

Full HD Video Conferencing System User Guide (Remote Control)



MeetingEye 400



VC210/VC200-E



MeetingEye 600



MeetingEye 800



Contents

Before You Begin.....	6
Related Documents.....	6
Glossary.....	7
Summary of Changes.....	9
Changes for Release 53, Guide Version 53.....	9
Changes for Release 52, Guide Version 52.....	10
Changes for Release 50, Guide Version 50.10.....	10
Accessories Compatibility.....	11
Conference Deployment Solution.....	16
Getting Started.....	18
Introduction of VCR20 Remote Control.....	18
Introduction of VCR11 Remote Control.....	19
Idle Screen.....	21
Icons Introduction.....	23
Powering on the System.....	24
Powering off the System.....	25
Putting the System to Sleep.....	25
Waking up the System.....	25
Initiating Meet Now Conferences.....	25
Joining Conferences.....	25
Joining Scheduled Conferences.....	25
Joining a Scheduled Conference from the Conference Schedule.....	26
Joining a Scheduled Conference from the Conference Reminder.....	26
Joining Conferences by Dialing the Conference ID.....	26
Calling into Virtual Meeting Room.....	26
Joining the Conference (for Participants using SIP/H.323 accounts).....	27
Viewing Scheduled Conferences.....	27
Conference Control.....	28
Inviting Participants.....	28
Removing Participants.....	28
Applying for Speaking.....	29
Controlling the Participant Cameras.....	29
Leaving the Conference.....	29
Ending Conferences.....	29
Local Screen Layout.....	29

Single Screen Layouts.....	30
Changing the Local Screen Layout.....	30
Calling.....	30
Placing a Call by Entering a Number.....	30
Placing Calls to Contacts.....	31
Placing Calls from Call History.....	31
Answering Calls.....	31
Manually Answering Calls.....	31
Answering a Call Automatically When not in a Call.....	31
Answering Calls Automatically When in a Call.....	32
Muting Automatically Answered Calls.....	32
DND (Do Not Disturb).....	32
Rejecting Incoming Calls.....	32
Ending Calls.....	32
Configuring Camera Settings.....	32
Turning off the Local Camera in a Call.....	32
Controlling Local Cameras.....	33
Enabling Manual Camera Control When not in a Call.....	33
Enabling Manual Camera Control When in a Call.....	33
Adjusting Cameras When not in a Call.....	33
Adjusting Cameras When in a Call.....	33
Tracking Mode.....	33
Enabling Tracking Mode When not in a Call.....	33
Enabling Tracking Mode When in a Call.....	34
Enabling/Disabling Privacy Protection.....	34
Allowing the Remote System to Control Your Camera.....	34
Camera Presets.....	34
Add Camera Preset Location.....	34
Updating the Stored Preset.....	34
Editing the Stored Preset.....	35
Deleting the Stored Preset.....	35
Clear All Presets.....	35
Camera Preset in BYOD Mode.....	35
Content Sharing.....	36
Sharing Content with VCH51 Video Conferencing Hub.....	37
Using WPP20 Wireless Presentation Pod.....	37
Sharing Content via WPP20.....	37
Switching the Shared Content via WPP20.....	38
Stopping Sharing Content via WPP20.....	38
Sharing Content via Apple Device.....	38
Enable the wireless AP.....	38
Sharing Content via Apple Device.....	38
Stopping Sharing Content via Apple Device.....	39
Sharing Content by Miracast Presentation.....	40
Switching Content Sharing Device.....	41
Using WPP20 Wireless Presentation Pod.....	43
Introduction of the WPP20 Whiteboard Note Toolbar.....	43
Receiving Shared Whiteboard or Content.....	44

Initiating Whiteboard Sharing on WPP20.....	45
Saving the Content or Whiteboard Picture Locally via WPP20.....	45
Importing the Whiteboard Source File via WPP20.....	45
Importing an Existing Whiteboard during a Call via WPP20.....	45
Conference Control via WPP20.....	46
Inviting Participants.....	46
Removing Participants.....	47
Locking/Unlocking the Conference.....	47
Allowing/Rejecting the Participant to Join the Conference.....	47
Switching Roles between Host and Guest.....	47
Muting/Unmuting All Participants.....	47
Muting/Unmuting a Participant.....	48
Managing the Speaking Application.....	48
Turning on/off the Participant Cameras.....	48
Turning off the Local Camera.....	48
Changing the Local Meeting Layout.....	48
Start Recording.....	49
Do not Disturb.....	49
Leaving the Conference.....	49
Ending the Conference.....	49
Recording Videos and Taking Screenshots.....	49
Recording Videos.....	49
Recording Local Videos.....	50
Recording Server Videos.....	50
Recording the meeting to Local and Cloud Simultaneously.....	51
Stopping Recording the meeting to Cloud and Local Simultaneously.....	51
Stopping the Cloud Recording Only.....	51
Stopping the Local Recording Only.....	51
Taking Screenshots.....	51
Taking Screenshots When not in a Call.....	52
Taking Screenshots When in a Call.....	52
Managing Videos and Screenshots.....	52
Viewing Screenshots.....	52
Viewing Local Recorded Videos.....	52
Deleting Screenshots or Videos.....	52
Configuring the Audio Settings.....	53
Adjusting the Volume.....	53
Configuring Key Tone.....	53
Enabling Silent Mode.....	53
Muting the Microphone.....	53
Configuring Video Settings.....	53
Adjusting the Monitor Display Proportion.....	53
Video Input Source.....	54
Changing the Video Input Source When not in a Call.....	54
Changing the Video Input Source in a Call.....	54
Switching Provider.....	54

Resetting the Current System.....	54
Resetting to Factory Settings.....	55
Reboot the System.....	55
Troubleshooting.....	55
General Issue.....	55
Call Issues.....	56
Video Issues.....	58
Placing a Test Call.....	58
System Diagnostics.....	58
Diagnosing the Audio.....	58
Diagnosing the Camera.....	59
Diagnosing the Network.....	59
System Status.....	59
System Status List.....	59
Viewing System Status.....	61
Viewing Call Statistics.....	61

Before You Begin

For VCS devices running in version 50.10 or later, we provide the Cloud and Standard mode systems. Here are some functional differences between VCS devices of different systems, so please select the right the system you want to use before you start. Please contact the administrator if you have any questions about the system.

The VCS devices running in Cloud mode only supports Yealink Meeting Management Service Platform.

The VCS devices running in Standard mode support the following platforms:

- Yealink Meeting Server
- Zoom
- Pexip
- BlueJeans
- Videxio
- Custom

Related Documents

The following table lists the documents available for the video conferencing system.

Name	Contents	Where to find	Language
Yealink MeetingEye 800 Video Conferencing Endpoint Quick Start Guide (EN,CN)	System installation and connection	On the website /in the package	English/ Chinese/ Deutsch/ Español/ Français
Yealink MeetingEye 600 Video Conferencing Endpoint Quick Start Guide (EN, CN, DE, ES, FR)	System installation and connection	On the website /in the package	English/ Chinese/ Deutsch/ Español/ Français
Yealink MeetingEye 400 Video Conferencing Endpoint Quick Start Guide (EN, CN, DE, ES, FR)	System installation and connection	On the website /in the package	English/ Chinese/ Deutsch/ Español/ Français
Yealink PVT980 Full HD Video Conferencing System Quick Start Guide (CN, EN)	System installation and connection	On the website /in the package	English/ Chinese
Yealink PVT960 Full HD Video Conferencing System Quick Start Guide	System installation and connection	On the website /in the package	Chinese

Name	Contents	Where to find	Language
Yealink PVT950 Full HD Video Conferencing System Quick Start Guide (CN, EN)	System installation and connection	On the website /in the package	English/ Chinese
Yealink PVT940 Full HD Video Conferencing System Quick Start Guide	System installation and connection	On the website /in the package	Chinese
Yealink PVT920 Full HD Video Conferencing System Quick Start Guide	System installation and connection	On the website /in the package	Chinese
Yealink VC210 Video Conferencing Endpoint Quick Start Guide (EN,CN)	System installation and connection	On the website /in the package	English/ Chinese
Yealink Wi-Fi USB Dongle WF50 User Guide	Connect to Wi-Fi and providing wireless AP	On the website	English/ Chinese
Yealink WPP20 Wireless Presentation Pod Quick Start Guide	Connect WPP20 wireless presentation pod to VCS	On the website /in the package	English/ Chinese
Yealink VCH51 Quick Start Guide	Connect VCM34 to VCS	On the website	English/ Chinese



Note: You can download the latest documents online: <http://support.yealink.com/documentFront/forwardToDocumentFrontDisplayPage>.

Glossary

When you read this guide, you will find some complex words. Please familiarize yourself with these words first.

Glossary	Description
VCS	Video Conference System.
YMS	Yealink Meeting Server.
Cloud Version/ Cloud Mode	This version is mainly used for Yealink Meeting.
Standard Version/ YMS Mode	This version is mainly used for Yealink Meeting Server.

Glossary	Description		
Zoom	American video conferencing software.		
Pexip	Norwegian video conferencing cloud platform software.		
BlueJeans	American video conferencing platform.		
Videxio	Video conferencing cloud platform software.		
Video Conference System	Such as, MeetingEye 400.		
Mainstream	It refers to the video signal of a camera connected to a video conferencing system.		
Auxiliary	It refers to the second video source or data stream, that is, content sharing. You can use a device that can initiate sharing (such as WPP20 or VCH51) to connect to the video conferencing system for screen content sharing.		
Whiteboard	Whiteboard is a feature on the video conferencing system that enables participants to collaborate with each other by launching a blank page on which participants can add annotations, drawings, or imported images.		
SIP	Session initialization Protocol, the protocol for communication with the SIP server. A multimedia communication protocol developed by the IETF (Internet Engineering Task Force). It is a text-based application layer control protocol for creating, modifying and releasing sessions of one or more participants.		
H.323	H.323 is an audio and video communication protocol that can communicate with different networks and systems, and it supports point-to-point or point-to-multipoint communication of audio, video and data.		
IP Call	You can directly enter the IP of other phones to make a call.		
VMR	The VMR (Virtual Meeting Room) is a kind of network meeting room based on network and cloud computing. Users can meet face-to-face no matter when or where they are through VMR.		
Meet Now	It is a meeting that is held without any prior appointment and is held by the organizer at any point in time.		
AVC	Advanced Video Coding.		
SVC	Scalable Video Coding. It is a technology that can split a video stream into multiple layers of resolution, quality and frame rate. SVC is an alias for the H.264 protocol, which is Annex G of the AVC standard.		
	/	AVC	SVC
	MCU	Both use the same hardware configuration. The maximum conference resources of SVC are about 8-10 times that of AVC.	

Glossary	Description		
	Conference Video Screen	<ul style="list-style-type: none"> • AVC layout: local layout and conference layout. • The moderator can change the meeting layout. Anyone can change the local layout. • Anyone can change their local layout. 	<ul style="list-style-type: none"> • SVC layout: it only contains conference layout. You can change the conference layout screen though web. Everyone can only change their own meeting layout. • Everyone can only change their local layout.
	Network Bandwidth	The network bandwidth of the SVC protocol is 1.2-1.5 times that of the AVC bandwidth protocol.	
	Video Compatibility	<ul style="list-style-type: none"> • Good compatibility. <ul style="list-style-type: none"> • It is compatible with various video systems with SIP or H.323 protocol. 	<ul style="list-style-type: none"> • Poor compatibility. <ul style="list-style-type: none"> • It generally only supports video systems of the same brand (and the systems support the SVC protocol). • It needs to be connected to a gateway device to support connecting to third-party AVC video terminals.
Tracking Mode	It refers to the device tracking the participant and outputting the best picture.		
Auto Framing	With the real-time face detection and position tracking, the auto framing feature can automatically adjust the camera according to the number and the position of the participants, covering every participant in the conference.		
Voice Tracking	VT/ST, Voice/Speaker tracking. It can automatically detect the speaking participant and zoom in his video image, providing an optimal close-up of the speaker.		
MCU	Micro Control Unit, which appropriately reduces the frequency and specifications of the central processing unit, and integrates peripheral interfaces such as memory, timer, USB, A/D conversion, UART, PLC, DMA, etc. The LCD drive circuits are integrated on a single chip to form a chip-level computer, which can be controlled in different combinations for different applications.		

Summary of Changes

Changes for Release 53, Guide Version 53

The following sections are new for this version:

- [Recording the meeting to Local and Cloud Simultaneously](#)
- [Resetting the Current System](#)

Major updates have occurred to the following sections:

- [Joining the Conference \(for Participants using SIP/H.323 accounts\)](#)
- [Switching Provider](#)

Changes for Release 52, Guide Version 52

The following sections are new for this version:

- [Switching Content Sharing Device](#)
- [Camera Presets](#)
- [Camera Preset in BYOD Mode](#)
- [Conference Control via WPP20](#)
- [Switching Provider](#)
- [Troubleshooting](#)

Major updates have occurred to the following sections:

- [Related Documents](#)
- [Idle Screen](#)
- [Initiating Meet Now Conferences](#)
- [Joining Conferences](#)
- [Placing a Call by Entering a Number](#)
- [Placing Calls to Contacts](#)
- [Placing Calls from Call History](#)
- [Enabling/Disabling Privacy Protection](#)
- [Content Sharing](#)
- [Introduction of the WPP20 Whiteboard Note Toolbar](#)
- [Receiving Shared Whiteboard or Content](#)
- [Initiating Whiteboard Sharing on WPP20](#)
- [Saving the Content or Whiteboard Picture Locally via WPP20](#)
- [Local Screen Layout](#)

The following sections have been deleted for this version:

- [Viewing the Message List](#)
- [Saving/Sharing Whiteboard Source Files via WPP20](#)

Changes for Release 50, Guide Version 50.10

This guide is also available to PVT960/PVT940/VC200-E videoconferencing system which is newly launched.

