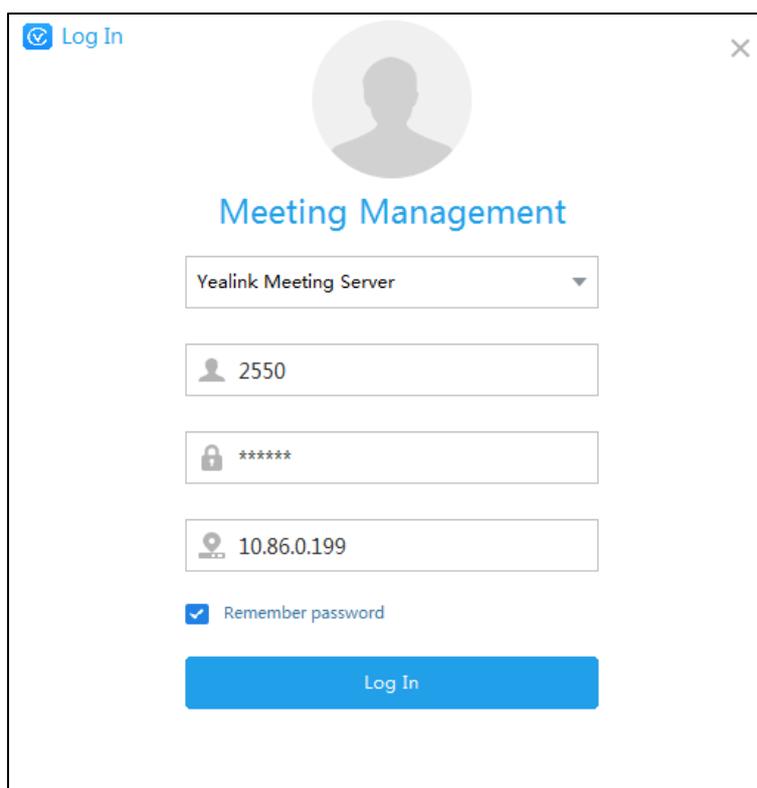
To log into YMS via Microsoft Outlook:

1. Install Microsoft Outlook plugin.

2. Click  .



The login box pops up:

A screenshot of a 'Log In' dialog box for 'Meeting Management'. The dialog has a title bar with a 'Log In' button and a close 'X' button. Below the title bar is a grey silhouette of a person's head and shoulders. The main title 'Meeting Management' is in blue. There are four input fields: a pull-down menu with 'Yealink Meeting Server' selected, a text field with '2550', a password field with '*****', and a text field with '10.86.0.199'. Below these fields is a checked checkbox labeled 'Remember password'. At the bottom is a blue 'Log In' button.

3. Select **Yealink Meeting Server** from the pull-down list.
4. Enter YMS accounts, password and server address.
5. (Optional.) To remember the password, check the **Remember password** checkbox, you do not need to enter the password next time.
6. Click **Log In**.

Updating Microsoft Outlook Plugin

When there is a new plugin version and you log into meeting management platform by remembering password, it will give you an update notification when you start Microsoft Outlook software, and you can ignore it, the notification will not pop up again. If you want to update plugin later, you can update it manually.

To update Microsoft Outlook plugin:

1. Open Microsoft Outlook software.
2. Click **HOME->Meeting Management->About**.
3. Click **Update Now** to download the latest version, and save it on your computer.
4. Double-click Microsoft Outlook plugin package.
5. Follow the default installation process to install Microsoft Outlook plugin.

Note When you are using Microsoft outlook plugin, the update notification will not pop up.

Managing Account

Editing Login Password

To improve accounts security, change the password periodically.

If you log into YMS by AD accounts, you edit the password which is the password of the associated YMS account.

To edit login password:

1. Click your account name on the top-right of the page.
2. Click **Change password**.
3. Enter the current password, new password and re-enter the new password to confirm.
4. Click **Confirm**.

Editing the Registered Email

You can edit the registered email. The email is associated with the YMS account. And it is used to receive the information of resetting password, receive the conference invitation and so on.

To edit the registered email:

1. Click your account name on the top-right of the page.
2. Click **Edit email**.
3. Enter the new email.
4. Click **Confirm**.

Logging out of YMS

If you want to log into YMS using other accounts, you can log out of the current account first.

Note If the page is idle more than 30 minutes, you will log out of the current account and return to login page.

Logging out of YMS via Browser

To log out of YMS via browser:

1. Click your account name on the top-right of the page.
2. Click **Log out**.

Logging out of YMS via Microsoft Outlook

To log out of YMS via Microsoft Outlook:

1. Click **HOME->Meeting Management->Log Out**.

Conference Management

You can manage conferences. For example, you can schedule conferences, view conferences information, control conferences and so on.

Note If you want to join conferences, apply for speaking and so on, you should use Yealink VC devices. For more information, please refer to specific product user guide at [Yealink official website](#).

Topics include:

- [Scheduled Conferences, Meet Now Conference and Permanent Virtual Meeting Rooms](#)
- [Discussion Mode and Training Mode](#)
- [Interactive Parties and Broadcasting Parties](#)
- [Scheduling Meeting Rooms](#)
- [Scheduling Video Conferences](#)
- [Viewing Conferences](#)
- [Editing Conferences](#)
- [Deleting Conferences](#)
- [Controlling Conferences](#)

Scheduled Conferences, Meet Now Conference and Permanent Virtual Meeting Rooms

The video conferences include scheduled conferences, meet now conferences and permanent Virtual Meeting Rooms (VMRs). The differences are listed below:

Difference	Mode	Description
Definition	Scheduled conferences	They are scheduled in advance.
	Meet now conferences	They are initiated by devices, without reservation.
	Permanent VMRs	They are added by enterprise administrator via YMS. Devices can join the permanent VMR at any time without reservation.

Difference	Mode	Description	
Category	Scheduled conferences	General Conferences	You can schedule entity meeting rooms to initiate general conferences. The entity meeting rooms contain general meeting rooms and video meeting rooms. The difference between them is the video meeting rooms have devices, while general meeting rooms does not have. The entity meeting rooms are added by the enterprise administrator.
		Video Conferences	You can schedule entity meeting rooms to initiate video conferences. If you do not select entity meeting rooms, devices can access Virtual Meeting Rooms (VMRs) to initiate video conferences.
	Meet now conferences	No	
	Permanent VMR	No	
Whether the conference has conference ID	Scheduled conferences	General Conferences	No
		Video Conferences	Yes
	Meet now conferences	Yes When the conference finishes, the conference ID will release.	
	Permanent VMR	Yes It is configured by enterprise administrator.	
Whether the conference has conference password	Scheduled conferences	General Conferences	No
		Video Conferences	Yes
	Meet now conferences	No	
	Permanent VMR	Yes It is configured by enterprise administrator.	

Discussion Mode and Training Mode

There are two modes of the scheduled video conferences: **Discussion mode** and **Training mode**. The differences between these two modes are listed below:

Difference	Mode	Description	
Role	Discussion	Moderator	The conference organizer automatically becomes the conference moderator upon joining the

Difference	Mode	Description		
			conference. The conference organizer can also specify conference participants to be moderators.	
		Guest	Other conference participants.	
	Training	Moderator	The conference organizer automatically becomes the conference moderator upon joining the conference. The conference organizer can also specify conference participants to be moderators. If broadcasting interactive feature is enabled, moderators are interactive parties by default.	
		Lecturer	Moderator can set any moderator and guest as a lecturer.	
		Guest	Other conference participants except for moderators. If broadcasting interactive feature is enabled, guests are broadcasting parties by default.	
Feature Privilege	Discussion	Moderators can view conferences information, they can also configure messages, call participants, invite participants, search for participants, remove participants, mute or unmute participants, turn on or off video, block or unblock audio, switch the roles between the moderators and guests, control far-end camera, lock or unlock conferences, record conferences, exit conferences and end conferences. Guests can only view conferences information.	Moderators can configure the conference layout.	
	Training		Moderators can configure the personal layout, allowing/rejecting/ignoring participants to speak, call the roll and switch the roles between the lecturers and moderators/guests.	
Layout	Discussion	Moderators and guests can view all participants. The default layout depends on the default layout configured by the enterprise administrator.		
	Training	<ul style="list-style-type: none"> For moderator, they can view all participants by default. The layout depends on the default layout configured by the enterprise administrator. If broadcasting interactive feature is enabled, moderators can view all interactive parties by default.		

Difference	Mode	Description
		<ul style="list-style-type: none"> For guest, the layout gives equal prominence to every lecturer by default. If no lecturer exists in the conference, all guests can only view the reminder of waiting for the lecturer. <p>If broadcasting interactive feature is enabled, for broadcasting party, the layout gives equal prominence to every lecturer by default. If no lecturer exists in the conference, the broadcasting party can only view the reminder of waiting for the lecturer.</p>
Speaking	Discussion	Free speech.
	Training	By default, all moderators and guests are muted automatically. If they want to speak, moderators should be unmuted, guests should apply for speaking, and then wait for the moderator to allow the application.
Sharing content	Discussion	By default, both moderators and guests can share content.
	Training	By default, only moderators and lecturers can share content, guests cannot.

Interactive Parties and Broadcasting Parties

During the broadcasting interactive conference, when you do operations about video, audio and changing the privilege of moderators, it may influence the video and audio status of participants.

According to the video and audio status of participants, the participants who send video or audio in the broadcasting interactive conference are interactive parties. The participants who only receive video or audio and do not send video or audio are broadcasting parties. They mainly contain the following roles:

Interactive party	Broadcasting party
Moderator	Guests who are muted, turned off video, not lecturers and not specified to display in the personal layout.
Guest who is unmuted	
Guest who is allowed to speak	
Guest who is turned on video	
Lecturer	
Guest who is specified to display in the personal layout	

Scheduling Meeting Rooms

You can schedule entity meeting rooms to initiate general conferences.

Configuring Meeting Rooms Parameters

When you schedule meeting rooms, you should configure meeting rooms parameters.

Before you begin:

You access the page of scheduling meeting rooms.

To configure meeting rooms parameters:

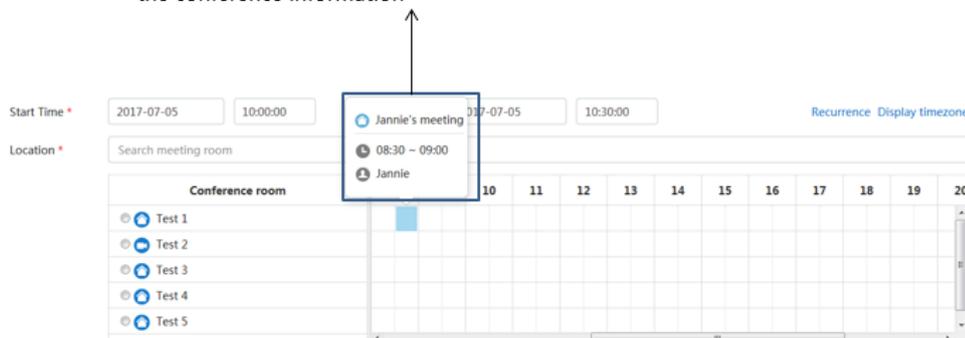
1. Configure the corresponding parameters.

Parameters are described below:

Parameter	Description
Subject	The conference's subject.
Start time, end time	The date and time of conference. The scheduled start time should be more than 5 minutes before the current time.
Recurrence	The time of conference, recurrence pattern and the range of recurrence. Default: one-off conference
Display time zone	Your time zone and DST. For more information, please refer to Appendix: Time Zones for the list of available time zones on YMS.

2. View the status of conference room, and then select the desired meeting room in the **Location** field.

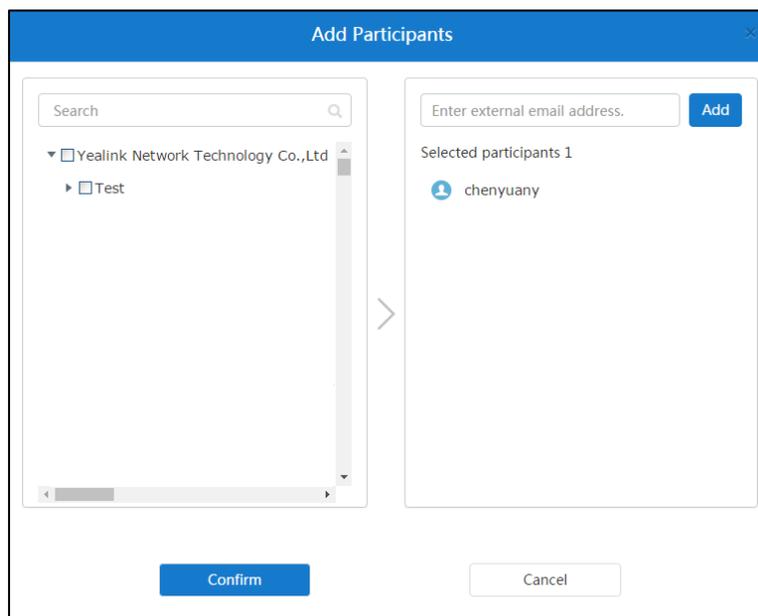
The progress bar in blue means the meeting room has been reserved and you cannot reserve the meeting room during the time.
Hover your mouse over the progress bar, you can view the conference information



3. Click **+** in the **Participants** field, and then select the desired participant in the enterprise

directory.

