

# TE20 Operation Guide

V500R003C30



## About This Document

### 1 Quick Start

- [Remote Control](#)
- [Power On the TE20](#)
- [User Interface](#)
- [Join a Conference](#)
- [Join a Conference Using the Access Number/Domain Name/URI](#)
- [Join a Conference from the Conference Schedules](#)
- [Join a Conference from the Cloud Meeting Room](#)
- [Join a Video Conference on the StarLeaf Cloud Platform](#)
- [Join a Video Conference on the Zoom/BlueJeans Cloud Platform](#)
- [Share Content](#)

### 2 Create a P2P Conference

- [Place a P2P Call from the Address Book](#)
- [Place a P2P Call Using the Site Number or IP Address](#)
- [Place a P2P Call from the Call History](#)

### 3 Create a Multipoint Conference

- [Call Sites by Their Numbers or URIs](#)
- [Start a Favorite Conference](#)

### 4 Control a Conference

- [Conference Control Operations Available for Different Roles](#)
- [Select a Screen Layout](#)
- [View a Site or Continuous Presence](#)
- [Request Chair Control Rights](#)

- [Broadcast a Site](#)
- [Set Continuous Presence](#)
- [Enable Voice Activation](#)
- [Add a Site to a Conference](#)
- [Call a Site](#)
- [Disconnect/Delete a Site](#)
- [Lock a Conference](#)
- [Switch a Site Between Unidirectional and Bidirectional](#)
- [Extend a Conference](#)
- [Record a Conference](#)
- [End/Leave a Conference](#)

### 5 Control the Camera

### 6 FAQs

- [How Do I Enable/Disable DND?](#)
- [How Do I Answer or Decline a Call?](#)
- [What Can I Do If I Do Not Find the Scheduled Conference in the Conference Schedules?](#)
- [How Do I View System Information?](#)
- [What Are These Icons Used for?](#)
- [What Is Secondary Dial?](#)
- [Why Can't Other Participants Hear Me?](#)
- [How Do I Adjust the Speaker Volume?](#)
- [How Do I Record Local Video?](#)
- [How Do I Connect AirPresence on My Smartphone or Tablet to My Endpoint?](#)
- [How Do I Define the Projection Code Server Settings for AirPresence?](#)
- [What Should I Do If AirPresence Fails to Connect to the Endpoint Using the Projection Code?](#)
- [How Do I Use AirPresence as a Remote Control?](#)
- [How Do I Use a Keyboard or Mouse to Operate the Endpoint Like a Remote Control?](#)
- [How Do I Check the Endpoint Status Before Starting a Conference?](#)

# Contents



# About This Document

This guide introduces the TE20 videoconferencing endpoint ("TE20" or "endpoint" for short) and how to use a remote control to operate it.

To learn more about the TE20, see the following documents:

Describes application scenarios, ports, features, and technical specifications.

**Product  
Description**

Describes security and routine maintenance.

**Configuration  
Guide**

Describes system settings, frequently used parameter settings, and common troubleshooting methods.

**Maintenance  
Guide**

**Web Online  
Help**

Describes the functions and parameter settings of the TE20's web interface.

To obtain documents related to the TE20, visit <http://www.huawei.com> and search for **TE20 V500R003C30**.

You can also contact Huawei technical support for further assistance.

# PART 01

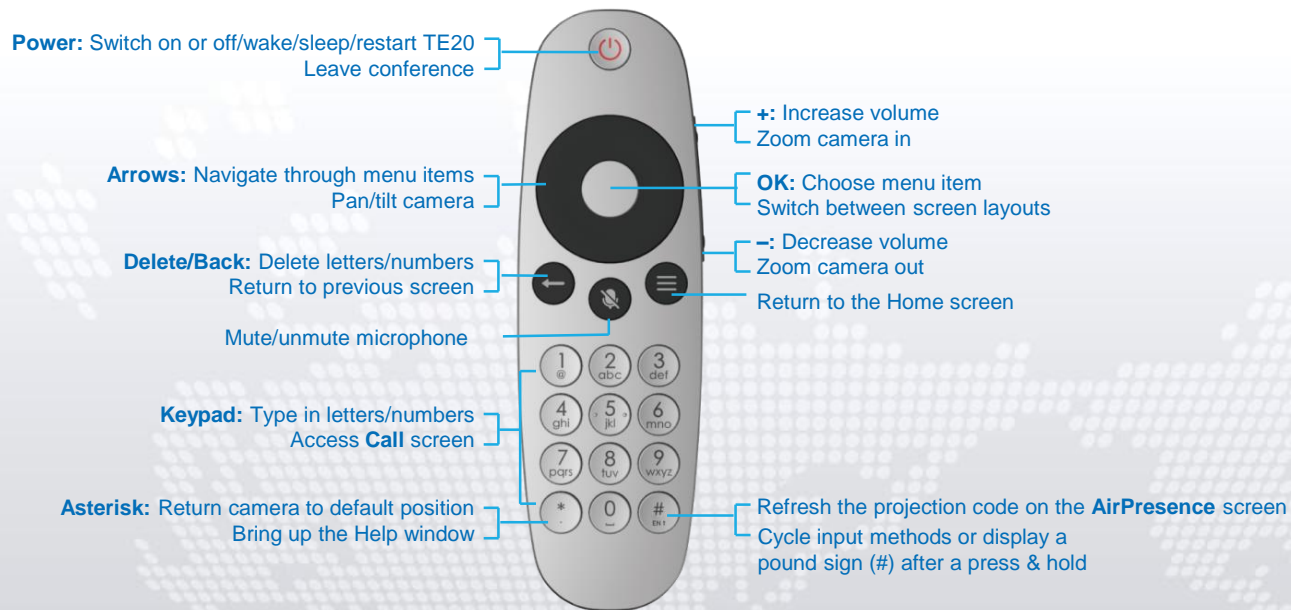
## Quick Start

- Remote Control
- Power the TE20 On
- User Interface
- Join a Conference
- Share Content

### Tips:

- Do not place sound sources such as speakers near the endpoint.
- Turn off your microphone if you do not want to speak.
- Keep audio devices such as laptops far away from the microphone.
- Do not point any bright light into the lens, and ensure that there are no moving objects behind participants.



# Remote Control



## About the Remote Control

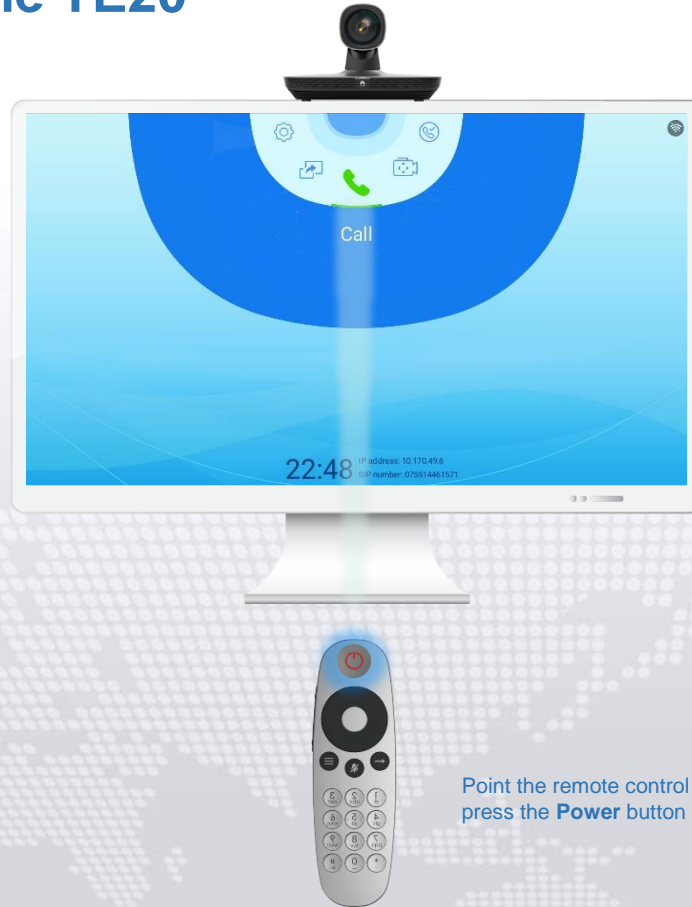
To operate your TE20, use the remote control that comes with it and stand within 15 meters (49.2 ft) away from your TE20.