The following sections are new for this version:

[Before You Begin](#)

[Joining the Conference \(for Participants using SIP/H.323 accounts\)](#)

Major updates have occurred to the following sections:

[Conference Deployment Solution](#)

[Idle Screen](#)

[Initiating Meet Now Conferences](#)

[Joining Conferences](#)

[Conference Control](#)

[Local Screen Layout](#)

[Recording Videos](#)

[Taking Screenshots](#)

Managing Videos and Screenshots

Major updates have occurred to the following sections:

- Running the Setup Wizard
- Local Video Conference
- Using the Yealink VC Cloud Management Service Platform
- Using Yealink Meeting Server
- Copying Screenshots or Videos to the USB Flash Drive

Accessories Compatibility

1. Compatibility of MeetingEye 400 with accessories

Device	Accessories	Max Qty	Note
Audio Device	CPW90-DECT	4	Need USB Dongle (DD10) for connection, MeetingEye 400 built-in microphone will be disabled but Speaker Tracking function is still available.
	CPW90-BT	2	Connected via built-in Bluetooth
	VCM34	4	Cascaded/Star topology connection via PoE Switch
	VCM38	8	Cascaded/Star topology connection via PoE Switch
	CP960	1	CP960 needs to be a VCS version
	CP700/900	0	Nonsupport
	MSpeaker II	1	Connected via VCH port
Other Accessories	WPP20	5	But only 1 screen shared at the same time
	WF50	1	For Miracast
	VCR11	Unlimited	Old Type Remote Control
	VCR20		New Type Remote Control
	Dect USB Dongle	1	One DD10 can connect four Dect microphones
	CTP20	4	When connect more than one CTP20, you need to connect to an external PoE switch
	CTP18	4	When connect more than one CTP18, you need to connect to an external PoE switch
	VCH50	1	/
	VCH51		/

2. Compatibility of MeetingEye 600 with accessories

Device	Accessories	Max Qty	Note
Audio Device	CPW90-DECT	4	Need USB Dongle (DD10) for connection, MeetingEye 600 built-in micphone will be disabled but Speaker Tracking function is still available.
	CPW90-BT	2	Connected via built-in Bluetooth
	VCM34	4	Cascaded/Star topology connection via PoE Switch
	VCM38	8	Cascaded/Star topology connection via PoE Switch
	CP960	1	CP960 needs to be a VCS version
	CP700/900	0	Nonsupport
	MSpeaker II	1	Connected via 3.5 mm jack/VCH Port
Other Accessories	WPP20	5	But only 1 screen shared at the same time
	WF50	1	For Miracast
	VCR11	Unlimited	Old Type Remote Control
	VCR20	Unlimited	New Type Remote Control
	Dect USB Dongle	1	One DD10 can connect four Dect microphones
	CTP20	4	When connect more than one CTP20, you need to connect to an external PoE switch
	CTP18	4	When connect more than one CTP18, you need to connect to an external PoE switch
	VCH50	1	/
	VCH51		/

3. Compatibility of MeetingEye 800 with accessories

Device	Accessories	Max Qty	Note
Video Device	UVC86	0	Nonsupport
	UVC84	9	Connected via VCH port
	VCC22		
	Third-party cameras	1	Connected via HDMI-In Port. It only supports 8 UVC84/VCC22 when connected a 3-rd party camera.
Audio Device	CPW90	4	It needs to connect a USB Dongle(DD10) to use
	CPW90-BT	2	Connected via built-in Bluetooth

Device	Accessories	Max Qty	Note
	VCM34	4	Cascaded/Star topology connection via PoE Switch
	VCM38	8	Cascaded/Star topology connection via PoE Switch
	CP960	1	CP960 needs to be a VCS version
	CP700/900	0	Nonsupport
	MSpeaker II	4	Connected via 3.5 mm jack/VCH Port
Other Accessories	WPP20	5	But only 1 screen shared at the same time
	WF50	1	For Miracast
	VCR11	Unlimited	Old Type Remote Control
	VCR20	Unlimited	New Type Remote Control
	Dect USB Dongle	1	One DD10 can connect four Dect microphones
	CTP20	4	When connect more than one CTP20, you need to connect to an external PoE switch
	CTP18	4	When connect more than one CTP18, you need to connect to an external PoE switch
	VCH50	1	/
	VCH51		/

3. Compatibility of VC880 and accessories

Device	Accessories	Max Qty	Note
Video Device	VCC22	9	Connected via VCH port
	Third-party cameras	2	Connected via HDMI-In Port. It only supports 7 UVC84/VCC22 when connected a 3-rd party camera.
Audio Device	CPW90	4	It needs to connect a USB Dongle(DD10) to use
	CPW90-BT	2	Connected via built-in Bluetooth
	VCM34	4	Cascaded/Star topology connection via PoE Switch
	VCM38	8	Cascaded/Star topology connection via PoE Switch
	CP960	1	CP960 needs to be a VCS version
	CP700/900	0	Nonsupport
	MSpeaker II	1	Connected via 3.5 mm jack/VCH Port

Device	Accessories	Max Qty	Note
Other Accessories	WPP20	4	But only 1 screen shared at the same time
	WF50	1	For connecting to WPP20
	BT42	1	For connecting to CPW90-BT
	VCR11	Unlimited	Old Type Remote Control
	VCR20	Unlimited	New Type Remote Control
	Dect USB Dongle	1	One DD10 can connect four Dect microphones
	CTP20	4	When connect more than one CTP20, you need to connect to an external PoE switch
	CTP18	4	When connect more than one CTP18, you need to connect to an external PoE switch
	VCH50	1	/
	VCH51		/

4. Compatibility of VC800/VC500 and accessories

Device	Accessories	Max Qty	Note
Video Device	VCC22 (UVC84)	8	Connected via VCH port
	Third-party cameras	1	Connected via HDMI-In Port. It only supports 8 UVC84/VCC22 when connected a 3-rd party camera.
Audio Device	CPW90	4	It needs to connect a USB Dongle(DD10) to use
	CPW90-BT	2	Connected via built-in Bluetooth
	VCM34	4	Cascaded/Star topology connection via PoE Switch
	VCM38	8	Cascaded/Star topology connection via PoE Switch
	CP960	1	CP960 needs to be a VCS version
	CP700/900	0	Nonsupport
	MSpeaker II	1	Connected via 3.5 mm jack/VCH Port
Other Accessories	WPP20	4	But only 1 screen shared at the same time
	WF50	1	For connecting to WPP20
	BT42	1	For connecting to CPW90-BT
	VCR11	Unlimited	Old Type Remote Control
	VCR20	Unlimited	New Type Remote Control

Device	Accessories	Max Qty	Note
	Dect USB Dongle	1	One DD10 can connect four Dect microphones
	CTP20	4	When connect more than one CTP20, you need to connect to an external PoE switch
	CTP18	4	When connect more than one CTP18, you need to connect to an external PoE switch
	VCH50	1	/
	VCH51		/

5. Compatibility of VC200-E and accessories

Device	Accessories	Max Qty	Note
Audio Device	CPW90	4	It needs to connect a USB Dongle(DD10) to use
	CPW90-BT	2	Connected via built-in Bluetooth
	VCM34	2	Cascaded/Star topology connection via PoE Switch
	VCM38	1	Cascaded/Star topology connection via PoE Switch
	CP960	1	CP960 needs to be a VCS version
	CP700/900	1	It needs to connect to BT50 and USB to use
	MSpeaker II	1	Connected via 3.5 mm jack/VCH Port
Other Accessories	WPP20	4	But only 1 screen shared at the same time
	BT42	1	For connecting to CPW90-BT
	VCR11	Unlimited	Old Type Remote Control
	VCR20	Unlimited	New Type Remote Control
	Dect USB Dongle	1	One DD10 can connect four Dect microphones
	CTP20	1	/
	CTP18	1	/
	VCH50	1	/
	VCH51		/

Conference Deployment Solution

1. This guide is applicable to the following models:

VCS devices	Scenario
MeetingEye 800	Large Meeting Rooms
MeetingEye 600 PVT960	Medium Meeting Rooms
MeetingEye 400 MeetingEye 400 Pro PVT940	Small Meeting Rooms
VC210/VC200-E	Small Meeting Rooms
VC800	Medium and Large Meeting Rooms
VC500 PVT950	Small and Medium Meeting Rooms

2. The following scenario are available for reference:

Scenario	Recommended solution	Options
Small Meeting Rooms	<ul style="list-style-type: none"> VCS device: MeetingEye 400 Pickup device: Built-in speaker Sound playback device: Built-in speaker Video display: TV HDMI 	<ul style="list-style-type: none"> VCS device: VC210 Pickup device: VCM34 array microphone/CP960 conference phone Sound playback device: TV HDMI Video display: TV HDMI
Medium Meeting Rooms	<ul style="list-style-type: none"> VCS device: MeetingEye 600 Pickup device: 4 VCM34 array microphones Sound playback device: Built-in speaker Video device: Built-in camera of MeetingEye 600 Video display: TV HDMI 	<ul style="list-style-type: none"> VCS device: VC800 Pickup device: 4 VCM34 array microphones Sound playback device: MSpeaker II video conferencing soundbar Video device: Built-in camera of VC800 and VCC22 Video display: TV HDMI
		<ul style="list-style-type: none"> VCS device: MeetingEye 400 Pickup device: 4 VCM34 array microphones Sound playback device: TV HDMI Video device: Built-in camera of MeetingEye 400 Video display: TV HDMI

Scenario	Recommended solution	Options
Large Meeting Rooms (Multi-row)	<ul style="list-style-type: none"> VCS device: MeetingEye 600 Pickup device: 4 VCM38 ceiling microphones Sound playback device: TV HDMI Video device: Built-in camera of MeetingEye 600 Video display: TV HDMI 	<ul style="list-style-type: none"> VCS device: VC800 Pickup device: 8 VCM34 array microphones Sound playback device: MSpeaker II video conferencing soundbar Video device: VC800 camera and VCC22 camera Video display: TV HDMI
		<ul style="list-style-type: none"> VCS device: MeetingEye 600 Pickup device: 10 VCM34 array microphones Sound playback device: TV HDMI Video device: Built-in camera of MeetingEye 600 Video display: TV HDMI
Large Meeting Rooms (U-type)	<ul style="list-style-type: none"> VCS device: MeetingEye 800 Pickup device: Mixer/central wired input Sound playback device: two MSpeaker II video conferencing soundbar Video device: Multiple UVC84 cameras to display different angles of the meeting Video display: TV HDMI or projector 	<ul style="list-style-type: none"> VCS device: MeetingEye600 Pickup device: 10 VCM34 array microphones Sound playback device: TV HDMI Video device: Built-in camera of MeetingEye 600 Video display: TV HDMI or projector
Meeting room with stadium seating	<ul style="list-style-type: none"> VCS device: MeetingEye800 Pickup device: Mixer to line input Sound playback device: Line output to audio Video device: Multiple UVC84 cameras to display different angles of the meeting Video display: Multi-port HDMI output to connect to large-screen TV 	<ul style="list-style-type: none"> VCS device: VC880 Pickup device: VCM38 ceiling microphones Sound playback device: MSpeaker II video conferencing soundbar/Line output to audio Video device: Multiple VCC22 cameras to display different angles of the meeting
Multipurpose hall	<ul style="list-style-type: none"> VCS device: VC800 Pickup device: CP960 conference phone and 2 wireless microphones Sound playback device: CP960 conference phone Video device: Built-in camera of VC800 Video display: TV HDMI or projector 	<ul style="list-style-type: none"> VCS device: MeetingEye 600 Pickup device: Built-in speaker Sound playback device: Built-in speaker Video device: Built-in camera of MeetingEye 600 Video display: TV HDMI or projector

Scenario	Recommended solution	Options
Lecture hall	<ul style="list-style-type: none"> VCS device: VC800 Pickup device: Mixer to line iutput Sound playback device: Mixer to line output Video device: Built-in camera of VC800 camera and VCC22 Video display: TV HDMI or projector 	<ul style="list-style-type: none"> VCS device: MeetingEye 600 Pickup device: 10 VCM34 array microphones Sound playback device: TV HDMI Video device: Built-in camera of MeetingEye 600 Video display: TV HDMI or projector

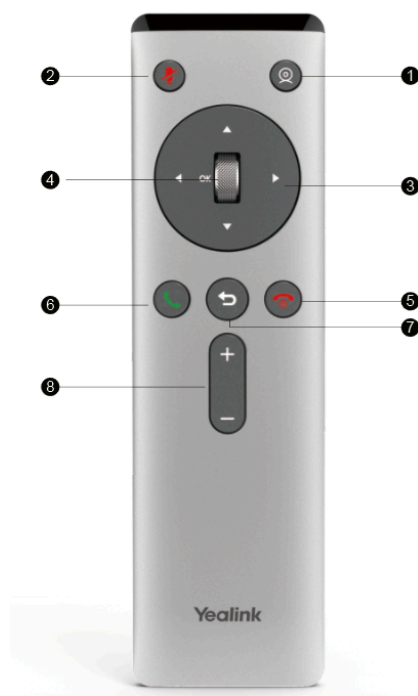
This guide can help you to quickly use your video conferencing system. Before you set up and use the phone, check with your system administrator that the IP network is ready for phone configuration and read the Quick Start Guide in the product package.