You can also enter email addresses and click **Add** to add external users.



4. Click **Confirm** to finish adding participants.

Related topics

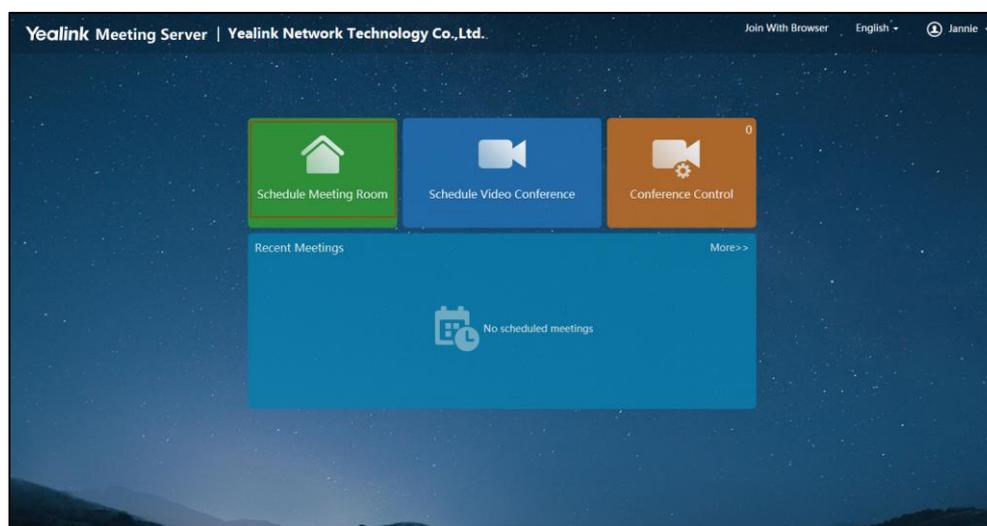
[Scheduling Meeting Rooms via Browser](#)

[Scheduling Meeting Rooms via Microsoft Outlook](#)

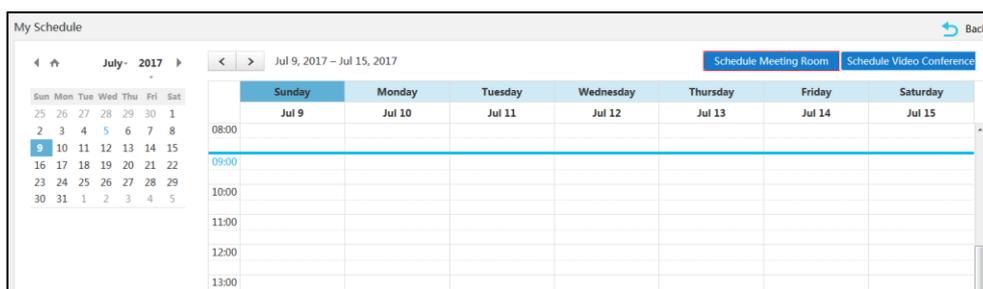
Scheduling Meeting Rooms via Browser

To schedule meeting rooms via browser:

1. Do one of the following to enter the page of scheduling meeting rooms:
 - Click **Schedule Meeting Room**.



- Click **More->Schedule Meeting Room**.



2. Configure meeting room parameters.
3. (Optional.) Enter the additional requirements in the **Description** input box. Participants will view the description in email.
4. Click **Preview** to preview the conference information.
5. Click **Send**.

If the participants you invited are associated with emails, they will receive your email.

The following is an example of the email:

Hello,

You have been invited to join this meeting.

Subject: 2549's meeting
 Time: 2018-03-20 17:30:00 ~ 2018-03-20 18:00:00 (UTC+08:00)
 Location: 3412

Best wishes,

Yealink Team
www.yealink.com

Related topics

[Configuring Meeting Rooms Parameters](#)

Scheduling Meeting Rooms via Microsoft Outlook

To schedule meeting rooms via Microsoft Outlook:

1. Click **HOME->Meeting Management->Schedule Meeting Rooms** to enter the page of scheduling meeting rooms.
2. Configure meeting room parameters.
3. Click **Submit and send email** to enter the page of sending emails, you can send the conference information to participants you invited by emails.

The following is an example of the email:

Hello,

You have been invited to join this meeting.

Subject: 2549's meeting
 Time: 2018-03-20 17:30:00 ~ 2018-03-20 18:00:00 (UTC+08:00)
 Location: 3412

Best wishes,

Yealink Team
www.yealink.com

Related topics

[Configuring Meeting Rooms Parameters](#)

Scheduling Video Conferences

You can schedule entity meeting rooms to initiate video conferences. If you do not select entity meeting rooms, devices can access Virtual Meeting Rooms (VMRs) to initiate video conferences.

Note Automatic invitation feature and broadcasting interactive feature which depend on enterprise administrator.

Configuring Video Conferences Parameters

When you schedule video conferences, you should configure video conferences parameters.

Before you begin:

You access the page of scheduling video conferences.

To configure video conferences parameters:

1. Configure the corresponding parameters.

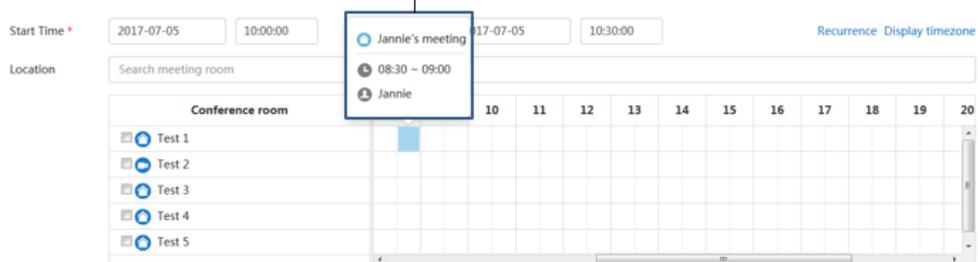
Parameters are described below:

Parameter	Description
Mode	The mode of incoming conference.
Subject	The conference's subject.
Start time, end	The date and time of conference.

Parameter	Description
time	The scheduled start time should be more than 5 minutes before the current time.
Recurrence	The time of conference, recurrence pattern and the range of recurrence. Default: one-off conference
Display time zone	Your time zone and DST. For more information, please refer to Appendix: Time Zones for the list of available time zones on YMS.

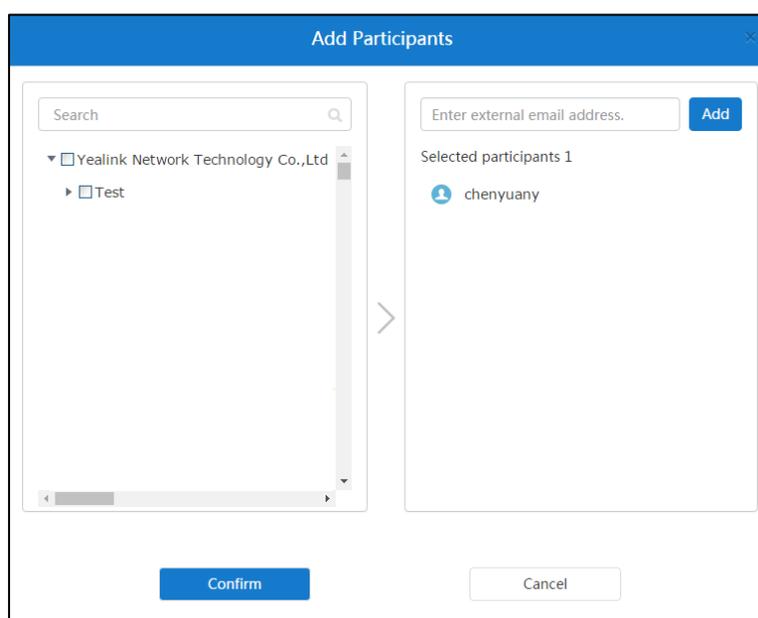
- (Optional.) View the status of conference room, and then select one or multiple desired meeting room(s) in the **Location** field.

The progress bar in blue means the meeting room has been reserved and you cannot reserve the meeting room during the time.
Hover your mouse over the progress bar, you can view the conference information



- Click **+** in the **Participants** field, and then select the desired participant in the enterprise directory.

You can also enter email addresses and click **Add** to add external users.



Note To ensure good conference experiences, it is recommended that the number of participants is not more than 1500. If the scheduled conference is the periodic conference, it is recommended that the number of participants is not more than 100.

4. Click **Confirm** to finish adding participants.
5. (Optional.) Click the desired conference participant icon to switch the roles between the moderators and guests.

Note If you add external users by entering email addresses, you cannot change their roles to moderators.

6. (Optional.) Check the **Automatic invitation** checkbox. When the scheduled conference begins, the devices will receive a call to join the conference.
7. (Optional.) In **Training Mode** conference, enable **Broadcasting interactive** to initiate broadcasting interactive conferences.

Note To ensure good broadcasting interactive conference experiences, it is recommended that you configure personal layout later, and you should add the layout template which applies to all broadcasting parties. For more information, please refer to [Configuring Personal Layout](#) on page 26.

Related topics

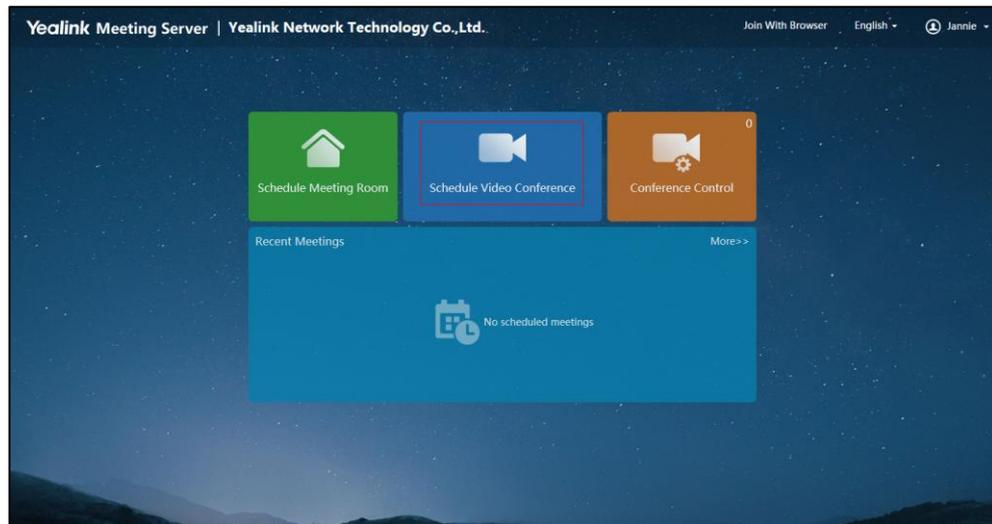
[Scheduling Video Conferences via Browser](#)

[Scheduling Video Conferences via Microsoft Outlook](#)

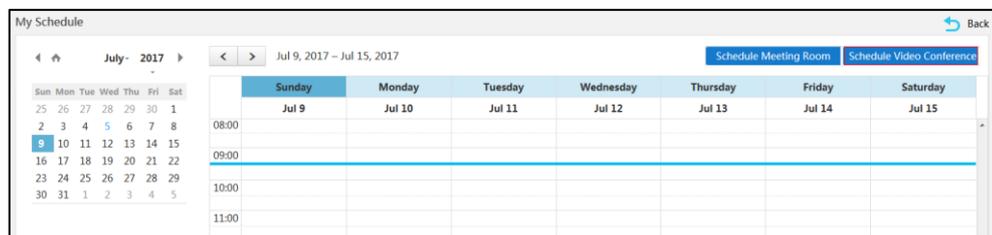
Scheduling Video Conferences via Browser

To schedule video conferences via browser:

- Do one of the following to enter the page of scheduling video conferences:
 - Click **Schedule Video Conference**.



- Click **More->Schedule Video Conference**.



- Configure video conference parameters.
- (Optional.) Enter the additional requirements in the **Description** input box. Participants will view the description in email.
- Click **Preview** to preview the conference information.
- Click **Send** to finish scheduling video conferences.

If the participants you invited are associated with emails, they will receive your email.

The following is an example of the email:

Hello,

You have been invited to join this video conference.

Subject: 2549's video conference
Time: 2018-02-26 15:30:00 ~ 2018-02-26 16:00:00 (UTC+08:00)
Conference ID: 48154
Password: 233711

Join Video Conference

1. [Click here to join from your browser](#)(Extranet)
[Click here to join from your browser](#)(Intranet)
2. Join from registered Yealink device, one-button conference access or dial conference ID directly.
3. H.323 or SIP room system, please dial [48154**233711@110.87.96.13](tel:48154**233711@110.87.96.13) or [48154**233711@10.86.0.199](tel:48154**233711@10.86.0.199) .
4. RTMP Live
[Click here to watch live broadcast](#)



Or scan QR code to watch live broadcast.