If the remote control you want to use with your TE20 has been paired with a TE10, unpair them first.

To unpair, press and hold down the  and  buttons for 5s. The remote control indicator will remain on for about 1 second.



# Power On the TE20

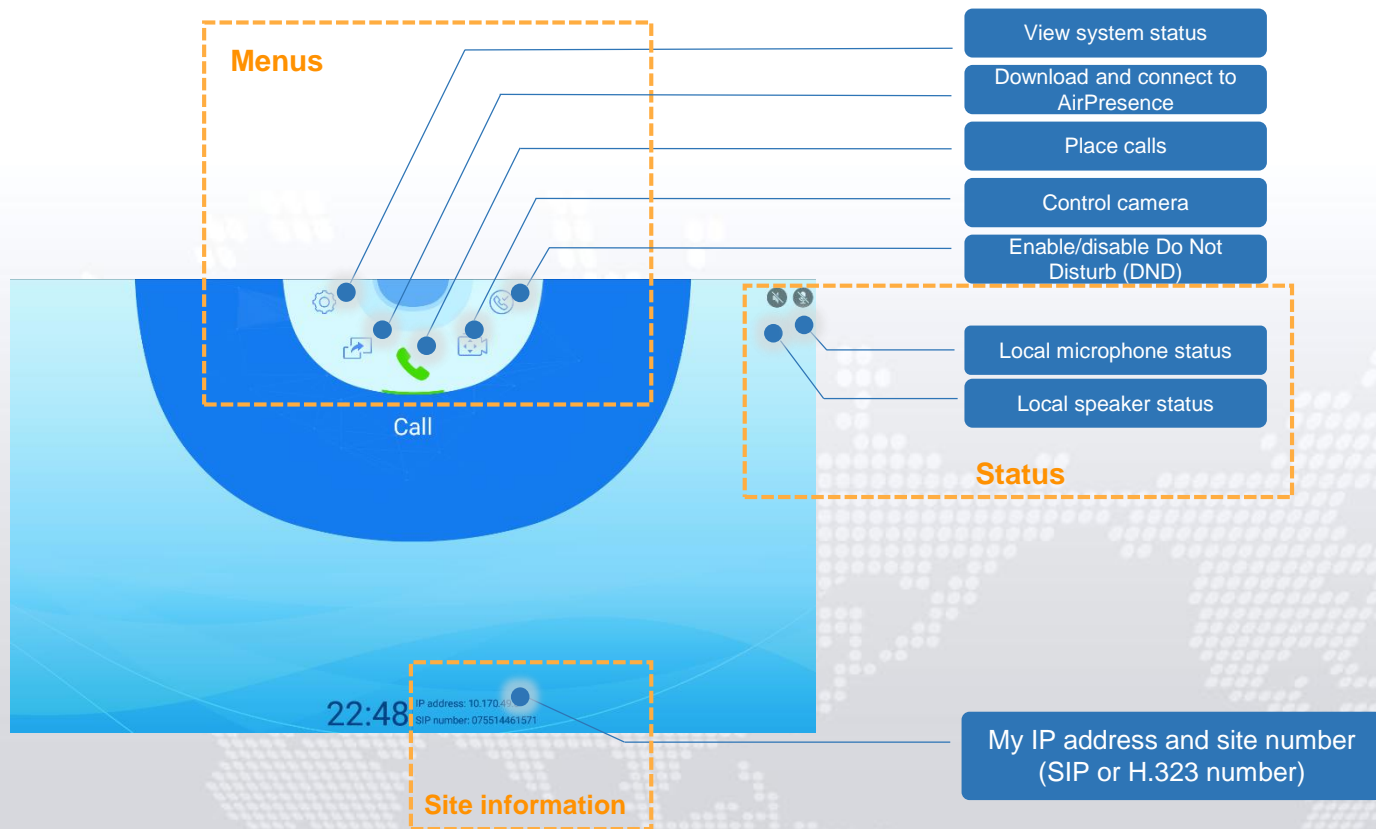


Point the remote control at your TE20 and press the **Power** button to power it on.

## About Powering On the TE20

- When the TE20 is in sleep mode, press any button (except for the side volume buttons) to wake it up.
- When the TE20 is running, press the **Power** button and choose to put it in sleep mode, shut it down, or restart it.

# User Interface



## Operating Tips

- Press the **OK** button to open the selected menu.
- Press the arrow buttons to select items on the screen.
- Press the **Back** button to go back to the previous step.

## During a Conference

- Press the **Back** button to manually hide menu items. (Menu items will disappear automatically if no operations are performed.)
- Pressing the **Keyboard** (≡) or **arrow** buttons will bring up the menu.

To learn more about the remote control buttons, see the *Maintenance Guide*.

## Note

If your site number is not displaying correctly, refer to the *Configuration Guide* for SIP or H.323 settings.

# Join a Conference

## About Joining a Conference

Select a method of joining a conference depending on your requirements.

- [Join a Conference Using the Access Number/Domain Name/URI](#)
- [Join a Conference from the Conference Schedules](#)
- [Join a Conference from the Cloud Meeting Room](#)
- [Join a Video Conference on the StarLeaf Cloud Platform](#)
- [Join a Video Conference on the Zoom/BlueJeans Cloud Platform](#)





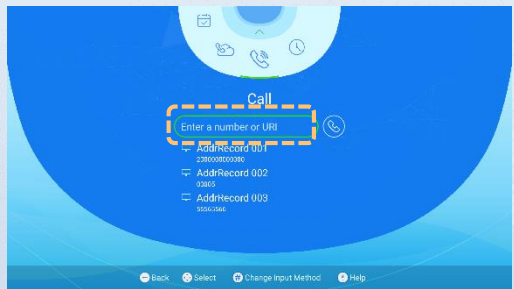
# Join a Conference Using the Access Number/Domain Name/URI

1



On the home screen, press **OK** to access the **Call** screen.

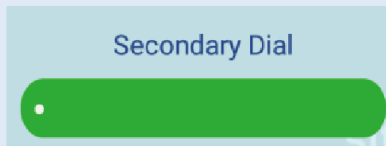
2



Enter the conference access number or meeting room domain name and press **OK**.

3

If the conference requires a password, enter the password, followed by the pound button (#), for example, **123456#**.



(This UI screenshot is for reference only.)



## About Joining a Conference Using the Access Number/Domain Name/URI

You can join various types of conferences using this method, including IMS conferences, authentication conferences, and third-party cloud video conferences (on vendor-provided cloud platforms such as Videxio).

- Conference access number (for example, 60999)
- Cloud meeting room access number (for example, +8675501022007)
- VMR domain name (for example, CONF\_TE.vmr@videxio.com)
- Site URI (for example, CONF\_TE.vmr)

**If a conference could not be joined using its...**

**Access number:**  
Check whether the SIP/H.323 number is displayed. If you cannot find it, check the SIP/H.323 settings by following the instructions in the *Configuration Guide*.

**VMR domain name or site URI:**  
Confirm with the conference organizer whether the VMR domain name or site URI is correct. If it is correct, check the connection to the Videxio cloud platform by following the instructions in the *Configuration Guide*.

# Join a Conference from the Conference Schedules

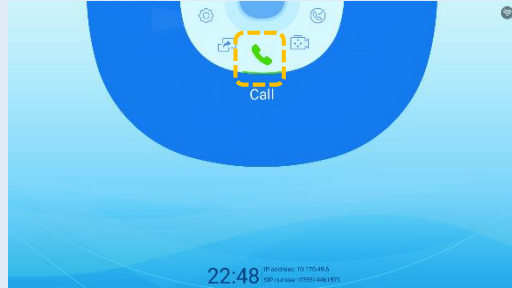
## About the Conference Schedules

Conferences that have been scheduled in the service management system will be displayed in the **Conference Schedules**.

Q: I have scheduled a conference but did not find it in the **Conference Schedules**. Can I join the conference in any other way?