Getting Started

This chapter introduces the basic operation of videoconferencing systems.

Introduction of VCR20 Remote Control

The features of the keys on the remote control are described as below:



No.	Name	Description
1	Custom Key	<p>Customize the key function.</p> <p>The system administrator can customize the key as the Presentation key (the default value), the Tracking Mode key, the ScreenShot key, the Mute Speaker key, the Preset key, or the Camera Control key.</p>

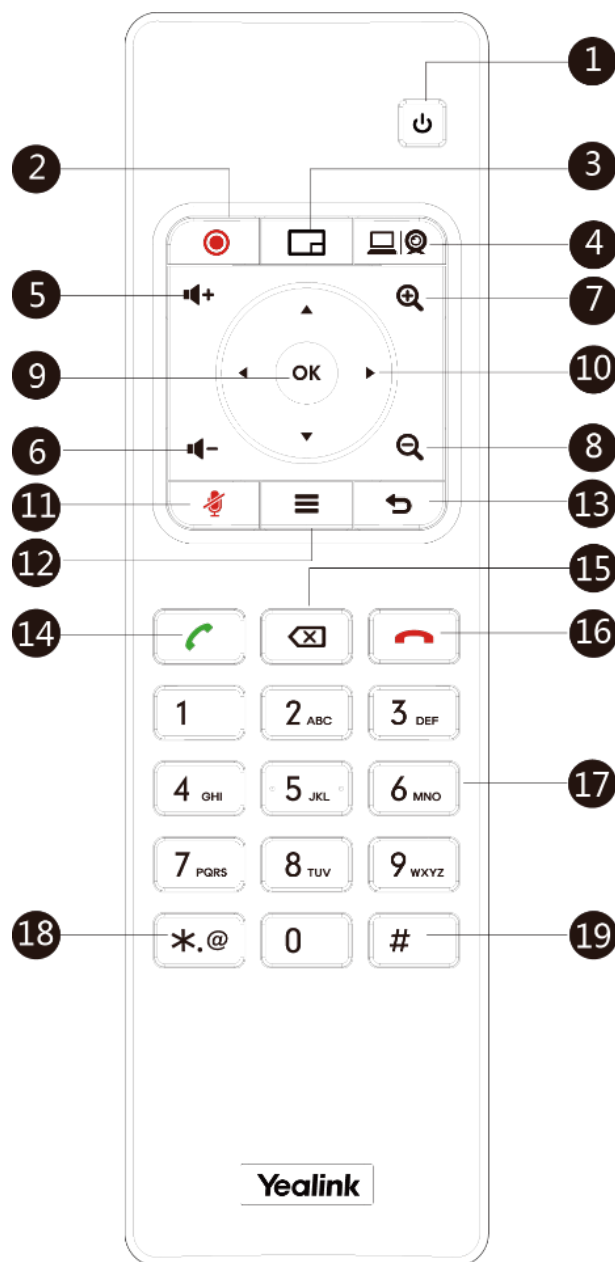
No.	Name	Description
2	Mute Key	Mute or unmute the microphone
3	Navigation Key	<ul style="list-style-type: none"> • Navigate to the desired menu item. • Pan or tilt the camera to adjust the angle.
4	Scroll Wheel (OK Key)	<ul style="list-style-type: none"> • Scroll up or down to the desired menu item. • Press the key to go to the sub-menu or confirm actions • After selecting the video, scroll up or down to zoom in/out the video.
5	On-hook Key	<ul style="list-style-type: none"> • End a call or exit a conference call • Return to the idle screen • Long press to shut down the system or put the system to sleep • Press it to power on the system when the system is shut down but not powered off
6	Off-hook Key	Go to the Pre-dialing screen, place a call or answer a call.
7	Back Key	Return to the previous menu.
8	Volume Key	Adjust the speaker volume.



Note: The infrared sensor locates within the LED indicator of camera. Aim the remote control at the infrared sensor to operate the camera.

Introduction of VCR11 Remote Control

The VCR11 remote control allows you to operate a video conferencing system, including placing calls, adjusting EQ volume, controlling the camera, navigating screens, and more. The following table introduces the keys on the remote control.



No.	Name	Description
1	Power Key	<ul style="list-style-type: none"> Power on or power off the endpoint. Put the endpoint to sleep or wake up the endpoint.
2	Video Recording Key	Start or stop recording the video and audio.
3	Layout Key	Adjust the layout during a video call.
4	Custom Key	<p>Customize the key function.</p> <p>You can configure this key as the Presentation, the Input, the ScreenShot, the Mute, or Preset key.</p> <p>Note: for second generation VCS devices, it defaults to Presentation key; for third-generation VCS devices, it defaults to Camera Control key. For MeetingEye 800, it defaults to preset key.</p>

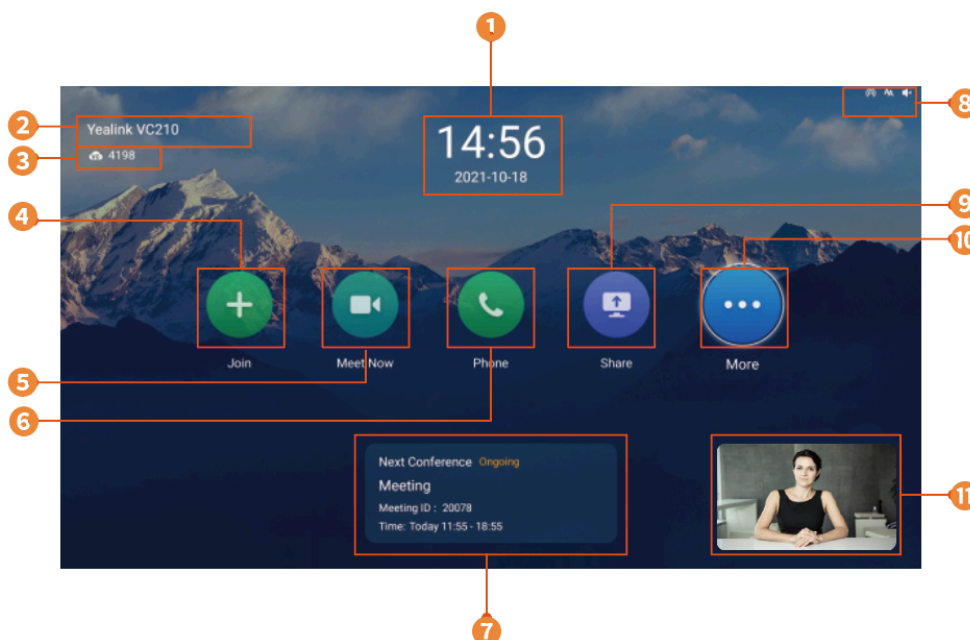
No.	Name	Description
5	Volume up key	Increase the speaker volume.
6	Volume down key	Turn down the speaker volume.
7	Zoom in key	<ul style="list-style-type: none"> Zoom the camera in. Zoom in the screenshot. Turn the page up.
8	Zoom out key	<ul style="list-style-type: none"> Zoom the camera out. Zoom out the screenshot. Turn the page down.
9	OK key	Go the sub-menu, confirm actions or answer incoming calls.
10	Navigation Key	<ul style="list-style-type: none"> Navigate through menu items. Pan and tilt the camera to adjust the viewing angle.
11	Mute Key	Mute or unmute the microphone
12	Home key	<ul style="list-style-type: none"> Return to the idle screen when the endpoint is not in a call. Open the Talk Menu during a call.
13	Back key	Return to the previous menu.
14	Off-hook Key	Go to the Pre-dialing screen, place a call or answer a call.
15	Delete Key	<ul style="list-style-type: none"> Delete the text. Delete one character at a time. Long press to delete all characters in the input field. One press to capture packets. When the device is connected to the USB flash drive, long press it for 2 seconds to start capturing packets and long press it for 2 seconds again to stop capturing packets.
16	On-hook Key	<ul style="list-style-type: none"> End a call or exit the current conference. Return to the idle screen.
17	Keypad	<ul style="list-style-type: none"> Enter digits. Go to the pre-dialing screen.
18	Character Key	Enter the special characters: .@*.
19	Pound key	Enter the pound key (#).

Related information

[Using the Remote Control](#)

Idle Screen


















If the video conferencing system has a YMS account registered, the monitor (non-touch) idle screen is as below:



















Number	Name	Description
1	Time and Date	The time and date are displayed on the top of the screen.
2	Site Name	The site name of the system is displayed in the top-left corner of the screen.
3	Register Account	Generally, your system administrator will pre-configure the related account information for the phone. If not, contact your system administrator.
4	Join	Go to Join Meeting, VMR and Meeting History screen. You can enter the conference ID and password to join conferences.
5	Meet Now	Initiate conferences.
6	Phone	Go to the Dialing and Directory screen.
7	Conference Schedule	When you register a YMS account, you can view the ongoing or upcoming conference.
8	Status Icon	The status icons are displayed in the top-right of the status bar.
9	Share	Start or finish presentation.
10	More	<ul style="list-style-type: none"> Mute the video conferencing system, enable DND, enable Auto Answer. Control a camera Setting Use the File Manager (it is applicable to the VCS devices running in Standard mode)
11	Video Image	Display the local video image, the local PC content or the image of Whiteboard collaboration. Note: MeetingEye 600/MeetingEye 400/PVT960/PVT940 displays the local video image only when you disable the privacy protection mode.

Icons Introduction

The icons displayed in the status bar of the monitor are introduced as below:

Icon	Description
	Network is unavailable
	Wi-Fi mode is enabled, but is not connect the wireless network
	Wi-Fi mode is enabled, and is connected the wireless network
	Wireless hotspot is enabled, but no device is connected to it
	Wireless hotspot is enabled, and some devices are connected to the system (the number of the connected devices is displayed in the bottom-right corner)
	A SIP account is registered
	An H.323 account is registered
	A YMS account is registered
	A PSTN account is registered
	Log into StarLeaf/Zoom/Pexip/BlueJeans/EasyMeet/Videxio platform
	VCH51 video conferencing hub is connected to the device
	Auto answer
	The volume is 0
	DND (do not disturb) is enabled
	Wired sharing (when a PC is connected to the VCH51 video conferencing hub)
	Wireless sharing (use the WPP20 wireless presentation pod to share the content on PC and the number of the connected WPP20 is displayed in the bottom-right corner)
	A USB flash drive is inserted

Icon	Description
	VPN is enabled
	The device is muted
	Call encryption
	Record the video and the audio to your system memory
	Records the video and the audio to your PC by Yealink Wireless Presentation Pod
	Records the video and the audio to the USB flash drive
	Dialed calls (H.323 account/SIP account/IP Call)
	Dialed calls (Cloud platform)
	Received calls (H.323 account/SIP account/IP Call)
	Received calls (Cloud platform)
	Missed calls (H.323 account/SIP account/IP Call)
	Missed calls (Cloud platform)
	Local directory
	YMS contacts
	Virtual Meeting Room (VMR)
	Room system

Powering on the System

Your system starts up automatically after you connect an electrical supply. If you power off the system using the remote control, do the following to power it on.

Long press the **Hang up** key.

Your system is powered on successfully, and the LED indicator glows green.

Powering off the System

1. Long press the **Hang up** key for 3s.
The option pops up on the display.
2. Select **Shut down**.
The system shuts down immediately, and the LED on the system goes out.

Putting the System to Sleep

You can put the system to sleep immediately if you do not use it temporarily.

1. Long press the **Hang up** key for 3s.
The option pops up on the display.
2. Select **Sleep**.
The system goes to sleep immediately, and the LED on the system or the camera glows red.

Waking up the System

On your remote control, press any button.

Initiating Meet Now Conferences

When you register a YMS account, you can initiate a Meet Now conference at any time, without any reservation. Contact your administrator to check whether the Meet Now conference is enabled for your account.

Select **Meeting Now** > **Meeting Now**.

When the Meet Now conference has started, you can invite other participants to join the conference, or participants can join the conference by dialing the conference number you shared.

Related tasks

[Inviting Participants](#)

Joining Conferences

This chapter introduces how to join YMS conferences.

Joining Scheduled Conferences

After registering a YMS account on VCS devices, the conference you reserve on the server will be pushed to the VCS device synchronously. You can join the scheduled conference in advance.

- If you are invited to a YMS conference, you can see the conference schedule on the idle screen and join the conference 30 minutes before the conference begins.



Note: If multiple devices (with the same YMS account registered in) join the same conference, the former joined device will exit the conference automatically once another device joins. The conference only allows one of them to join the conference.

Joining a Scheduled Conference from the Conference Schedule

By default, you are allowed to enter the conference within 30 minutes before the meeting (The time to join the conference in advance can be set by the conference reservation staff). You can view the current most recent conference through the CTP18/CTP20/VCS devices.

Go to Conference Schedule to **Join**.

Joining a Scheduled Conference from the Conference Reminder

A conference reminder pops up 5 minutes before the conference starts, and you can join the conference by one click.

Do one of the following:

- Select **Join** to join the scheduled conference.
- Select **Detail** to view the conference details, and select **Join**.



Note: If you select **Ignore**, the reminder of this conference will not pop up any longer.

When the system is in a call, the conference reminder will not pop up. If the call ends but the scheduled conference is still ongoing, the reminder will pop up again. But if the scheduled conference ends, the reminder will not pop up.

Joining Conferences by Dialing the Conference ID

You can dial the conference ID to join the conferences created by others or VMRs. You can get the conference ID and password or other conference information from the conference members.