Yealink Team
www.yealink.com

Related topics

[Configuring Video Conferences Parameters](#)

Scheduling Video Conferences via Microsoft Outlook

To schedule video conferences via Microsoft Outlook:

1. Click **HOME->Meeting Management->Schedule Video Conferences** to enter the page of

scheduling video conferences.

2. Configure video conference parameters.
3. Click **Submit and send email** to enter the page of sending emails, you can send the conference information to participants you invited by emails.

The following is an example of the email:

Hello,

You have been invited to join this video conference.

Subject: 2549's video conference
Time: 2018-03-20 20:00:00 ~ 2018-03-20 20:30:00 (UTC+08:00)
Conference ID: 55678
Password: 203794

Join Video Conference

1. [Click here to join from your browser](#)(Extranet)
[Click here to join from your browser](#)(Intranet)
2. Join from registered Yealink device, one-button conference access or dial conference ID directly.
3. H.323 or SIP room system, please dial
[55678**203794@110.87.96.13](tel:55678**203794@110.87.96.13) or [55678**203794@10.86.0.199](tel:55678**203794@10.86.0.199) .

Best wishes,

Yealink Team
www.yealink.com

Related topics

[Configuring Video Conferences Parameters](#)

Viewing Conferences

You can select one of the following to view conferences information:

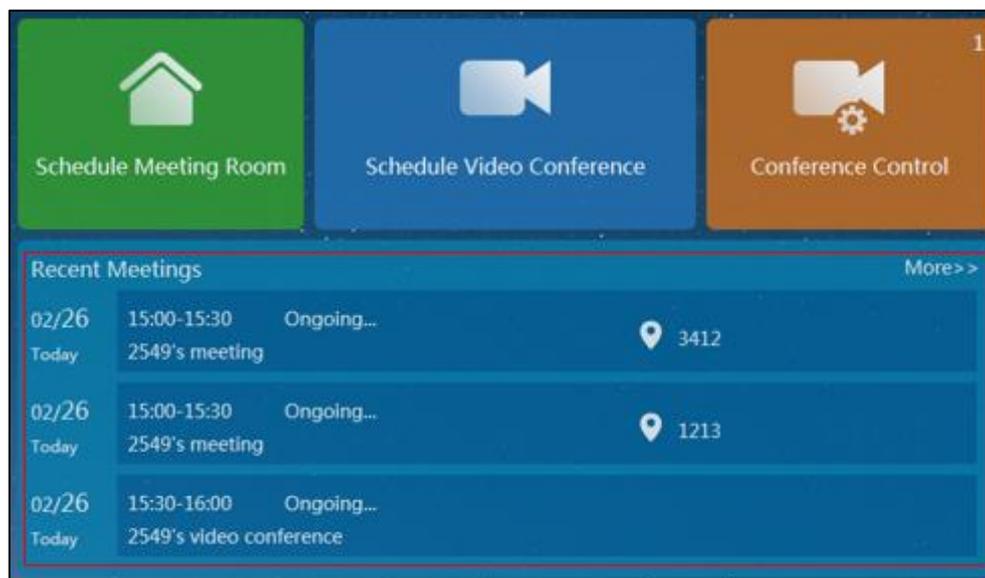
- From the home page
- From the calendar page

Viewing Conferences from the Home Page

You can view the recent three conferences from the home page.

To view conferences from the home page:

1. Enter the home page to view the recent three conferences.



2. Click the desired conference to view the detail.

Viewing Conferences from the Calendar Page

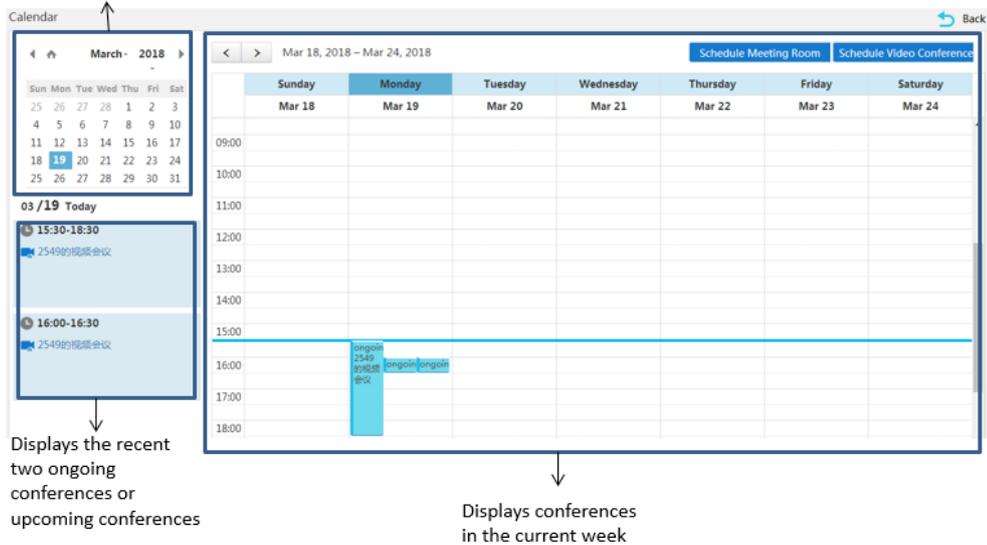
You can view all conferences from calendar page.

To view conferences from calendar page:

1. Do one of the following to enter the calendar page:
 - **YMS** Click **More**.
 - **Microsoft Outlook** Click **HOME->Meeting Management->Calendar**.

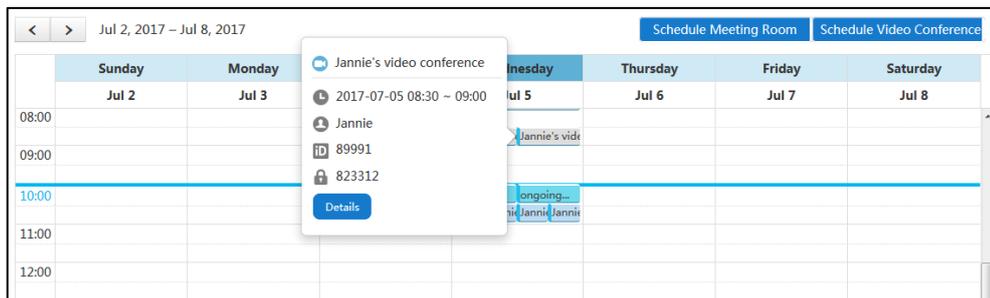
The page is displayed as below.

Select the desired date



2. You can do one of the following to view the conference details:

- Hover your mouse over the desired conference to preview the conference information. Click **Details**.



- Click the desired conference.

Editing Conferences

You can edit upcoming conferences:

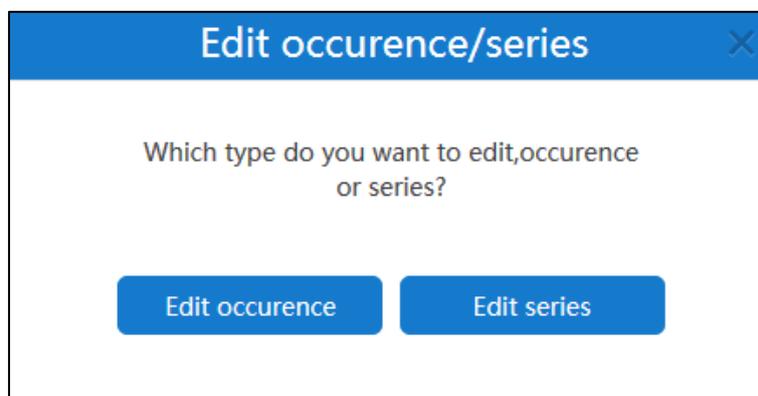
To edit conferences via browser or Microsoft Outlook:

1. Do one of the following:

- Click the desired conference to edit the conference.
- Click **More** to enter the calendar page.
Hover your mouse over the desired conference, and then click **Details**.
You can also click the desired conference.

2. Click **Edit**.

- If the conference is the one-off conference, you will enter the edit page.
- If the conference is the periodic conference, click **Edit occurrence/Edit series** to edit the individual/periodic conference.



3. Edit the information.
4. Click **Save and send email**.

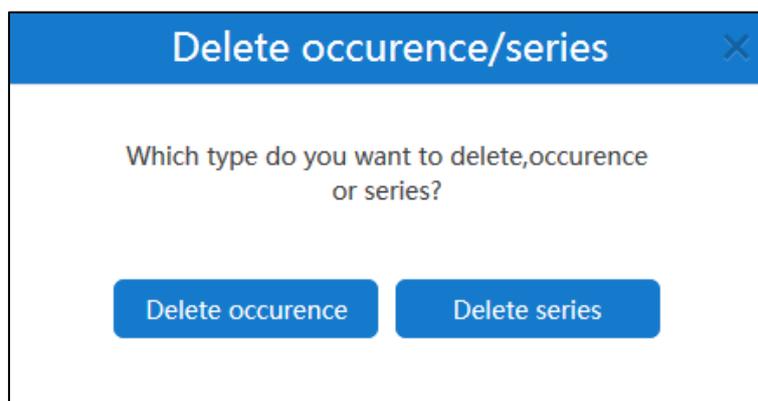
If the participants you invited are associated emails, they will receive your email.

Deleting Conferences

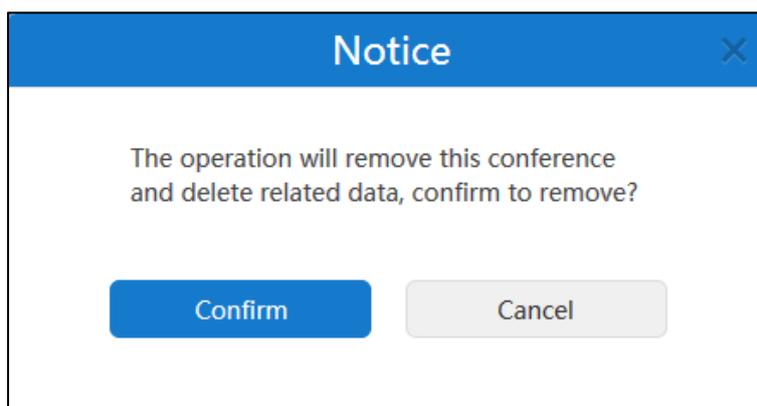
You can delete periodic conferences or upcoming one-off conferences.

To delete conferences via browser or Microsoft Outlook:

1. Do one of the following:
 - Click the desired conference.
Click **Remove**.
 - Click **More** to enter the calendar page.
Hover your mouse over the desired conference, and then click **Remove**.
2. If you delete the periodic conference, click **Delete occurrence/Delete series**.

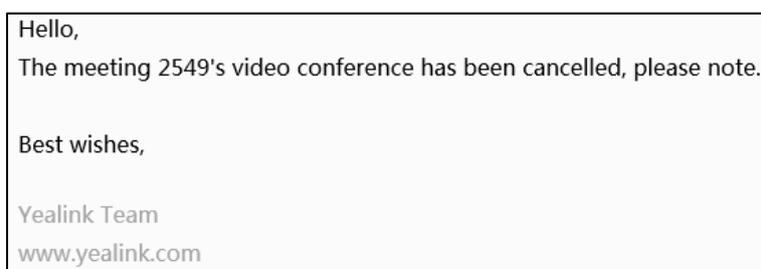


3. Click **Confirm**.



If the participants you invited are associated emails, they will receive the email about deleting the conference.

The following is an example of the email:



Controlling Conferences

You can control the permanent VMR and ongoing scheduled conferences, meet now conferences, including configuring the conference layout, configuring personal layout, configuring messages and managing conference participants.

Accessing the Page of Controlling Conferences

If you want to control the conference, you should access the page.

Accessing the Page of Controlling Conferences via Browser

To access the page of controlling conferences via browser:

- To access the page of controlling conferences from the home page:
 - a) Click **Conference Control**.
 - b) Click  on the right of the desired conference.
- To access the page of controlling conferences from the calendar page:
 - a) Click **More** to enter the calendar page.

- b) Hover your mouse over the desired conference, and then click **Control**.

Accessing the Page of Controlling Conferences via Microsoft Outlook

To access the page of controlling conferences via Microsoft Outlook:

- To access the page of controlling conferences directly:
 - a) Click **HOME->Meeting Management->Conference Control**.
 - b) Select the desired conference from the pull-down list of **Conference Control**.
- To access the page of controlling conferences from the calendar page:
 - a) Click **HOME->Meeting Management->Calendar**.
 - b) Hover your mouse over the desired conference, and then click **Control**.

Configuring the Conference Layout

In meet now conferences or **Discussion mode** conferences, the moderator can configure the conference layout.

Before you begin:

You access the page of controlling conferences.