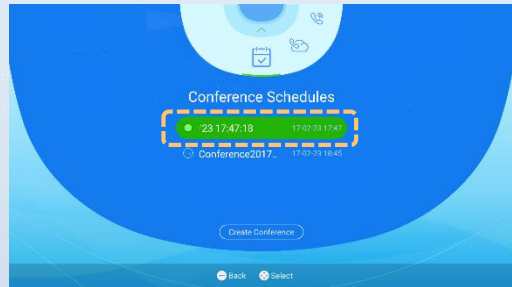
A: Yes, you can. Join the conference by following the instructions in [Join a Conference Using the Access Number/Domain Name/URI](#).

1



Select  and press **OK**.

2



Select an ongoing conference (marked by ●) and press **OK**.

3

If the conference requires a password, enter the password, followed by the pound button (#), for example, **123456#**.

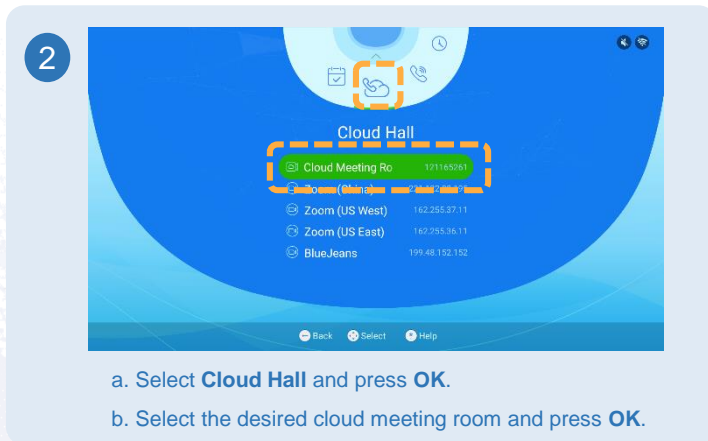
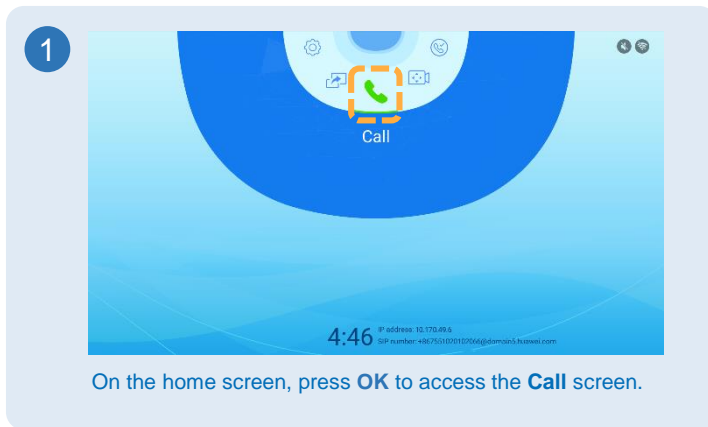
### Secondary Dial



(This UI screenshot is for reference only.)



# Join a Conference from the Cloud Meeting Room

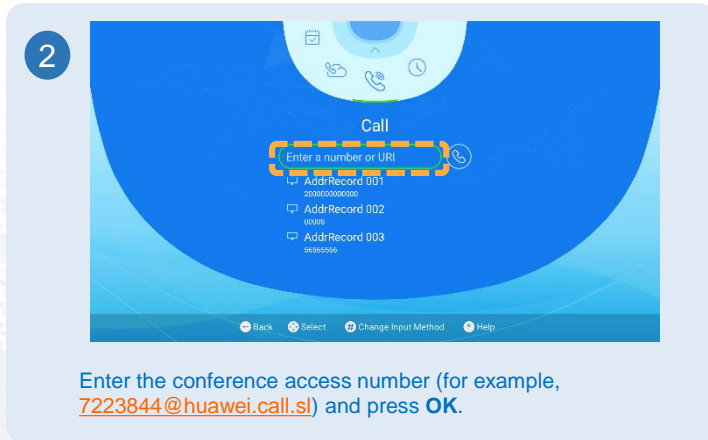
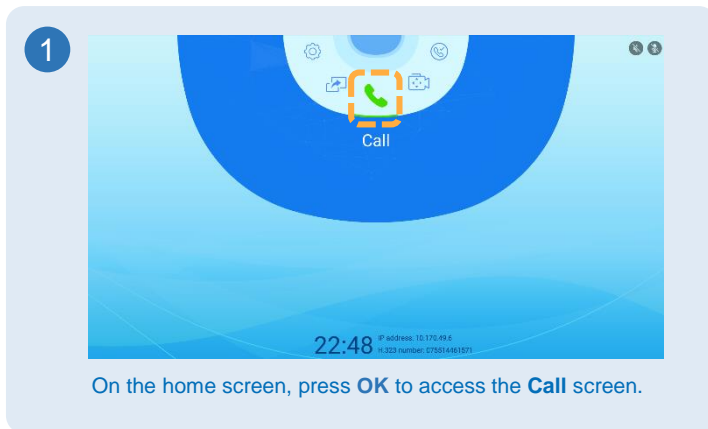


## About the Cloud Meeting Room

You can initiate or join a conference from the cloud meeting room only when:

- The networking scheme is SP or IMS hosted.
- The endpoint has been registered correctly.
- The cloud meeting room has been configured for the endpoint after the registration.

# Join a Video Conference on the StarLeaf Cloud Platform



## About the Conference Access Number

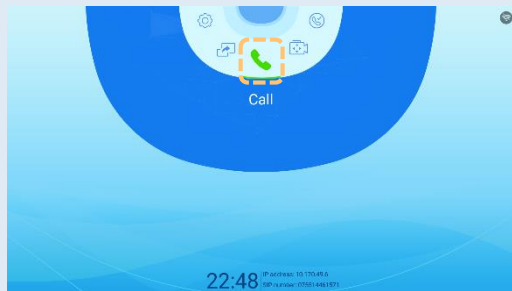
To join a video conference on the StarLeaf cloud platform, ensure that your endpoint has correctly connected to the platform and you have obtained the conference access number from the organizer.

If joining a conference using the conference access number fails, check whether the H.323 number can be found on the home screen of the user interface. If it is not found, activate the StarLeaf cloud platform by following the instructions in the *Configuration Guide*.

After connecting to the StarLeaf cloud platform, the endpoint supports only secondary dial and content sharing.

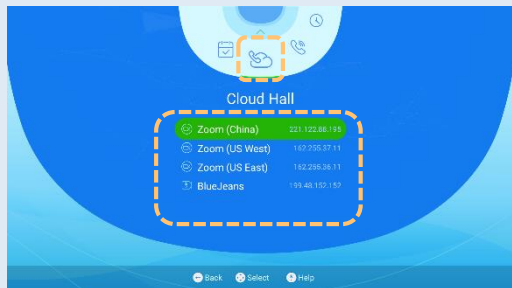
# Join a Video Conference on the Zoom/BlueJeans Cloud Platform

1



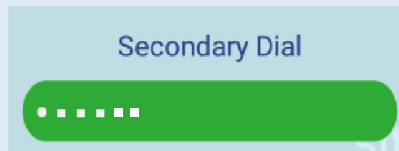
On the home screen, press **OK** to access the **Call** screen.

2



- Select **Cloud Hall** and press **OK**.
- Select the cloud video conference you want to join and press **OK**.

3



- Enter the conference access number and press the pound button (#), for example, **60999#**.
- If the conference requires a password, enter the password and press the pound button (#), for example, **123456#**.

## About Cloud Videoconferencing Services

The endpoint can join video conferences on third-party cloud platforms such as Zoom and BlueJeans. After joining a cloud video conference, the endpoint supports only secondary dial and content sharing.

The endpoint can join cloud video conferences on the cloud platforms provided by vendors such as Zoom or BlueJeans.

To join a video conference from a cloud platform, you must obtain the conference access number (mandatory) and password (optional) from the conference organizer.

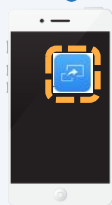
To join video conferences on cloud platforms from other vendors such as Videxio, see [Join a Conference Using the Conference Access Number/VMR Domain Name/Site URI](#).

# Share Content

## About Sharing Content

Select a method of sharing content depending on your requirements.

