Yealink VC Desktop for
Windows User Guide V1.28.0.1

Contents

Adding Contacts..31

Call Operations.. 31

Yealink VC Cloud Management Service..38

About This Guide

This guide instructs you to use your Yealink VC Desktop for Windows.

- *The Introduction of Yealink VC Desktop*
- *Targeted Audience*
- *System Capabilities and Constraints*
- *In This Guide*
- *Summary of Changes*

The Introduction of Yealink VC Desktop

Yealink VC Desktop is an easy-to-use videoconferencing application. It extends video communications to mobile devices, rather than only in the traditional meeting room, what's more you can share your desktop and the applications on it during a video conference. and .

Targeted Audience

This guide is intended for the following audience: the user of Yealink VC Desktop.

System Capabilities and Constraints

The following resolution and algorithm are supported on Yealink VC Desktop.

- *Resolution*
- *Algorithm*

Resolution

The following table lists the resolutions supported in this version on Yealink VC Desktop.

Table 1:

The resolution and the frame rate	Source
Up to 1080p,30fps	The video sent from the camera
Up to 1080p,30fps	Receive the content shared by the remote party
Up to 1080p	The content displayed on the devices
Up to 1080p	Receive the content shared by the remote party

The actual transmitted video resolution is determined by several factors, such as the camera performance, the device performance, the network, the remote system's capabilities, it can also be affected by the frame rate settings of the content shared by the remote party. The differences of these factors can affect the video frame rate.

Algorithm

Yealink VC Desktop supports the following algorithms.

Table 2:

Algorithms	Description
Audio	• G.722 • G.722.1 • G.722.1 Annex C • G.711μ and G.711a • Opus • Ares • Acoustic Echo Cancellation (AEC) • Automatic Gain Control (AGC) • Acoustic Noise Suppression (ANS)
Video	• H.264 HP • H.264 BP • H.263
Encryption	AES-128 media encryption AES-256 media encryption

In This Guide

This guide contains the following chapters.

- Chapter 1 *Getting Started*
- Chapter 2 *Network Settings*
- Chapter 3 *Security Features*
- Chapter 4 *Customizing Yealink VC Desktop*
- Chapter 5 *Adding Contacts*
- Chapter 6 *Call Operations*
- Chapter 7 *Yealink VC Cloud Management Service*
- Chapter 8 *Yealink Meeting Server (YMS)*
- Chapter 9 *System Maintenance*
- Chapter 10 *Troubleshooting*
- Chapter 11 *Appendix-Time Zones*

Summary of Changes

- *Changes for Release 28, Guide Version 1.28.0.1*
- *Changes for Release 27, Guide Version 1.27.0.1*
- *Changes for Release 26, Guide Version 1.26.0.10*

Changes for Release 28, Guide Version 1.28.0.1

The following sections are new for this version:

- *Managing the Enterprise Directory*
- *Discussion Mode and Training Mode* (Yealink VC Cloud Management Service)
- *Education Mode* (Yealink VC Cloud Management Service)
- *The Interactive Parties and the Broadcasting Parties in the Broadcasting Interactive Conference* (Yealink VC Cloud Management Service)
- *Scheduling Meeting Rooms* (Yealink VC Cloud Management Service)
- *Scheduling Discussion or Training Mode Conferences* (Yealink VC Cloud Management Service)
- *Scheduling Education Mode Conferences* (Yealink VC Cloud Management Service)
- *Editing Conferences* (Yealink VC Cloud Management Service)
- *Cancelling Conferences* (Yealink VC Cloud Management Service)
- *Cleaning up the Cache*

Major updates have occurred to the following section:

- *The Login Page*
- *Linking the Phone to Yealink VC Desktop Manually*
- *Logging into Yealink VC Cloud Management Service*
- *Configuring the Audio Device*
- *Scheduling Video Conferences* (Yealink Meeting Server)

Changes for Release 27, Guide Version 1.27.0.1

The following sections are new for this version:

- *Linking the Phone to Yealink VC Desktop Manually*
- *Sharing Contents with the Phone*
- *Discussion Mode and Training Mode* (Yealink Meeting Server)
- *Scheduling Meeting Rooms* (Yealink Meeting Server)
- *Scheduling Video Conferences* (Yealink Meeting Server)
- *Editing Conferences* (Yealink Meeting Server)
- *Cancelling Conferences* (Yealink Meeting Server)

Major updates have occurred to the following sections:

- *Sharing Contents*
- *Configuring the Audio Device*
- *Creating a Meet Now Conference* (Yealink Meeting Server)
- *Creating a Point-to-Point Conference* (Yealink Meeting Server)

- *Inviting Third Parties* (Yealink VC Cloud Management Service)
- *Joining a Point-to-Point Conference by Dialing* (Yealink VC Cloud Management Service)
- *Joining a Scheduled Conference by Dialing* (Yealink VC Cloud Management Service)
- *Joining a Meet Now Conference by Dialing* (Yealink VC Cloud Management Service)
- *Joining a VMR by Dialing* (Yealink VC Cloud Management Service)

Changes for Release 26, Guide Version 1.26.0.10

The following sections are new for this version:

- *Changing the Conference Layout* (Yealink VC Cloud Management Service)
- *Changing the Conference Layout* (Yealink Meeting Server)

Major updates have occurred to the following sections:

- *Creating a Point-to-Point Conference* (Yealink VC Cloud Management Service)
- *Creating a Point-to-Point Conference* (Yealink Meeting Server)

- *Setting the Call Bandwidth*
- *Inviting Third Parties*

Getting Started

- *Hardware and Software Requirements*
- *Downloading and Installing Yealink VC Desktop*
- *Logging into*
- *Icons Introduction*

Hardware and Software Requirements

These hardware and software requirements are determined on different test scenarios. Your system's actual performance may vary based on the software or the hardware configuration.

Windows	Windows 7 or later, both 32 bit or 64 bit
Processor	Dual cores and four threads, 2GHz or higher
RAM	4GB
Video Memory	Minimum: 512MB
Hard Drive Space	250MB
Cameras	Build-in or external cameras
Audio Devices	Build-in or external microphones and speakers For a better call quality, it is recommended that you connect a USB headset as the audio device. Yealink VC Desktop is compatible with YHS33-USB. For more information, refer to *YHS33-USB User Guide*.
Monitor	XGA, 16-bit color or higher
Network Speed	128 kbps and above (Cable, ADSL, or LAN)
Microsoft Software	DirectX 9.0 or later

Downloading and Installing Yealink VC Desktop

Before you begin

- Your device need to meet the hardware and software requirements.

Procedure

1. From *Yealink official website* to download it.
2. Follow the instructions to complete the installation.

Related concepts
Hardware and Software Requirements

Logging into

- *The Login Page*

The Login Page

The first time you start the application, you will go to the login interface.

- Select the desired video conference platform to log into your Yealink VC Desktop.
- Click **Skip**, and use Yealink VC Desktop directly.

Related tasks
Registering a Yealink Cloud Account in the Login Interface
Registering the YMS Account in the Login Window

Icons Introduction

Table 3:

Icon	Description
	Yealink Cloud account or YMS account is not registered

Icon	Description
	Yealink Cloud account is registered
	YMS account is registered
	The conference participant is receiving contents
	Moderator
	The moderator is set as a lecturer
	Guest
	The guest is set as a lecturer

Network Settings

- *Selecting an Adapter*
- *Using Yealink VC Desktop with the Firewall or the NAT*
- *Network Address Translation*

Selecting an Adapter

If your network has more than one adapter, you can select the desired adapter for Yealink VC Desktop.

About this task
If the default value of the adapter is **Auto**, Yealink VC Desktop will use the current adapter to connect to the Internet.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Network**.
3. Select the corresponding IP address or **Auto** from the drop-down menu of **Adapter**.

Using Yealink VC Desktop with the Firewall or the NAT

The firewall protects the organization network by controlling the data from the extranet. If Yealink VC Desktop communicates with other videoconferencing devices through the firewall, you must to configure the firewall unless the firewall is properly configured to allow the incoming and outgoing traffic of the video and the audio.
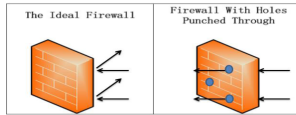
- *Call Settings and the Media Ports*
- *Restricting the Reserved Ports*

Call Settings and the Media Ports

In order to place calls to other devices through the firewall, you need to configure the firewall first.

The ports that need configuring are listed as below:

Table 4:

Description	Port	Type
The registration of H.323 gatekeeper	1719	UDP
H.323 signal port	1720	TCP
The default protocol of SIP calls	5060	UDP
When SIP calls negotiate, it select the TLS transport protocol	5060	TCP
When SIP calls negotiate, it select the TLS transport protocol	5061	TLS
The reserved ports configured on Yealink VC Desktop to control the media flow of the audio and the video. For more information, refer to *Restricting the Reserved Ports* .	50000-50499 (Default)	TCP/UDP

Restricting the Reserved Ports

By default, the Yealink VC Desktop communicates, places audio or video calls, and shares contents through the TCP port and the UDP port in the range of 50000-54999. But only a small number of these ports will be used during a call on Yealink VC Desktop. The amount of used ports depends on the used protocols, the call type (audio or video call), and the contents. You can configure the range of the reserved ports to limit the port number of UDP and TCP used in the communication.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Network**.
3. Configure the range of UDP port and TCP port.

Table 5: Parameter introduction

Parameter	Description
UDP Port	Configures the range of the UDP ports on Yealink VC Desktop. Note: the range of UDP port number is from 50000 to 50499 by default on Yealink VC Desktop. The range of the configurable port number is from 1 to 65535. The gap between the maximum UDP port number and the minimum UDP port number should be greater than 200. For example, you set the minimum UDP port as 50000, and then the maximum UDP port should be greater than 50199. SIP and H.323 calls share the configured ports.
TCP Port	Configures the range of the TCP ports used on Yealink VC Desktop. Note: the range of TCP port number is used from 50000 to 50499 by default. The range of the configurable port number is from 1 to 65535. The gap between the maximum TCP port number and the minimum TCP port number should be greater than 200. For example, you set the minimum TCP port as 50000, and then the maximum TCP port should be greater than 50199. SIP and H.323 calls share the configured ports.

Network Address Translation

If Yealink VC Desktop is in a private LAN, the communication with outside devices must be through NAT. Because the private IP address and port of the intranet can be mapped to the public IP address and port via NAT.

Yealink VC Desktop supports static NAT, STUN, H.460, TURN and ICE.
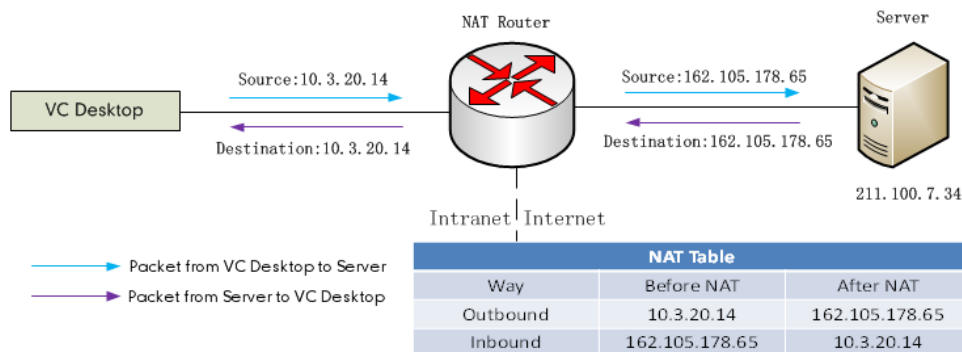
Note: TURN and ICE are enabled by default and are not configurable.

- *Static NAT*
- *STUN*
- *Enabling H.460 Firewall Traversal*

Static NAT

Many application layer protocols, such as multimedia protocols (H.323, SIP, etc.), may carry the address or port information that cannot be identified and converted by ordinary NAT, which may cause communication problems.

However, the ALG (application layer gateway) feature on the router/firewall can solve this problem with correctness.

If your router does not support ALG (Application Level Gateway) feature, you should configure the port mapping on your router first, and then enable static NAT on your Yealink VC Desktop. If the static NAT is enabled, it can help convert the intranet IP address and port that are conveyed by H.323/SIP into the public network address and port.

> **Note:** If H.460 firewall traversal is enabled, Yealink VC Desktop will automatically ignore the static NAT settings when using the H.323 account to place calls. For more information, refer to *Enabling H.460 Firewall Traversal* .

- *Configuring the Static NAT*
- *Configuring the Static NAT for SIP Accounts*
- *Configuring the Static NAT for SIP IP Calls*

Configuring the Static NAT

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Network**.
3. Configure the parameters of the static NAT.

Table 6: Parameters of Static NAT

Parameter	Description
Static NAT	Configure the static NAT type. • **Disabled**—if Yealink VC Desktop is not behind the protection of NAT or Yealink VC Desktop connects to the network by VPN, you need to disable the NAT. • **Manual Setting**—configure the IP address of the public network manually. • **Auto**—the IP address of the public network is obtained automatically from the legal address pool. **Note**: it is disabled by default.
NAT address	• If you set the static NAT to **Auto**, the IP address of the public network is obtained automatically. • If you set the static NAT to **Manual Setting**, you need enter the IP address of the public network.

Configuring the Static NAT for SIP Accounts

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **SIP Registration**.
3. Click **Advanced Options** > **NAT type**, and then select **Static**.

Table 7: Parameter introduction

Parameter	Description
NAT type	Select the NAT traversal type. • **Disabled** • **STUN** • **Static** **Note**: it is disabled by default. The static NAT works only if this parameter is set to Static.

Configuring the Static NAT for SIP IP Calls

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **SIP IP Call**.
3. Select **Static** in the **NAT type** field.

Table 8: Parameter introduction

Parameter	Description
NAT type	Select the NAT traversal type. • **Disabled** • **STUN** • **Static** **Note**: it is disabled by default. The static NAT can work only if the NAT type is set to Static.

STUN

If a call is between a Yealink VC Desktop in an intranet and a Yealink VC Desktop in a public network, you can enable Simple Traversal of UDP through NAT (STUN) feature except for configuring the ALG or enabling the static NAT, to realize the call between the intranet and the extranet.

STUN is a server/client protocol. Yealink VC Desktop, as a client, will send request to STUN server, and then the server will send the extranet IP address of the NAT router and the opened port (for allowing the traffic to get in the intranet) to Yealink VC Desktop. For more information, refer to *RFC3489*.
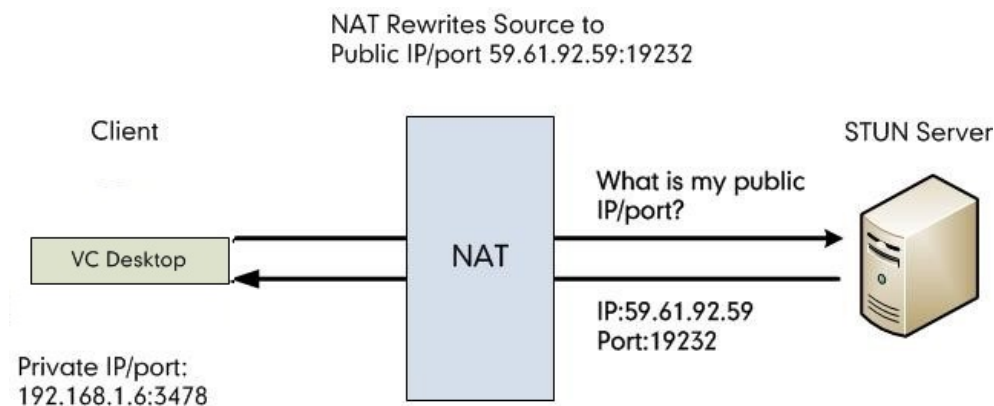
By capturing packets, you can view the Binding request sent by the Yealink VC Desktop to the STUN server and the mapped address and port replied by the STUN server: Binding Success Response MAPPED-ADDRESS: 59.61.92.59:19232.