To configure the conference layout via browser or Microsoft Outlook:

1. At the bottom-left of the page, click **Layout**.
2. Configure the corresponding parameters.

Select layout :

Equal NxN onePlusN Selected Speaker

Equal NxN :
Max number of videos displayed in equal NxN layout

Video carousel : ON
 When the number of videos exceed the maximum, every s :
 One video switches per cycle All videos switch per cycle

Display site name: ON

Parameters are described below:

Parameter	Description
Select layout	The YMS supports three layouts: <ul style="list-style-type: none"> • Equal N × N: All participants are displayed in the same size.

Parameter	Description
	<ul style="list-style-type: none"> • OnePlusN: The first participant is given prominence with the largest pane. Other participants will be displayed in a strip around the first participant. • Selected Speaker: The selected participant is displayed in full size.
Equal N × N	<p>In the Equal N × N layout, configure the maximum number of videos.</p> <ul style="list-style-type: none"> • 2*2 • 3*3 • 4*4 • 5*5 • 6*6 • 7*7 <p>Default: 4*4</p>
OnePlusN	<p>In the onePlusN layout, configure the maximum number of videos.</p> <ul style="list-style-type: none"> • 1+0 • 1+4 • 1+7 • 1+9 • 1+12 • 1+16 • 1+20 <p>Default: 1+7</p>
Video carousel	<p>In the Equal N × N and onePlusN layout, if the number of current conference participants is more than the maximum, according to the time interval and switching rules, the video image will switch between conference participants.</p> <p>Default: enabled</p>
Voice activated speaker	<p>In the onePlusN layout, you can use voice-activated feature to switch layout between conference participants, the system will automatically identify the conference speaker. The conference speaker is given prominence with the largest pane, other participants will be displayed in a strip around the first participant.</p> <p>Default: enabled</p>
Displayed participant	<p>In the Selected Speaker layout, the selected participant is displayed in full size.</p>
Display site name	<p>If the enterprise administrator enables the Display participant name feature, enable or disable conferences to display the name of</p>

Parameter	Description
	participants. Default: enabled

3. Click **Save**.

The layout of all participants takes effect in real time.

Related topics

[Accessing the Page of Controlling Conferences](#)

Configuring Personal Layout

In **Training mode** conferences, the moderator can configure the layout for specific participants.

Configuring the Parameters of Personal Layout

You can configure the time of video carousel, the time of voice-activated and whether to display the name of participants.

Before you begin:

You access the page of controlling conferences.

To configure the parameters of personal layout via browser or Microsoft Outlook:

1. At the bottom-left of the page, click **Layout**.
2. On the top-right of the page, click **Layout Options**.
3. Configure the parameters of personal layout.

Parameters are described below:

Parameter	Description
Video carousel	In the Equal N×N , OnePlusN and TwoPlusN layout, when video carousel feature is enabled in the current conference or layout template, the number of current conference participants is more than the maximum, according to the time interval, the video image will switch between conference participants.

Parameter	Description
Voice-activated time	In the OnePlusN and TwoPlusN layout, when the voice-activated feature is enabled in current conference or layout template, you can use voice-activated feature to switch layout between conference participants, the system will automatically identify the conference speaker. When the conference speaker speaks for the certain time, it is given prominence with the largest pane, other participants will be displayed in a strip around the first participant.
Display site name	If the enterprise administrator enables the Display participant name feature, enable or disable conferences to display the name of participants. Default: enabled

4. Click **Save**.

The current conference or layout template you enabled takes effect in real time.

Related topics

[Accessing the Page of Controlling Conferences](#)

Configuring Personal Layout Template Parameters

When you add or edit personal layout templates, you should configure personal layout template parameters.

Before you begin:

You access the page of adding or editing personal layout templates.

To configure personal layout template parameters:

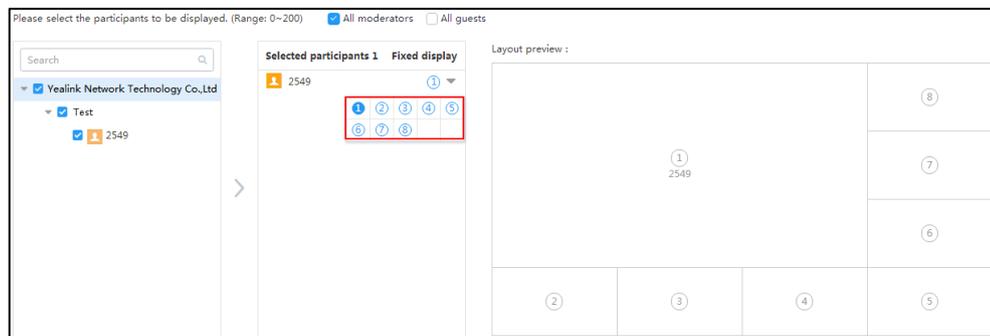
1. Configure the corresponding parameters.

Parameters are described below:

Parameter	Description
Template name	The layout template name.
Select layout	<p>The YMS supports four layouts:</p> <ul style="list-style-type: none"> • Equal N × N: All participants are displayed in the same size. • OnePlusN • TwoPlusN • Selected Speaker: The selected participant is displayed in full size. <p>Default: OneplusN</p>
Equal N × N	<p>In the Equal N × N layout, configure the maximum number of videos.</p> <ul style="list-style-type: none"> • 2*2 • 3*3 • 4*4 • 5*5 • 6*6 • 7*7 <p>Default: 4*4</p>
OnePlusN	<p>In the OnePlusN layout, configure the maximum number of videos.</p> <ul style="list-style-type: none"> • 1+0 • 1+4 • 1+7 • 1+9 • 1+12 • 1+16 • 1+20 <p>Default: 1+7</p>
TwoPlusN	The maximum number of videos is 2+8, it is not configurable.
Video carousel	<p>In the Equal N × N, OnePlusN and TwoPlusN layout, if the number of current conference participants is more than the maximum, according to the switching rules, the video image will switch between conference participants.</p> <p>Default: enabled</p>
Voice activated speaker	<p>In the OnePlusN and TwoPlusN layout, you can use voice-activated feature to switch layout between conference participants, the system will automatically identify the conference speaker. The conference speaker is given prominence with the largest pane, other participants</p>

Parameter	Description
	will be displayed in a strip around the first participant. Default: enabled
Displayed participant	In the Selected Speaker layout, the selected participant is displayed in full size.

2. If you select the **Equal N×N**, **OnePlusN** and **TwoPlusN** layout, select the desired conference participants to fix the display of participant.
 - a. Select the desired conference participants to display in the conference.
You can check the **All moderators** or **All guests** checkbox to select all moderators or all guests.
 - b. In the selected participants list, select the desired conference participant, and then select the number from the pull-down list of **Fixed display** to fix the display of participant.



Note

If you want to cancel the fixed display of the conference participant, click the number from the pull-down list of **Fixed display** again.

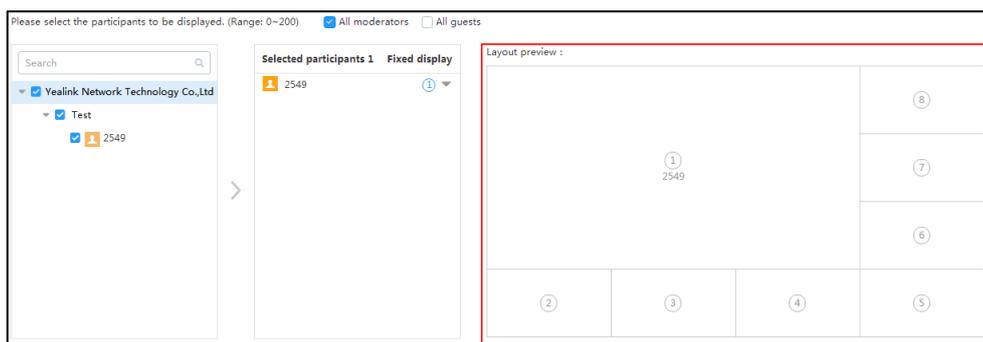
If the selected conference participants are absent, other participants view the reminder of waiting for the selected conference participants. The rest positions in which you do not select participants, other participants view those positions in black screen.

In the **OnePlusN** layout, if one of conference participants is fixed in the large panes, the voice-activated feature is disabled automatically.

In the **TwoPlusN** layout, one of conference participants must be fixed in the large panes. If two conference participants are fixed in the large panes, the voice-activated feature is disabled automatically.

If you fix the display of participant, the layout of application target is not adaptive. For example, if you select 1+7 layout and fix one of positions in the layout, there are 3 conference participants in conference now, the layout of application target is still 1+7 layout instead of 1+2 layout.

c. Preview the template.



3. Select participants to apply the layout templates.
You can check the **All moderators** or **All guests** checkbox to select all moderators or all guests.
4. Click **Confirm**.
5. Check **Enable** checkbox to enable the template, the layout of selected participants takes effect in real time.

Related topics

[Adding Personal Layout Templates](#)

[Editing Personal Layout Templates](#)

Adding Personal Layout Templates

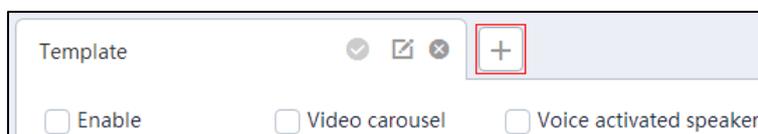
There is a default layout template and it is disabled by default.

Before you begin:

You access the page of controlling conferences.

To add personal layout template via browser or Microsoft Outlook:

1. At the bottom-left of the page, click **Layout**.
2. Click  to enter the page of adding personal layout template.



3. Configure layout template parameters.

Note You can add 3 layout templates at most. And one participant can only simultaneously apply one template.

Related topics

[Accessing the Page of Controlling Conferences](#)

[Configuring Personal Layout Template Parameters](#)

Editing Personal Layout Templates

Before you begin:

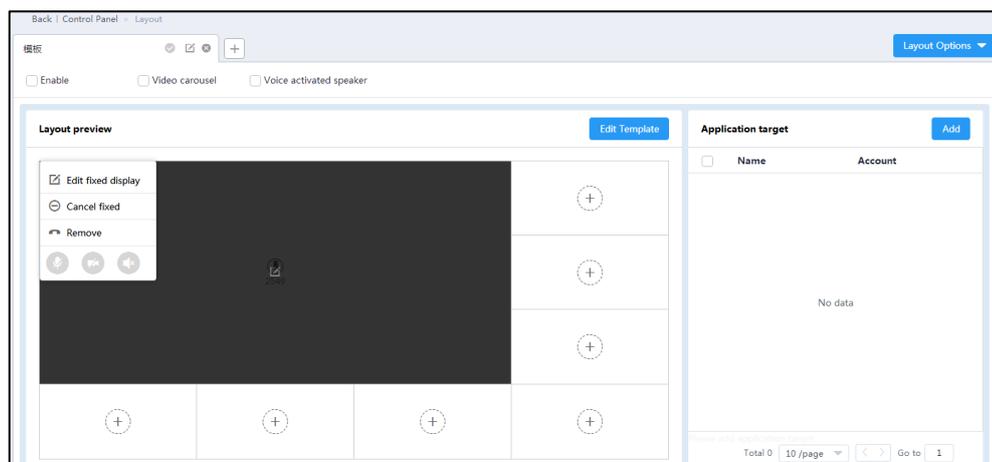
You access the page of controlling conferences.

To edit personal layout template via browser or Microsoft Outlook:

1. At the bottom-left of the page, click **Layout**.
2. Do one of the following to enter the page of editing personal layout template:
 - Select the desired layout template, and then click  to configure layout template parameters.



- If you only want to edit the layout, select the desired layout template.
Click **Edit Template**.
Edit the corresponding parameters, and then click **Save**.
- If you want to edit the participants who are fixed to display in the conference quickly, select the desired layout template.
Click the desired participant.
Click **Edit fixed display/Cancel fixed**.



If you select **Edit fixed display**, select the desired participant, and then click **OK**.

- If you want to edit the participants who are applied to the layout templates quickly,

select the desired layout template.

click **Edit**.

Select the desired participant, and then click **OK**.

Related topics

[Accessing the Page of Controlling Conferences](#)

[Configuring Personal Layout Template Parameters](#)

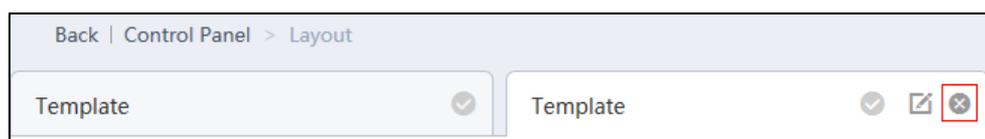
Deleting Personal Layout Templates

Before you begin:

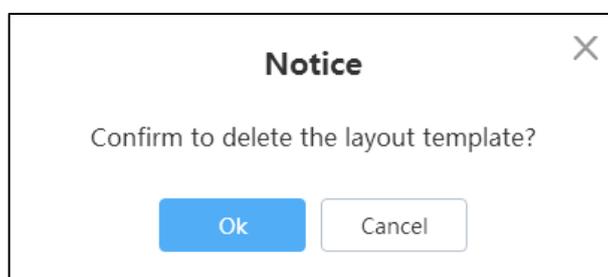
You access the page of controlling conferences.