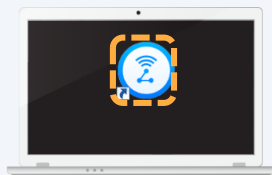
Share content through one of the following methods:



[AirPresence mobile](#)



[AirPresence Key](#)



[AirPresence PC](#)



[Wired connection](#)



# Share Content Using the AirPresence Mobile Client

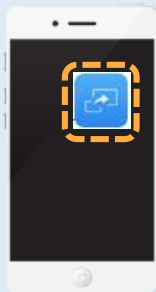
1

(The QR codes in this screenshot are for reference only.)



Scan the relevant QR code to download and install AirPresence.

2



Tap this icon to start AirPresence.

## About AirPresence

AirPresence is a wireless projection client designed for the endpoint. It can be installed on a PC or mobile device.

When installed on a mobile device, AirPresence allows you to do the following:

- Share presentations
- Place calls
- Join conferences
- Control microphone/speaker volume
- Adjust the camera angle
- Use a virtual remote control

To push content from a mobile device to an endpoint using AirPresence, the mobile device that has AirPresence installed must reside in the same wireless network as the endpoint and be reachable by the endpoint.

The AirPresence mobile client runs in:

-  Android 5.0 or later
-  iOS 7.0–11.0

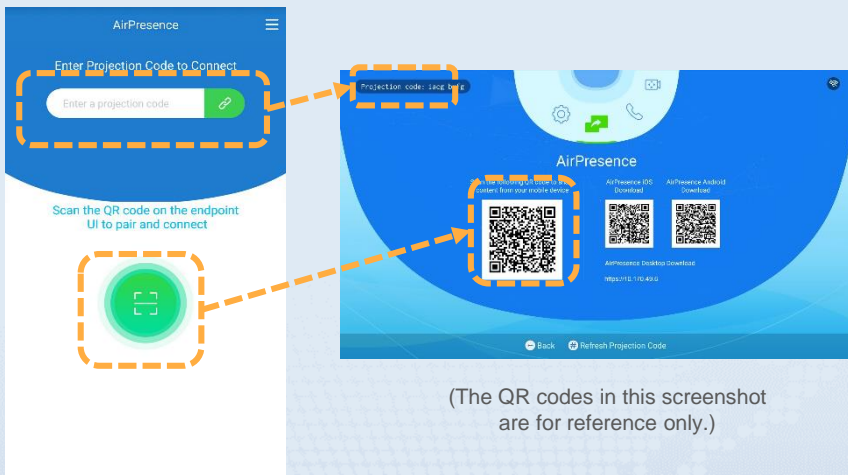
Three AirPresence mobile clients can connect to an endpoint at the same time. All three AirPresence users can operate the endpoint, but only the latest operations will take effect.

# Share Content Using the AirPresence Mobile Client

3

**Option 1:**  
Enter a  
projection  
code.

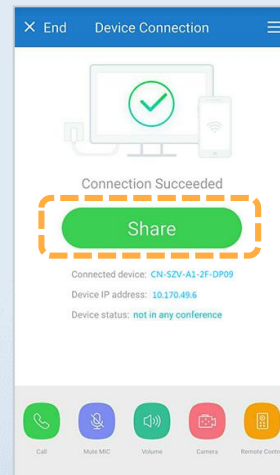
**Option 2:**  
Scan a  
QR code.



(The QR codes in this screenshot are for reference only.)

Connect to an endpoint through either of these methods.

4



Tap **Share**.

## About AirPresence

To stop content sharing, tap **Disconnect** on AirPresence.

Using AirPresence on an Android device, you can share PDF, PNG, JPG, and BMP files.

Using AirPresence on an iOS device, you can share PDF, DOC/DOCX, XLS/XLSX, PNG, JPG, and BMP files.

AirPresence can be used to operate your endpoint like a remote control. For details, see [How Do I Use AirPresence as a Remote Control?](#)

# Share Content Using the AirPresence Key

- 1** Pair an AirPresence Key with an endpoint when they are used together for the first time.



AirPresence Key

- a. Plug the AirPresence Key into the USB port on the endpoint.

A message indicating successful pairing is displayed on the user interface.

- b. Remove the AirPresence Key.

- 2** Share the PC desktop.



- a. Plug the AirPresence Key into the USB port on the PC.

- b. Run the AirPresence Key program on the PC and complete the installation as prompted.

The PC can use the AirPresence Key only after having the AirPresence Key program installed. If you have installed it, skip this task.

After the installation is complete, a message is displayed on the PC desktop indicating that the connection is successful and you can press the button to start sharing.

- c. Press the button on the AirPresence Key to share the PC desktop.

To stop sharing, press the button again.

## About the AirPresence Key

The AirPresence Key is a device used for wireless projection. After it is paired with an endpoint and then plugged into a PC, you can push the PC desktop to the endpoint by pressing just one button.

The AirPresence Key program is stored under:

- Windows: **Program > Computer > AirPresence > AirPresenceKey.exe**
- Mac: **Finder > Devices > AirPresence > AirPresenceKey.pkg**

To install the AirPresence Key program on a Mac, the operating system user name and password are required.

When you pair an AirPresence Key with an endpoint of a later version, the AirPresence Key will be automatically upgraded. The upgrade takes about 1 to 3 minutes. After the upgrade is complete, they will be paired automatically.

**Q:** The endpoint is running properly, but the PC desktop displays the message indicating that no endpoint is found and the connection has failed. What is the problem?

**A:** The pairing between the AirPresence Key and the endpoint is invalid. Pair them again.

For more operations related to the AirPresence Key and its indicator descriptions, see the *AirPresence Key Quick Start*.

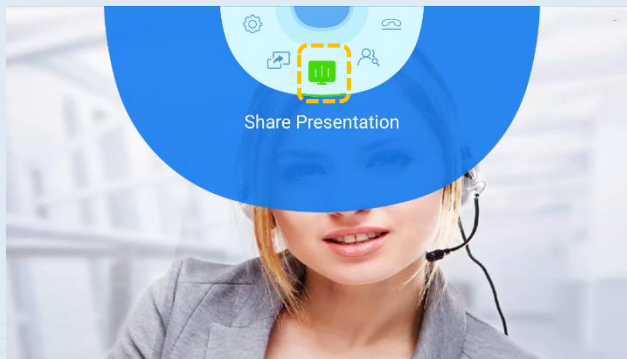
# Share Content over a Wired Connection

1



Connect to a presentation source.

2



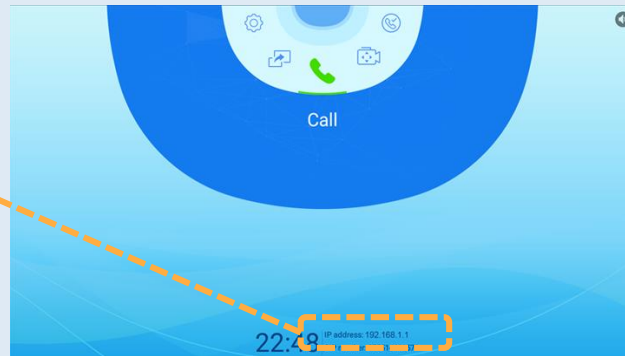
Select  and press **OK**.

## About Sharing Content over a Wired Connection

Before sharing content, be sure to connect the video output port (such as HDMI or VGA port) of the device with your content to the TE20.

# Share Content Using the AirPresence PC Client

1



Enter the IP address of your endpoint in the address box of a web browser. Click **Download AirPresence Client** at the bottom. Install the client as prompted.

2



Double-click the  icon to start AirPresence.

## About AirPresence

After AirPresence is installed on a PC, you can use AirPresence to share the PC desktop or documents on the PC.

To push content from a PC to an endpoint using AirPresence, the PC that has AirPresence installed must reside in the same LAN as the endpoint and be reachable by the endpoint.