If you register a YMS account, you can go to the provided **Conference ID** and **Conference Password** to join the conference. You can also dial the conference ID first and then enter the conference password if required. If you do not register a YMS account, refer to [Joining the Conference \(for Participants using SIP/H.323 accounts\)](#).

1. Go to **Join**.
2. Enter the meeting ID.
3. Optional: Enter the conference password if required.
4. Select **Join**.



Tip: Before joining the conference, you can enable or disable your microphone or camera.



Note: If multiple devices (with the same YMS account registered in) join the same conference, the former joined device will exit the conference automatically once another device joins. The conference only allows one of them to join the conference.

Calling into Virtual Meeting Room

The VMR is created by the YMS enterprise administrator on the Yealink Meeting Service platform, which allows users to call into the VMR to initiate video conferences at any time.

1. Go to **Join**.

If a password is set for the conference, you need to enter the conference password to enter the conference.

2. Go to **VMR**.
3. Select the desired VMR.

4. Press the  or  key to place a video call.



Note: If multiple devices (with the same YMS account registered in) join the same conference, the former joined device will exit the conference automatically once another device joins. The conference only allows one of them to join the conference.

Joining the Conference (for Participants using SIP/H.323 accounts)

If you do not register a YMS account, you can use SIP/H.323 account to join the conferences.

- If the conference requires no password:
 - Select **Phone** on the idle interface and dial **conference ID**@server domain name/server IP address** to join the conference.
 - You can also select **More > Phone** and dial **conference ID**@server domain name/server IP address** to join the conference.

For example: you can dial 65698**@10.121.0.108.
- If the conference requires a password:
 - Select **Phone** on the idle interface and dial **conference ID**conference password@server domain name/server IP address** to join the conference.
 - You can also select **More > Phone** and dial **conference ID**conference password@server domain name/server IP address** to join the conference.

For example: you can dial 65698**888888@10.121.0.108.

You can also join the conference by:

- If the conference requires no password:
 - You can select **More > Phone** and dial **server domain name/server IP address** to join the voice prompt lobby.


After joining the voice prompt lobby and select **More > Dialpad**.

Enter the **conference ID#** according to the prompts.

For example: you can enter **10.121.0.108 > 65698#** in turn to join the conference.
 - If the conference requires a password:
 - You can select **More > Phone** and dial **server domain name/server IP address** to join the voice prompt lobby.

After joining the voice prompt lobby and select **More > Dialpad**.

Enter the **conference ID# conference password** according to the prompts.

For example: you can enter **10.121.0.108 > 65698# > 888888#** in turn to join the conference.
-  **Note:** You should end with # after entering the conference number and conference password in turn.

Viewing Scheduled Conferences

If you are invited to join scheduled conferences, you can see the upcoming or ongoing scheduled conference on the idle screen. What's more, you will receive a conference invitation email.

You can select the conference displayed on the idle interface and enter the conference to view the details.

Conference Control

The following introduces how to manage YMS video conferences, including scheduled conferences, Meet Now conferences and Virtual Meeting Room (VMR).

The roles of YMS video conferences are as below:

- Organizer: The organizer is the person who schedules or creates a conference. He can designate any participant as a moderator to control conferences.
- The moderator is the person who has conference control permissions.
- Guest: The guest is the participants except for moderators and cannot control the conference.

The participants are divided into the organizer, moderator and guest. In a YMS conference, the organizer is the moderator by default.

Their permissions are described as below:

Organizer/Moderator	Guest
Invite participants	Invite participants
Remove participants	-
-	Apply for speaking
View the message list	View the message list
Leave the conference	Leave the conference
End the conference	-

Inviting Participants

Any participants can invite other contacts to join the conference.

1. Press **OK** to open the **Talk Menu** during a conference.
2. Select **Invite**.
3. Do one of the following:
 - If you select **Dial**, enter the number then dial out.
 - If you select **Directory**, select the desired contacts, press the right navigate key and then select **Invite**.
4. Repeat the above steps until all the desired participants are added.

Removing Participants

If you are the organizer in a video conference, you can remove any participant from the conference. If you are a moderator, you can remove any participant from the conference except for the conference organizer.

1. Press **OK** to open the **Talk Menu** during a conference.
2. Go to **Participants**.
3. Select the desired contact and then press the right navigation key.
4. Select **Remove**.

Applying for Speaking

If you are muted by the conference moderator, you can apply for speaking.

Press the **Mute** Key.

Controlling the Participant Cameras

The organizer or moderator can control the participant cameras, including panning, tilting or zooming cameras.

Make sure that the camera you want to control is not turned off and the Far Control Near Camera feature is enabled.

1. Press **OK** to open the **Talk Menu** during a conference.
2. Go to **More > Camera > Near/Far Camera**.
3. Press the navigation keys to pan or tilt the camera.
4. Press the navigation keys to zoom in/out the camera.

Related tasks

[Allowing the Remote System to Control Your Camera](#)

Leaving the Conference

When some conference participants leave the conference, other participants keep going.

Do one of the following according to your role:

- If you are the moderator of a video conference, press the **Hang up** key and select **Leave, others keep going**.
- For other conference members, press the **Hang up** key.

Ending Conferences

Only the moderator can end the conference, and after the conference is ended, all conference participants leave the conference.

Press **Hang up** key and select **End conference**.

Local Screen Layout

The local screen layout is only effective for the participants themselves. In this conference, the participant can only change his conference layout.

The supported layouts are as below:

- **Speaker View:** in this layout, the assigned participant is given prominence in the largest pane no matter who is currently speaking, and other participants are displayed in a strip beside the assigned speaker.
- **Gallery View:** in this layout, every participant is given equal prominence in equal-sized panes.
- **Picture-in-picture:** PIP mode only takes effect on the local layout. In a two-way video call, the video of one end is displayed in a large window, and the video of the other end is reduced to a thumbnail in the bottom-right corner of the large window. In the conference, the large window displays the conference layout and the small window displays the local video.

Related tasks

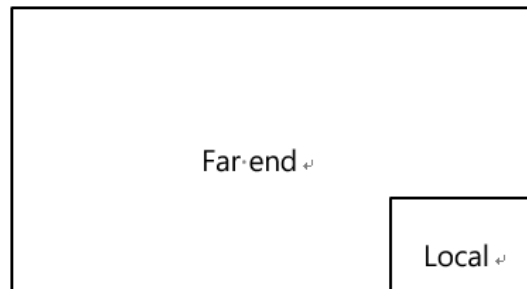
[Changing the SVC Meeting Layout of Conferences](#)

Single Screen Layouts

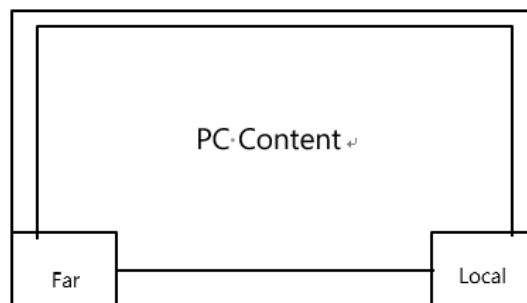
The following introduces the default layout when you connect one display.

Two-Way Video Call

Picture-in-picture layout is used by default.

**Two-Way Video Call with a Presentation**

The PC content is displayed in a large window and other participants are displayed in small windows beside the PC content.

**Changing the Local Screen Layout**

1. In a call, press **OK** to open **Talk Menu**, and go to **More > Layout**.
2. Select the desired layout.

Calling

This section is about call operations.

Placing a Call by Entering a Number

- SIP URI (for example, 2210@sip.com)
- IP address (for example, 192.168.1.15)
- H. 323 account and SIP account
- YMS account
- PSTN account
- If you register different accounts on the phone, you can use one of them to place the call, including the **YMS account/H.323 account/SIP account/PSTN account/H.323 IP Call/SIP IP Call**

- Calling a video conference system that is set up as a virtual conference room
 - If the virtual meeting room requires no password, dial the IP address of the device (for example, 10.3.6.201) or the account number to enter the virtual meeting room.
 - If the virtual meeting room requires a password, dial **IP##meeting password** or **conference meeting password@IP** (for example, 10.3.6.201##123 or 123@10.3.6.201).
1. Go to **Phone > Dial**.
If you cannot find the **Phone** on the idle screen, you can also select **More > Phone**.
 2. Enter the number.
 3. Press **OK** to place a video call.

Placing Calls to Contacts

1. Go to **Directory**.
You also can select **Phone > Directory**
2. Select the desired contact type.
3. Select the desired contact.
4. Press **OK** to place a video call.

Placing Calls from Call History

You can place a call from the call history. The call history includes missed calls, placed calls and received calls.

1. Go to **History**.
You also can select **Join > Meeting History**.
2. Press the navigate key to select the desired call record.
3. Press **OK** to place a video call.

Answering Calls

You can manually answer the incoming calls, you can also enable the auto answer feature when the system is idle or in a call.

Manually Answering Calls

If you do not enable the auto answer or the auto answer multiway feature for the system, you can answer an incoming call manually.

Press **OK**.

Answering a Call Automatically When not in a Call

You can enable the auto answer feature to answer calls automatically when the system is idle, which can avoid missing incoming calls.



Note: Auto answer feature may create security issues. For example, an unexpected caller can view your video conference room randomly.

1. Go to **More**.
2. Enable **Auto Answer**.

Answering Calls Automatically When in a Call

You can specify whether to answer a call automatically when the system is already in a call.



Note: Auto answer multiway feature may create security issues. For example, an unexpected caller could interrupt an ongoing meeting.

1. Go to **More > Setting > Basic > Call Features**.
2. Enable **Auto Answer Multiway**.

Muting Automatically Answered Calls

You can choose to mute the local microphones when a call is answered automatically, which avoids the caller hearing the local conversation freely.


This feature takes effect only when the auto answer feature is enabled.

1. Go to **More > Setting > Basic > Call Features**.
2. Enable **Auto Answer Mute**.


DND (Do Not Disturb)

You can enable DND feature to reject incoming calls automatically. All the rejected calls will be recorded to the missed call list. To prevent callers from interrupting the active call, you can enable DND during an active call. The DND feature will be disabled automatically after the call ends.

1. Go to **More**.
If you are having a call on your system, press **OK** to open the **Talk Menu** and go to **More**.
2. Select **DND**.

The DND icon  is displayed in the status bar of the monitor. The system will reject all incoming calls automatically.

Rejecting Incoming Calls

Press  Key or go to **Reject**.

Ending Calls

Press  Key.

Configuring Camera Settings

Turning off the Local Camera in a Call

1. Press **OK** to open the **Talk Menu**.
2. Select **Camera Off**.
If you turn the camera off, the remote party cannot view your video image.

Controlling Local Cameras

If you do not enable the tracking mode feature, you can pan, tilt, or zoom the camera when in a call or on the idle screen.

If you do, the camera is adjusted automatically and you cannot control it. For VC200-E, you can only manually control the camera since it does not support the tracking mode feature.

Enabling Manual Camera Control When not in a Call

1. On the idle screen, go to **More > Camera Control**.
2. Press **OK** to display more menus and select **Tracking Mode**.
3. Select **Off**.

Enabling Manual Camera Control When in a Call

1. In a call, press **OK** to open the **Talk Menu**, go to **More > Camera > Tracking Mode**.
2. Select **Off**.

Adjusting Cameras When not in a Call

1. On the idle screen, go to **More > Camera Control**.
2. Scroll up or down to zoom the camera.
3. Press the navigation key to adjust the angle of the camera.



Note: If you do, the camera is adjusted automatically and you cannot control it.

Adjusting Cameras When in a Call

1. On the Call screen, scroll up or down to zoom the camera.
2. Press the navigation key to adjust the angle of the camera.



Note: If you are using the Talk Menu, press the Return key to return the Call screen.



Note: After enabling the tracking mode feature, the camera is adjusted automatically and you cannot control it.

Tracking Mode

The tracking mode feature contains the auto framing and the speaker tracking. With the real-time face detection, the auto framing feature can automatically adjust the camera according to the number and the position of the participants, covering every participant in the conference. Moreover, the speaker tracking feature, based on the auto framing feature, can automatically detect the speaking participant and zoom in his video image, providing an optimal closeup of the speaker. The tracking mode feature is not applicable to VC200-E.



Note: After enabling the tracking mode feature, the camera is adjusted automatically and you cannot control it.

Enabling Tracking Mode When not in a Call

1. On the idle screen, go to **More > Camera Control**.
2. Press OK Key to display more menus and select **Tracking Mode**.
3. Select **Auto Framing** or **Speaker Tracking**.

Enabling Tracking Mode When in a Call

1. In a call, press **OK** to open the **Talk Menu**, go to **More > Camera > Tracking Mode**.
2. Select **Auto Framing** or **Speaker Tracking**.

Enabling/Disabling Privacy Protection

The privacy protection feature can prevent others from viewing your meeting status on the device web user interface when you are not in a call. This can protect the important information from being stolen if your colleagues are having meetings in the meeting room. If you disable this feature, you can see the meeting status from the small window in the bottom-right corner of your display device. This feature is not applicable to VC210/VC200-E/MeetingEye 800.

1. On the idle screen, go to **More > Setting > Basic > Camera**.
2. Enable/disable **Privacy Protection**.

Allowing the Remote System to Control Your Camera

You can allow the remote party to pan, tilt, or zoom your camera.

If you enable the tracking mode feature, the local camera is adjusted automatically and cannot control it.