To delete personal layout template via browser or Microsoft Outlook:

1. At the bottom-left of the page, click **Layout**.
2. Select the desired layout template, and then click  .



The notice is displayed as shown next:



3. Click **OK**.

Related topics

[Accessing the Page of Controlling Conferences](#)

Sending Messages

The moderator can send messages to conference participants. Messages include banners and captions.

Configuring Banners

To indicate the conference subject, you can configure the content and position of banners.

Before you begin:

You access the page of controlling conferences.

To configure banners via browser or Microsoft Outlook:

1. At the bottom-left of the page, click **Message**.
2. Select the **Banner** tab.
3. Configure banners parameters.
4. Click **Send**, all participants can view banners displayed on the screens.

Related topics

[Accessing the Page of Controlling Conferences](#)

Configuring Captions

To indicate the conference message, you can configure the content, position, effect (for example, scrolling) and application target of banners.

Before you begin:

You access the page of controlling conferences.

To configure captions via browser or Microsoft Outlook:

1. At the bottom-left of the page, click **Message**.
2. Select the **Subtitle** tab.
3. Configure subtitle parameters.
4. Click **Send**, the selected participants can view options displayed on the screens.

Related topics

[Accessing the Page of Controlling Conferences](#)

Managing Conference Participants

Calling Conference Participants

In scheduled conferences, permanent VMRs or meet now conferences, the moderator can call conference participants in the following scenarios:

- If the scheduled conference is incoming, you want to invite conference participants in advance.
- If the scheduled conference is ongoing or you are in permanent VMRs, you want to invite others.

Note

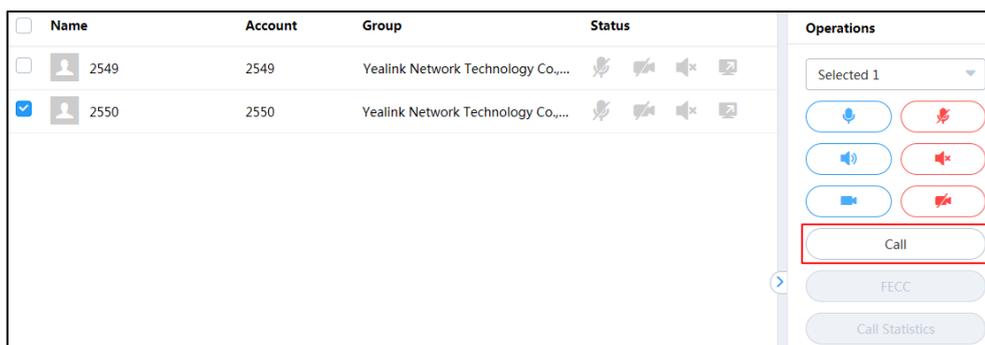
If you are in permanent VMRs, you can invite the favorites who are added to permanent VMRs by enterprise administrators.

Before you begin:

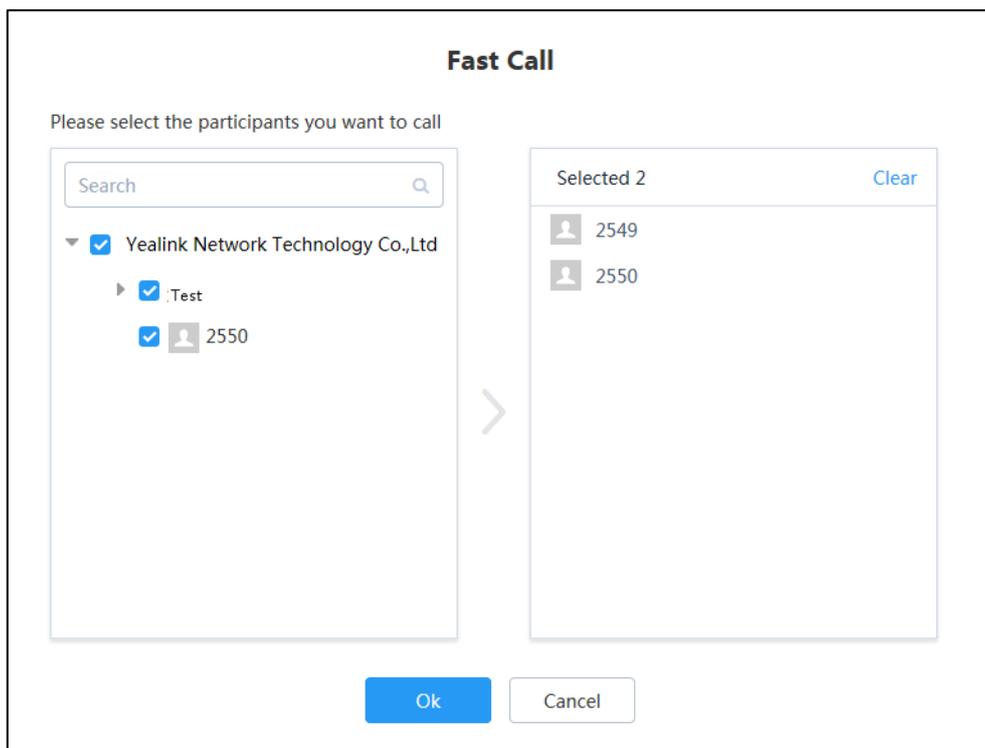
You access the page of controlling conferences.

To call conference participants via browser or Microsoft Outlook:

1. Do one of the following:
 - Check the desired checkbox of participant, and then click **Call** to call the selected conference participants directly.



- At the bottom-left of page, click **Fast Call**.
Select the conference participants.



Click **Ok** to call the selected conference participants directly.

Related topics

[Accessing the Page of Controlling Conferences](#)

Inviting Conference Participants

The moderator can select one of the following to invite conference participants:

- Inviting contacts
- Inviting third party
- Inviting participants by emails
- Sharing conference information

Inviting Contacts

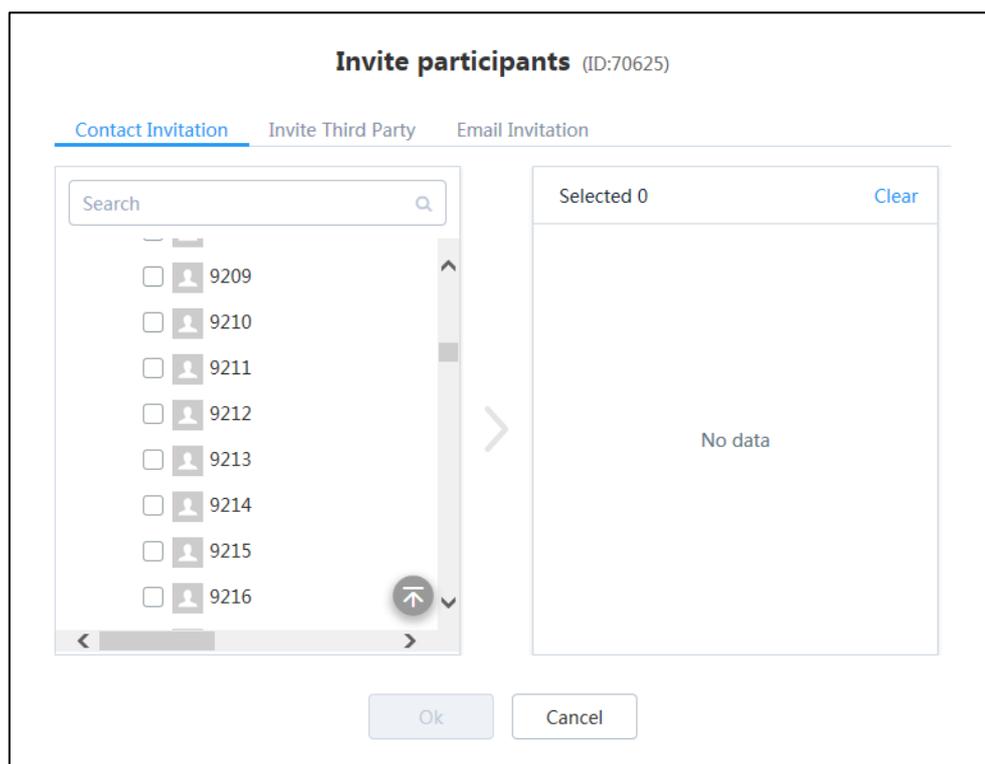
You can place a call to the desired contact in the enterprise directory directly.

Before you begin:

You access the page of controlling conferences.

To invite conference participants via browser or Microsoft Outlook:

1. At the bottom-left of the page, click **Invite**.
2. Select **Contact Invitation** to invite conference participants.



3. Select the desired contact in the enterprise directory.
4. Click **Ok** to place a call to invite participants directly.

Related topics

[Accessing the Page of Controlling Conferences](#)

Inviting Third Party

You can use the H.323 or SIP protocol to invite conference participants or other MCUs. Moreover, you can transmit the video of conference to live platform by RTMP protocol, so that users can view live video conference on the live platform.

Before you begin:

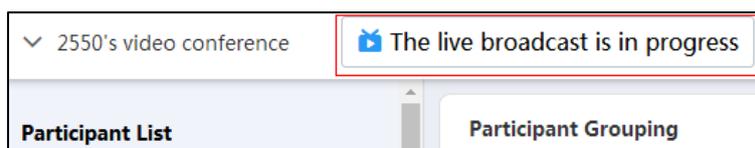
You access the page of controlling conferences.

To invite third party via browser or Microsoft Outlook:

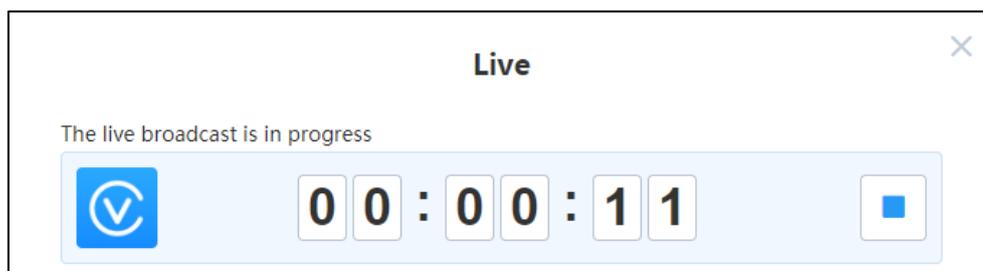
1. At the bottom-left of the page, click **Invite**.
2. Select **Invite Third Party** to invite conference participants.

3. Select the desired call protocol from the pull-down list of **Protocol**:
 - If **H.323** or **SIP** is selected, do one of the following:
 - Enter address information.
Click **Dial** to invite a specific conference participant.
 - Enter **conference ID** conference password @server IP address** or **server IP address##conference ID**conference password**. Obtain the conference information from the conference participants.
Click **Dial** to invite other MCUs.
Note that if SIP is selected, you cannot invite other MCUs by entering **server IP address##conference ID**conference password**.
 - If **RTMP** is selected, and then enter the streaming address to transmit the video of conference to the live platform.
If you want to view the video and content separately, check the **Dual Stream** checkbox, and then enter the second streaming address to transmit the content to the live platform.

Click **Dial** to begin the live video conference.



Click **The live broadcast is in progress**.



Log into the live platform, and share the link to users. Users can view the live video conference by the link.

Note

If you transmit the video of conference to the live platform by RTMP protocol, the layout of participants who watch the live video conference gives equal prominence to every lecturer, the content will not be displayed.

If you invite other MCUs, it is recommended that other MCUs use Select Speaker layout to join the conference.

Related topics

[Accessing the Page of Controlling Conferences](#)

Inviting Participants by Emails

You can use the local mailbox or system mailbox to invite conference participants.

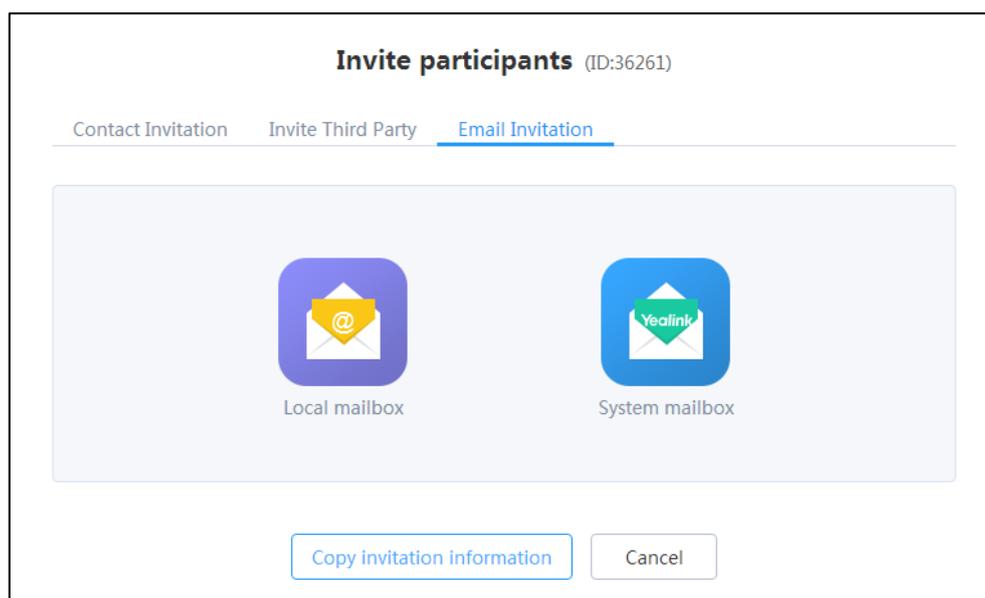
Before you begin:

You access the page of controlling conferences.