No.	Time	Source	Destination	Protocol	Length Info
444	18.587848	192.168.1.6	218.107.220.74	STUN	62 Binding Request
447	18.711349	218.107.220.74	192.168.1.6	STUN	98 Binding Success Response MAPPED-ADDRESS: 59.61.92.59:19232

Yealink VC Desktop will send SIP message by using the mapped IP address and port.

📝 **Note:** STUN does not supports the traversal of TCP connections, neither the symmetric NAT.

- *Setting STUN*
- *Configuring STUN for SIP Accounts*
- *Configuring STUN for SIP IP Calls*

Setting STUN

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **SIP Registration**.
3. Click **Advanced Options**, and then configure the STUN parameters.

Table 9: STUN parameters

Parameter	Description
Enable STUN	Enables or disables the STUN. **Note:** it is disabled by default.
Servre address	Configure the IP address or the domain name of the STUN server.
STUN Port	Configure the port of the STUN (Simple Traversal of UDP over NATs) server. **Note:** the default value is 3478.

Configuring STUN for SIP Accounts

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **SIP Registration**.
3. Click **Advanced Options** > **NAT type**, and then select **STUN**.

Table 10: Parameter introduction

Parameter	Description
NAT type	Select the NAT traversal type. • **Disabled** • **STUN** • **Static** **Note**: it is disabled by default. STUN can work only if this parameter is set to STUN.

Configuring STUN for SIP IP Calls

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **SIP IP Call**.
3. Select **STUN** in the **NAT type** field.

Table 11: Parameter introduction

Parameter	Description
NAT type	Select the NAT traversal type. • **Disabled** • **STUN** • **Static** **Note**: it is disabled by default. STUN works only if this parameter is set to STUN.

Enabling H.460 Firewall Traversal

Yealink VC Desktop supports the firewall traversal of the H.323 signaling by using H.460 protocols.

Before you begin

• The H.460 server configured in your environment supports this feature.

    It is shown as the following picture:
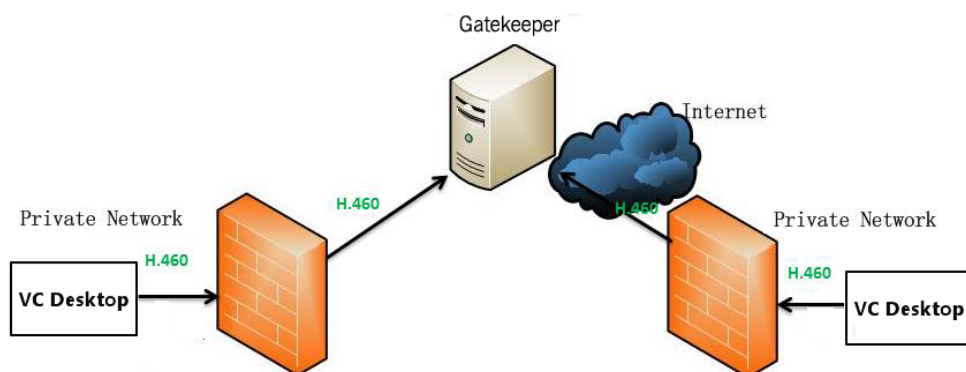
• You have registered an H.323 account.

📝 **Note:** If you configure H.323 settings and enable H.460 support, Yealink VC Desktop ignores the static NAT settings automatically.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **H.323 Registration**.
3. Enable **Enable H.460**.

Related tasks

Configuring the H.323 Accounts

Security Features

- *Transport Layer Security*
- *Secure Real-Time Transport Protocol*
- *The H.235 Encryption*

Transport Layer Security

Yealink VC Desktop supports TLS version 1.0, 1.1, and 1.2. Cipher Suite is the combination of the authentication, the encryption, and the message authentication code (MAC) algorithms. Yealink VC Desktop supports the following cipher suites:

- ECDHE-RSA-AES256-GCM-SHA384
- ECDHE-ECDSA-AES256-GCM-SHA384
- ECDHE-RSA-AES256-SHA384
- ECDHE-ECDSA-AES256-SHA384
- ECDHE-RSA-AES256-SHA
- ECDHE-ECDSA-AES256-SHA
- SRP-DSS-AES-256-CBC-SHA
- SRP-RSA-AES-256-CBC-SHA
- SRP-AES-256-CBC-SHA
- DH-DSS-AES256-GCM-SHA384
- DHE-DSS-AES256-GCM-SHA384
- DH-RSA-AES256-GCM-SHA384
- DHE-RSA-AES256-GCM-SHA384
- DHE-RSA-AES256-SHA256
- DHE-DSS-AES256-SHA256
- DH-RSA-AES256-SHA256
- DH-DSS-AES256-SHA256
- DHE-RSA-AES256-SHA
- DHE-DSS-AES256-SHA
- DH-RSA-AES256-SHA
- DH-DSS-AES256-SHA
- DHE-RSA-CAMELLIA256-SHA
- EXP1024-DHE-DSS-RC4-SHA
- DHE-DSS-CAMELLIA256-SHA
- DH-RSA-CAMELLIA256-SHA
- DH-DSS-CAMELLIA256-SHA
- ECDH-RSA-AES256-GCM-SHA384
- ECDH-ECDSA-AES256-GCM-SHA384
- ECDH-RSA-AES256-SHA384
- ECDH-ECDSA-AES256-SHA384
- ECDH-RSA-AES256-SHA
- ECDH-ECDSA-AES256-SHA
- AES256-GCM-SHA384
- AES256-SHA256
- AES256-SHA
- CAMELLIA256-SHA

- PSK-AES256-CBC-SHA
- ECDHE-RSA-AES128-GCM-SHA256
- ECDHE-ECDSA-AES128-GCM-SHA256
- ECDHE-RSA-AES128-SHA256
- ECDHE-ECDSA-AES128-SHA256
- ECDHE-RSA-AES128-SHA
- ECDHE-ECDSA-AES128-SHA
- SRP-DSS-AES-128-CBC-SHA
- SRP-RSA-AES-128-CBC-SHA
- SRP-AES-128-CBC-SHA
- DH-DSS-AES128-GCM-SHA256
- DHE-DSS-AES128-GCM-SHA256
- DH-RSA-AES128-GCM-SHA256
- DHE-RSA-AES128-GCM-SHA256
- DHE-RSA-AES128-SHA256
- DHE-DSS-AES128-SHA256
- DH-RSA-AES128-SHA256
- DH-DSS-AES128-SHA256
- DHE-RSA-AES128-SHA
- DHE-DSS-AES128-SHA
- DH-RSA-AES128-SHA
- DH-DSS-AES128-SHA
- DHE-RSA-SEED-SHA
- DHE-DSS-SEED-SHA
- DH-RSA-SEED-SHA
- DH-DSS-SEED-SHA
- DHE-RSA-CAMELLIA128-SHA
- DHE-DSS-CAMELLIA128-SHA
- DH-RSA-CAMELLIA128-SHA
- DH-DSS-CAMELLIA128-SHA
- ECDH-RSA-AES128-GCM-SHA256
- ECDH-ECDSA-AES128-GCM-SHA256
- ECDH-RSA-AES128-SHA256
- ECDH-ECDSA-AES128-SHA256
- ECDH-RSA-AES128-SHA
- ECDH-ECDSA-AES128-SHA
- AES128-GCM-SHA256
- AES128-SHA256
- AES128-SHA
- SEED-SHA
- CAMELLIA128-SHA
- IDEA-CBC-SHA
- PSK-AES128-CBC-SHA
- ECDHE-RSA-RC4-SHA
- ECDHE-ECDSA-RC4-SHA
- ECDH-RSA-RC4-SHA
- ECDH-ECDSA-RC4-SHA
- RC4-SHA
- RC4-MD5
- PSK-RC4-SHA

- ECDHE-RSA-DES-CBC3-SHA
- ECDHE-ECDSA-DES-CBC3-SHA
- SRP-DSS-3DES-EDE-CBC-SHA
- SRP-RSA-3DES-EDE-CBC-SHA
- SRP-3DES-EDE-CBC-SHA
- EDH-RSA-DES-CBC3-SHA
- EDH-DSS-DES-CBC3-SHA
- DH-RSA-DES-CBC3-SHA
- DH-DSS-DES-CBC3-SHA
- ECDH-RSA-DES-CBC3-SHA
- ECDH-ECDSA-DES-CBC3-SHA
- DES-CBC3-SHA
- PSK-3DES-EDE-CBC-SHA

Secure Real-Time Transport Protocol

During a confidential call, you can configure Secure Real-Time Transport Protocol (SRTP) to encrypt RTP streams to avoid interception and eavesdropping. Both RTP stream and RTCP stream in a call are encrypted by the AES algorithm that follows the RFC3711. The data in encrypted RTP streams cannot be understood even if it is intercepted or captured. Only the receiver knows the key to restore the data. To use SRTP encryption in calls, both the call parties must enable SRTP simultaneously. After both the call parties enable the SRTP, Yealink VC Desktop will negotiate with the remote devices about the encryption algorithm. This negotiation process is compliant with RFC 4568.

When you placing a call, Yealink VC Desktop will send INVITE messages with the supported RTP encryption algorithm to the remote party.

After the remote Yealink VC Desktop receives the INVITE message, if he answers the phone, Yealink VC Desktop will send a 200 OK message with the RTP encryption algorithm.

The rules for creating SRTP calls are describes as below:

SRTP	Local: compulsory	Local: enabled	Local: disabled
Remote: compulsory	SRTP call	SRTP call	Fail to create a call
Far: enabled	SRTP call	SRTP call	RTP Calls
Far: disabled	Fail to create a call	RTP Calls	RTP Calls

During a SRTP calls, the icon ⊙ is displayed on the screen of both call parties.

> 📝 **Note:** If you enable SRTP for the SIP account, you should also set the transport type as TLS to ensure the security of SRTP encryption. For more information about the TLS, refer to *Transport Layer Security* .

- *Configuring SRTP for SIP Accounts*
- *Configuring SRTP for SIP IP Calls*

Configuring SRTP for SIP Accounts

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **SIP Registration**.
3. Click **Advanced Options** > **NAT Type**, and then select the desired type.

Table 12: Parameter introduction

Parameter	Description
SRTP	Select the SRTP type. The supported types are as follows: • **Disabled**—SRTP is enabled during SIP calls. • **Enabled**—SRTP is disabled during SIP calls. • **Compulsory**—SRTP is used compulsively in SIP calls. **Note:** it is disabled by default.

Configuring SRTP for SIP IP Calls

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **SIP IP Call**.
3. Select the desired value in the **SRTP** field.

Table 13: Parameter introduction

Parameter	Description
SRTP	Select the SRTP type. The supported types are as follows: • **Enabled**—SRTP is enabled in SIP IP calls. • **Disabled**—SRTP is disabled in SIP IP calls. • **Compulsory**—SRTP is used compulsively in SIP IP calls. **Note:** it is disabled by default.

The H.235 Encryption

The H.235 system provides identity authentication and data encryption. The H.235 encryption can ensure the security of the signaling channel, the media control channel and the media stream in the H.323 calls through the algorithm.

Yealink VC Desktop supports the H.325 encryption. To use H.235 encryption for H.323 calls, both the call parties must enable the H.235 encryption simultaneously. After the H.235 encryption is enabled, Yealink VC Desktop will negotiate with the remote devices about using which encryption algorithm.

Rules of the H.235 encryption are shown as below:

The H.235 Encryption	Local: enabled	Local: disabled
Far: enabled	H.235 calls	RTP Calls
Far: disabled	RTP Calls	RTP Calls

If the H.235 encryption is enabled on both sites, the icon 🕽 appears on the screens of both sites during the H.235 call.

• *Enabling the H.325 Encryption for H.323 Accounts*

Enabling the H.325 Encryption for H.323 Accounts

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **H.323 Registration**.
3. Enable **H.235 Encryption**.
   Yealink VC Desktop will negotiate with the remote party about using the H.235 encryption in H.323 calls or not.

Customizing Yealink VC Desktop

You can customize your Yealink VC Desktop, such as the site name, the languages and so on.

- *Basic Settings*
- *Account Settings*
- *Audio and Video Devices*
- *Configuring the Call Protocol*
- *Setting the Call Bandwidth*
- *Enabling Noise Block*
- *DTMF*
- *Dual-Stream Protocol*

Basic Settings

- *Editing the Site Name*
- *Setting the Language*
- *Enabling Start on Boot*

Editing the Site Name

You can customize the site name on Yealink VC Desktop. When you place an IP call to the remote party, your site name will appear on the screen of the remote party.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Basic Settings**.
3. Edit the site name in the **Site name** field.

Setting the Language

The available languages for Yealink VC Desktop are English, Chinese Simplified and Chinese Traditional.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Basic Settings**.
3. Select the desired language from the drop-down menu of **Language**.

Enabling Start on Boot

If you want to start Yealink VC Desktop automatically when you start your computer, you can enable this feature.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Basic Settings**.
3. Enable **Start on boot**.

Account Settings

- *Configuring the H.323 Accounts*
- *SIP Settings*

Configuring the H.323 Accounts

Yealink VC Desktop allows to place and receive audio and video calls via H.323 protocol. If you use a gatekeeper on your Yealink VC Desktop, you can register an H.323 account, and specify the H.323 name and the extension. Other users can call you via the H.323 name or the extension.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **H.323 Registration**.
3. Configure the H.323 parameters according your network environment.

Table 14: The Parameter of H.323

Parameter	Description
Enable H.323	Enable or disable H.323 protocol. **Note**: it is enabled by default. Only when it is enabled can the H.323 account be registered. Likewise, only when it is enabled on both call parties can they call each other by dialing the IP address.
Username	Specify the gatekeeper and the gateway to identify the name of this Yealink VC Desktop. **Note**: You can place calls by using the H.323 name if both your Yealink VC Desktops are registered to the same gatekeeper.
Account	Specify the gatekeeper and the gateway to identify the extension of this Yealink VC Desktop. **Note**: You can place calls by using the H.323 extension if both your Yealink VC Desktops are registered to the same gatekeeper.
GK server	Configure the IP address or the domain name of the gatekeeper.
GK Authentication	Enable or disable the gatekeeper authentication. **Note:** it is disabled by default. When the gatekeeper authentication is enabled, only the trusted Yealink VC Desktop is allowed to access the H.323 gatekeeper.
GK username	Specifies the user name for the gatekeeper authentication.

Parameter	Description
GK password	Configure the password.

4. Click **Register** .

Related tasks

Enabling H.460 Firewall Traversal

SIP Settings

Yealink VC Desktop supports Session Initiation Protocol (SIP) to initiate and receive audio and video calls.

• *Configuring the SIP Accounts*
• *Configuring the SIP IP Call*

Configuring the SIP Accounts

You can configure a SIP account on your Yealink VC Desktop, and other users can call you through the SIP account.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.