The AirPresence PC runs in:

- 32-/64-bit Windows 7 SP1/8.1/10
- 32-/64-bit OS X 10.7–10.11




# Share Content Using the AirPresence PC Client

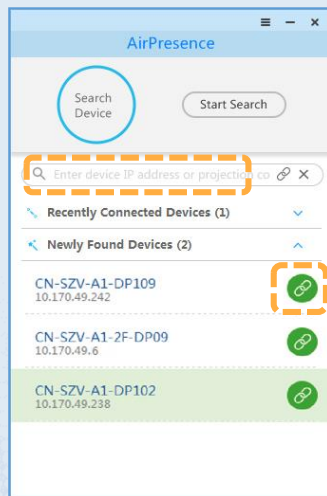
## 3 Connect to the endpoint.



Scenario 1: The endpoint has a projection code.



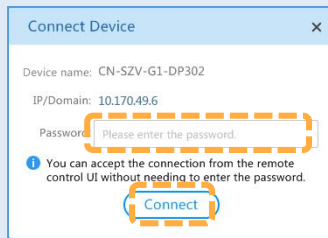
Enter the projection code and click .

Scenario 2: The endpoint does not have any projection code.



a. Select an automatically found endpoint and click  to connect. Or, you can enter the IP address of the endpoint and click  to connect.

AirPresence client



Endpoint's UI

You have received a connection request from an AirPresence client. Accept?

IP address: 10.170.133.244  
User name: admin



b. To finish setting up the connection, enter the password and click **Connect** on AirPresence or directly select **Yes** on the endpoint's UI.

## About the Projection Code

You can connect to an endpoint from AirPresence using:

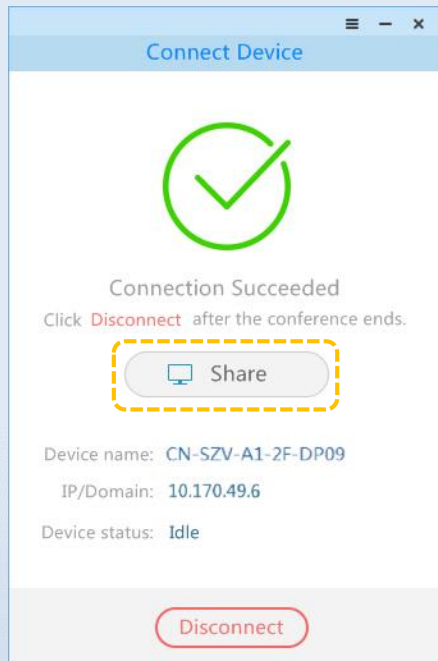
- A projection code (default)  
Enter the projection code on AirPresence to connect to the endpoint.
- An IP address + password (no projection code)  
This method is available only after the **Connection policy** is set to **IP + password** on the web interface of the endpoint, and works only for the AirPresence PC client. The default password is **Change\_Me**.

To specify the Connection policy for an endpoint, log in to its web interface, choose **System Settings > Security > AirPresence**, and select a value from the Connection policy drop-down list box.

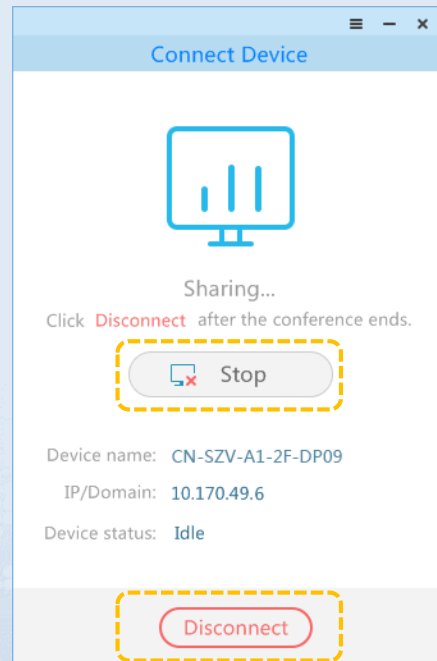


# Share Content Using the AirPresence PC Client

4



Click **Share**.



Click **Stop** or **Disconnect** to stop sharing.

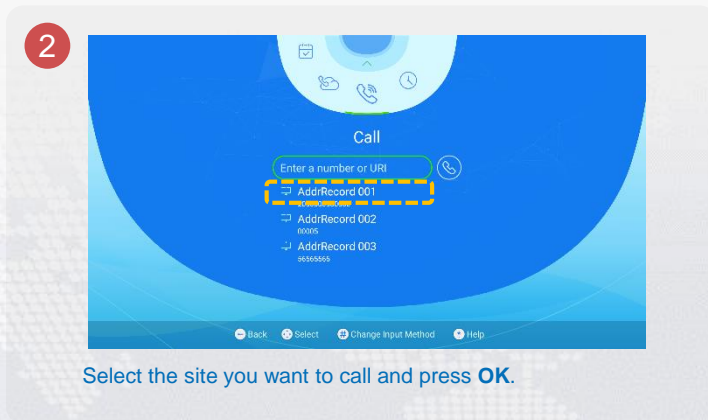
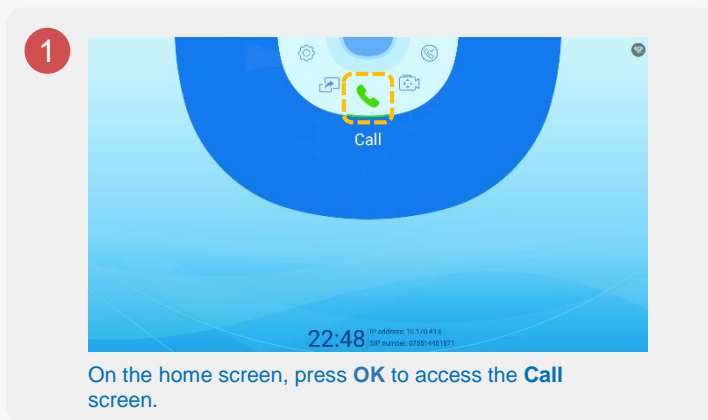
# PART 02

## Create a P2P Conference

P2P calls can be set up between TE20s or between the TE20 and the TE10, DP300, TE30/40/50/60, TX50, TE Mobile, TE Desktop, RP100, or RP200, as well as products from other vendors.

- Place a P2P Call from the Address Book
- Place a P2P Call Using the Site Number or IP Address
- Place a P2P Call from the Call History

# Place a P2P Call from the Address Book



## About the Address Book

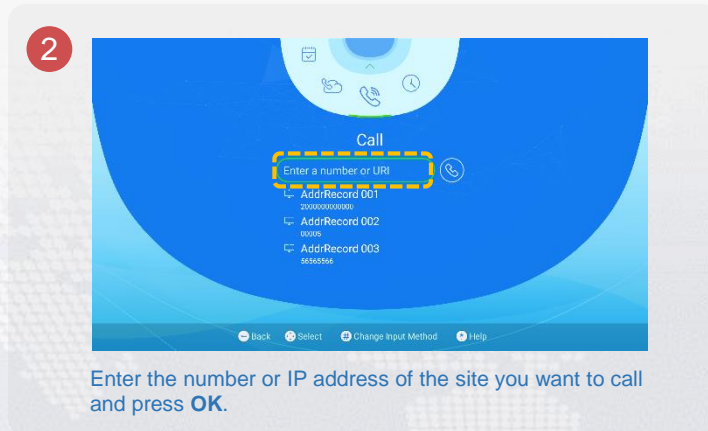
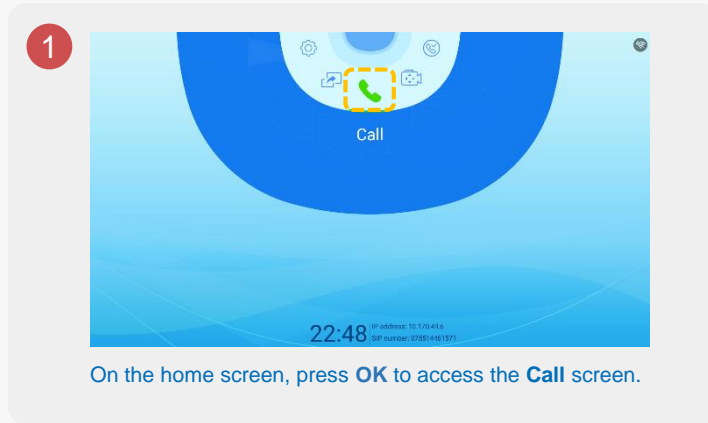
The address book is divided into:

- Groups
- Contacts

Q: How do I add a contact to my address book?