To invite conference participants by emails via browser or Microsoft Outlook:

1. At the bottom-left of the page, click **Invite**.

2. Select **Email Invitation** to invite conference participants by emails.



3. Click **Local mailbox/System mailbox**.

Note that the system mailbox need be configured by the enterprise administrator in advance.

4. Edit the corresponding information, and the send emails to invite participants.

Note If you use Microsoft Outlook, you can only use Outlook mailbox to invite conference participants.

Related topics

[Accessing the Page of Controlling Conferences](#)

Sharing Conference Information

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

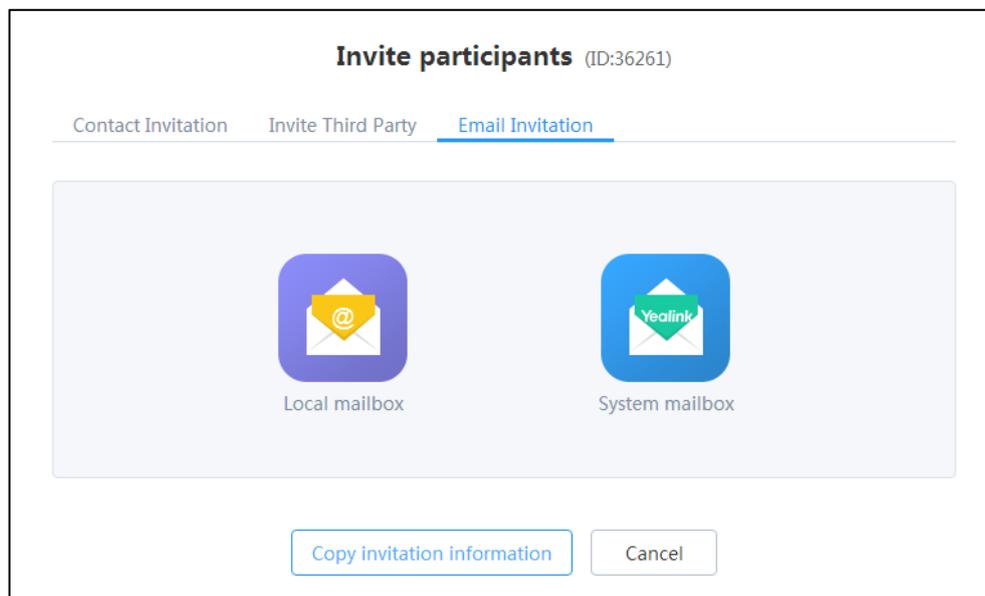
Before you begin:

You access the page of controlling conferences.

To invite others by sharing conference information via browser or Microsoft Outlook:

1. At the bottom-left of the page, click **Invite**.
2. Select **Email Invitation** to invite conference participants by emails.

3. Click **Copy invitation information**, and then paste the information to send the participants you want to invite.



Related topics

[Accessing the Page of Controlling Conferences](#)

Searching for Conference Participants

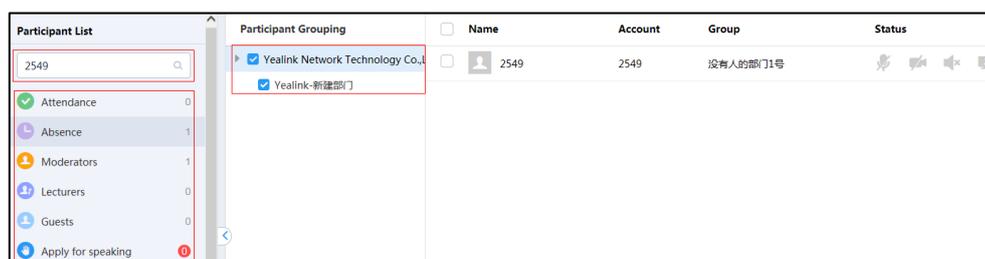
Moderators can search for conference participants.

Before you begin:

You access the page of controlling conferences.

To search for conference participants via browser or Microsoft Outlook:

1. In the **Participant List** field, select the type of conference participants.
2. Enter a few or all characters of the name or account of conference participants in the Search box.
3. (Optional.) In the **Participant Grouping** list, check the desired checkbox of department. The page will display the participants of the selected department.



Related topics

- [Accessing the Page of Controlling Conferences](#)
- [Allowing/Rejecting/Ignoring Conference Participants to Speak](#)
- [Removing Conference Participants](#)
- [Muting or Unmuting Conference Participants](#)
- [Turning on/off Video](#)
- [Blocking or Unblocking Audio](#)
- [Switching the Roles Between the Moderators and Guests](#)
- [Switching the Roles Between the Lecturers and Moderators/Guests](#)
- [Controlling Far-end Camera](#)

Allowing/Rejecting/Ignoring Conference Participants to Speak

In **Training mode** conference, the moderator can allow, refuse or ignore the application of speaking.

Before you begin:

You access the page of controlling conferences.

To deal with the application of speaking via browser or Microsoft Outlook:

1. In the participant list, click **Apply for speaking**.
2. Select the desired application, and then click  .



3. Select the desired way to deal with the application.
If you ignore the application, the applicant will keep applying for speak.

Related topics

- [Accessing the Page of Controlling Conferences](#)
- [Searching for Conference Participants](#)

Removing Conference Participants

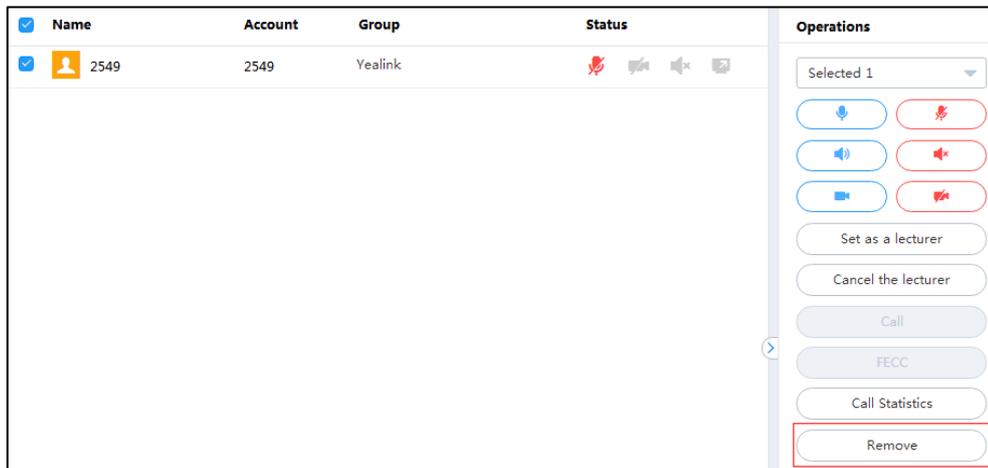
Moderators can remove conference participants.

Before you begin:

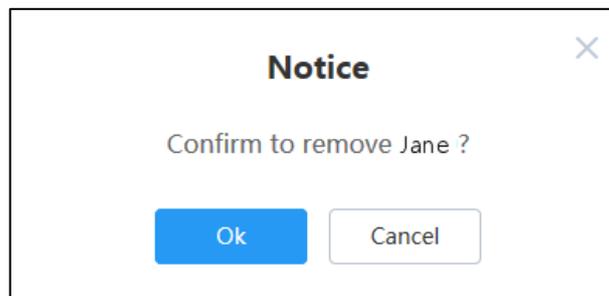
You access the page of controlling conferences.

To remove conference participants via browser or Microsoft Outlook:

1. Check the desired checkbox of participant, click **Remove**.



The notice is displayed as shown next:



2. Click **Ok** to remove the participant.

Related topics

[Accessing the Page of Controlling Conferences](#)

[Searching for Conference Participants](#)

Muting or Unmuting Conference Participants

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

Before you begin:

You access the page of controlling conferences.

To mute/unmute conference participants via browser or Microsoft Outlook:

1. Do one of the following:
 - To mute/unmute all conference participants except for yourself, click  /  .
 - To mute/unmute multiple participants, check multiple checkboxes of participants, and then click  /  .
 - To mute/unmute a participant, check the desired checkbox of participant, and then click  /  .

Related topics

[Accessing the Page of Controlling Conferences](#)

[Searching for Conference Participants](#)

Turning on/off Video

If the video of a participant is turned off or on by the moderator, the participant cannot/can be viewed by the other participants.

Before you begin:

You access the page of controlling conferences.

To turn off/on video via browser or Microsoft Outlook:

1. Do one of the following:
 - To turn off/on the video of multiple conference participants, check multiple checkboxes of participants, and then click  /  .
 - To turn off/on the video of the conference participant, check the desired checkbox of participant, and then click  /  .

Related topics

[Accessing the Page of Controlling Conferences](#)

[Searching for Conference Participants](#)

Blocking or Unblocking Audio

If the audio of a participant is blocked or unblocked by the moderator, the participant cannot/can hear other participants.

Before you begin:

You access the page of controlling conferences.

To block/unblock the audio via browser or Microsoft Outlook:

- Do one of the following:
 - To block/unblock the audio of all participants except for yourself, click  /  .
 - To block/unblock the audio of multiple participants, check multiple checkboxes of participants, and then click  /  .
 - To block/unblock the audio of participant, check the desired checkbox of participant, and then click  /  .

Related topics

[Accessing the Page of Controlling Conferences](#)

[Searching for Conference Participants](#)

Switching the Roles Between the Moderators and Guests

Moderator can set guests as moderators. Moderators can use more conference control functions than guests. And if participants do not want to be moderators, you can set moderators as the guests. Note that the organizer cannot be set as the guest.

Before you begin:

You access the page of controlling conferences.

To switch the roles between the moderators and guest via browser or Microsoft Outlook:

- Check the desired checkbox of participant, and then click **Set as a moderator/Set as a guest**.

The moderator icon is  , the guest icon is  .

Related topics

[Accessing the Page of Controlling Conferences](#)

[Searching for Conference Participants](#)

Switching the Roles Between the Lecturers and Moderators/Guests

In **Training mode** conferences, the moderator can set moderators/guests as lecturers. By default, only lecturers' video can be viewed by guests and only lecturers can share contents, and can speak freely. When the participant does not want to be lecturer, you can cancel the role of the lecturer.

Before you begin:

- You access the page of controlling conferences
- The personal layout template is disabled.

To switch the roles between the lecturers and moderators/guests via browser or Microsoft Outlook:

1. Check the desired checkbox of participant, and then click **Set as a lecturer/Cancel the lecture**.

Related topics

[Accessing the Page of Controlling Conferences](#)

[Adding Personal Layout Templates](#)

[Searching for Conference Participants](#)

Controlling Far-end Camera

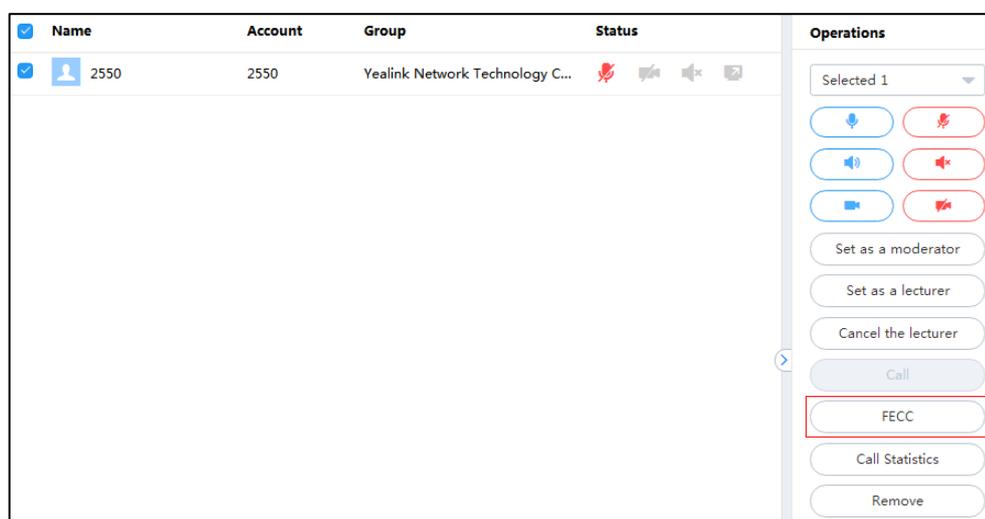
The moderator can control the cameras of selected conference participants. Operations include pan-tilt-zoom (PTZ).