1. On the idle screen, go to **More > Setting > Basic > Camera**.
2. Enable **Far Control Near Camera**.

Related tasks

[Enabling Manual Camera Control When not in a Call](#)

[Enabling Manual Camera Control When in a Call](#)

Camera Presets

Camera presets are pre-saved values of the angle and the focal length of the camera with respect to the desired positions. It can help you quickly point the camera to a pre-defined location.

Add Camera Preset Location

You can store up to 10 camera presets for VC200-E, MeetingEye 400, and MeetingEye 600. But the VC200, VC800, VC880, PVT980, and MeetingEye 800 can be stored up to 99 camera presets.

1. In the idle screen, select **More > Camera Control**.
2. Press **OK** to select **Preset Location**.
3. Select **New Preset**, and tap the navigation keys to adjust the camera angle.
4. Press **OK** to save.

Updating the Stored Preset

If you move the camera to a new position, it will change the images displayed by the camera presets. Therefore, you need to update the presets.

The video conferencing system in tracking mode cannot use the camera preset feature, please turn off the tracking mode.

1. Press **OK** to select **Preset Location**.
2. Select the corresponding **Preset Location**.
3. In the option on the right, select **Update Preset**.

Editing the Stored Preset

The video conferencing system in tracking mode cannot use the camera preset feature, please turn off the tracking mode.

1. Press **OK** select **Preset Location**.
2. In the **Preset Location** field, select **Edit** to select the desired preset.
3. Tap the navigation keys to adjust the camera angle.
4. Press **OK** to save.

Deleting the Stored Preset

The video conferencing system in tracking mode cannot use the camera preset feature, please turn off the tracking mode.

1. Press **OK** to select **Preset Location**.
2. In the **Preset Location** field, select **Edit** to select the desired preset.
3. Press **Confirm Delete** to delete preset.

Clear All Presets

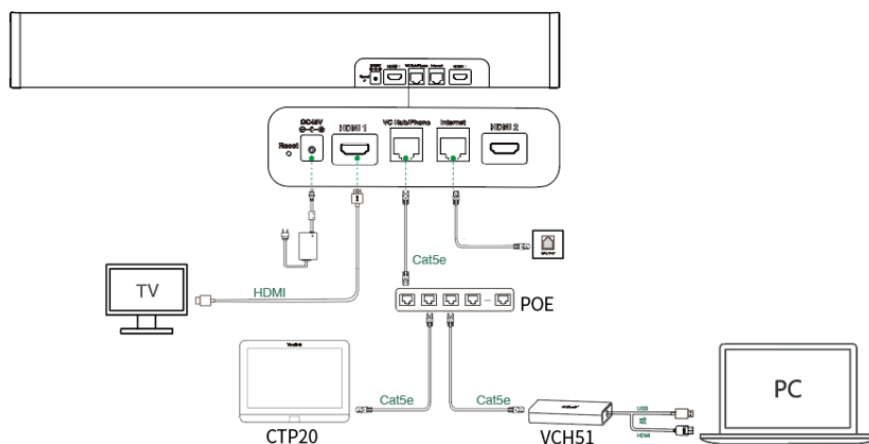
The video conferencing system in tracking mode cannot use the camera preset feature, please turn off the tracking mode.

1. Press **OK** to select **Preset Location**.
2. In the **Preset Location** field, select **Clear**.
3. Press **OK** to clear all presets.

Camera Preset in BYOD Mode

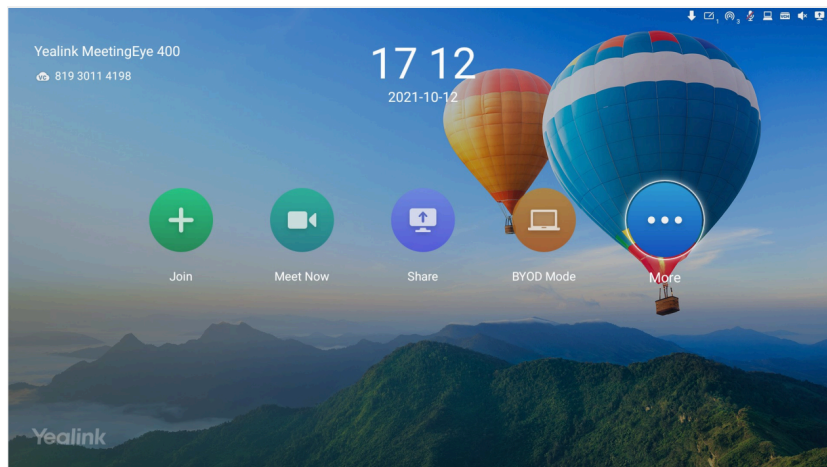
BYOD means Bring Your Own Device. If you enter the BYOD mode, you can use the VCS device as an external meeting device.

In BYOD mode, you need to connect VCH51 to your PC with HDMI cable. For more information the connection between the system and VCH51, refer to [Yealink VCH51 Quick Start Guide](#).




The video conferencing system in tracking mode cannot use the camera preset feature, please turn off the tracking mode.

1. In the idle interface, tap the **BYOD mode**.



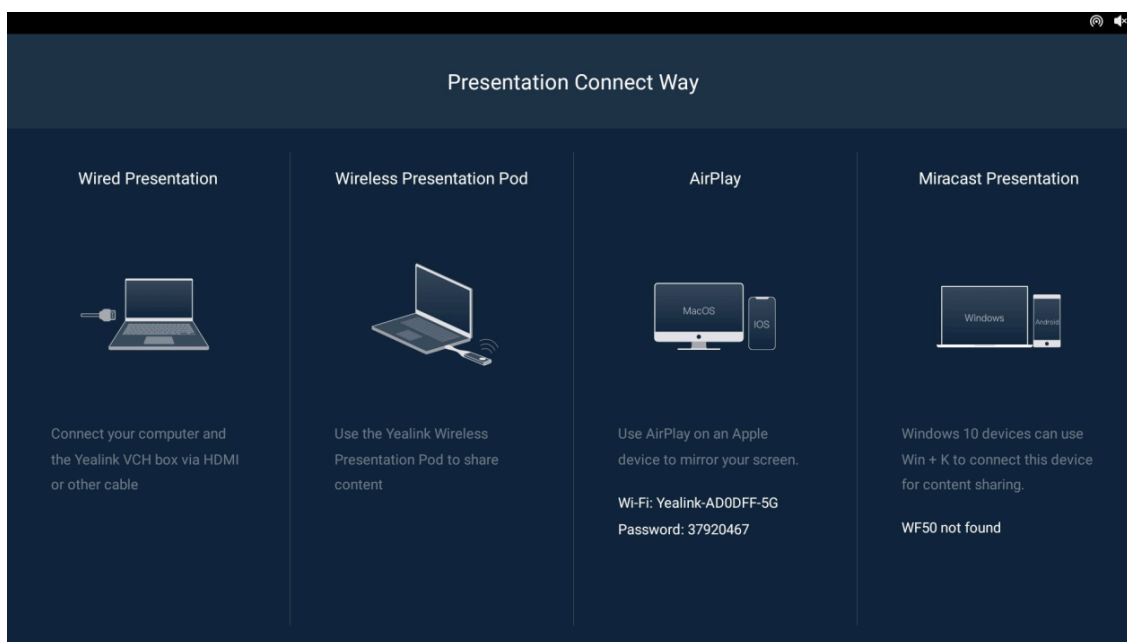
2. Select **Start BYOD Mode**.
3. Press **OK** to open **Talk Menu**.
4. Select **Camera on > Preset Location**.
5. Select the desired preset.

 **Note:** If the screen shows that **no preset**, please notify the administrator.

Content Sharing

You can share the content on your computer when the system is idle or in a conference. Only one content can be shared at a time, and the content shared later will replace the previous one.

You can share content from the following 4 methods:



Note: If you can not find the guidance of presentation connection way when you want to share content. Please contact your administrator.

Sharing Content with VCH51 Video Conferencing Hub

In a meeting room, you can connect VCH51 to your PC with HDMI cable for content sharing.

Make sure the computer is powered on and connected to the VCS endpoint.



Note: For more information the connection between the system and VCH51, refer to [Yealink VCH51 Quick Start Guide](#).

The system will connect to the wired sharing and display the sharing content automatically. If the system does not start sharing content automatically, do one of the following to start sharing content manually:

- Go to **Presentation** on the idle screen.
- In a conference, press **OK** to open **Talk Menu**, and then go to **Presentation**.

Using WPP20 Wireless Presentation Pod

In a meeting room, you can connect WPP20 to your PC for content sharing.



Note: If you cannot present after connecting WPP20 to the PC, refer to [Yealink WPP20 Wireless Presentation Pod Quick Start Guide](#) to pair the system and WPP20.



Note: Under the English system of Windows and iOS (Except for the English interface under the Chinese system), WPP20 does not support wireless AP connection for content sharing. If you need to share content under the English system, please do one of the following:

- You need to turn on wireless AP of the video conferencing system, and connect the PC to the wireless AP of the video conferencing system, and then pair the WPP20 for use.
- Make the PC and the Video Conferencing System in the same local area network (that is, connect the PC and the Video Conferencing System to the same Wi-Fi), and then pair the WPP20 for use.

Sharing Content via WPP20

Make sure the computer is powered on and you connect the WPP20 wireless presentation pod to your PC.

When you use it for the first time, please plug the WPP20 wireless presentation pod into the Video Conferencing System. Press the WPP20 button, wait for the screen to pop up "Wireless presentation pod is paired successfully", and tap "OK".

1. Do one of the following:

- On the WPP20, press the presentation button to share the full screen of the PC.
- On the Yealink Wireless Presentation Pod software, click **More Sharing**, select the file you want to share, and then click **Share**.

The computer content is automatically projected to the device.

2. Click **Start annotation** on the navigation bar to make notes on the shared content with the corresponding tools.

Related information

[Introduction of WPP20 Note Toolbar](#)

[Introduction of the WPP20 Whiteboard Note Toolbar](#)

Switching the Shared Content via WPP20

1. On the Yealink Wireless Presentation Pod software, click **New Share**.



2. Select the file or window you want to share and then click **Share**.

Stopping Sharing Content via WPP20

Do one of the following to stop sharing content:


- Remove WPP20 from your computer.
- On the WPP20, press the presentation button.
- On the Yealink Wireless Presentation Pod software, click **Stop Sharing**.



Note: If you share the whiteboard via WPP20, you need to press the Presentation Button on the WPP20 Wireless Presentation Pod twice to end the content sharing.

Sharing Content via Apple Device

Enable the wireless AP

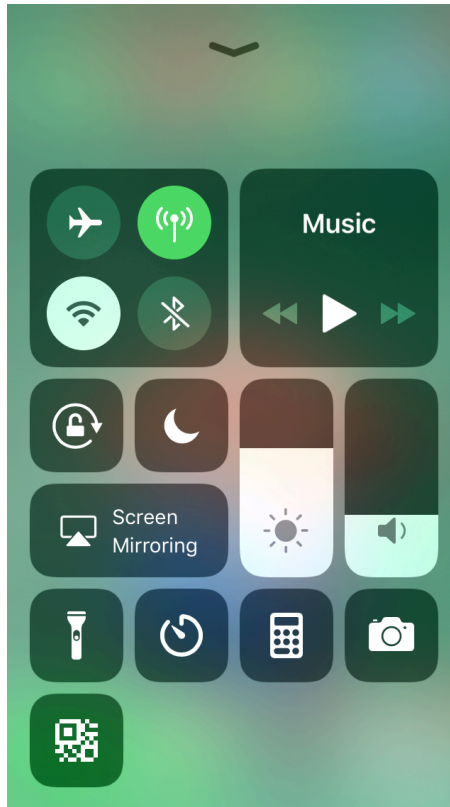
1. Select  > **Settings** > **Network Setting** > **Host Network** > **Network** > **Wireless Network**.
2. Enable the Wireless Network.

Sharing Content via Apple Device


Before using the Apple device for content sharing, make sure the Airplay feature is enabled and the Apple device is connected to the wireless AP of the system.

1. On your Apple device, tap **Settings** > **General** > **Airplay**.
2. Select **Everyone**.
The Airplay feature is enabled.
3. The Apple device is connected to the wireless AP of the system.

4. Go to the Control Center.

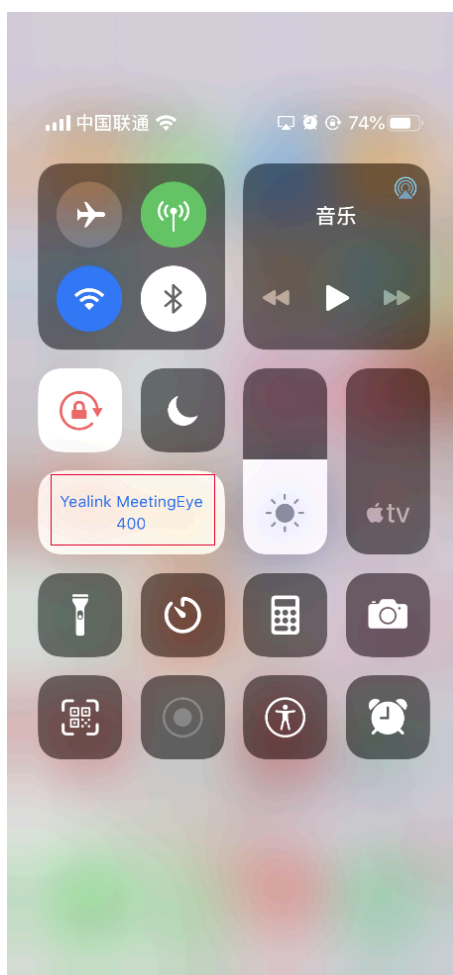


5. Tap **Screen Mirroring**, and select the related content sent by the system from the pop-up window. The content on the Apple device is automatically projected to the system.