A: See the "Managing Address Records" part in the *Web Online Help*.

# Place a P2P Call Using the Site Number or IP Address



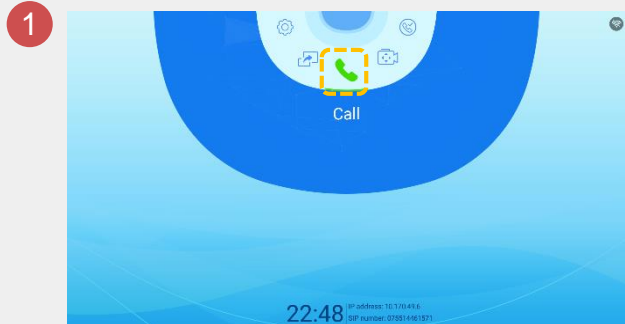
## About the Site Number/IP Address

If the site you want to call is not in your address book, you can call it by entering its number or IP address.

Q: I tried to call a site using its number but failed. What should I do?

A: Check whether the SIP/H.323 number is displayed. If you cannot find it, check the SIP/H.323 settings by following the instructions in the *Configuration Guide*.

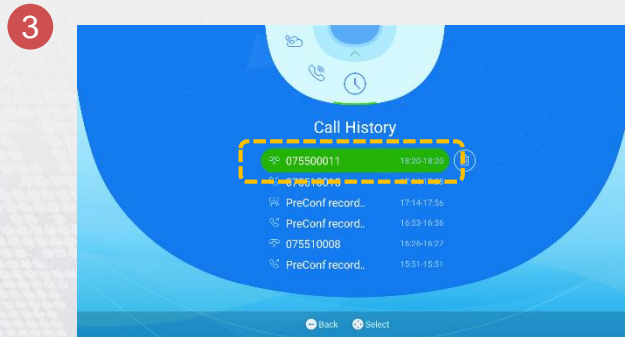
# Place a P2P Call from the Call History



On the home screen, press **OK** to access the **Call** screen.



Select **Call History** and press **OK**.



Select the site you want to call and press **OK**.


## About the Call History

The **Call History** includes:

- Dialed calls
- Answered calls
- Missed calls

You can select any record from the **Call History** to initiate a call.

Q: How do I delete a record under **Call History**?

A: Select the record, select  next to it, and press **OK**.

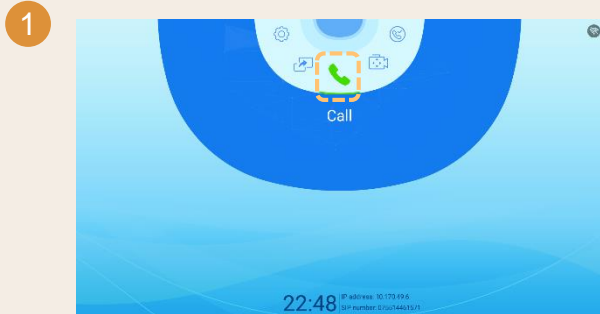
# PART 03


## Create a Multipoint Conference

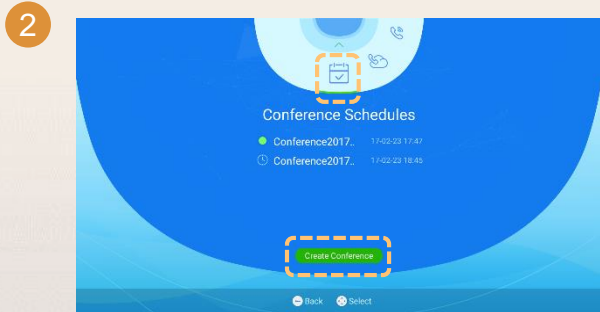
- Call Sites by Their Numbers or URIs
- Start a Favorite Conference




# Call Sites by Their Numbers or URIs

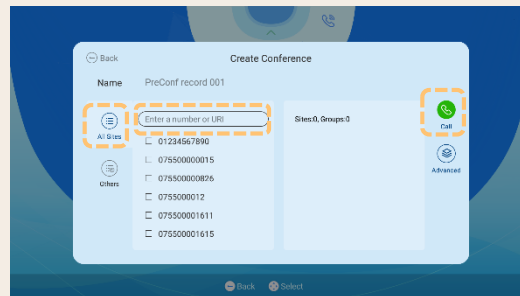


Select  and press **OK**.



- Select  and press **OK**. (This screen automatically appears if there are scheduled conferences)
- Select **Create Conference** and press **OK**.

- 3 Select the sites you want to add to the conference.



- In the **All Sites** area, enter the number or URI of the site you want to call.
- Select the desired site.
- (Optional) Select **Advanced** and set the conference parameters, for example, the number of anonymous sites and whether recording or live broadcast is supported.
- Select **Call** and press **OK**.

You can also add a temporary site in the **Others** area by entering a number or URI.



## About Multipoint Conferences

Before initiating a multipoint conference from your endpoint, ensure that it has registered with the SIP or H.323 server. The registration is successful if you find the SIP or H.323 number at the bottom of the home screen on the user interface of your endpoint.

For information about registering with the SIP or H.323 server, see the *Configuration Guide*.

- All Sites:** displays all sites stored in the address book. You can directly select sites from the site list or search for sites by keywords.
- Others:** You can add other sites in this tab by entering their numbers or IP addresses.

If the **Create Conference** button is unavailable, ask the administrator to enable this function on the web interface.

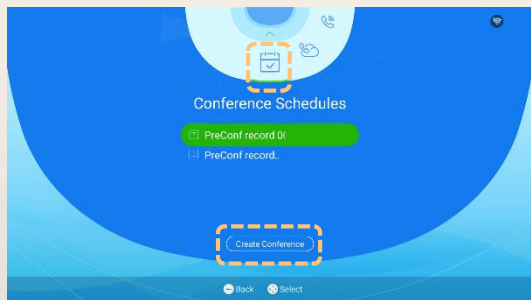
# Start a Favorite Conference


1



Select  and press **OK**.

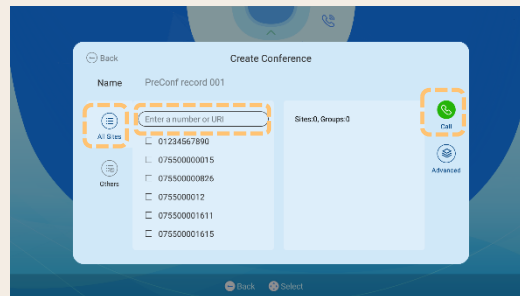
2



- Select  and press **OK**. (This screen automatically appears if there are scheduled conferences)
- Select a favorite conference and press **OK**.

3

Select **Call** and press **OK**.



You can add sites to the favorite conference in the **All Sites** or **Others** tab.



## About Favorite Conferences

Favorite conferences are available on the **Conference Schedules** screen after they are added on the endpoint's web interface.

For details about how to add a favorite conference, see the online help of the endpoint's web interface.

# PART 04

## Control a Conference

- Conference Control Operations Available for Different Roles
- Select a Screen Layout
- View a Site or Continuous Presence
- Request Chair Control Rights
- Broadcast a Conference
- Set Continuous Presence
- Enable Voice Activation
- Add a Site to a Conference
- Call a Site
- Disconnect/Delete a Site
- Mute/Unmute the Microphone of a Site
- Lock a Conference
- Switch a Site Between Unidirectional and Bidirectional
- Extend a Conference
- Record a Conference
- End/Leave a Conference

# Conference Control Operations Available for Different Roles

Chair Site	Participants	Spectators
Select a screen layout	Select a screen layout	Switch between unidirectional and bidirectional modes
View a specified site or continuous presence	View a specified site or continuous presence	-
Broadcast a specified site or continuous presence	Request chair control rights	-
Set continuous presence	Leave a conference	-
Enable voice activation	-	-
Add a site	-	-
Call a site	-	-
Disconnect or delete a site	-	-
Mute or unmute a microphone	-	-
Lock or unlock a conference	-	-
Extend a conference	-	-
Release chair control rights	-	-
Record a conference	-	-
End or leave a conference	-	-

## About the Chair Site

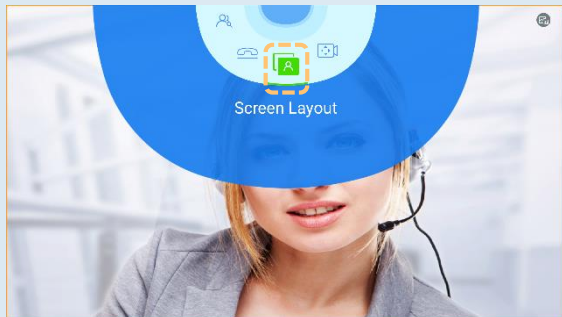
Only participants in a multipoint conference can apply for the chair role.