Before you begin:

- You access the page of controlling conferences
- The devices of conference participants must be VC800/VC500/VC400/VC120/VC110 video conferencing endpoints and enable FECC (Far End Camera Control) feature.

To control far-end camera via browser or Microsoft Outlook:

1. Check the desired checkbox of conference participant, and then click **FECC**.



The dialog box of **Far-end Camera Control** is displayed as shown next:



Do one of the following:

- Click  ,  ,  or  to adjust the viewing angle.
- Click **Zoom In** or **Zoom Out** to increase or decrease the camera zoom.

Related topics

[Accessing the Page of Controlling Conferences](#)

[Searching for Conference Participants](#)

Locking or Unlocking Conferences

The moderator can lock or unlock the conference. After the conference is locked, moderators can still join the conference, but others cannot. After the conference is unlocked, all can join the conference.

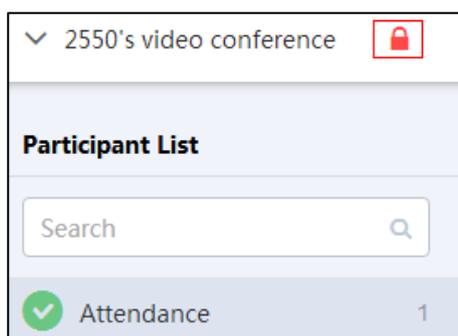
Before you begin:

You access the page of controlling conferences.

To lock/unlock conferences via browser or Microsoft Outlook:

1. At the bottom-right of page, click  /  to lock/unlock the conference.

The conference is locked/unlocked. The icon  displays on the top-left of the page.



Related topics

[Accessing the Page of Controlling Conferences](#)

Calling the Roll

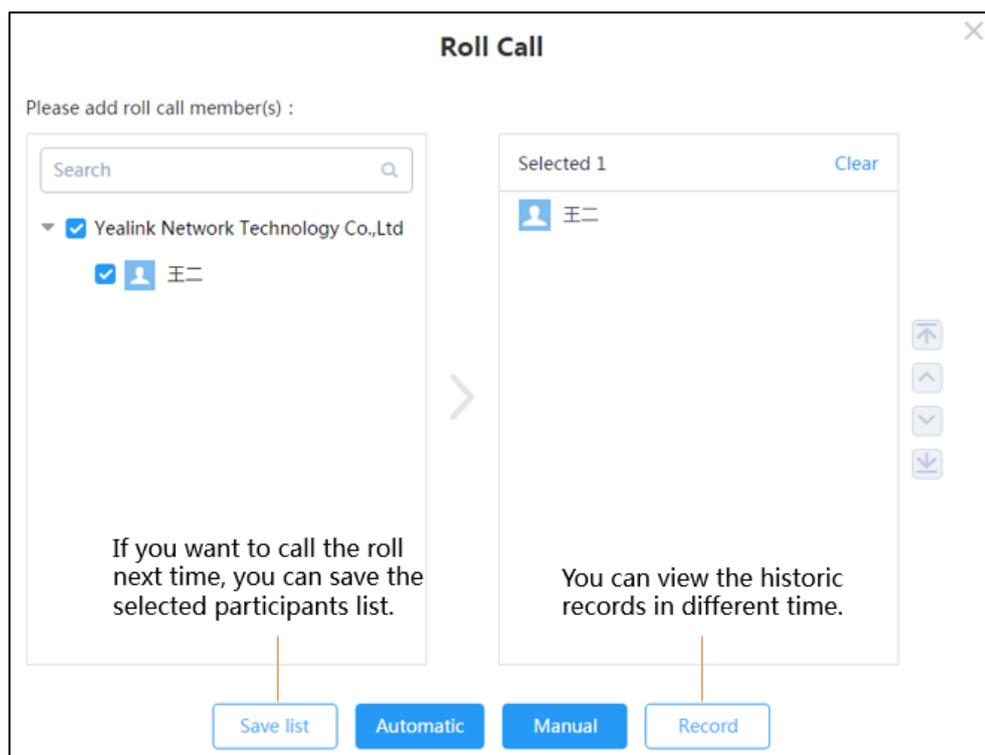
To check whether the conference participants join the conference, in **Training mode** conference, the moderator can call the roll.

Before you begin:

You access the page of controlling conferences.

To call the roll via browser or Microsoft Outlook:

1. At the bottom-left of page, click **Roll Call**.
2. Select the desired conference participants.



3. Do one of the following:

- Click **Automatic**.

Enter the desired time in the **Set the frequency of automatic roll call (range: 1~3600s)** field.

The default is that one participant is called per 5 seconds.

Roll Call ×

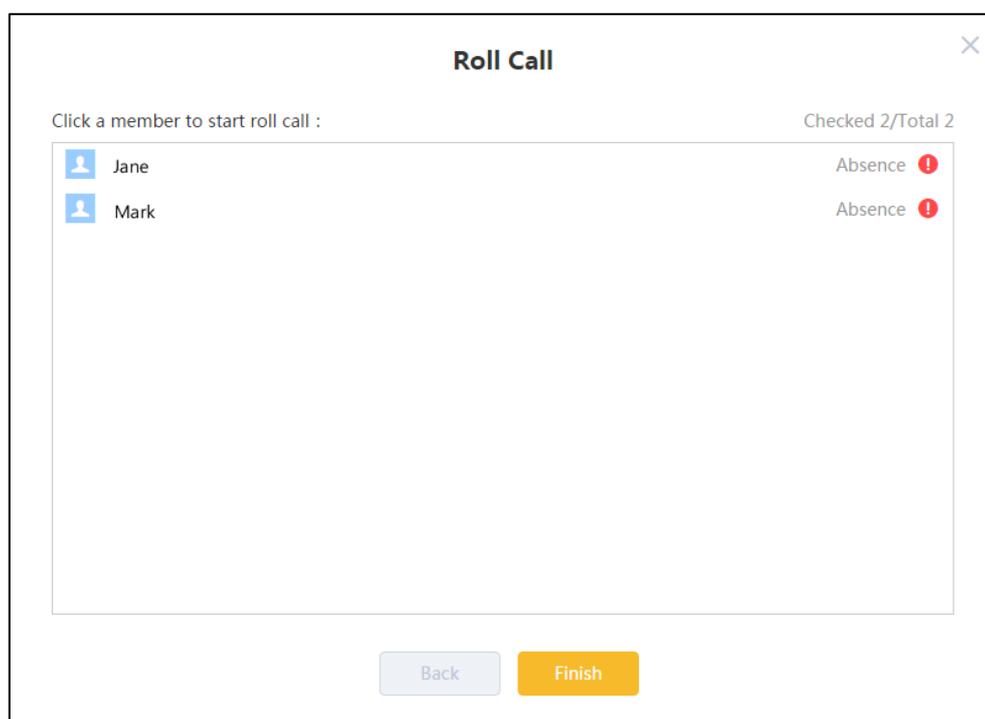
• Set the frequency of automatic roll call (range: 1~3600 seconds)

Automatic roll call Checked 0/Total 1

 2550	Unchecked
--	-----------

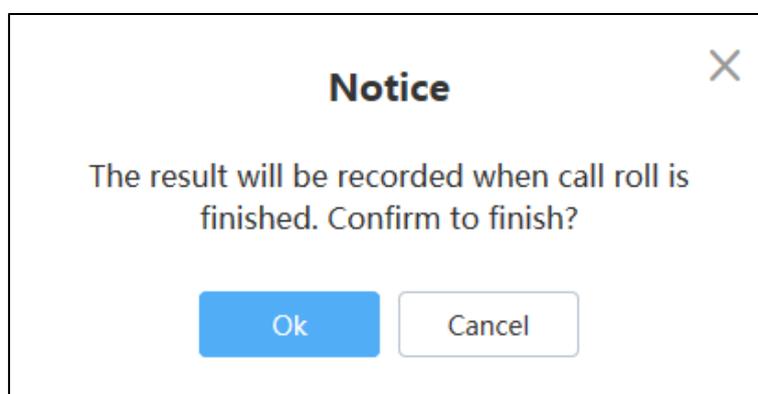
Click **Start**.

The page displays as shown next:



Click **Finish**.

The notice is displayed as shown next:



Click **Ok**, the result will be recorded.

4. Click **Export** to export the record, and then save it to your local system.

The following is an example:

Time	Name	Result
2017/11/15 08:56:04	Jane	Absence
2017/11/15 08:56:05	Mark	Absence

Note

During the roll call, except for moderators and conference participants who are called, others are muted by default. Whether conference participants who are called are muted or not, it depends on the roll call setting configured by the enterprise administrator. And all conference participants will enter the layout of roll call: the moderator views the conference participants who are called in full size. The guest views the moderator in full size. When there are multiple moderators, the voice-activated feature is enabled by default.

Related topics

[Accessing the Page of Controlling Conferences](#)

[Searching for Conference Participants](#)

Recording Conferences

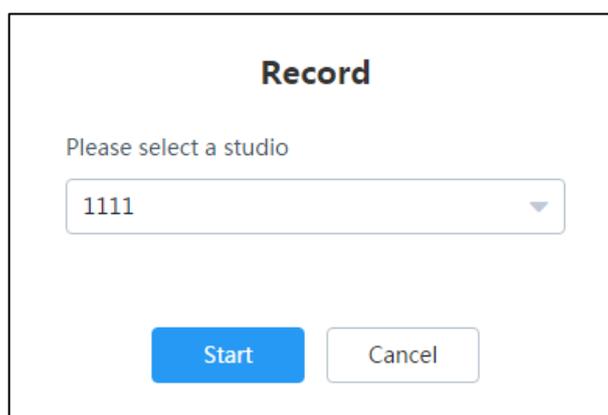
Moderators can record conferences. Users who cannot attend conferences can log in to the recording server to view conference videos and obtain conference information.

Before you begin:

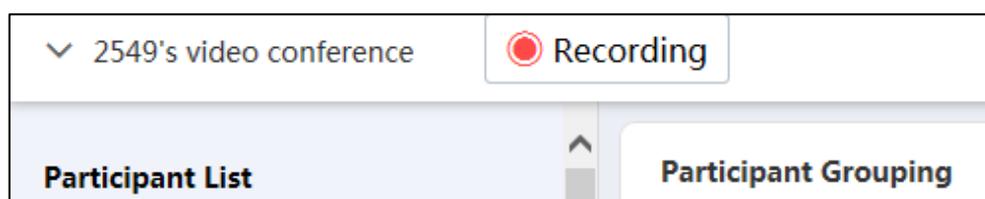
- You access the page of controlling conferences
- The enterprise administrator enables the record feature and adds studios.

To record conferences via browser or Microsoft Outlook:

1. At the bottom-left of page, click **Record**.
2. Select the desired studio from the pull-down list, and then click **Start**, the studio displays in the attended participants list.



The page displays as shown next:



3. Click **Recording**.

The page displays as shown next:



- Click **||** stop recording or **■** to exit recording.

If you want view the file of recording, please contact Yealink technical support engineer.

Related topics

[Accessing the Page of Controlling Conferences](#)

Leaving Conferences

Moderator can leave conferences, conference continues.

Before you begin:

You access the page of controlling conferences.

To leave conferences via browser or Microsoft Outlook:

- On the top-right of page, click **End**.



- Select **Leave, others keep going**.

Related topics

[Accessing the Page of Controlling Conferences](#)

Ending Conferences

Moderator can end conferences from the video conference control page or the calendar page.

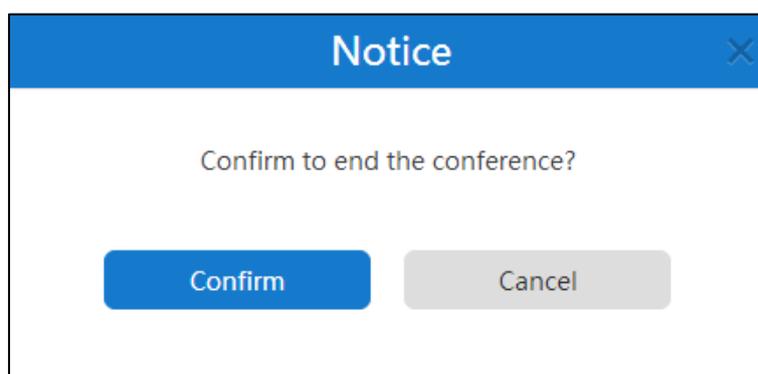
Ending Conferences via Browser

To end conferences via browser:

- To end conferences from the page of controlling conferences:
 - a) On the top-right of page, click **End**.



- b) Select **End conference**, all participants leave the conference.
- To end conferences from the calendar page:
 - a) Click **More** to enter the calendar page.
 - b) Hover your mouse over the desired conference, and then click **End conference**.