2. Click **SIP Registration**.

3. Configure the parameters of SIP account.

Table 15: SIP account parameters

Parameter	Description
Enable SIP	Enable or disable the SIP account. **Note**: it is enabled by default. Only when it is enabled can the SIP account be registered.
Username	The user name of a specified SIP account.
Registration name	The name of this SIP account.
Password	The password of this SIP account.
SIP Server	The IP address or the domain name of the SIP server.
Port	The port of the SIP registration server. **Note:** port 5060 is used by default. The value is any integer from 0 to 65535.

Parameter	Description
Transport	The protocol used for transmitting SIP signal.
	The supported protocol are as follows:
	• **UDP**—it provides the best transmission for SIP signaling.
	• **TCP**—it provides a reliable transmission for SIP signaling.
	• **TLS**—it provides a safe transmission for SIP signaling. TLS is available only when Yealink VC Desktop is registered on a SIP server that supports TLS. If TLS is selected, Yealink VC Desktop will use the port 5061 by default. Refer to *Transport Layer Security* .
	• **DNS-NAPTR**—if there is no server port, Yealink VC Desktop will perform the DNS NAPTR and the SRV queries to search the service type and the port.
	Note: Yealink VC Desktop uses the UDP protocol by default. If you want to use TCP or TLS on Yealink VC Desktop, you need to ensure that TCP or TLS are supported by the registered server.
Enable Proxy Server	Enable or disable Yealink VC Desktop to use the SIP proxy server.
	Note: it is disabled by default.
Proxy Server address	Configure the IP address or the domain name for the SIP proxy server.
	Note: It is configurable only when the Proxy Server is enabled.
Proxy Server Port	Configure the port of the SIP proxy server.
	Note: the default port is 5060. The value is any integer from 0 to 65535.

4. Click **Register** .

Configuring the SIP IP Call

When you use the SIP protocol to place IP calls, the TLS transport protocol is not supported. Therefore, you should configure the SIP IP call separately from the SIP account.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.

2. Click **SIP IP Call**.

3. Configure the SIP IP call parameters.

Table 16: SIP IP call parameters

Parameter	Description
SIP IP Call	Enables or disables the SIP IP Call.
	Note: it is enabled by default. When it is enabled on both sites, you can use the SIP protocol to place an IP call.

Parameter	Description
Transport	Configures the communications protocol for the SIP IP call. The supported protocol are as follows: • **UDP**—it provides a better transmission for SIP signal. • **TCP**—it provides a reliable transmission for SIP signal. • **DNS-NAPTR**—if there is no server port, the device will perform the DNS NAPTR and the SRV queries to search the service type and the port. **Note**: TCP protocol is used by default.

Audio and Video Devices

If you do not use new audio or video devices, Yealink VC Desktop will select the audio device or video device used by the system. You can select the desired audio or video device manually if you want to use a new audio or video device.

• *Configuring the Audio Device*
• *Setting the Video Device*

Configuring the Audio Device

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Device**.
3. Select the microphone and the speaker, and then do the testing.

Setting the Video Device

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Device**.
3. Select the available camera from the drop-down menu of **Camera**.

Configuring the Call Protocol

Yealink VC Desktop supports SIP and H.323 call protocols when placing calls. You can choose a call protocol type for Yealink VC Desktop when placing calls.

About this task

Under the default mode of **Auto**, H.323 protocol is given the priority to make calls, and when the H.323 cannot be reached, Yealink VC Desktop will automatically use the SIP protocol to make calls.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Call Functions**.
3. In the **Call protocol** field, select the desired type or select **Auto**.

Setting the Call Bandwidth

You can configure the bandwidth to adjust the video quality.

About this task

The following table summarizes the supported bandwidth modes on Yealink VC Desktop:

| Bandwidth Modes	The recommended Scenario
SD Mode	A lower bandwidth and a less better video quality can improve the system fluency.
HD Mode (Default)	A balance between the system fluency and the definition is available for most scenarios.
Full HD Mode	The best video quality, but it needs higher system resources and video bandwidth usage.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Call Functions**.
3. Select the bandwidth mode in the **Bandwidth and video quality** field.

Enabling Noise Block

You can enable the noise block on Yealink VC Desktop to shield the noises including rustling the paper, tapping coffee mugs, coughing and typing, to improve the call quality.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Device**.
3. Select the **Enable Noise Block** checkbox.

   It is enabled by default.
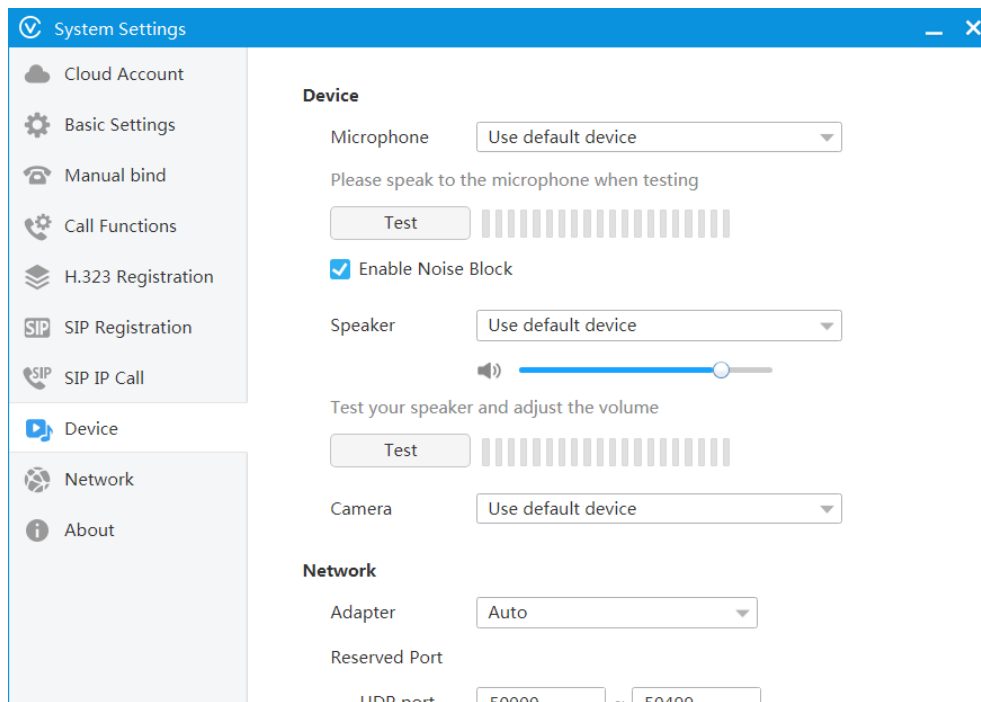
DTMF

DTMF (Dual Tone Multi-frequency), as a user signaling between Yealink VC Desktop and the switch, is used to send the called number. You can configure the DTMF type for the SIP protocol and the H.323 protocol respectively.

- *Setting the DTMF Type for SIP Accounts*
- *Configuring the DTMF Type for SIP IP Calls*
- *Setting the DTMF Type for H.323 Accounts*

Related tasks
Sending DTMF Tones

Setting the DTMF Type for SIP Accounts

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **SIP Registration**.
3. Click **Advanced Options**, and then configure the DTMF parameters.

Table 17: Parameter introduction

Parameter	Description
DTMF type	Select the DTMF type. • **INBAND**—intraband transmission, DTMF digits are transmitted in the voice band together with the common RTP voice packets. • **RFC2833**—intraband transmission, DTMF digits are transmitted by RTP packets which are compliant with RFC 2833. • **SIP INFO**—DTMF digits are transmitted by the SIP INFO messages. **Default:** RFC2833.
DTMF Info type	Configure the DTMF info type when DTMF type is SIP INFO. • **DTMF-Relay** • **DTMF** • **Telephone-Event** **Default:** DTMF-Relay.

Configuring the DTMF Type for SIP IP Calls

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **SIP IP Call**.
3. Configure the DTMF parameters.

Table 18: The introduction of parameters

Parameter	Description
DTMF type	Configure the DTMF type. • **INBAND**—intraband transmission, DTMF digits are transmitted in the voice band together with common RTP voice packets. • **RFC2833**—intraband transmission, DTMF digits are transmitted by RTP packets which are compliant with RFC 2833. • **SIP INFO**—DTMF digits are transmitted by the SIP INFO messages. **Default:** RFC2833.
DTMF Info type	Configure the DTMF info type when DTMF type is SIP INFO. • **DTMF-Relay** • **DTMF** • **Telephone-Event** **Default:** DTMF-Relay..
DTMF load	Configure the value of DTMF load. The ranges is from 96 to 127. **Default:** 101.

Setting the DTMF Type for H.323 Accounts

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **H.323 Registration**.
3. Select the desired value in the **DTMF type** field.

Table 19: Parameter introduction

Parameter	Description
DTMF type	Select the DTMF type. • **INBAND**—the intraband transmission, DTMF digits are transmitted in the voice band together with the common RTP voice packets. • **Auto**—negotiate with the remote party about using the optimal method to send the DTMF signal. **Default:** Auto.

Dual-Stream Protocol

Dual-stream protocol is specially designed for the demand of realizing the data cooperation in the video conferences. Both the video and the documentation can be transmitted simultaneously via a called bandwidth. Therefore, during the video conference, the participants can share the contents in the same time.

Yealink VC Desktop supports the standard H.239 protocol and BFCP (Binary Floor Control Protocol). BFCP protocol is used for sharing the content with the remote party in SIP calls. H.239 protocol is used for sharing the content with the remote party in H.323 calls. H.239 protocol is enabled by default on Yealink VC Desktop and is not configurable. You can manually enable the BFCP on Yealink VC Desktop. Before enabling, you need to confirm that the remote device can support BFCP and has enabled BFCP.

• *Enabling BFCP for SIP Accounts*
• *Enabling BFCP for SIP IP Calls*

Enabling BFCP for SIP Accounts

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **SIP Registration**.
3. Enable **BFCP** to send or receive the contents during SIP calls.
   It is enabled by default.

Enabling BFCP for SIP IP Calls

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **SIP IP Call**.
3. Enable **BFCP** to send or receive the contents during SIP calls.
   It is enabled by default.
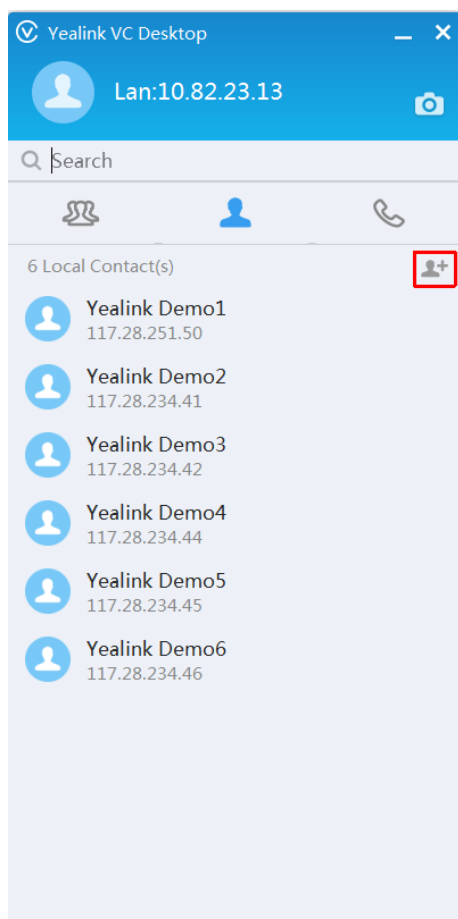
Adding Contacts

You can add contacts by entering the number and the name.

About this task

Besides, you can add up to 100 local contacts in your local directory.

Procedure

1. Click .

2. Click .

3. In the **Name** field, enter the name.
4. In the **Number** enter the number or the IP address.
5. Click **Add Number** to add more numbers. You can add 3 numbers to a contact at most.
6. Click **Save**.

Call Operations

You can use Yealink VC Desktop to place calls, answer calls or reject calls and use the in-call toolbar to mute/ unmute the local microphone, change the video layout and so on.

Placing Calls

Yealink VC Desktop supports audio and video calls.

About this task

To get a better call quality, it is recommended that you use a USB headset as the audio device.

Procedure

1. Click ☎ .

2. Enter the number. You can use one of the following number formats:

   - 1008 (SIP user name, H.323 user name and so on)
   - www.yealink.com (FQDN name)
   - 2008@regserver.yealinkuc.com (<SIP_username>@<domain.com>)
   - 10.11.12.13 (IP address)
   - 1234@10.11.12.13 (<SIP user name>@<IP address>)

3. Click [▮◀ Video] or [☎ Audio].

Joining Conferences

You can join conferences via Yealink VC Desktop. The supported conference types are: Yealink Cloud video conference and YMS video conferences.

About this task

You can obtain the conference information in two ways:

- Get the information from an invitation email.
- Get the information from other conference participants.

Procedure

1. Click ☷ .

2. Click **Join Conference**.

3. Configure the conference parameters.

Table 20: Parameter introduction

Parameter	Description
Conference ID	Enter the conference ID to join the conference.
Password	Enter the conference password according to the conference information you obtained.
Name	Enter your name displayed in the conference.
Server Type	The server type used in the conference.
Server address	Enter the IP address or the domain name of the server.
Camera ON	Enable or disable the camera. **Note**: it is enabled by default.
Microphone ON	Enable or disable the microphone. **Note**: it is enabled by default.

4. Click **Join Now**.

Enabling the Auto Answer

If you want to answer the incoming call automatically on Yealink VC Desktop, you can enable this feature.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Call Functions**.
3. Enable **Auto answer**.

Turning off or on the Camera

You can turn on or turn off the local camera to choose whether to preview the local video or not before joining a video call.

Procedure

1. Click ⬜ in the top-right corner.
2. Click ⬜/🔴 to turn off/on the local camera.

Related tasks
Turning off or on the Camera During a Call

Linking the Phone to Yealink VC Desktop Manually

Before using the phone to share contents, you need to link the phone to your Yealink VC Desktop.

About this task

Table 21:

Supported Model	Version Requirement
T58,T56A	58.83.0.15 or later
T53/T53W	95.84.0.20 or later
T54W	96.84.0.20 or later
T57W	97.84.0.10 or later
VP59	91.283.0.10 or later

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Manual bind**.
3. Enter the IP address of the phone.
4. Click **Bind**.
5. Allow the linking request on your phone.

Related tasks

Sharing Contents with the Phone

Sharing Contents with the Phone

During a call, the phone that do not support dual stream protocol cannot share contents to the remote party, to solve this problem, you can link the phone to Yealink VC Desktop and sent the desired content to the phone via Yealink VC Desktop, and then the phone will send the contents to the remote party.

Before you begin

- You link the phone to your Yealink VC Desktop (refer to *Linking the Phone to Yealink VC Desktop Manually*).
- You use the phone in the video call.
- *Configuring the Call Protocol* The call protocol is set to Auto or is SIP protocol.

Procedure

1. Click 🖧 to go to the Conference window.
2. Click **Content**.
3. Do one of the following:

   - To share your entire desktop, select **Entire Screen**.

     When your computer uses multiple monitors, you can select any one of the monitors to share the desired desktop.
   - To share a running application, select a running application.
4. Enable **Improve fluency (More bandwidth and resources)** .

The actual frame rate depends on the resolution of your desktop.

5. Click **Start**.
6. Do the following:

   - Click 📌 to lock the sharing toolbar to avoid hiding it automatically.

   - Click ▣ to display the sharing toolbar on the left side of the screen.
   - Click **New Sharing**, and then select the new content and click **Start**.