Participants can join conferences as spectators only on the IMS or SP hosted network.

The conference control functions supported in conferences may differ.

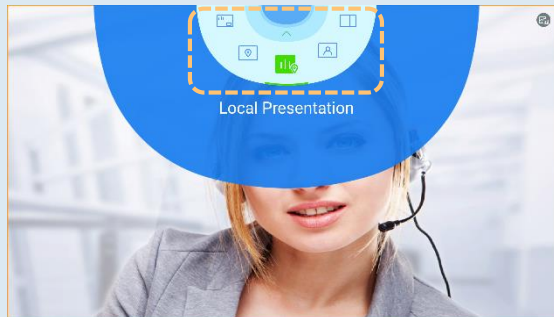
# Select a Screen Layout

1



Select  and press **OK**.

2



Select what you would like to view (video, presentation, or both) and press **OK**.



Press **OK** to switch between screen layouts.  
The icon of the selected layout will appear in the lower right corner.

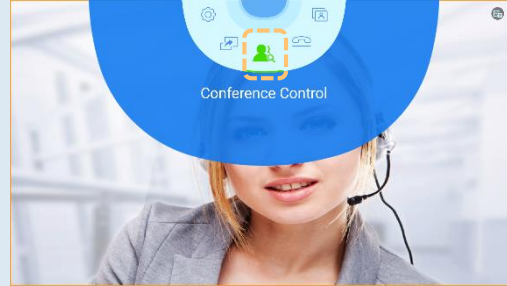
## About the Screen Layout


The screen layouts available are determined by the status of your endpoint. For example, the **Local Presentation** screen layout is available only after your endpoint is connected to a presentation source.

You can also view other sites in full-screen mode by following the instructions in [View a Site or Continuous Presence](#).

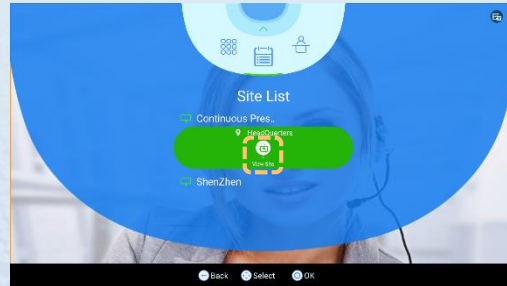
# View a Site or Continuous Presence


1



Select  and press **OK**.

2



- a. Select the site or continuous presence you want to view and press **OK**.
- b. Select  and press **OK**.

## About Continuous Presence

The continuous presence function simultaneously displays the video of two or more sites on the same screen. Different continuous presence modes can be used to set the number of sites to be displayed and their layout.

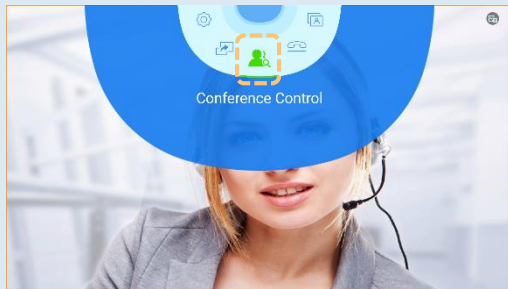
Continuous presence is available only in multipoint conferences.

When no site is being broadcast or given the floor, the chair site and participants can choose to view continuous presence or any site except for unidirectional sites.



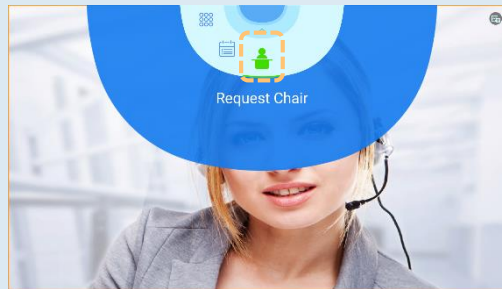
# Request Chair Control Rights


1



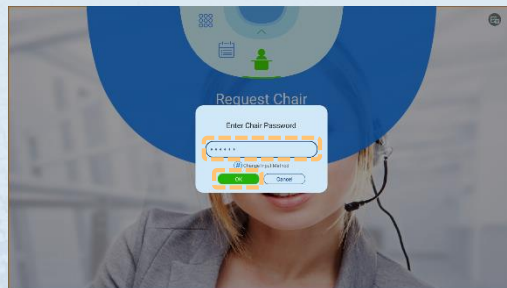
Select  and press **OK**.

2



Select  and press **OK**.

3



(Optional) Enter the password, select **OK**, and press the **OK** button on the remote control.

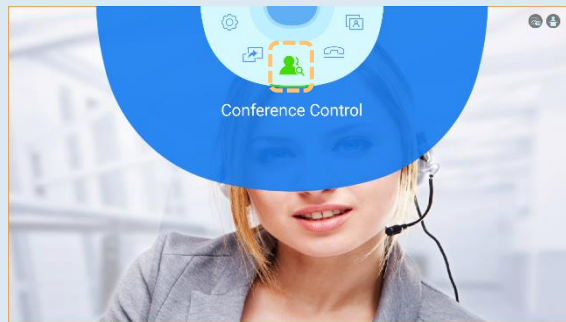
## About Requesting Chair Control Rights

This operation is allowed only when no chair site exists in the conference. Audio-only sites cannot request chair control rights.

If a chair password has been set for a conference, you will be granted chair control rights only after entering the password. Obtain the chair password from the conference organizer.

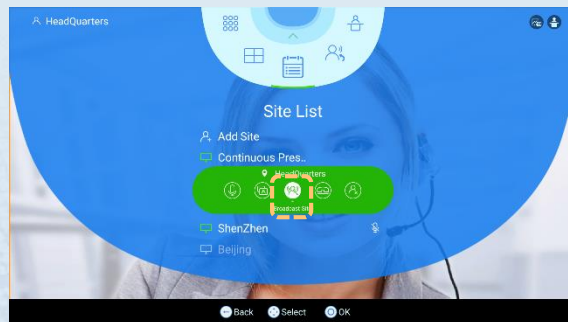
# Broadcast a Site

1



Select  and press **OK**.

2



a. Select the site or continuous presence you want to broadcast and press **OK**.

b. Select  and press **OK**.

## About Broadcasting a Site

Only the chair site can broadcast sites.

When a site is broadcast, all non-chair sites (except the site being broadcast) can view only the broadcast site, while the chair site can view any site in the conference.

The chair site can broadcast any sites, including itself.

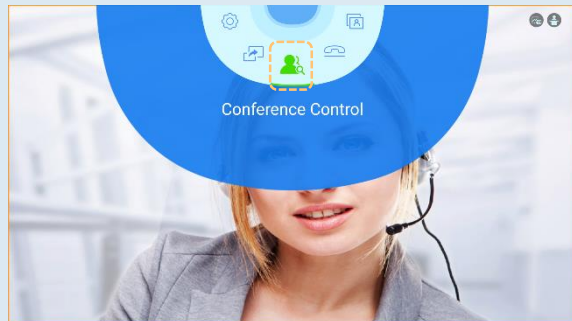
# Set Continuous Presence


## About Setting Continuous Presence

The chair site can set the continuous presence mode as preferred, and then follow the instructions in [View a Site or Continuous Presence](#) to view the continuous presence.