 **Note:** For more information about connecting to the wireless AP of the system, contact your administrator.

Stopping Sharing Content via Apple Device

Go to the Control Center and select the device from the Screen Mirroring.



Sharing Content by Miracast Presentation

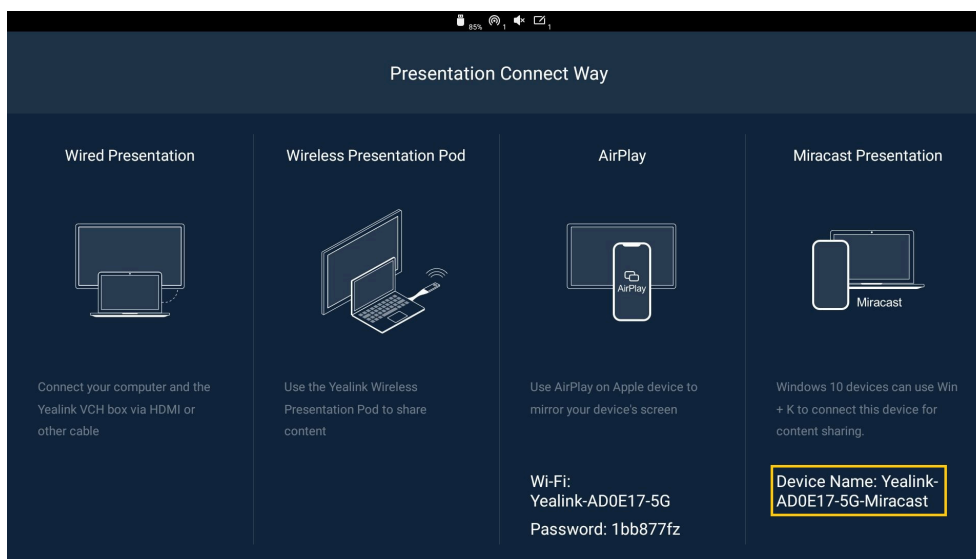
The VCS endpoint allows you to use Win10 to share content via Miracast Presentation.

Before using Miracast wireless projecting, make sure that your device supports Miracast Presentation and you have connected WF50 to the USB port on the VCS endpoint.

1. Make sure you enable the wireless AP.

If you do not enable the wireless access point, go to **More > Setting > Network > Wireless AP**(the **admin password is 0000 by default**), and enable Wireless AP.

2. Go to **Share** on the idle screen to view the device name of Miracast Presentation.



3. On your computer, press **Win+K** to search the Miracast name of your VCS endpoint, and connect your endpoint to the computer.

If you enable the authentication of Miracast PIN code, enter the PIN code displayed in the top-right corner of the endpoint, and connect the endpoint to the computer.

After connected, the VCS endpoint will share the content on PC automatically.

Switching Content Sharing Device

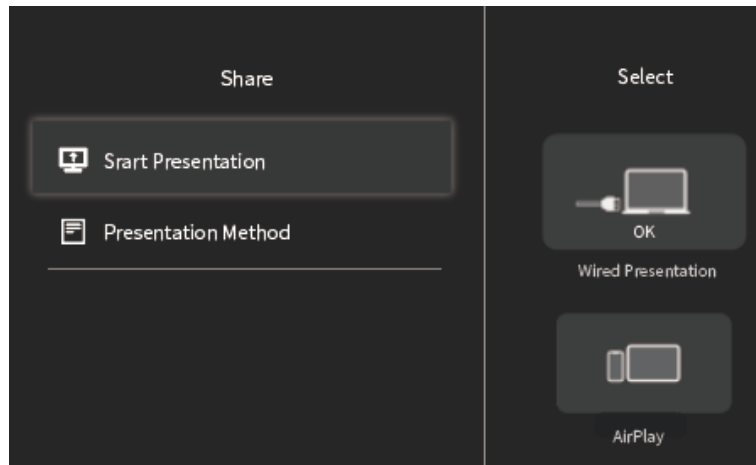
In the conference room, if you want to switch content sharing between different devices, you can simultaneously access multiple devices on the video conferencing system. You can select the desired sharing method via remote control. The switching method supports Wired Presentation, Wireless Presentation Pod, AirPlay and Miracast Presentation.

You can only connect one kind of Wireless Presentation Pod, AirPlay and Miracast Presentation at the same time.

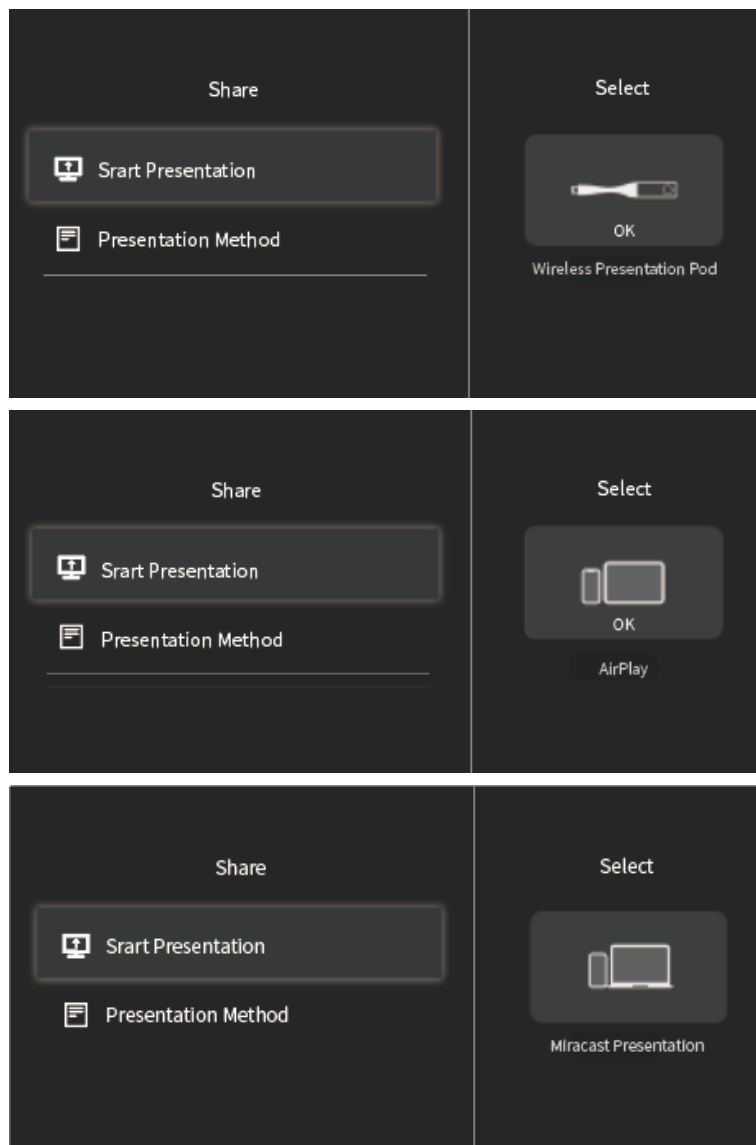
For example, if you currently have a Wireless Presentation Pod to share content on your computer, and then you connect a AirPlay to share content. The shared content screen will be replaced with an Airplay screen, while the Wireless Presentation Pod is exited. If you want to use the Wireless Presentation Pod again, you need to share content again.

The content sharing switching method supports the following combinations:

- Wired Presentation and Wireless Presentation Pod (or AirPlay and Miracast Presentation).



- Switching the connection between Wireless Presentation Pod, AirPlay and Miracast Presentation.



1. In idle screen, tap **Share**.

2. Tap **Presentation Method** to select other presentation connecting way.
3. Connect the device to the video conference system according to methods.
4. After the connection is successful, you can share content.



Note: Under the English system of Windows and iOS (Except for the English interface under the Chinese system), WPP20 does not support wireless AP connection for content sharing. If you need to share content under the English system, please do one of the following:

- You need to turn on wireless AP of the video conferencing system, and connect the PC to the wireless AP of the video conferencing system, and then pair the WPP20 for use.
- Make the PC and the video conference system in the same local area network (that is, connect the PC and the video conference system to the same Wi-Fi), and then pair the WPP20 for use.

Using WPP20 Wireless Presentation Pod

After WPP20 Wireless Presentation Pod is paired with the VCS endpoints and connected to the computer, it can easily realize the wireless sharing screen of computer screen with whiteboard collaboration function. And it can receive the whiteboard or shared content initiated by the VCS endpoints or other devices. In addition, the WPP20 built-in Yealink Wireless Presentation Pod software, combined with a conference TV terminal and touch TV, allows you to record and control your meeting while sharing the screen. At the same time, you can directly control the computer on the touch TV or touch panel to give you the extremely content sharing experience.



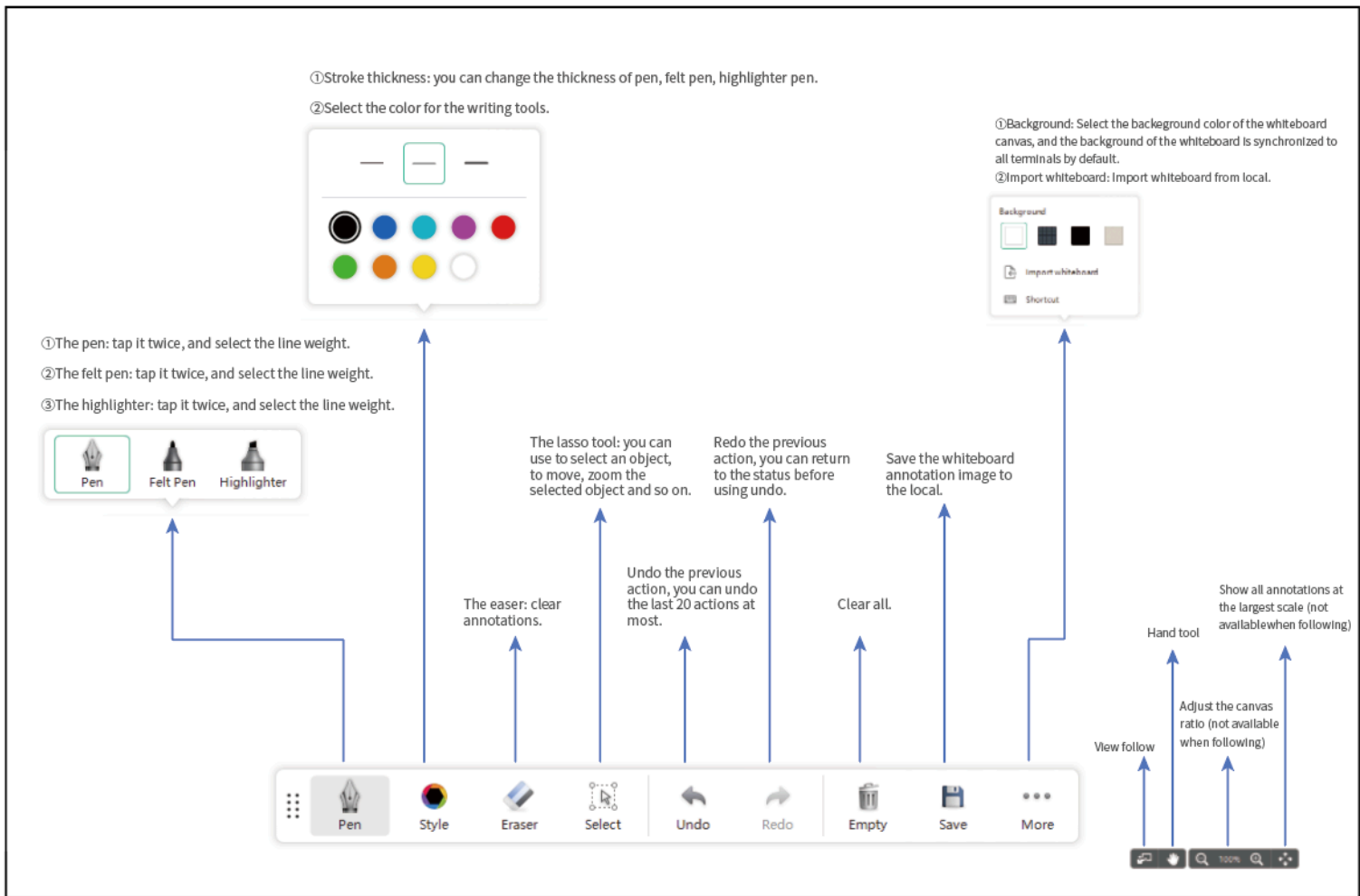
Note: Contact your system administrator to check whether the whiteboard feature is available.



Note: If you use the WPP20 on your Mac device and after starting the Yealink Wireless Presentation Pod software, the system will prompt Yealink WPP20 wants to make changes. After entering the device password, it can be used normally. Otherwise, the other party will not hear the sound during the content sharing. WPP20 only supports content sharing on Mac devices.