   - Click ▪▪▪ to view the call statistics.
   - Click **Stop Sharing** to exit sharing.

Using the In-call Toolbar

During a call, you will see the in-call toolbar at the bottom of the Call window. The in-call toolbar will be hided automatically after few seconds. To display the in-call toolbar again, you can hover your mouse to the Call window.

- *Muting or Unmuting the Local Microphone*
- *Adjusting the Speaker Volume*
- *Changing the Audio and the Video Devices*
- *Turning off or on the Camera During a Call*
- *Sending DTMF Tones*
- *Ending Calls*

Muting or Unmuting the Local Microphone

You can mute/unmute the local microphone to control whether your voice cannot/can be heard by the remote party.

Procedure

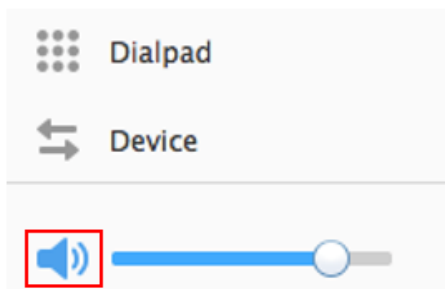Click 🎤̸ / 🎤 to mute/unmute the local microphone.

The icon 🎤 appears/disappears in the top-right corner of the video image.

Adjusting the Speaker Volume

You can adjust the speak volume or mute the speaker.

Procedure

1. Click **More**.
2. Adjust the volume slider to a desired volume.
3. To mute the speaker, click the speaker icon.

The icon appears in the top-right corner of the local video image. As a result, you cannot hear the voice of other parties, while they can hear yours.

Changing the Audio and the Video Devices

Procedure

1. Click **More**.
2. Click **Device** to switch to other audio and video devices.

   📄 **Note:** During a call, if you use new devices, Yealink VC will switch to the latest device (such as the speaker, the microphone and the camera) automatically.

   Related information
   Audio and Video Devices

Turning off or on the Camera During a Call

During a call or a conference, if you do not want to be viewed by other parties, turn off your camera, and turn it on again if you want.

About this task

During a call, the state of your camera is consistent with the idle state.

Procedure

Click / to turn on or turn off the local camera.

Related tasks
Turning off or on the Camera

Sending DTMF Tones

During a call, the Yealink VC Desktop allows you to use the local dial pad to send DTMF tones. The DTMF tones are sent by using the configured method.

Procedure

1. Click **More**.
2. Click **Dialpad** to open the dial pad.
3. Click the buttons to send the DTMF tones.

Related information
DTMF

Ending Calls

Procedure

Click **End Call**.

Changing Video Layouts

During a call, the local and 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 in the bottom-right corner.

- *Switching the Video Images*
- *Moving the Video Image in Small Window*
- *Showing or Hiding the Video Image in Small Window*

Switching the Video Images

Procedure

Double-click the local video image in small window to switch to the remote video.

Results

The local video image is displayed in a large window, while the remote video image is displayed in a small window at the bottom-right of the window.

Moving the Video Image in Small Window

Procedure

You can drag the video image in the small window to the desired position.

Showing or Hiding the Video Image in Small Window

Procedure

Click ⬂ to hide the video image in small window or click ⬉ to display the video image in small window.

Sharing Contents

You can share documents, graphics, or videos with the remote party during a video call. When you share contents with the remote, you can lock the sharing toolbar, change the shared content and so on.

Before you begin

- Make sure your content is ready and the dual-stream protocol is enabled on both devices. For more information, refer to *Dual-Stream Protocol* .
- If you want to use multiple monitors to present, make sure that your computer supports multiple monitors and you have configured it properly.

Procedure

1. Click **Content**.
2. Do one of the following:
   - To share your entire desktop, select **Entire Screen**.

     When your computer uses multiple monitors, you can select any monitor to share the desktop.
   - To share a running application, select the desired application.

3. Enable **Share computer sound** to send the local sound to the remote party.
4. Enable **Improve fluency (More bandwidth and resources)**.

   The actual frame rate depends on the resolution of your desktop.
5. Click **Start**. The remote video image is in a small window at the bottom-right of the desktop. The sharing toolbar is in the top of the desktop.
6. Do one of the following:

   - Click ⚲ to lock the sharing toolbar to avoid hiding the toolbar automatically.
   - Click ▥ to display the sharing toolbar at the left of the desktop.
   - Click **New Sharing**, change to the desired content, and click **Start**.
   - Click ▮▮▮ to view the call statistics.
   - Click **Control**, you can invite participants, view the conference messages, send DTMF tones, adjust the speaker volume, mute/unmute the local microphone, turn on/off the local camera and so on.
   - Click **Stop Sharing** to exit the presentation.
   - Click **End Call** to end the call.

Related tasks
Viewing Call Statistics

Yealink VC Cloud Management Service

After logging into Yealink VC Cloud Management Service, you can use the corresponding features.

There are four types of Yealink VC Cloud Management Service:

- **Point-to-point conference**: It is initiated by placing a point-to-point call to Yealink Cloud accounts.
- **Scheduled conference**: You should schedule the conference in advance.
- **Meet Now**: You can initiate a Meet Now conference at any time, without a reservation.
- **Virtual Meeting Room** (VMR): The VMR is created by your Yealink Cloud enterprise administrator. You can join the VMR at any time without any reservation.

Through the Yealink VC Cloud Management Service, you can:

- Create and join point-to-point conferences.
- View and join scheduled conferences.
- Create and join Meet Now conferences.
- Join the VMR.
- Manage conferences.

- *Logging into Yealink VC Cloud Management Service*
- *P2P Conferences*
- *Scheduling Conferences*
- *Meet Now Conferences*
- *Virtual Meeting Rooms*
- *Managing Conferences*

Logging into Yealink VC Cloud Management Service

Before you log into the Yealink VC Cloud Management Service, you can obtain the Yealink Cloud account information from your Yealink Cloud enterprise administrator.
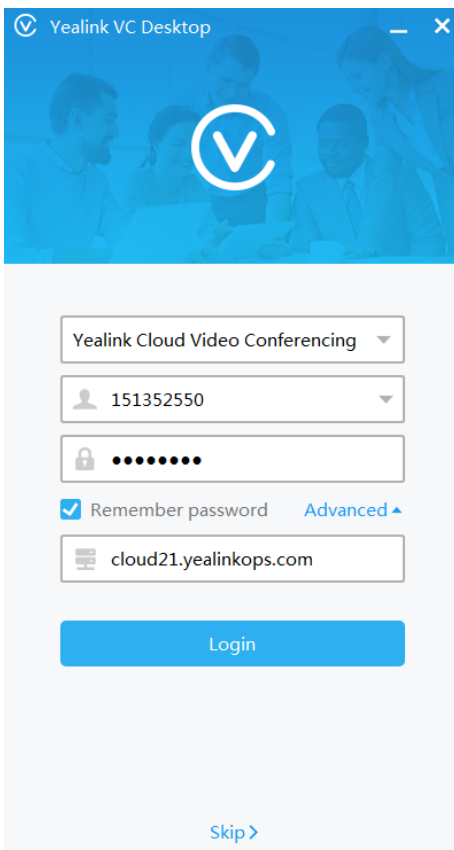
Note: You can use one Yealink Cloud account to log into 5 devices at most simultaneously.

- *Registering a Yealink Cloud Account in the Login Interface*
- *Registering a Yealink Cloud Account in the Settings Window*

Registering a Yealink Cloud Account in the Login Interface

Procedure

1. From the login interface, select **Yealink Cloud Video Conference**.
2. In the corresponding field, enter the Yealink Cloud number and the password.

3. If there are multiple adapters in your computer, select the desired adapter.
4. Select the **Remember password** checkbox and you do not need to enter the password next time.
   It is selected by default.
5. Click **Advanced**, and then enter the server address.
6. Click **Login**.

Related concepts
The Login Page

Registering a Yealink Cloud Account in the Settings Window

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Cloud Account**.

3. From the drop-down menu, select **Yealink Cloud Management Service**.

Cloud Account

Yealink Cloud Management ... ▾

👤 151352550 ▾

🔒 ••••••••

☑ Remember password

Advanced Options ▴

cloud21.yealinkops.com

Login

4. In the corresponding field, enter the Yealink Cloud number and the password.

5. Click **Advanced Options**, and then enter the server address.

6. Select the **Remember password** checkbox and you do not need to enter the password next time.

It is selected by default.

7. Click **Login**.

P2P Conferences

- *Creating a Point-to-Point Conference*
- *Joining a Point-to-Point Conference by Dialing*

Creating a Point-to-Point Conference

You can create a point-to-point conference by placing a point-to-point call to Yealink Cloud accounts.

- *Creating a Point-to-Point Conference by Dialing Yealink Cloud Accounts*
- *Placing a Call to Yealink Cloud Contacts from Yealink Cloud Directory*

Creating a Point-to-Point Conference by Dialing Yealink Cloud Accounts

Procedure

1. Click 📞 .

2. Enter the Yealink Cloud account.

3. Click 🎥 Video or 📞 Audio .

4. After the call is established, click **Invite** to create a point-to-point conference.

> 📝 **Note:** If you use a Yealink Cloud account to log into Yealink VC Desktop, you can enter the last four digits of a Yealink Cloud account to call the contact in the same Yealink Cloud directory. Otherwise, you need to enter 9 digits to call the contact that is in a different Yealink Cloud directory.
>
> When a contact is saved in both Yealink Cloud directory and the local directory, the contact will be dialed through the Yealink Cloud account preferentially. The priority is as follows: Cloud>H.323>SIP.

Placing a Call to Yealink Cloud Contacts from Yealink Cloud Directory

If you log into Yealink VC Desktop by Yealink Cloud account, the Yealink Cloud directory is displayed in the directory. Yealink cloud contacts are stored in Yealink Cloud directory. Note that only the Yealink Cloud enterprise administrator can add, edit and delete Yealink Cloud contacts. On Yealink VC Desktop, you can only place calls to or search for the Yealink Cloud contacts.

About this task

There are five types of Yealink Cloud contacts:

- **Contacts**: the users with Yealink Cloud accounts. The Yealink Cloud enterprise administrator can create departments for users.
- **Room system**: the devices with Yealink Cloud accounts registered in the video meeting room.
- **Virtual Meeting Room**: it is also called the permanent VMR. The Yealink Cloud enterprise administrator can determine whether to synchronize the VMR to Yealink VC Desktop.
- **Other Contacts**: the devices without YMS accounts.
- **Yealink Cloud Experience Hall and Technical Support**: you can go to the experience hall to experience Yealink VC Cloud Management Service, or you can call technical support engineers to solve the problem you met. It is configured by the Yealink Cloud enterprise administrator.

> **Note:** If part of your YMS contacts are not displayed, you can log out of Yealink Meeting Server->*Cleaning up the Cache* ->*Logging into Yealink VC Cloud Management Service* .

Procedure

1. Click .

2. Click **Enterprise**.

3. Hover your mouse over the Yealink Cloud contact and then click to place a video call or click to place an audio call.

4. After the call is established, click **Invite** to create a point-to-point conference.

Joining a Point-to-Point Conference by Dialing

Procedure

1. Click .

2. Do one of the following:

   - If you have a Yealink Cloud account, dial **conference ID**.
   - If you do not have a Yealink Cloud account, dial **server address**.

   > **Note:** If you have registered a SIP account or use SIP IP call, dial **conference ID******@server address** or **server address##conference ID**.
   >
   > If you have registered an H.323 account, dial **server address ##conference ID**.

Scheduling Conferences

Discussion Mode and Training Mode

The mode of the scheduled video conference can be divided into the discussion mode and the training mode.

Table 22: The Differences Between the Discussion Mode and the Training Mode

Difference	Discussion Mode		Training Mode	
Mode	**Moderator**	The organizer is the moderator by default. The organizer can also set participants as moderators.	**Moderator**	The organizer is the moderator by default. The organizer can also set participants as moderators. If the broadcasting interactive feature is enabled, the moderators are the interactive parties by default.
	Guest	The participants except the moderators.	**Lecturer**	The moderators can specify a lecturer during a conference.
			Guest	The participants except the moderators. If the broadcasting interactive feature is enabled, the guests are the broadcasting parties by default.
Feature Privilege	The moderators can do the following thing during the conference: *Changing the Conference Layout* .		The moderators can do the following things during the conference: *Allowing/Rejecting the Application for Speaking* , *Switching the Roles Between the Lecturers and Moderators/Guests* .	
	The moderators can do the following: *Viewing the Conference Information* , *Editing Conferences* , *Cancelling Conferences* , *Inviting Participants* , *Allowing/Rejecting the Application for Speaking* , *Turning off or on the Video Image of the Participant* , *Switching the Roles Between the Moderators and Guests* , *Removing Participants* , *Viewing Conference Messages* , *Locking/Unlocking Conferences* , and *Leaving or Ending the Conference* .			
	The other participants can do the following things during the conference: *Viewing the Conference Information* , *Inviting Participants* , *Applying for Speaking* , *Viewing Conference Messages* , *Leaving or Ending the Conference* .			

Difference	Discussion Mode	Training Mode
Layout	Moderators and guests can view all participants. The default layout is set by the enterprise administrator.	• The moderators can view all participants by default. The default layout is set by the enterprise administrator. If the broadcasting interactive feature is enabled, the moderators can see all interactive parties by default. • For guest, all lecturers are given equal prominence in the layout by default. If there is no lecturer, all guests can view the reminder of waiting for the lecturer. If broadcasting interactive feature is enabled, the broadcasting parties will see that all lecturers are displayed in equal video images by default If there are no lecturers, all broadcasting parties can view the reminder of waiting for the lecturer.
Speaking rule	Free speaking.	All guests and moderators are muted by default. The moderators can speak after unmuting themselves. The guests can speak only when the moderators allow their application for speaking.
Contents	All moderators and guests can share contents by default.	Only moderators and lecturers can share contents. The guests cannot share contents.

Education Mode

According to the service subscribed by the enterprise administrator, you can schedule education mode conference, which is specially designed for the education industry.

Table 23: Education Mode

Difference	Description	
Role	**Teacher**	The conference organizer is the teacher by default. The conference organizer can also set participants as teachers.
	Student	Other participants except the teachers.
Feature Privilege	The teacher can do the following things: *Editing Conferences* and *Cancelling Conferences* .	
Speaking rule	The speaking rule of the teacher and the student is set by the organizer by default.	
Contents	• The teachers can share contents. • The students cannot share contents.	

The Interactive Parties and the Broadcasting Parties in the Broadcasting Interactive Conference

In the broadcasting interactive conference, the participants are divided into the interactive parties and the broadcasting parties.

Table 24:

Difference	The Interactive Party	The Broadcasting party
Definition	The participants who send the audio or the video in the conference.	The participants who only receive the audio or the video in the conference.
Role	Moderator	The guest who is muted, whose camera is closed, who is not as a lecturer, and whose video image is not pinned in the video layout. All the above conditions must be met at the same time.
	The guest who is unmuted.	
	The guest whose application for speaking is allowed.	
	The guest who turns the camera off.	
	The lecturer.	

Scheduling Meeting Rooms

You can schedule entity meeting rooms to initiate general conferences.

About this task

The Yealink Cloud enterprise administrator enables the scheduling entity meeting room feature.

Procedure

1. Click 📅 .
2. Click **Reservation** > **Schedule Meeting Room**.
3. Select the desired date and meeting room in the **Location** field.