- c) Click **Confirm**, all participants leave the conference.

Related topics

[Accessing the Page of Controlling Conferences](#)

Ending Conferences via Microsoft Outlook

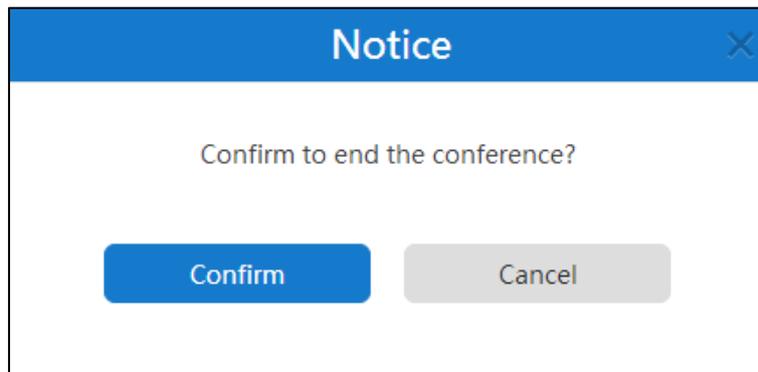
To end conferences via Microsoft Outlook:

- To end conferences from the page of controlling conferences:
 - a) On the top-right of page, click **End**.



- b) Select **End conference**, all participants leave the conference.
- To end conferences directly:
 - a) Click **HOME->Meeting Management->Calendar**.

- b) Hover your mouse over the desired conference, and then click **End conference**.



- c) Click **Confirm**, all participants leave the conference.

Related topics

[Accessing the Page of Controlling Conferences](#)

Troubleshooting

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

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

Viewing Call Statistics

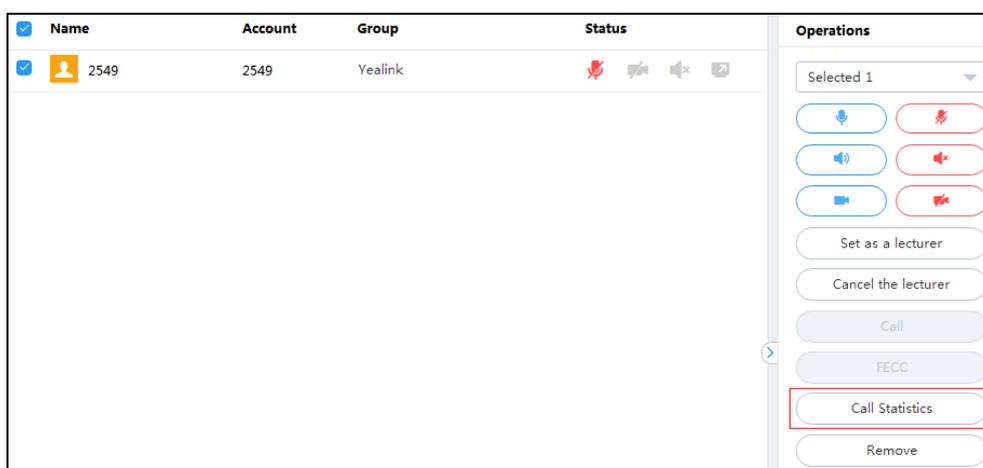
If voice quality is poor during a conference, moderators can view the call statistics of selected conference participants to find out the reason. The call statistics mainly contain the parameters about audio, video and share. You can know about the call quality by viewing codec, bandwidth, total packet lost and other parameters. For example, when a delay occurs or the video has a 'mosaic' look, you can view the total packet loss to check whether the packet has been lost.

Before you begin:

You access the page of controlling conferences.

To leave conferences via browser or Microsoft Outlook:

1. Check the desired checkbox of conference participant, and the click **Call Statistics**.



The call statistics are displayed as shown next:

Call Statistics								
Device Information		Yealink VCDesktop 1.24.254.2		Total bandwidth		Incoming : 290.208kbps Outgoing : 473.155kbps		
Protocol		SIP		IP address		10.2.5.19		
Name	Channel	Resolution	Codec	Bandwidth	Jitter	Frame rate	Packets lost	Percentage lost
Video	Outgoing	640*360	h264	119.353kbps	0ms	1fps	0	0%
	Incoming	1280*720	h264	425.491kbps	0ms	15fps	0	0%
Audio	Outgoing	--	G7221C	48.015kbps	0ms	--	--	0%
	Incoming	--	G7221C	47.664kbps	0ms	--	--	0%
Content	Outgoing	1440*900	h264	122.84kbps	--	1fps	--	--
	Incoming	--	--	--	--	--	--	--

[Close](#)

Related topics

[Accessing the Page of Controlling Conferences](#)

[Searching for Conference Participants](#)

Troubleshooting Solutions

General Issues

Web Page Prompts Error Message When You Enter Data

Condition:

When you enter data, the page prompts error.

Cause:

The data you entered do not follow the rules.

Remedy:

1. Check whether the data follow the rules.

The rules are as following:

Type	Character Limit	Range
Login password	No	[6,16]
Email address	<, >, ", ', & are illegal characters, the correct format of email address is <user>@<domain.com/IP	No

Type	Character Limit	Range
	address>.	
Accounts	Digits.	4
The name of account	Digits or characters	[1,64]
The subject of conference	No	[1,128]
The Search box of enterprise directory	No	[0,128]
The input box of the recipient	Digits, characters or _	[1,128]

The Content of Emails Viewed by Participants is Messed up Codes

Condition:

When you schedule conferences via Microsoft Outlook, the conference participants you invited will receive emails. But conference participants reflect the content of emails is messed up codes.

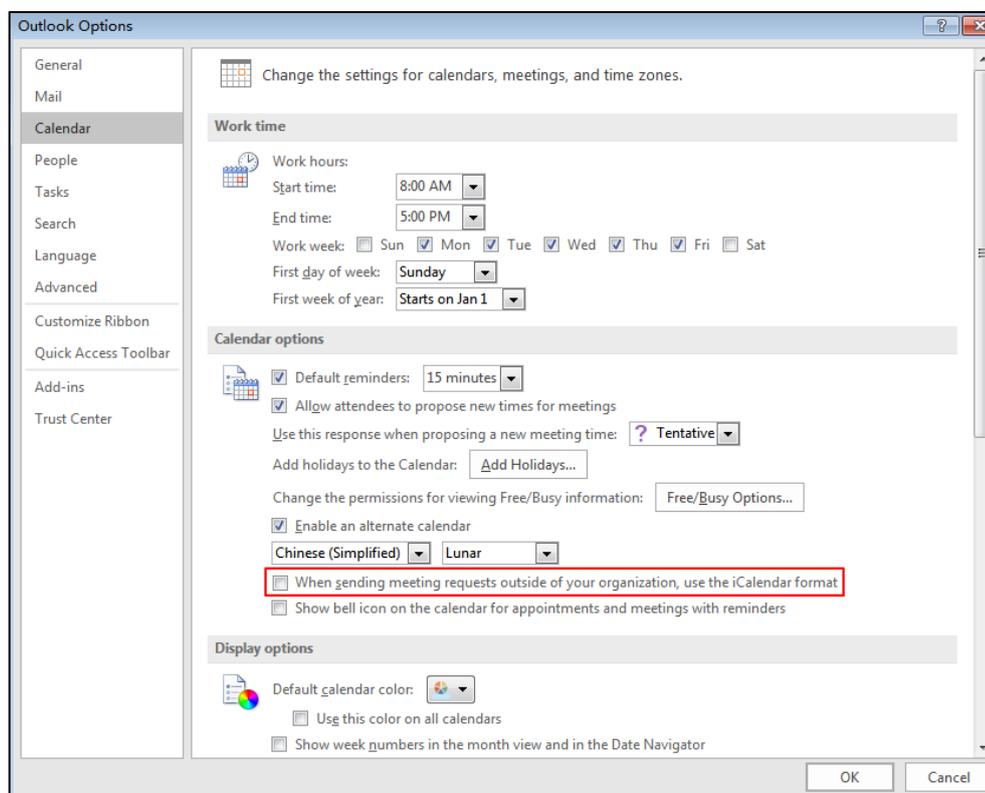
Cause:

If you log into Microsoft Outlook software by POP/SMTP protocol, you send emails by iCalendar format by default.

Remedy:

1. Open Microsoft Outlook software.
2. Click **File ->Options->Calendar**.

3. Uncheck the **When sending meeting requests outside of your organization, use the iCalendar format** checkbox.



4. Click **OK**.

The Users You Invited do not Receive Emails

Condition:

Users you invited do not receive emails.

Cause:

- The email is in spam folders.
- The back-end server may intercept the email.

Remedy:

1. Ask users to check spam folders.
2. Contact the enterprise staff in IT department to check back-end server.

Appendix: Time Zones

Time Zone Name
(UTC-11:00) Coordinated Universal Time-11
(UTC-11:00) Samoa
(UTC-10:00) Hawaii
(UTC-09:00) Alaska
(UTC-08:00) Baja California
(UTC-08:00) Pacific Time (US & Canada)
(UTC-07:00) Arizona
(UTC-07:00) Chihuahua, La Paz, Mazatlan
(UTC-07:00) Mountain Time (US & Canada)
(UTC-06:00) Central America
(UTC-06:00) Central Time (US & Canada)
(UTC-06:00) Guadalajara, Mexico City, Monterrey
(UTC-06:00) Saskatchewan
(UTC-05:00) Bogota, Lima, Quito
(UTC-05:00) Eastern Time (US & Canada)
(UTC-05:00) Indiana (East)
(UTC-04:00) Asuncion
(UTC-04:00) Atlantic Time (Canada)
(UTC-04:00) Cuiaba
(UTC-04:00) Georgetown, La Paz, Manaus, San Juan
(UTC-04:00) Santiago
(UTC-03:30) Newfoundland
(UTC-03:00) Brasilia
(UTC-03:00) Buenos Aires
(UTC-03:00) Cayenne, Fortaleza
(UTC-03:00) Greenland
(UTC-03:00) Montevideo
(UTC-02:00) Coordinated Universal Time-02
(UTC-02:00) Mid-Atlantic
(UTC-01:00) Azores
(UTC-01:00) Cape Verde Is.
(UTC) Casablanca
(UTC) Coordinated Universal Time
(UTC) Dublin, Edinburgh, Lisbon, London
(UTC) Monrovia, Reykjavik
(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
(UTC+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague

Time Zone Name
(UTC+01:00) Brussels, Copenhagen, Madrid, Paris
(UTC+01:00) Sarajevo, Skopje, Warsaw, Zagreb
(UTC+01:00) West Central Africa
(UTC+01:00) Windhoek
(UTC+02:00) Amman
(UTC+02:00) Athens, Bucharest, Istanbul
(UTC+02:00) Beirut
(UTC+02:00) Cairo
(UTC+02:00) Damascus
(UTC+02:00) Harare, Pretoria
(UTC+02:00) Helsinki, Kyiv, Riga, Sofia, Tallinn, Vilnius
(UTC+02:00) Jerusalem
(UTC+02:00) Minsk
(UTC+03:00) Baghdad
(UTC+03:00) Kuwait, Riyadh
(UTC+03:00) Moscow, St. Petersburg, Volgograd
(UTC+03:00) Nairobi
(UTC+03:30) Tehran
(UTC+04:00) Abu Dhabi, Muscat
(UTC+04:00) Baku
(UTC+04:00) Port Louis
(UTC+04:00) Tbilisi
(UTC+04:00) Yerevan
(UTC+04:30) Kabul
(UTC+05:00) Ekaterinburg
(UTC+05:00) Islamabad, Karachi
(UTC+05:00) Tashkent
(UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi
(UTC+05:30) Sri Jayawardenepura
(UTC+05:45) Kathmandu
(UTC+06:00) Astana
(UTC+06:00) Dhaka
(UTC+06:00) Novosibirsk
(UTC+06:30) Yangon (Rangoon)
(UTC+07:00) Bangkok, Hanoi, Jakarta
(UTC+07:00) Krasnoyarsk
(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi
(UTC+08:00) Irkutsk
(UTC+08:00) Kuala Lumpur, Singapore
(UTC+08:00) Perth
(UTC+08:00) Taipei
(UTC+08:00) Ulaanbaatar

Time Zone Name
(UTC+09:00) Osaka, Sapporo, Tokyo
(UTC+09:00) Seoul
(UTC+09:00) Yakutsk
(UTC+09:30) Adelaide
(UTC+09:30) Darwin
(UTC+10:00) Brisbane
(UTC+10:00) Canberra, Melbourne, Sydney
(UTC+10:00) Guam, Port Moresby
(UTC+10:00) Hobart
(UTC+10:00) Vladivostok
(UTC+11:00) Magadan
(UTC+11:00) Solomon Is., New Caledonia
(UTC+12:00) Auckland, Wellington
(UTC+12:00) Coordinated Universal Time+12
(UTC+12:00) Fiji
(UTC+13:00) Nuku'alofa