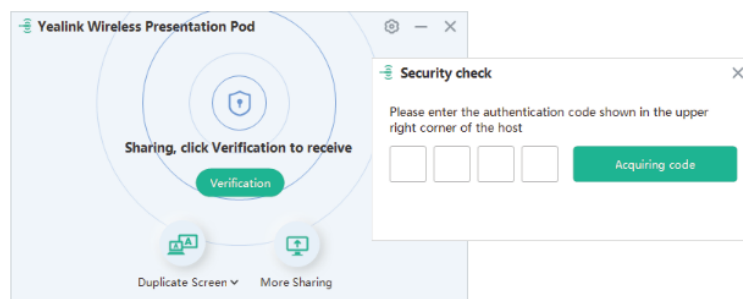
Introduction of the WPP20 Whiteboard Note Toolbar

Introduction of the CTP20 whiteboard toolbar is as below:



Receiving Shared Whiteboard or Content

WPP20 can receive whiteboard or content shared by the VCS codec or other devices. If the administrator needs to confirm the authentication before setting the WPP20 to obtain the collaboration data, click **Verification > Acquiring code** on the Yealink Wireless Presentation Pod software. Enter the four-digit authentication code in the security check box. The authentication code is displayed in the upper right corner of the display device connected to the VCS codec.



You can use the WPP20 annotation tool or the whiteboard annotation tool to take notes.

Related information

[Introduction of WPP20 Note Toolbar](#)

[Introduction of the WPP20 Whiteboard Note Toolbar](#)

Initiating Whiteboard Sharing on WPP20

When you use the WPP20 to initiate the content sharing, you can initiate whiteboard sharing and the whiteboard data will be synchronized to the VCS codec. If a CTP20 is connected to the VCS endpoint, the whiteboard data is synchronized to CTP20.

Make sure the computer is powered on and you connect the WPP20 wireless presentation pod to your PC.

If the administrator sets authentication before using WPP20, the authentication is required before initiating the whiteboard sharing. After each collaboration in the non-call, the VCS codec will cache the authentication status of the accessory within a certain period of time (configured by the administrator). If timeout, the accessory needs to be re-authenticated.

1. On the Yealink Wireless Presentation Pod software, click **More Sharing**.
2. Select **Whiteboard** and click **Share**.



Note: If the administrator has set that an authentication is required before the WPP20 collaboration, you need to enter the four-digit authentication code in the security check box before sharing the whiteboard. The authentication code is displayed on the upper right of the display device connected to the VCS codec.

Saving the Content or Whiteboard Picture Locally via WPP20

After receiving or sending the content/whiteboard via WPP20, the shared content/whiteboard picture can be saved locally.



1. In the content/whiteboard note toolbar, click .
2. Click **view the file** to view the picture.

Image saved, click to [view the file](#) 

Related information

[Introduction of WPP20 Note Toolbar](#)

[Introduction of the WPP20 Whiteboard Note Toolbar](#)

Importing the Whiteboard Source File via WPP20

If you want to continue discussing the saved whiteboard file, download it from the cloud disk to your local system and use WPP20 to import the whiteboard source files.

1. At the note toolbar, tap **...** > **Import whiteboard**.
2. Select the whiteboard file locally and import it.

Importing an Existing Whiteboard during a Call via WPP20

If you have made notes on the local whiteboard before having a call, you can import the whiteboard for discussion during the call.

In the note toolbar, tap **...** > **Import whiteboard before talking**.

Conference Control via WPP20

The following introduces how to manage video conferences, including scheduled conferences, Meet Now conferences and Virtual Meeting Room (VMR).

The roles of video conferences are as below:

- Organizer: The organizer is the person who schedules or creates a conference. He can designate any participant as a moderator to control conferences.
- The moderator is the person who has conference control permissions.
- Guest: The guest is the participants except for moderators and cannot control the conference.

The participants are divided into the organizer, moderator and guest. In the conference, the organizer is the moderator by default.

Their permissions are described as below:

Organizer/Moderator	Guest
Invite participants	Invite participants
Mute/unmute all participants	-
Local mute/unmute	-
Turn on/off the participant cameras	-
Turn off/on the local camera	Turn off/on the local camera
Switch roles between moderators and guests	-
Manage the speaking application	-
Lock/unlock the conference	-
Allow/reject the participant to join the conference	-
Start recording/stop recording	Start recording/stop recording
Dialpad	Dialpad
Change the meeting layout	Change the meeting layout
Do not disturb	Do not disturb
Control local volume	Control local volume
Leave the conference	Leave the conference
End the conference	-

Inviting Participants

All participant can invite their contacts to join the conference.


1. On the Conference Control of WPP20, tap **Invite**.

2. Do one of the following:

- Tap **Copy Meeting Info** and invited members can enter the meeting according to the meeting number and meeting password.
- Tap **Contact Invitation** and select the desired contact to call.
- Tap **Other Terminals** and enter the IP address or number of the invited member..

Removing Participants

If you are a moderator, you can remove any participant except for the organizer.

1. On the Conference Control of WPP20, tap **Participants**.
2. Tap  beside the desired participant.
3. Tap **Remove** to remove the desired participant.



Locking/Unlocking the Conference

The moderator can lock/unlock the conference. After the conference is locked, the participants (except the moderator and the invited participants) will go to the waiting room when they call into the conference. After the conference is unlocked, the participants in the waiting room will go to the conference directly.

1. On the Conference Control of WPP20, tap **Participants**.
2. Tap **Lock** to lock the conference.
3. If you need to unlock the conference, tap **Unlock**.


Allowing/Rejecting the Participant to Join the Conference

If the conference is locked by the moderator, the people who call into the conference will go to the waiting room, and the moderator can allow them to join the conference or not.

1. On the Conference Control of WPP20, tap **Participants**.
2. Tap **Waiting Room** on the top of the screen.
3. Tap  /  bedside the desired participant.

Switching Roles between Host and Guest

The moderator can assign the participant as the moderator. When a participant is not expected to be a moderator, other moderators can switch the person to a participants. Organizers cannot be switched to participants.

1. On the Conference Control of WPP20, tap **Participants**.
2. Tap  beside the desired participant and select **Set as Host/Set as Guest**.

Muting/Unmuting All Participants

If you are the moderator of a conference, you can the mute/unmute all conference participants except yourself. Participants muted by the organizer or moderator cannot unmute themselves, they can only apply for speaking.

1. On the Conference Control page, tap **Participants**.


2. Tap **Mute All** or **Unmute All** to mute/unmute all participants.

Muting/Unmuting a Participant

If you are the organizer/moderator of a video conference, you can mute or unmute a single participant. Participants muted by the organizer or moderator cannot unmute themselves, they can only apply for speaking.

1. On the Conference Control of WPP20, tap **Participants**.


2.

Tap  beside the desired participant.

The icon becomes to . The participant is muted and other participants cannot hear his voice.



3.

Tap  beside the participant that you want to unmute.

The icon becomes to . The participant is unmuted and other participants can hear his voice.



Managing the Speaking Application

If you are the moderator in a conference, you can allow or reject the speaking application of the participant.

1. On the Conference Control of WPP20, tap **Participants**.
2. On the Conference Members page, tap **Hand up to speak** beside the desired participant.
3. Tap  /  bedside the desired participant.

Turning on/off the Participant Cameras

The moderator can enable or disable the participant camera to control whether other participants can see the video of the participant.

1. On the Conference Control page, tap **Participants**.
2. Tap  /  beside the desired participant to disable/enable the camera.

Turning off the Local Camera

On the Conference Control of WPP20, tap  to turn off the camera.

Changing the Local Meeting Layout

The moderators and participant can only change the layout of themselves during the conference.

1. On the Conference Control of WPP20, tap **Layout**.
2. Select **Video Layout**.
3. Select the desired layout.

Start Recording

The host can use WPP20 to record the meeting video.

1. On the Conference Control of WPP20, tap **Record**.
2. Select the file location for recording on PC.
3. You need to tap **Confirm** or **Cancel** on the Video Conferencing System to approve or refuse to record.

Do not Disturb

In the Conference Control of WPP20, tap  .

Leaving the Conference

When some conference participants leave the conference, other participants keep going.

Do one of the following according to your role:

- If you are a moderator of a video conference, select **End Call** and select **Leave, others keep going** on the Conference Control screen.
- For other conference members, select **End Call** on the Conference Control screen.

Ending the Conference

Only the moderator can end the conference, and after the conference is ended, all conference participants leave the conference.

Select **End Call** and select **End meeting**.


Recording Videos and Taking Screenshots

Recording Videos

We provide local recording and server recording. For local recording, the video definition you can select is 720P; for server recording, the video definition you can select is 1080P. For more important conferences, we recommend that you use the server recording.

MeetingEye 800 does not support local recording, only supports server recording.

The difference between the two recording method are as below:

Recording method	Prerequisites	Description
Local recording	Insert a USB flash drive to the VCS device	<p>After that, you can record videos and save them to the USB flash drive. The recorded videos will be saved as MKV format and named as the recorded time and date.</p> <p> Note: If you can not record video to local, please contract your moderator.</p>

Recording method	Prerequisites	Description
Server recording	For YMS conference, make sure your YMS account has the recording permission	YMS Meeting: if the administrator has enabled server recording permissions for your YMS account, you can use server recording to save the recorded video on YMS.

For more information on server recording permissions during meetings and how to get videos from the server, please contact your administrator.



Note: If there is a WPP20 wireless presentation pod in the meeting room, you can use it to record videos to your computer. To record videos to a USB flash drive, the USB flash drive you connect should support FAT 32 and NTFS format.

Recording Local Videos

You can record server video only when you are in conference calls.

The third-generation VCS devices does not support local recording, only support server recording.

1. In a call, press **OK** to open the **Talk Menu** and go to **More > Recording**.
2. For the conference, select **Server record** in the pop-up window if you insert a USB flash drive to the VCS device.
The monitor displays the recording icon and the time.
3. Press **OK** to open **Talk Menu** and go to **More > Now Recording** to stop recording.

Recording Local Videos When not in a Call

This feature is not applicable to MeetingEye 800.

1. Insert the USB flash drive to the VCS device.
2. On the idle screen, press **OK** to display more menu items and select **Recording**.
The monitor displays the recording icon and the time.
3. Press **OK** to display more menu items and go to **More > Now Recording** to stop recording.

Recording Local Videos When in a Call

1. Insert the USB flash drive to the VCS device.
2. In a call, press **OK** to open the **Talk Menu** and go to **More > Recording**.
If your system administrator enables the server recording permission for your YMS account, select **Local recording**.
The monitor displays the recording icon and the time.
3. Press **OK** Key to open **Talk Menu** and go to **More > Now Recording** to stop recording.



Note: If you can not record video to local during the meeting, please contract your moderator.

Recording Server Videos

You can record server video only when you are in conference calls.

1. In a call, press **OK** to open the **Talk Menu** and go to **More > Recording**.
2. For YMS conference, select **Server record** in the pop-up window if you insert a USB flash drive to the VCS device.
The monitor displays the recording icon and the time.
3. Press **OK** to open **Talk Menu** and go to **More > Now Recording** to stop recording.

Recording the meeting to Local and Cloud Simultaneously

You may fail to record the meeting for various reasons in the meeting. Therefore, you can enable this feature to backup the meeting.

- Before recording the meeting to the local and cloud simultaneously, make sure your USB flash drive is connected to the third-generation VCS device.
 - This feature is only applicable to the moderator.
1. On the Conference Control page, tap **More > Recording**.
 2. Tap **Record to Cloud and Local** to record the meeting.
The monitor displays the recording icon.

Stopping Recording the meeting to Cloud and Local Simultaneously

You can stop recording the meeting to local and cloud simultaneously.

- Before recording the meeting to the local and cloud simultaneously, you need to insert the USB flash drive into the third-generation VCS device.
 - This feature is only applicable to the moderator.
1. On the Conference Control page, tap **More > Now Recording**.
 2. Tap **Stop Record to Cloud and Local**.


Stopping the Cloud Recording Only

You can stop the cloud recording separately after enabling the local and cloud recording simultaneously.

- Before recording the meeting to the local and cloud simultaneously, you need to insert the USB flash drive into the third-generation VCS device.
 - This feature is only applicable to the moderator.
1. On the Conference Control page, tap **More > Now Recording**.
 2. Tap **Stop Cloud Recording** to stop the recording.



Note: If you stop the cloud recording, the meeting is still recorded locally.

3. If you want to restart the cloud recording, you can press  > **Now Recording > Server Recording**.


Stopping the Local Recording Only

You can stop the cloud recording separately after enabling the local and cloud recording simultaneously.

- Before recording the meeting to the local and cloud simultaneously, you need to insert the USB flash drive into the third-generation VCS device.
 - This feature is only applicable to the moderator.
1. On the Conference Control page, tap **More > Now Recording**.
 2. Tap **Stop Cloud Recording** to stop the recording.



Note: If you stop the Cloud recording, the meeting is still recorded locally.

3. If you want to restart the Cloud recording, you can press  > **Now Recording > Server Recording**.

Taking Screenshots

You can take screenshots. The screenshots are saved as JPG format and named as the captured time and date.

Your system should meet the following requirements:

- Make sure the administrator has enabled the screenshots feature
- Insert a a USB flash drive(the USB flash drive you connect should support FAT32 or NTFS format)

Go to  > **Screenshots**.

Taking Screenshots When not in a Call

1. On the idle screen, go to **More > Camera Control**.
2. Press **OK** to display more menu items and select **Screenshot**.

Taking Screenshots When in a Call

In a call, press **OK** to open the **Talk Menu**, and go to **More > Screenshot**.

Managing Videos and Screenshots

The USB flash drive can be recognized by the system after you connect it to the system or VCH51. You can manage the JPG files in the Screenshot folder and MKV files in the Video Record folder.








Note: This feature is not applicable the third generation VCS devices.