- Hover your mouse over the progress bar, you can view the conference information.

- The progress bar in gray means the meeting room has been reserved and you cannot reserve the meeting room during this time.
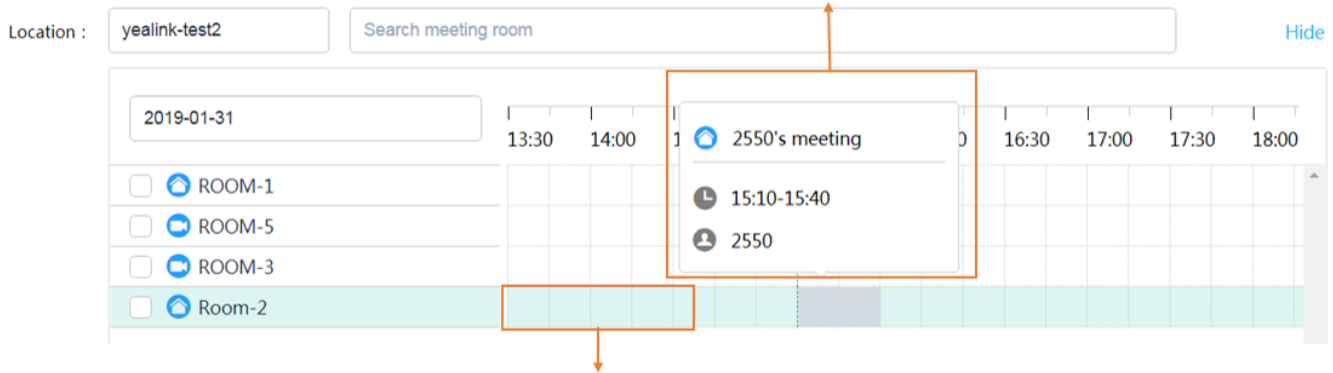
If you want to select the meeting room and the time at the same time, you can hover your mouse over the progress bar and drag the bar to left or to right.

4. Configure the parameters of conference details.

Table 25: Parameters of Conference Details

Parameter	Description
Start Time, End Time	Select conference time. The start time of the scheduled conference should be 5 minutes later than the current time.
Recurrence	The conference recurrence pattern and the recurrence range. **Default**: one-off conference.
Expand-Time zone	Your time zone. For more information about time zones, refer to *Appendix-Time Zones* .
Subject	The conference subject.
Participants	Add the participants from your organization or from other organizations.
Notification	Select the **Notify the participants to attend the meeting on time by SMS** checkbox, and the participants will receive messages about this scheduled conference.
Description	Add your note about this conference.

5. Click **Confirm**.

If the participants you invited are associated with emails, they will receive your email. The following is an example of the email:

Hi,

zyd invites you to join conference!

Subject: zyd's meeting

Time: 2018-08-27 14:30 - 2018-08-27 20:45 (UTC+11:00)

Location : video meeting rooms

Description:

Best Regards,

Yealink Team

www.ylyun.com

Scheduling Discussion or Training Mode Conferences

When you schedule video conferences, you can configure the parameters such as the location, the time, the subject and the participants, you can also select to inform the invited participants by SMS. SMS is set by the Yealink Cloud enterprise administrator.

About this task

Only when the Yealink Cloud enterprise administrator enables the entity meeting room can you initial the conference in the entity meeting room.

Procedure

1. Click 📅 .
2. Click **Reservation** > **Schedule Video Conference**.
3. In the **Mode** field, select the **Discussion mode** or the **Training mode** checkbox.
4. Optional: Select the desired date and meeting room in the **Location** field.

- Hover your mouse over the progress bar, you can view the conference information.

- The progress bar in gray means the meeting room has been reserved and you cannot reserve the meeting room during this time.

Mode : ○ Education mode   ● Discussion mode   ○ Training mode

Location : Hide

yealink-test2   Search classroom

2019-01-31   2:30 13:00 13:30 14:00 14:30 🔵 2550's meeting   6:30 17:00

☐ 🔵 ROOM-1
☐ 🔵 ROOM-5   🕐 15:10-15:40
☐ 🔵 ROOM-3   👤 2550
☐ 🔵 Room-2

If you want to select the meeting room and the time at the same time, you can hover your mouse over the progress bar and drag the bar to left or to right.

> **Note:** According to the services subscribed by enterprise administrator, click 📋 to configure the occupied server resource of the video conferences.

5. Configure the parameters of conference details.

Table 26: Parameters of Conference Details

Parameter	Description
Start Time, **End Time**	Select the time. The start time of scheduled conferences should be 5 minutes later than the current time.
Recurrence	The conference recurrence pattern and the recurrence range. Default: one-off conference
Expand-Time zone	Your time zone. For more information about time zones, refer to *Appendix-Time Zones* .
Subject	The conference subject.
Participants	Add the participants from your organization or from other organizations.

6. Click the icon of the invited participant to set him as a moderator or a guest.

> **Note:** If the participant is added from the email address out of the enterprise, you cannot set him as a moderator.

7. If you choose **Training mode** conference, you can enable **Broadcasting interactive** to initiate a conference with a large number of participants.

8. Select the **Notify the participants to attend the meeting on time by SMS** checkbox, and the participants will receive messages about this scheduled conference.

9. In the **More** field, click **Advanced Settings**, and configure the parameters.

Table 27:

Feature		Discussion Mode	Training Mode
Auto dialing		When the scheduled conference begins, the system will automatically send an invitation call to devices with the invited accounts logged in. **Default:** disabled	
Auto redialing		During the conference, if the account logged in a device is offline and it logs in again, the system will redial this account to join the conference. **Default:** disabled	
RTMP live	**Definition**	It refers to the video resolution that the MCU sends to the public streaming services. The supported video resolution is as below: • **HD**: 720p. • **SD**: 360p. **Default**: HD	
	Video options	The supported video options are as follows: • **Receive video and content**: it means that when the moderator shares contents, the Live page will be displayed in 1+4 layout with the contents displayed in a large window and all participants displayed in small windows, and the video images of all participants take part in the carousel in the small windows. When there are no contents, the Live page is the same as the one of **Receive video only**. • **Receive video only**: it means that when in discussion mode, the Live page of conference displays the images of all participants by default but do not display contents. This layout depends on the setting of the video layout. For training mode conference, the Live page of conference displays the video images of all lecturers in equal parts and does not display the content. This layout depends on the setting of the video layout. • **Receive content only**: the Live page of the conference only displays the content. **Default**: Receive video and content	
	Event details	It refers to the text displayed on the Live page of the conference.	
Ignore participants limit cap		When the participants exceed the maximum limit, the extra people can still join the conference.	

10. Add information in the **Description** field, and the participants will see this information in the email.

11. Click **Confirm**.

> 📝 **Note:** Auto dialing, Broadcasting interactive, Auto redialing, RTMP live and Ignore participants limit cap are set by the Yealink Cloud enterprise administrator.

Scheduling Education Mode Conferences

When you schedule video conferences, you can configure the parameters such as the location, the time, the subject and the participants, you can also select to inform the invited participants by SMS. SMS is set by the Yealink Cloud enterprise administrator.
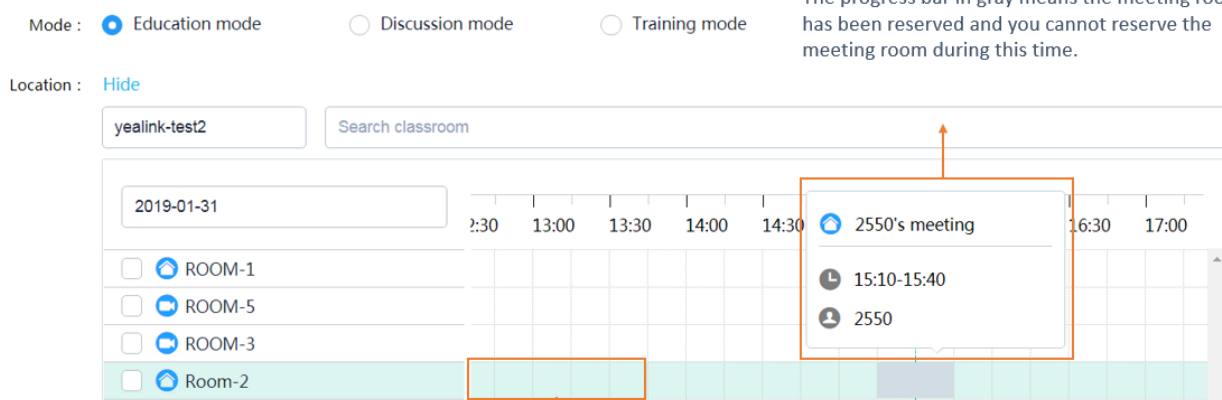
About this task

Only when the Yealink Cloud enterprise administrator enables the entity meeting room can you initial the conference in the entity meeting room.

Procedure

1. Click ⊟ .
2. Click **Reservation** > **Schedule Video Conference**.
3. In the **Mode** field, select the **Education mode** checkbox.
4. Optional: Select the desired date and meeting room in the **Location** field.

5. Configure the parameters of conference details.

Table 28: Parameters of Conference Details

Parameter	Description
Class time, **Quitting time**	Select the time. The start time of scheduled conferences should be 5 minutes later than the current time.
Recurrence	The conference recurrence pattern and the recurrence range. Default: one-off conference
Expand-Time zone	Your time zone. For more information about time zones, refer to *Appendix-Time Zones* .

Parameter	Description
Course	The subject of the course.
Members	Select the participants in your organization or in other organizations.

6. Click the icon of the invited member to set him as a teacher or a student.

> 📝 **Note:** If the participant is added from the email address out of the enterprise, you cannot set him as a teacher.

7. Select the **Text members to attend the course on time** checkbox, and the participants will receive messages about this conference.

8. In the **More** field, click **Advanced Settings**, and configure the parameters.

Table 29:

Feature		Description
60-frame forwarding mode		If it is enabled, the conference video image can reach 1080P60 frame. In a conference, there is only one forwarder (whose video image will be forwarded to other participants) that is the first teacher. Only the teacher except the students can be set as the forwarder. **Default**: disabled. This mode need at least 2M bandwidth.
Default speaking mode		The supported modes are as follows: • **Free**: the teachers and students can speak freely by default. • **Raise Hand**: the teachers and students are muted by default, the teachers can speak after unmuting themselves. The students can speak only when the teacher agrees their application for speaking. **Default**: Free.
Auto dialing		When the scheduled conference begins, the system will automatically send an invitation call to devices with the invited accounts logged in. **Default**: disabled.
Auto redialing		During the conference, if the account logged in a device is offline and it logs in again, the system will redial this account to join the conference. **Default**: disabled.
RTMP live	**Definition**	It refers to the video resolution that the specified MCU sends to the public streaming services when the 60-frame forwarding mode is disabled. The supported video resolution is as below: • **HD**: 720p. • **SD**: 360p. **Default**: HD.

Feature		Description
	Video options	The supported video options are as below: • **Receive video and content**: it means that when the teacher shares contents, the Live page will be displayed in 1plus4 layout with the contents displayed in a large window and all participants displayed in small windows, and the video images of all participants take part in carousel in small windows. When there are no contents, the Live page is the same as the one of **Receive video only**. • **Receive video only**: the video images of all teachers are displayed in equal parts in the Live page (in 60-frame forwarding mode, the forwarder is displayed in a full screen). This layout is not affected by the video layout set by the teacher. • **Receive content only**: the Live page of the conference only displays the content. **Default**: Receive video and content.
	Event details	It refers to the text displayed on the Live page of the conference.
Ignore participants limit cap		When the participants exceed the maximum limit, the extra people can still join the conference.

9. Add information in the **Description** field, and the participants will see this information in the email.

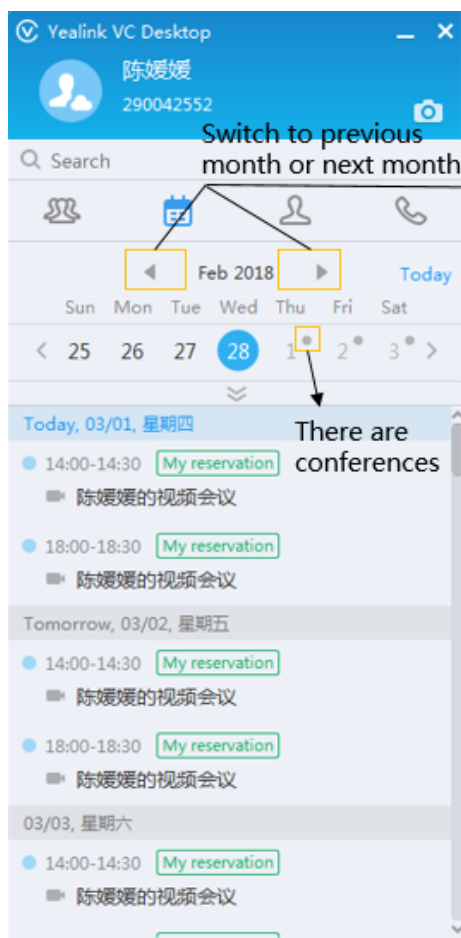**10.** Click **Confirm**.

> 📝 **Note:** Auto dialing, 60-frame forwarding mode, Auto redialing, RTMP live and Ignore participants limit cap are set by the Yealink Cloud enterprise administrator.

Viewing the Conference Information

Before joining conferences, you can view the conference subject, the conference ID, the password, the time, the organizer, the moderator, and participants.

Procedure

1. Click ▦ .

2. Select the desired date to view the conference schedules.

3. Do one of the following:

- Double click the desired conference.
- Right click the desired conference, and then select **Check details**.

Editing Conferences

You can edit the details of ongoing conference.

Procedure

1. Click ☷ .

2. Double click the desired conference.

3. Click **Edit Meeting** to go to the Conference Detail page.

4. Click **Edit**.

- If the conference you edit is one-off conference, you will go to the Conference Detail page.
- If the conference you want to edit is a periodic conference,

  the following notification will pop up:

- Click **Edit occurrence** to edit the current conference.
- Click **Edit series** to edit the periodic conference.

5. Edit the information.
6. Click **Confirm**.

Cancelling Conferences

If you do not need to hold the conference, you can cancel the conference. If you cancel the ongoing conference, the conference will be ended immediately.

Procedure

1. Click 🗓 .
2. Double click the desired conference.
3. Click **Edit Meeting** to go to the Conference Detail page.
4. Click **Cancel**.
5. If you want to delete periodic conferences, click **Delete occurrence/Delete series**.
6. Click **Confirm**.

Joining a Scheduled Conference

Joining a Scheduled Conference from the Conference Window
By default, you can join a scheduled conference in advance by 5minutes.

Procedure

1. Click 👥 .
2. If the scheduled conferences allow to join in now, follow the on-screen instructions to join conferences in the **Next Conference** field.
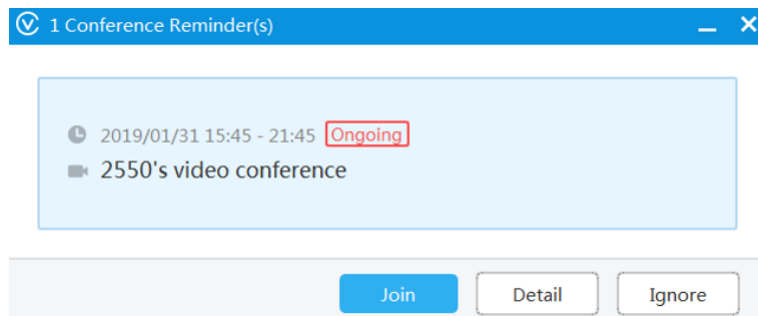
   📝 **Note:** The Yealink Cloud enterprise administrator can configure the time when conference participants can join the conference in advance.

Joining a Scheduled Conference from a Conference Reminder

A reminder will pop up 5 minutes before the conference starts on Yealink VC Desktop.

About this task

The reminder is shown as below:

Procedure

Do one of the following:

- Click **Join**.
- Click **Detail**, and then click **Video Join** or **Audio Join**.

If you do not want to join the conference, you can click **Ignore** to permanently remove the reminder from the screen and stop all incoming reminders for this conference. If there are multiple reminders, click **Ignore All**.

> **Note:** When Yealink VC Desktop is in a call, the reminder will not pop up. If the call ends but the scheduled conference is still ongoing, the reminder will pop up again on Yealink VC Desktop. If the scheduled conference ends, the reminder will not pop up on Yealink VC Desktop.

Joining a Scheduled Conference from the Schedule

By default, you can join a scheduled conference in advance by 5minutes.

Procedure

1. Click ▦ .
2. Select the desired conference in the conference list, click **Join**.

> **Note:** The Yealink Cloud enterprise administrator can configure the time when conference participants can join the conference in advance.

Joining a Scheduled Conference by Dialing

You can dial to join a scheduled conference.

About this task

You can obtain the conference information in three ways:

- From the conference invitation email.
- Get the conference ID and the conference password from Yealink VC Desktop. For more information, refer to *Viewing the Conference Information* .
- Get the information from other conference participants.

Procedure

1. Click ☎ .

2. Do one of the following:
   - If you have a Yealink Cloud account, dial **conference ID**.
   - If you do not have a Yealink Cloud account, dial **server address**.

   📝 **Note:** If you have registered a SIP account or use SIP IP call, dial **conference ID**@server address** or **server address##conference ID**.

   If you have registered an H.323 account, dial **server address ##conference ID**.

Meet Now Conferences

- *Creating a Meet Now Conference*
- *Joining a Meet Now Conference by Dialing*

Creating a Meet Now Conference

You can initiate a Meet Now conference at any time, without any reservations.

Procedure

1. Click 🧑 .

2. Click **Meet Now**.

3. Select the desired contacts.

4. Click **Meet Now** to call the selected contacts.

Joining a Meet Now Conference by Dialing

Procedure

1. Click ☎ .

2. Do one of the following to join the conference:
   - If you have a Yealink Cloud account, dial the **conference ID**.
   - If you do not have a Yealink Cloud account, dial the **server address**.

   📝 **Note:** If you have registered a SIP account or use SIP IP call, dial **conference ID**@server address** or **server address##conference ID**.

   If you have registered an H.323 account, dial **server address ##conference ID**.

Virtual Meeting Rooms

The Yealink Cloud enterprise administrator can configure the VMR. You can join the VMR at any time, without any reservation.

- *Joining a Virtual Meeting Room from Yealink Cloud Directory*
- *Joining a VMR by Dialing*

Joining a Virtual Meeting Room from Yealink Cloud Directory

The Yealink Cloud enterprise administrator can determine whether to synchronize the VMR to the Yealink Cloud directory in Yealink VC Desktop or not.

Procedure

1. Click ⚐ to go to the Directory window.

2. Click **Enterprise**.

3. Hover your mouse over the VMR and then click 🎥 to place a video call or click 📞 to place an audio call.

Joining a VMR by Dialing

Procedure

Do one of the following:

- If you have a Yealink Cloud account, dial the **conference ID**.
- If you do not register a Yealink Cloud account and the VMR requires no password:

  - If you have registered a SIP account or use SIP IP call, dial **conference ID**@server address** or **server address##conference ID**.
  - If you have registered an H.323 account, dial **server address ##conference ID**.
- If you do not register a Yealink Cloud account and the VMR requires a password:

  - If you have registered a SIP account or use SIP IP call, dial **conference ID**@server address** or **server address##conference ID**.
  - If you have registered an H.323 account, dial **server address ##conference ID**.

Managing Conferences

This chapter introduces how to manage conferences.

- *Inviting Participants*
- *Applying for Speaking*
- *Allowing/Rejecting the Application for Speaking*
- *Muting or Unmuting Participants*
- *Changing the Conference Layout*
- *Switching the Roles Between the Moderators and Guests*
- *Switching the Roles Between the Lecturers and Moderators/Guests*
- *Removing Participants*
- *Viewing Conference Messages*
- *Locking/Unlocking Conferences*
- *Leaving or Ending the Conference*

Related tasks
Viewing Call Statistics
Related information
Using the In-call Toolbar

Inviting Participants

All the present participants can invite other participants.

Note: If you join the conference by dialing a URI, you cannot invite other participants.

- *Inviting Contacts*
- *Inviting Third Parties*
- *Sharing Conference Information*

Inviting Contacts

You can place a call to invite a contact directly.

Procedure

1. Click **Invite** > **Contacts** .
2. Select the desired contact.
3. Click **Invite** to call the selected contacts directly.

Inviting Third Parties

You can use the SIP protocol or the H.323 protocol to invite participants, you can also call the Yealink Cloud accounts not in your organization.

About this task

The service of H.323 endpoints calling into conference depends on the setting of the enterprise administrator.

Procedure

1. Click **Invite** > **Others**.
2. Select the desired way from the drop-down menu, and do one of the following:
   - If you select **H.323**/**SIP**, enter the address.
   - If you select **Yealink Cloud Number**, enter the number.
3. Click **Invite**.

Sharing Conference Information

You can invite conference participants by sharing the conference information.

Procedure

1. Click **Invite** > **Copy CONF Info**.
2. Select the desired method to send the information to participants.

Applying for Speaking

If you join the training mode conference, all participants are muted by default. The guests can speak after the moderator agrees their application for speaking.

Procedure

Click **Apply**.

Allowing/Rejecting the Application for Speaking

In the training mode conference, moderators can allow and reject the participant application for speaking.

Procedure

1. Click **Participants**.

2.
   Select the desired application, and then click ✋ .

3. Select the desired way.

Muting or Unmuting Participants

The moderator can mute or unmute a participant to control whether or not other participants can hear the voice of the participant.

Procedure

1. Click **Participants**.

2. Do one of the following:

   - If you want to mute/unmute all conference participants except for yourself, click **Mute All**/ **Unmute All**.
   -
      Click 🎙 / 🎙 on the right side of the participant to mute/unmute a conference participant.

Changing the Conference Layout

In Meet Now conferences or discussion mode conferences, the moderator can change the conference layout.

About this task

Three layouts are supported:

Table 30:

Type	Description	
Select speaker	Selected speaker is displayed on the full screen.	
Equal N×N	Participants are displayed in equal image.	If the number of current participants exceeds the maximum limit, the video carousel is enabled by default and the system will switch the video images of participants automatically. The maximum number of the displayed participants, the interval of auto-switching video images and the switching rule per carousel are set by the Yealink Cloud enterprise administrator.
OnePlusN	The video image of the first participant is given prominence with the largest pane, while the video images of other participants are displayed in a strip around the first participant. When the N equals 0, it will display the first participant in full screen. You can use the voice-activated feature so that the system will automatically identify the speaking participant. When the participant continues speaking for a specific time, his video image will be given the prominence with the largest pane, the video images of other participants are displayed in a strip around the speaking participant. The specific time is configured by the Yealink Cloud enterprise administrator.	

Procedure

1. Click **Participants** > **Layout** .
2. Select the desired layout.

   If you select **Select Speaker**, pin the desired participant to the full screen.

Switching the Roles Between the Moderators and Guests

Moderators can set guests as moderators. Moderators can have more rights about conference management than the guests have. When a participant does not want to be a moderator, moderators can cancel his role as a moderator. Note that the organizer cannot be set as the guest.

Procedure

1. Click **Participants**.
2. Click ⋯ after the desired participant.
3. Select **Set as a moderator**/**Set as a guest**.

Switching the Roles Between the Lecturers and Moderators/Guests

If you are a moderator in a training mode conference, you can set moderators/guests as lecturers. By default, only the video images of the lecturers can be viewed by guests and only lecturers can share contents, and can speak freely. When a lecturer does not want to be the lecturer, the moderator can cancel his role as a lecturer.

Procedure

1. Click **Participants**.
2. Click ⋯ after the desired participant.
3. Select **Set as a lecturer**/**Cancel the lecturer**.

Removing Participants

Moderators can remove conference participants.

Procedure

1. Click **Participants**.
2. Click ⋯ on the right side of the desired participant.
3. Select **Remove**.
4. Click **OK** .

Viewing Conference Messages

All participants can view conference messages. For example, a participant can view the status of other participants or know the time when a participant joins the conference.

Procedure

1. Click **Participants**.
2. In the top-right corner of the window, click 🔔.

Locking/Unlocking Conferences

The moderator can lock/unlock conferences. When the conference is locked, anyone cannot call into the conference except the moderator. After the conference is unlocked, anyone can join the conference.

Procedure

Click **Participants** > **Lock/Unlock**.

The icon will appear/disappear on the call window.

Leaving or Ending the Conference

The moderator can choose to leave or end the conference, while other participants can only choose to leave the conference. If the moderator leaves the conference, the conference still continues; if the moderator ends the conference, the conference ends.

Procedure

1. Click **End Call**.

   If you are other participants except for the moderator, you will leave a conference directly.
2. For the moderator, select **Leave, others keep going**/**End conference**.

Yealink Meeting Server (YMS)

When you log into Yealink Meeting Server, you can use the corresponding features.

There are four types of YMS video conferences:

- **Point-to-point conference**: it is initiated by placing a point-to-point call to YMS accounts.
- **Scheduled conference**: you should schedule the conference in advance.
- **Meet Now**: you can initiate a Meet Now conference at any time, without a reservation.
- **Virtual Meeting Room** (VMR): the VMR is created by your enterprise administrator. You can join the VMR at any time without any reservation.

Through the YMS video conferencing feature, you can:

- Create and join point-to-point conferences.
- Schedule, view, edit, cancel, and join scheduled conferences.
- Create and join Meet Now conferences.
- Join the VMR.
- Manage conferences.

- *Logging into Yealink Meeting Server*
- *Managing the Enterprise Directory*
- *P2P Conferences*
- *Scheduling Conferences*
- *Meet Now Conferences*
- *Virtual Meeting Rooms*
- *Managing Conferences*

Logging into Yealink Meeting Server

Before you log into the Yealink Meeting Server, you can obtain the YMS account information from your enterprise administrator.

📝 **Note:** You can use one YMS account to log into five devices at most simultaneously.

- *Registering the YMS Account in the Login Window*
- *Registering the YMS Account in the Settings Window*

Registering the YMS Account in the Login Window

Procedure

1. From the Login window, select **Yealink Meeting Server**.
2. Enter the number, the password and the domain name in the corresponding field.

3. If there are multiple adapters in your computer, select the desired adapter.
4. Select the **Remember password** checkbox and you do not need to enter the password next time.
5. Optional: Click **Advanced**, enter the IP address or domain name of the proxy server in the Proxy server field.
6. Click **Login**.

Related concepts

The Login Page

Registering the YMS Account in the Settings Window

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **Cloud Account**.
3. From the drop-down menu, select **Yealink Meeting Server**.
4. Enter the number, the password and the domain name in the corresponding field.

5. Select the **Remember password** checkbox and you do not need to enter the password next time.
6. Optional: Click **Advanced Options**, enter the IP address or domain name of the proxy server in the Proxy server field.
7. Click **Login**.

Managing the Enterprise Directory

If you use a YMS account to log into Yealink VC Desktop, you can view the enterprise directory which contains YMS contacts in the Directory window. Note that only the enterprise administrator can add, edit and delete YMS contacts. On Yealink VC Desktop, you can only call to or search for the YMS contacts.

There are five types of YMS contacts:

- Contacts: the users with YMS accounts. The enterprise administrator can create departments for the users.
- **Room system**: the YMS accounts logged into the device in the video meeting room.
- **Other contacts**: the devices without YMS accounts.
- **Virtual Meeting Room**: it is also called the VMR. The enterprise administrator can determine whether to synchronize the VMR to the Yealink VC Desktop.
- **Union**: the user of the province, of the city, of the county and of the country (the enterprise administrator should enable the Union feature for this kind of contacts).

You can add contacts from **Contacts**, **Room System**, **Other contacts**, **Union** and **VMR** to your **Frequent Contacts**.

> 📝 **Note:** If part of your YMS contacts are not displayed, you can log out of Yealink Meeting Server->*Cleaning up the Cache* ->*Logging into Yealink Meeting Server* .

- *Adding Groups for Favorites*
- *Editing the Group of Favorites*
- *Deleting the Group of Favorites*

Adding Groups for Favorites

You can add groups for favorites, so that you can search the contact more quickly, or you can invite a group to join in the video conference.

Procedure

1. Click ♁ to go to the Directory window.
2. Click **Enterprise**.
3. Hover your mouse over **Frequent Contacts**, click ＋ on the right side .
4. Enter the group name, and add the desired people to this group.
5. Click **OK**.

Editing the Group of Favorites

Procedure

1. Click ♁ to go to the Directory window.
2. Click **Enterprise**.
3. Hover your mouse over the corresponding group of the **Frequent Contacts**, and click ••• on the right side.
4. Select **Edit**.
5. Edit the information.
6. Click **OK**.

Deleting the Group of Favorites

Procedure

1. Click ♁ to go to the Directory window.
2. Click **Enterprise**.
3. Move your mouse over the corresponding group of the **Frequent Contacts**, and click ••• on the right side.
4. Select **Delete**.
5. Follow the prompts and click **OK**.

P2P Conferences

- *Creating a Point-to-Point Conference*
- *Joining a Point-to-Point Conference by Dialing*

Creating a Point-to-Point Conference

You can create a point-to-point conference by calling YMS accounts.

> 📝 **Note:** The enterprise administrator need enable the Meet Now conference feature for this account.

- *Creating a Point-to-Point Conference by Dialing YMS Accounts*
- *Placing Calls to YMS Contacts from the Enterprise Directory*

Creating a Point-to-Point Conference by Dialing YMS Accounts

Procedure

1. Click 📞 .

2. Enter the YMS account.

3. Click ▇Video or ▇Audio .

4. After the call is established, click **Invite** to create a point-to-point conference.

> 📝 **Note:** When a contact is saved in both the enterprise directory and the local directory, the contact will be dialed through the YMS account preferentially. The priority is as follows: YMS account>H.323>SIP.

Placing Calls to YMS Contacts from the Enterprise Directory

Procedure

1. Click 👤 .

2. Click **Enterprise**.

3. Hover your mouse over the YMS contact and then click 📹 to place a video call or click 📞 to place an audio call.

4. After the call is answered, click **Invite** to invite other people to create a point-to-point conference.

Joining a Point-to-Point Conference by Dialing

Procedure

1. Click 📞 .

2. Do one of the following:

   • If you have a YMS account, dial the **conference ID**.
   • If you do not have a YMS account, dial the **server address**.

   > 📝 **Note:** If you have registered a SIP account or use SIP IP call, dial **conference ID**@server address** or **server address##conference ID**.
   >
   > If you have registered an H.323 account, dial **server address ##conference ID**.

Scheduling Conferences

Discussion Mode and Training Mode

The mode of the scheduled video conference can be divided into the discussion mode and the training mode.