Viewing Screenshots

1. On the idle Screen, go to **More > File Manager**.
2. Select the desired screenshot and press **OK** key.
3. Do one of the following:
 - Press the left key or the right key to view the previous or next screenshot.
 - Scroll up or down to zoom in or out the images.
 - Press Return Key to exit.

Viewing Local Recorded Videos

1. On the idle Screen, go to **More > File Manager**.
2. Select the desired video and then press **OK** to play the video.
3. Do one of the following:
 - Select  and press **OK** to pause, and select  to resume playing.
 - Select  and press **OK** to skip forward. For each press, the video will skip forward 6 seconds.
 - Select  and press **OK** to rewind. For each press, the video will go back 6 seconds.
 - Press the volume key to adjust the speakerphone volume.
 - Select  or tap **Return** Key on the remote control directly to exit playing.



Note: If you receive an incoming call while you are playing video, the system will stop playing the video automatically.

Deleting Screenshots or Videos

If the USB flash drive or local storage space is insufficient, you can delete the screenshots or videos to free up space.

1. On the idle Screen, go to **More > File Manager**.
2. Select the desired screenshot or video, press the right navigation key, and then press **OK**.
The system prompts whether or not you are sure to delete.

3. Confirm the action.

Configuring the Audio Settings

Adjusting the Volume

You can adjust the following volume:

- **Ringer volume:** adjust the ringer volume when the phone is idle or ringing.
- **Talking volume:** adjust the speakerphone volume when the device is in a call.
- **Key tone volume:** adjust the volume of key tone when you press the key on the remote control
- **Media Volume:** adjust the media volume when playing recorded videos.

On your remote control, press the Volume key to adjust the volume.

Configuring Key Tone

You can enable the key tone feature. When you press any key on the remote control, the system will produce a sound.


1. Go to **More > Settings > Basic > General**.
2. Enable **Key Tone**.

Enabling Silent Mode

If you enable the silent mode, the speaker of your endpoint makes no sound.

Long press the **Vol-** key to decrease the volume to the minimum.




Note: When the silent mode is enabled, the  icon will appear on the monitor.

Muting the Microphone

You can mute the local microphone during a call so that other parties cannot hear you.

On your remote control, press the **Mute Key**.

If the video conferencing system is muted, the icon  will appear on the local video.

Configuring Video Settings

Adjusting the Monitor Display Proportion

If you use the TV as the display device, the TV might not display the entire video image. To solve this problem, you can adjust the display proportion to display the entire video image as you need.

1. Go to **More > Settings > Basic > General > Display**.
2. Use left or right key to adjust the **Display (90%-100%)** slider.

3. Save the change.

Video Input Source

The system supports the video input sources both from the camera and the PC. You can change the input source on your remote control.

Changing the Video Input Source When not in a Call

To use the PC input source, make sure that your system is connected to a PC.

1. Go to **More > Setting > Basic > Input Selection**.
The screen shows **Camera**, **Camera +PC** and **PC input** sources.
2. Select the desired input source.
 - If you select **PC**, the remote video image is displayed in a large window, and the PC content is displayed in a small window (Picture-in-Picture mode).
 - If you select **Camera+PC**, the PC content is displayed in a large window, and other video images are displayed in small windows.
 - If you select **Camera**, the remote video image is displayed in a large window, and the local video image is displayed in a small window (Picture-in-Picture mode).

Changing the Video Input Source in a Call

If you want to change the video input source to PC, you need to connect the endpoint to the PC.

1. In a call, press **OK** to open **Talk Menu** and go to **More > Input Choose**.
The monitor display **Camera** and **PC** as the input source.
2. Select the desired input source.
You can see the video image displayed by the selected video input source.

Switching Provider

To switch between the Yealink Meeting and YMS accounts, you need to switch between **Yealink Meeting Server** or **Yealink VC Cloud**.

This feature is only applicable to the third-generation VCS devices.

1. In the idle screen, press **More**.
2. Press **Settings > Advanced > System Settings**
3. Select **Switch Provider**.
4. You can select **Yealink Meeting Server** or **Yealink VC Cloud**.
If it is currently the **Yealink VC Cloud** system, you can switch to a the **Yealink Meeting Server**. If it is the **Yealink Meeting Server** system, you can switch to the **Yealink VC Cloud** system.

Resetting the Current System

Yealink third-generation VCS devices support dual systems (Yealink Meeting and YMS system) since 50.10 or later versions. You can use this feature to reset the current system you are using to the factory settings without affecting the configuration of the other system.

The difference between resetting the current mode and resetting to factory settings:

- Resetting to factory settings: it will reset both systems to the factory settings.
 - Resetting the current system: it only resets the current system (e.g. YMS system) you are using to the factory settings but does not affect the current configuration of the other system (e.g. Yealink Meeting).
1. In the idle screen, press **More**.
 2. Press **Settings > Advanced > System Settings**.
 3. Press **Reset Current Mode**.

Resetting to Factory Settings

Generally, some common issues may occur while using the system. You can reset your system and camera to factory configurations after you have tried all troubleshooting suggestions.

1. In the idle screen, press **More**.
2. Press **Settings > Advanced > System Settings**.
3. Press **Reset**.

Related information

[Troubleshooting](#)

Reboot the System

After you reboot the system, the original system configuration will still be retained.

1. In the idle screen, press **More**.
2. Press **Settings > Advanced > System Settings**.
3. Press **Reboot**.

Troubleshooting

When your system is unable to operate properly, you need to troubleshoot issues.

Make sure that the system is not physically damaged when experiencing a problem, or make sure that whether cables are loose and the connections are correct or not. All these are common issues.

General Issue

Symptom	Reason	Solution
Your system does not respond to the remote control.	The remote control battery is dead.	Replace batteries.
	The remote control battery is installed incorrectly.	Installed batteries correctly.
	Aim the remote control at the wrong direction.	Aim the remote control at the sensor when you perform a task.
	You may control the far-site camera during a call.	Ensure that you are controlling the near-site camera.

Symptom	Reason	Solution
	There are some objects obstructing the sensor on the front of the camera.	Ensure that no objects are obstructing the sensor on the front of the camera.
	The remote control is broken.	Replace remote control.Remote control
Time and date are wrong	The system fails to obtain the time and date from the SNTP server automatically.	Contact the network administrator.
		Manually configure the time and date.
You cannot adjust the camera angle and the focus	The local image is not selected.	Select local image using your remote control before adjusting camera.
	The system is in the operation menu.	Adjust the camera when the system is idle or during a call.
	The remote control is not working.	Check the remote control.
	The camera is in the smart Tracking Mode .	Manually turn off the Tracking Mode .
How to prevent monitor burn-in?	Ensure that static images are not displayed for long periods. Be aware that meetings that last more than an hour without much movement can have the same effect as a static image.	Configure the automatic sleep time or the screen saver.
	Unsuitable monitor parameters.	You can decrease the monitor's sharpness, brightness, and contrast settings if they are set to their maximum values.

Call Issues

Symptom	Reason	Solution
You cannot receive calls.	The network is unavailable.	Contact the network administrator.
	Your system cannot receive calls when the far site dials your account.	Check whether your account is registered.
	DND (Do Not Disturb) mode is enabled.	Disable DND.
You fail to call far site.	The far site enables DND (Do Not Disturb) mode.	Contact the far site to disable DND.
	The account is not registered	Check whether the call parties register the accounts.

Symptom	Reason	Solution
	Fail to dial the IP address of the far site.	At least one call protocol(SIP/H.323) is enabled.
		Ping the IP address of the far site. If it fails, contact the network administrator. Connect the network administrator.
	The far site system is powered off.	Contact the far site to power on the system.
	The call protocol(SIP/H.323) that far site uses is different from yours.	Both sites use the same call protocol (SIP/H.323).
	Encryption negotiation (SRTP/H.235) fails.	If one site uses encryption, ensure that the other site enables the encryption too.
	The firewall blocks the traffics.	Open necessary ports on the firewall.
	The password of the built-in MCU Virtual Meeting Room is enabled.	Disable the password of the built-in MCU Virtual Meeting Room.
	Your monitor prompts: Call Fail Busy Here. <ul style="list-style-type: none"> Far site rejects your SIP call. Far site does not answer your SIP call. Far site has reached maximum sessions when you place a SIP call. 	Contact the far site.
	Your monitor prompts: Call Fail Remote endpoint refused call. Far site rejects your H.323 call <ul style="list-style-type: none"> Far site rejects your H.323 call. Far site does not answer your H.323 call. Far site has reached maximum sessions when you place an H.323 call. 	Contact the far site.
	Your monitor prompts: Network disconnected	Check the network connection.
	Your monitor prompts: Maximum number of sessions reached.	The maximum sessions is depend on the multipoint license imported to the system.

Video Issues

Symptom	Reason	Solution
Picture is blank on the monitor.	The system is in sleep mode.	Press any key on the remote control to wake the system.
	The system is powered off.	The system is powered on.
	The HDMI cable is not connected to the system.	Make sure that the monitor is connected to the system and powered on.
The video quality is poor.	Unsuitable monitor resolution.	Adjust the monitor resolution.
	The packet is lost.	View the call statistics to check whether the packet is lost and contact the network administrator.
	Unsuitable camera parameters.	Adjust the camera parameters, such as the brightness and the white balance.
	High-intensity indoor light or direct sunlight on the camera.	Avoid those situations.
You cannot share content.	PC is not connected.	Connect a PC to your system.
	The PC is turned off.	Turn on the PC.
	The VCH50/VCH51 video conferencing hub or WPP20 wireless presentation pod is broken.	Replace it.
	The WPP20 wireless presentation pod cannot connect to the video conferencing system.	<ul style="list-style-type: none"> Connect the WPP20 to the video conferencing system to obtain Wi-Fi profile. Make sure the wireless AP feature of video conferencing system is enabled.

Placing a Test Call

When you finish installing and deploying the video conferencing system, you can call the Yealink Demo site (117.28.251.50 or 117.28.234.45) to test your setup. If you fail to establish a call with Yealink Demo site, contact your network administrator to check whether or not the intranet works.

System Diagnostics

You can diagnose the audio, camera and network.

Diagnosing the Audio




You can check whether the speaker connected to your system can pick up voice and play audio normally.

1. Go to **More > Settings > Diagnostics > Audio Diagnostics**.

2. Speak to the microphone.
3. Check whether or not the microphone can pick up the sound properly.
4. If the microphone can pick up the sound properly and play it, the audio can work.
5. Stop diagnosing.

Diagnosing the Camera

You can check whether the camera can pan and change the focus normally.

1. Go to **More > Settings > Diagnostics > Camera Diagnostics**.
2. Adjust the camera angle.
3. Select  or  to zoom out or zoom in.
4. If the camera can move and zoom normally, it means that the camera is working well.
5. On your remote control, press  to stop diagnosing.

Diagnosing the Network

The wrong network settings may result in inaccessibility of your system and poor network performance. You can use the ping or trace route to troubleshoot network connectivity problems.

Checking the Network Using “Ping” Method

The Ping method can help you check whether the system can be connected to the IP address of the remote device.

1. Go to **More > Settings > Diagnostics > Ping**.
2. Select **Start**.
3. You can also ping other IP addresses.
4. Select **Stop**.

Checking the Network Using “Trace Route” Method

You can use the trace route method to diagnose the network. If the test is successful, the system lists the hops between the system and the IP address you entered. You can check whether the congestion happens by viewing the time cost among the hops.

1. Go to **More > Settings > Diagnostics > Trace Route**.
2. Select **Start**.
3. Optional: You can also track other IP addresses.
4. Select **Stop**.

System Status

You might need to provide system information, such as network settings and firmware for technical support.

System Status List

The available status is listed below:

Parameter		Description
System		<ul style="list-style-type: none"> • System Model • Firmware Version • Hardware Version • Product ID • The product ID (it is only applicable to third generation VCS devices)
		<ul style="list-style-type: none"> • Uptime
Mainframe Network	Network	<ul style="list-style-type: none"> • Network type • Internet Port/IP Mode
	IPv4	<ul style="list-style-type: none"> • Internet Port Type • IP • Subnet Mask • Gateway • DNS server
	Network Common	<ul style="list-style-type: none"> • NAT Public IP Address/Public IP Address • MAC • Wi-Fi Mac Address • Machine ID • WAN Port Status • PC Port Status
	AP Status (wireless AP is enabled)	<ul style="list-style-type: none"> • AP • AP Name • Security Mode • Password • Network Sharing • Band • Channel
Account		<ul style="list-style-type: none"> • Cloud Platform • Cloud Account • SIP Protocol • SIP Account • H.323 Protocol • H. 323 Account
Camera (it is not applicable to VP59)		<ul style="list-style-type: none"> • Status • Device model • SPEC • Camera Hardware
Audio		<ul style="list-style-type: none"> • Active microphone • Active speaker • Media Audio Input

Parameter	Description
License	<ul style="list-style-type: none"> • Device Type • Multipoint Status • Multipoint Ways • Period of validity/Period

Viewing System Status

1. Go to **More > Settings > System Status**.
2. Select the desired list to view the status.

Viewing Call Statistics

If voice quality is poor during a call, you can view call statistics to find out the reason. The call statistics includes:

- **Bandwidth:** the received and the sent bandwidth.
- **Video:** the definition, the codec, the bandwidth, the frame rate, the jitter, the packet and its loss rate.
- The protocol used to placing calls.
- The device information.
- **Audio:** the codec, the bandwidth, the sample rate, the frame rate, the jitter, the packet and its loss rate.
- **Content:** the codec, the bandwidth, the definition and the frame rate.

Press **OK** to open Talk Menu, go to **More > Call Statistics**, and press the navigation keys to select the desired participant.