Table 31: The Differences Between the Discussion Mode and the Training Mode

Difference	Discussion Mode		Training Mode	
Mode	**Moderator**	The organizer is the moderator by default. The organizer can also set participants as moderators.	**Moderator**	The organizer is the moderator by default. The organizer can also set participants as moderators. If the broadcasting interactive feature is enabled, the moderators are the interactive parties by default.
	Guest	The participants except the moderators.	**Lecturer**	The moderators can specify a lecturer during a conference.
			Guest	The participants except the moderators. If the broadcasting interactive feature is enabled, the guests are the broadcasting parties by default.
Feature Privilege	The moderators can do the following thing during the conference: *Changing the Conference Layout* .		The moderators can do the following things during the conference: *Allowing/Rejecting the Application for Speaking* , *Switching the Roles Between the Lecturers and Moderators/Guests* .	
	The moderators can do the following: *Viewing the Conference Information* , *Editing Conferences* , *Cancelling Conferences* , *Inviting Participants* , *Allowing/Rejecting the Application for Speaking* , *Turning off or on the Video Image of the Participant* , *Switching the Roles Between the Moderators and Guests* , *Removing Participants* , *Viewing Conference Messages* , *Locking/Unlocking Conferences* , and *Leaving or Ending the Conference* .			
	The other participants can do the following things during the conference: *Viewing the Conference Information* , *Inviting Participants* , *Applying for Speaking* , *Viewing Conference Messages* , *Leaving or Ending the Conference* .			

Difference	Discussion Mode	Training Mode
Layout	Moderators and guests can view all participants. The default layout is set by the enterprise administrator.	• The moderators can view all participants by default. The default layout is set by the enterprise administrator. If the broadcasting interactive feature is enabled, the moderators can see all interactive parties by default. • For guest, all lecturers are given equal prominence in the layout by default. If there is no lecturer, all guests can view the reminder of waiting for the lecturer. If broadcasting interactive feature is enabled, the broadcasting parties will see that all lecturers are displayed in equal video images by default If there are no lecturers, all broadcasting parties can view the reminder of waiting for the lecturer.
Speaking rule	Free speaking.	All guests and moderators are muted by default. The moderators can speak after unmuting themselves. The guests can speak only when the moderators allow their application for speaking.
Contents	All moderators and guests can share contents by default.	Only moderators and lecturers can share contents. The guests cannot share contents.

The Interactive Parties and the Broadcasting Parties in the Broadcasting Interactive Conference

In the broadcasting interactive conference, the participants are divided into the interactive parties and the broadcasting parties.

Table 32:

Difference	The Interactive Party	The Broadcasting party
Definition	The participants who send the audio or the video in the conference.	The participants who only receive the audio or the video in the conference.
Role	Moderator	The guest who is muted, whose camera is closed, who is not as a lecturer, and whose video image is not pinned in the video layout. All the above conditions must be met at the same time.
	The guest who is unmuted.	
	The guest whose application for speaking is allowed.	
	The guest who turns the camera off.	
	The lecturer.	

Scheduling Meeting Rooms

You can schedule entity meeting rooms to initiate general conferences.

Before you begin

- The enterprise administrator should enable the scheduling conference feature for this account.
- The enterprise administrator enables the scheduling entity meeting room feature.

Procedure

1. Click ▦ .
2. Click **Reservation** > **Schedule Meeting Room**.
3. Enter the conference's subject in the **Subject** field.
4. Select the desired date and meeting room in the **Location** field.
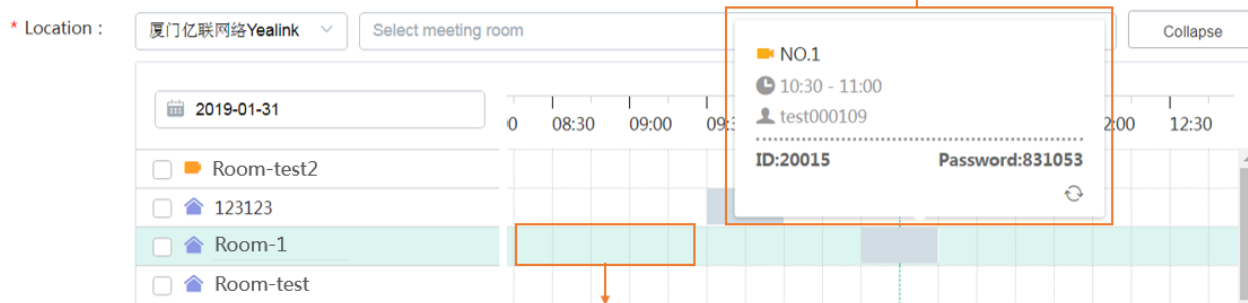
5. Configure the parameters of conference details.

Table 33: Parameters of Conference Details

Parameter	Description
Time	Select conference time. The start time of the scheduled conference should be 5 minutes later than the current time.
Recurrence	The conference recurrence pattern and the recurrence range. **Default**: one-off conference.
Expand-Time zone	Your time zone. For more information about time zones, refer to *Appendix-Time Zones* .
Participants	Add the participants from your organization or from other organizations.

Parameter	Description
Description	Enter the additional information.

6. Click **OK**.

If the participants you invited are associated with emails, they will receive your email. The following is an example of the email:
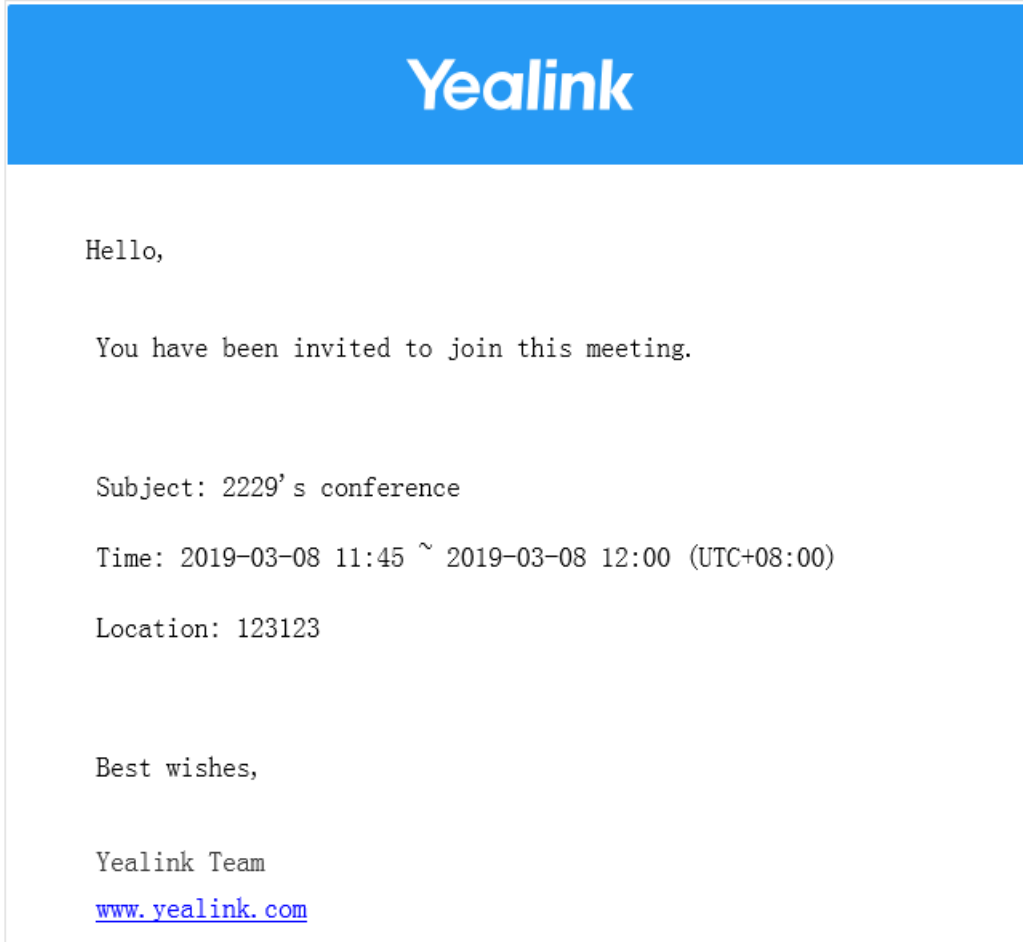
Scheduling Video Conferences

You can schedule entity meeting rooms to initiate video conferences. If you do not select the **Entity meeting room** checkbox, the devices can call into VMRs to join in video conferences.

Before you begin

- The enterprise administrator should enable the scheduling conference feature for this account.
- Only when the enterprise administrator enables the entity meeting room can you initial the conference in the entity meeting room.

Procedure

1. Click 📅 .

2. Click **Reservation** > **Schedule Video Conference**.

3. In the **Mode** field, select the **Discussion** or the **Training** checkbox.

4. Enter the conference subject in the **Subject** field.

5. Select the desired date and meeting room in the **Location** field.

- Hover your mouse over the progress bar, you can view the conference information.
- The progress bar in gray means the meeting room has been reserved and you cannot reserve the meeting room during this time.
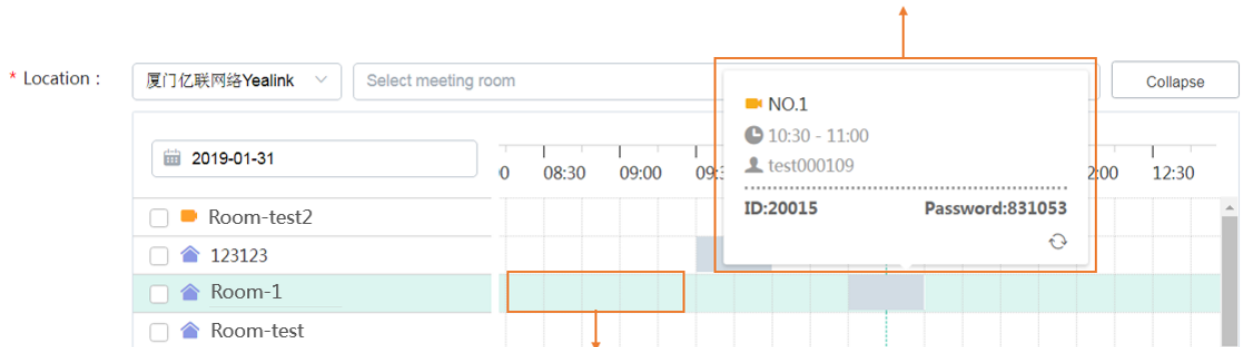
If you want to select the meeting room and the time at the same time, you can hover your mouse over the progress bar and drag the bar to left or to right.

6. Configure the conference detail.

Table 34: Parameters of Conference Details

Parameter	Description
Time	Select the time. The start time of scheduled conferences should be 5 minutes later than the current time.
Recurrence	The conference recurrence pattern and the recurrence range. Default: one-off conference
Expand-Time zone	Your time zone. For more information about time zones, refer to *Appendix-Time Zones* .
Participants	Add the participants from your organization or from other organizations.

7. Click the icon of the invited participant to set him as a moderator or a guest.

📝 **Note:** If the participant is added from the email address out of the enterprise, you cannot set him as a moderator.

8. In the **Recording privilege** field, select the participants that have the rights to record the conference.

9. Add information in the **Description** field, and the participants will see this information in the email.

10. Click **Advanced Option**, configure the parameters, and click **OK**.

Table 35:

	Discussion Mode	Training Mode
Auto dialing	When the scheduled conference begins, the system will automatically send an invitation call to devices with the invited accounts logged in.	

		Discussion Mode	**Training Mode**
Auto redialing		During the conference, if the account logged in a device is offline and it logs in again, the system will redial this account to join the conference. **Default:** disabled	
Broadcasting interactive		None	After enabling this feature, you can hold a conference with a large number of participants that are divided into the broadcasting party and the interactive party.
Join by IP Call		After this is enabled, the user can join the conference by IP call.	
Join with browser		After this is enabled, the user can join the conference by browser.	
RTMP live	**Definition**	It refers to the video resolution that the MCU sends to the public streaming services. The supported video resolution is as below: • **HD**: 720p. • **SD**: 360p. **Default**: HD	
	Video options	The supported video options are as follows: • **Receive video and content**: it means that when the moderator shares contents, the Live page will be displayed in 1+4 layout with the contents displayed in a large window and all participants displayed in small windows, and the video images of all participants take part in the carousel in the small windows. When there are no contents, the Live page is the same as the one of **Receive video only**. • **Receive video only**: it means that when in discussion mode, the Live page of the conference displays the images of all participants by default but do not display contents. This layout depends on the setting of the video layout. For training mode conference, the Live page of conference displays the video images of all lecturers in equal parts and does not display the content. This layout depends on the setting of the video layout. • **Receive content only:** the Live page of conference only displays the content. **Default**: Receive video and content	
	Event details	It refers to the text displayed on the Live page of the conference.	

11. Click **OK**.

If the participants you invite are associated with email, they will receive your emails. The following is an example of the email:

Yealink

Hello,

You have been invited to join this video conference.

Subject: 2229's video conference (training)

Time: 2019-03-06 17:15 ~ 2019-03-06 19:45 (UTC+08:00)

Conference ID: 20080

Password: 154318

Join Video Conference

1) Click here to join from your browser. (Intranet)

Click here to join from your browser. (Extranet)

2) Join from registered Yealink device, one-button conference access or dial

conference ID directly.

3) Or dial domain or IP addresses, then follow the voice prompt to enter

conference ID & password, and end with # key. Domain or IP addresses:

**Note:** Auto dialing, Broadcasting interactive, Auto redialing and RTMP live are set by the enterprise administrator.

Viewing the Conference Information

Before joining conferences, you can view the conference subject, the conference ID, the password, the time, the organizer, the moderator, and participants.

Procedure

1. Click 📅 .

2. Select the desired date to view the conference schedules.
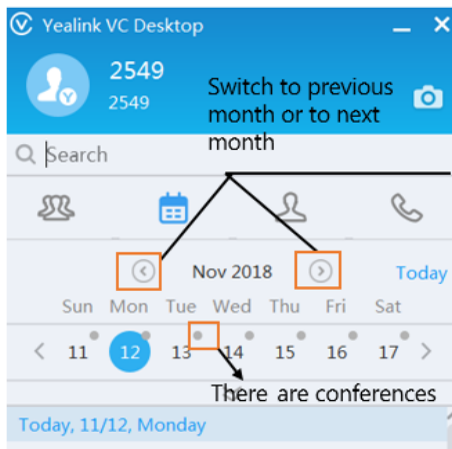
3. Do one of the following:

- Double click the desired conference.
- Right click the desired conference, and then select **Check details**.

Editing Conferences

You can edit the details of ongoing conference.

Procedure

1. Click 🗒 .
2. Double click the desired conference.
3. Click **Edit Meeting** to go to the Conference Detail page.
4. Click **Edit Conference**.

   - If the conference you edit is one-off conference, you will go to the Conference Detail page.
   - If the conference you want to edit is a periodic conference,

     the following notification will pop up:
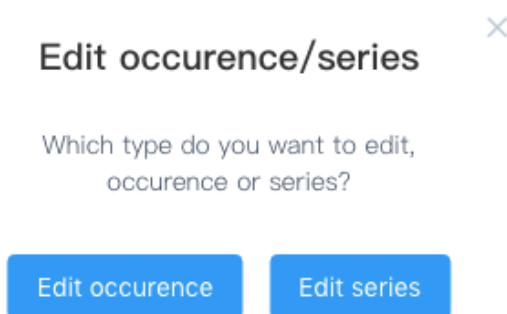
- Click **Edit occurrence** to edit the current conference.
- Click **Edit series** to edit the periodic conference.

5. Edit the information.
6. Click **OK**.

Cancelling Conferences

If you do not need to hold the conference, you can cancel the conference. If you cancel the ongoing conference, the conference will be ended immediately.

Procedure

1. Click 🗓️ .
2. Double click the desired conference.
3. Click **Edit Meeting** to go to the Conference Detail page.
4. Click **Cancel Conference**.
5. If you want to delete periodic conferences, click **Delete occurrence**/**Delete series**.
6. Click **OK**.

Joining a Scheduled Conference

Joining a Scheduled Conference from the Conference Window

By default, you can join a scheduled conference in advance by 5minutes.

Procedure

1. Click 🐾 .
2. If the scheduled conference allows to join in, follow the onscreen instructions to join the conference in the **Next Conference** field.

   📝 **Note:** The enterprise administrator can configure the time when the conference participants can join the conference in advance.

Joining a Scheduled Conference from a Conference Reminder

A reminder will pop up 5 minutes before the conference starts on Yealink VC Desktop.

About this task

The reminder is shown as below:

Procedure

Do one of the following:

- Click **Join**.
- Click **Detail**, and then click **Video Join** or **Audio Join**.

If you do not want to join the conference, you can click **Ignore** to permanently remove the reminder from the screen and stop all incoming reminders for this conference. If there are multiple reminders, click **Ignore All**.

> 📝 **Note:** When Yealink VC Desktop is in a call, the reminder will not pop up. If the call ends but the scheduled conference is still ongoing, the reminder will pop up again on Yealink VC Desktop. If the scheduled conference ends, the reminder will not pop up on Yealink VC Desktop.

Joining a Scheduled Conference from the Schedule

By default, you can join a scheduled conference in advance by 5minutes.

Procedure

1. Click 📅 .

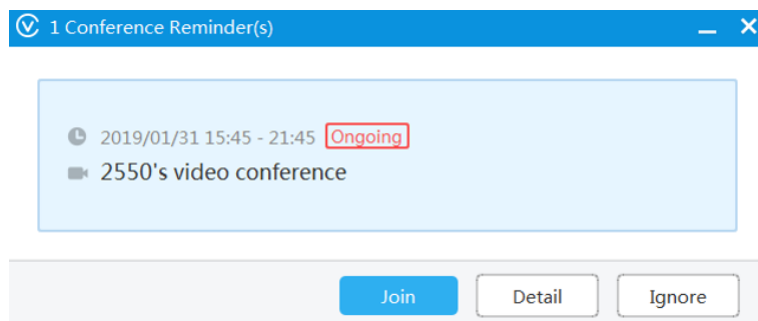2. Select the desired conference in the conference list, click **Join**.

> 📝 **Note:** The enterprise administrator can configure the time when the conference participants can join the conference in advance.

Joining a Scheduled Conference by Dialing

You can dial to join a scheduled conference.

About this task

You can obtain the conference information in three ways:

- From the conference invitation email.
- Get the conference ID and conference password on Yealink VC Desktop. For more information, refer to *Viewing the Conference Information* .
- Get the information from other conference participants.

Procedure

1. Click 📞 .

2. Do one of the following:

- If you have a YMS account, dial **conference ID**.
- If you do not have a YMS account, dial **server address**.

> 📝 **Note:** If you have registered a SIP account or use SIP IP call, dial **conference ID**@server address** or **server address##conference ID**.
>
> If you have registered an H.323 account, dial **server address ##conference ID**.

Meet Now Conferences

- *Creating a Meet Now Conference*
- *Joining a Meet Now Conference by Dialing*

Creating a Meet Now Conference

You can initiate a Meet Now conference at any time, without any reservations.

Before you begin
The enterprise administrator need enable the Meet Now conference for the account.

Procedure

1. Click ⚏ .
2. Click **Meet Now**.
3. Select the desired contacts.
4. Click **Meet Now** to call the selected contacts.

Joining a Meet Now Conference by Dialing

Procedure

1. Click ✆ .
2. Do one of the following:

   • If you have a YMS account, dial the **conference ID**.
   • If you do not have a YMS account, dial the **server address**.

   📄 **Note:** If you have registered a SIP account or use SIP IP call, dial **conference ID******@server address** or **server address##conference ID**.

   If you have registered an H.323 account, dial **server address ##conference ID**.

Virtual Meeting Rooms

The enterprise administrator can configure the VMR. You can join the VMR at any time, without any reservation.

• *Joining a Virtual Meeting Room from the Enterprise Directory*
• *Joining a VMR by Dialing*

Joining a Virtual Meeting Room from the Enterprise Directory

The enterprise administrator can determine whether to synchronize the VMR to the enterprise directory in Yealink VC Desktop or not.

Procedure

1. Click ⚏ to go to the Directory window.
2. Click **Enterprise**.
3. Hover your mouse over the VMR and then click 📹 to place a video call or click 📞 to place an audio call.

Joining a VMR by Dialing

Procedure

Do one of the following:

- If you have a YMS account, dial **conference ID**.
- If you do not have a YMS account and the VMR requires no password:

  - If you have registered a SIP account or use SIP IP call, dial **conference ID**@server address** or **server address##conference ID**.
  - If you have registered an H.323 account, dial **server address ##conference ID**.
- If you do not register a YMS account and the VMR requires a password:

  - If you have a SIP account or use SIP IP call, dial **conference ID**@server address** or **server address##conference ID**.
  - If you have registered an H.323 account, dial **server address ##conference ID**.

Managing Conferences

This chapter introduce how to manage the conference.

- *Inviting Participants*
- *Applying for Speaking*
- *Allowing/Rejecting the Application for Speaking*
- *Muting or Unmuting Participants*
- *Changing the Conference Layout*
- *Turning off or on the Video Image of the Participant*
- *Switching the Roles Between the Moderators and Guests*
- *Switching the Roles Between the Lecturers and Moderators/Guests*
- *Removing Participants*
- *Viewing Conference Messages*
- *Locking/Unlocking Conferences*
- *Leaving or Ending the Conference*

Related tasks
Viewing Call Statistics
Related information
Using the In-call Toolbar

Inviting Participants

All the present participants can invite other participants.

📝 **Note:** If you join the conference by dialing a URI, you cannot invite other participants.

- *Inviting Contacts*
- *Inviting Third Parties*
- *Sharing Conference Information*

Inviting Contacts
You can place a call to invite a contact directly.

Procedure

1. Click **Invite** > **Contacts** .
2. Select the desired contact.
3. Click **Invite** to call the selected contacts directly.

Inviting Third Parties

You can use the H.323 or SIP protocol to invite participants or other MCUs, you can also can stream the conference video to public live service (such as You Tube) via the RTMP protocol, so that users can view the live broadcast of the conference, moreover, you can invite the users of Skype for Business.

Procedure

1. Click **Invite** > **Others**.
2. Select the desired call protocol from the drop-down menu, and do one of the following:

    - If you select **H.323** or **SIP**, you can do the following:

        - Enter the address information.

            Click **Invite** to invite a single participant.
        - Enter **conference ID** conference password @server IP address** or **server IP address##conference ID**conference password**.

            Click **Invite** to invite other MCUs.
    - If you select **RTMP** , enter the streaming address to stream the conference video to the public live streaming service.

        If you want to view the content shared by the participant individually, select the **Dual Stream** checkbox, and then enter the second streaming address to stream the content to the desired live service.

        Click **Invite** to begin the live broadcast.
    - If you select **SfB (Lync)**, enter the address information.

        Click **Invite**.

Sharing Conference Information

You can invite conference participants by sharing the conference information.

Procedure

1. Click **Invite** > **Copy CONF Info**.
2. Select the desired method to send the information to participants.

Applying for Speaking

If you join the training mode conference, all participants are muted by default. The guests can speak after the moderator agrees their application for speaking.

Procedure

Click **Apply**.

Allowing/Rejecting the Application for Speaking

In the training mode conference, moderators can allow and reject the participant application for speaking.

Procedure

1. Click **Participants**.
2. Select the desired application, and then click 🖐 .
3. Select the desired way.

Muting or Unmuting Participants

The moderator can mute or unmute a participant to control whether or not other participants can hear the voice of the participant.

Procedure

1. Click **Participants**.
2. Do one of the following:

   • If you want to mute/unmute all conference participants except for yourself, click **Mute All**/ **Unmute All**.
   •
      Click / beside the desired participant to mute/unmute the participant.

Changing the Conference Layout

Before you begin

You can change the conference layout, if you are one of the following:

• The moderator in the discussion mode conference or the Meet Now conferences.
• The teacher in the education mode conference.

About this task

Three supported layouts are described as below:

Table 36:

Type	Description	
Select speaker	The selected speaker is displayed in the full screen.	
Equal N×N	Participants are displayed in equal image.	If the number of current participants exceeds the maximum limit, the video carousel is enabled by default and the system will switch the video images of participants automatically. The maximum number of the displayed participants, the interval of auto-switching video images and the switching rule per carousel are set by the enterprise administrator.
OnePlusN	The video image of the first participant is given prominence with the largest pane, while the video images of other participants are displayed in a strip around the first participant. When the N equals 0, it will display the first participant in full screen. You can use the voice-activated feature so that the system will automatically identify the speaking participant. When the participant continues speaking for a specific time, his video image will be given the prominence with the largest pane, the video images of other participants are displayed in a strip around the speaking participant. The time is set by the enterprise administrator.	

Procedure

1. Click **Participants** > **Layout** .
2. Select the desired layout.

   If you select **Select Speaker**, pin the desired participant to the full screen.

Turning off or on the Video Image of the Participant

The moderator can turn on or off the video image of a participant, to control whether or not the video image of the participant can be viewed by the other participants.

Procedure

1. Click **Participants**.
2. Click   /   on the right side of the desired participant to turn off or turn on his video image.

Switching the Roles Between the Moderators and Guests

Moderators can set guests as moderators. Moderators can have more rights about conference management than the guests have. When a participant does not want to be a moderator, moderators can cancel his role as a moderator. Note that the organizer cannot be set as the guest.

Procedure

1. Click **Participants**.
2. Click   after the desired participant.
3. Select **Set as a moderator**/**Set as a guest**.

Switching the Roles Between the Lecturers and Moderators/Guests

If you are a moderator in a training mode conference, you can set moderators/guests as lecturers. By default, only the video images of the lecturers can be viewed by guests and only lecturers can share contents, and can speak freely. When a lecturer does not want to be the lecturer, the moderator can cancel his role as a lecturer.

Procedure

1. Click **Participants**.
2. Click   after the desired participant.
3. Select **Set as a lecturer**/**Cancel the lecturer**.

Removing Participants

Moderators can remove conference participants.

Procedure

1. Click **Participants**.
2. Click   on the right side of the desired participant.
3. Select **Remove**.
4. Click **OK** .

Viewing Conference Messages

All participants can view conference messages. For example, a participant can view the status of other participants or know the time when a participant joins the conference.

Procedure

1. Click **Participants**.
2. In the top-right corner of the window, click 🔔.

Locking/Unlocking Conferences

The moderator can lock/unlock conferences. When the conference is locked, anyone cannot call into the conference except the moderator. After the conference is unlocked, anyone can join the conference.

Procedure

Click **Participants** > **Lock/Unlock**.

The icon 🔒 will appear/disappear on the call window.

Leaving or Ending the Conference

The moderator can choose to leave or end the conference, while other participants can only choose to leave the conference. If the moderator leaves the conference, the conference still continues; if the moderator ends the conference, the conference ends.

Procedure

1. Click **End Call**.

    If you are other participants except for the moderator, you will leave a conference directly.
2. For the moderator, select **Leave, others keep going**/**End conference**.

System Maintenance

- *Viewing the Related Information of Yealink VC Desktop*
- *Sending Feedbacks or Suggestions*
- *Updating Yealink VC Desktop*
- *Cleaning up the Cache*

Viewing the Related Information of Yealink VC Desktop

You can view the current version number and the copyright information.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **About**.

Sending Feedbacks or Suggestions

If there are problems on Yealink VC Desktop, you can send the feedback about it to us. You can also give us suggestions on improvement.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **About** > **Feedback**.

   The dialogue box will pop up:

3. Click **Problem** or **Suggestions**.
4. Enter the corresponding information.
5. Click **Submit**.

Updating Yealink VC Desktop

- *Enabling/Disabling the Notification of Updating the Software*
- *Using One-Click Update*

Enabling/Disabling the Notification of Updating the Software

You can enabling the notification of updating the software. When there is a new version, it will give you a notification automatically and you can update the software or ignore the notification. If you turn off the notification, the notification will not pop up automatically.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **About**.
3. Select the **Remind later** or the **Never remind** checkbox.

Using One-Click Update

If you do not have the latest installation package, you can upgrade the Yealink VC Desktop by using one-click update.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **About** > **Check Update**.
3. If there is a new software version, click **Update**.
4. Click **One-click Update**.
5. Click **Begin to experience** to enjoy the new version.

Cleaning up the Cache

If a running Yealink VC Desktop takes up a large amount of the device storage space, you can clean up the cache manually.

Procedure

1. In the top-left corner of the window, click the avatar icon to go to the System Settings window.
2. Click **About** > **Cache clean**.

   📄   **Note:** if the problem you met is not solved by cleaning up the cache, we recommend that you log out of the account first.

Troubleshooting

You can quickly find the cause of the problem and troubleshoot them by capturing packets or viewing the call statistics on Yealink VC Desktop.

For more information on the resolutions of common problems, refer to *The common problem of Yealink_VC_Desktop & Mobile*.

*   *Capturing Packets*
*   *Viewing Call Statistics*

Capturing Packets

You can use the third-party software to capture packets. You can troubleshoot via the captured packets.

Procedure

You can use Sniffer, Ethereal or Wireshark software to capture packets.

Viewing Call Statistics

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

About this task

The call statistics mainly contain the parameters about the audio, the video and the content. You can know about the call quality by viewing the codec, the bandwidth, the total packet lost and other parameters. For example, when there is a call delay or a mosaic in the video, you can view the packet loss rate on Yealink VC Desktop.

Procedure

At the bottom-right of the window, click ▪▪▪.

The icon ▪▪▪ changes according to your network signal strength.

The details of the call statistics is shown as below:

Name: 2550's video conference	IP/Number: 20138		✕
	Total Bandwidth	**Recv (249 kb/s)**	**Send (763 kb/s)**
Video	Resolution	1280x720	640x360
	Codec	H.264 High Profile	H.264 High Profile
	Bandwidth	233 kb/s	745 kb/s
	Frame Rate	31fps	20fps
	Jitter	3ms	1ms
	Total Packets Lost	327	922
	Packets Lost(%)	0%	0%
Protocol	SIP		
Device Info	Yealink Meeting Server 21.0.254.47		
	Codec	ARES	ARES
	Total Bandwidth	16 kb/s	18 kb/s

Related tasks
Sharing Contents

Appendix-Time Zones

Time zone
(UTC-11:00) Coordinated Universal Time-11

Time zone
(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

Time zone
(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
(UTC+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague
(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 Jayewardenepura
(UTC+05：45) Kathmandu
(UTC+06:00) Astana
(UTC+06:00) Dhaka

Time zone
(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
(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