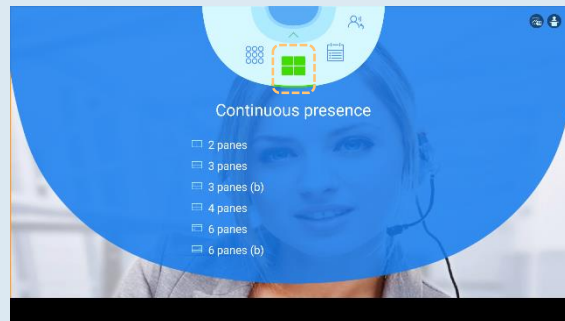
The continuous presence modes available in the on-premises scenario are different from those available in the IMS/SP hosted scenario. The continuous presence modes shown in the screenshot are for reference only.

1



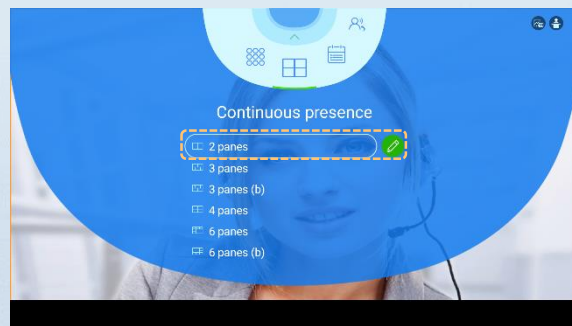
Select  and press **OK**.


2



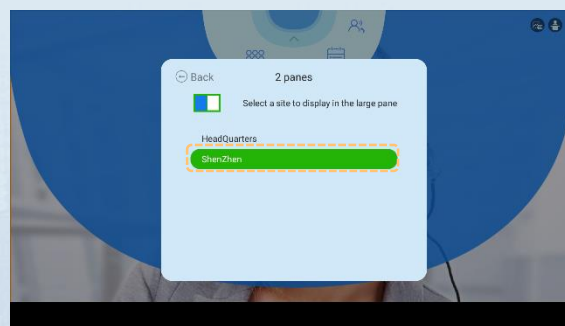
Select  and press **OK**.

3



- Select the desired continuous presence mode.
- Select  and press **OK**.

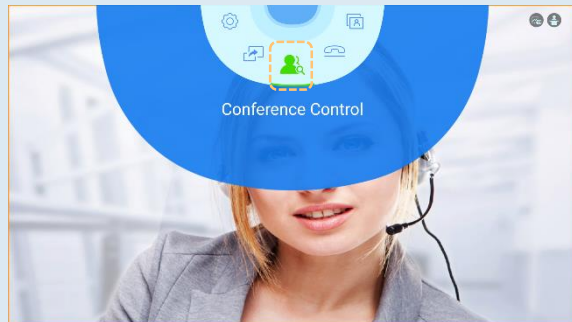
4




Select a site as the main site and press **OK**.

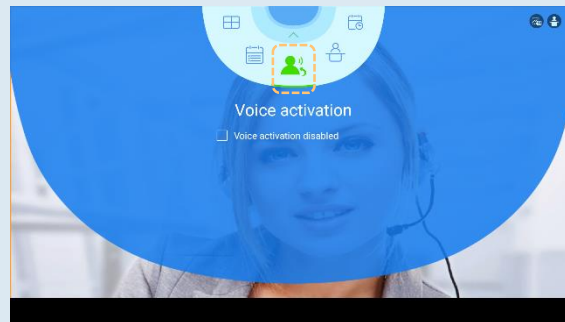
# Enable Voice Activation

1



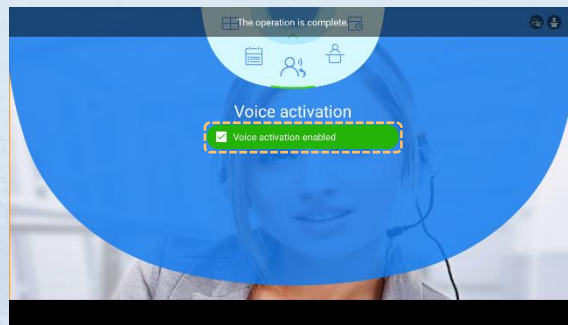
Select  and press **OK**.

2



Select  and press **OK**.

3



Press **OK** to enable voice activation.

## About Voice Activation

This function is used in discussions. Video of the participant who is speaking the loudest is displayed to all the other participants.

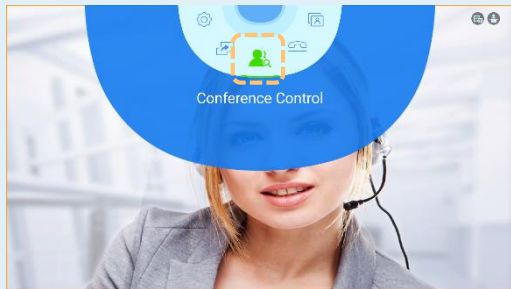
After voice activation is enabled:

- If one or more participants speak at the volume higher than the threshold, video of the participant who is speaking the loudest will be broadcast to all the other participants.
- If no participant speaks at the volume higher than the threshold, no video will be broadcast.

You can set the threshold during a conference if voice activation is disabled. To set the threshold, log in to the endpoint's web interface, choose **Conference** > **Conference Control**, click **Voice Activation**, and set **Sensitivity** to **Low**, **Medium**, or **High**.

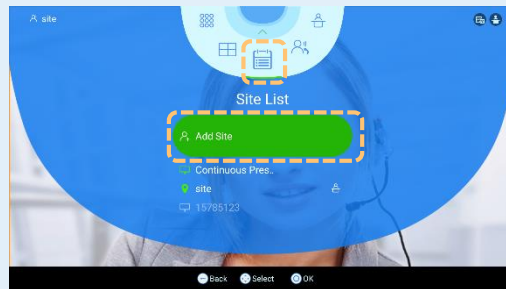
# Add a Site to a Conference

1



Select  and press **OK**.

2




- Select  and press **OK**.
- Select **Add Site** and press **OK**.

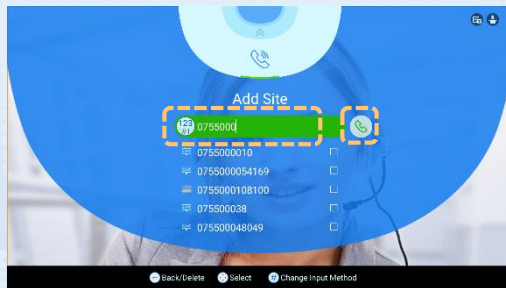
3

If the site you want to add is in your address book:



- Select the site and press **OK**.
- Select  and press **OK**.

If the site is not in your address book but you know its number or IP address:



Enter the number or IP address of the site in the search box and press **OK**.

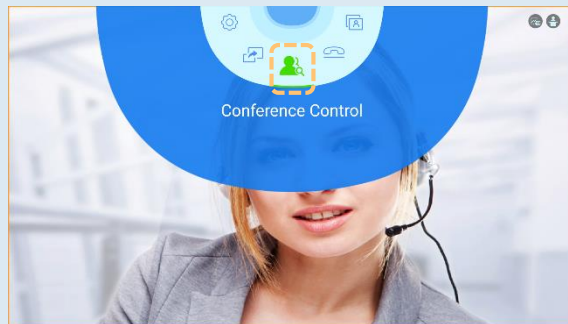
## About Adding a Site to a Conference


To add a site to a conference, you must chair the conference.



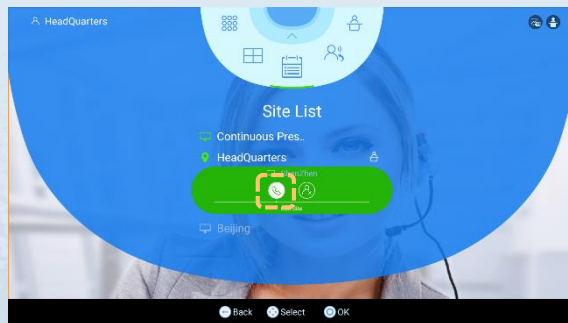
# Call a Site

1



Select  and press **OK**.

2



a. Select the site you want to call and press **OK**.

b. Select  and press **OK**.

## About Calling a Site

This operation is allowed only on the on-premises network.

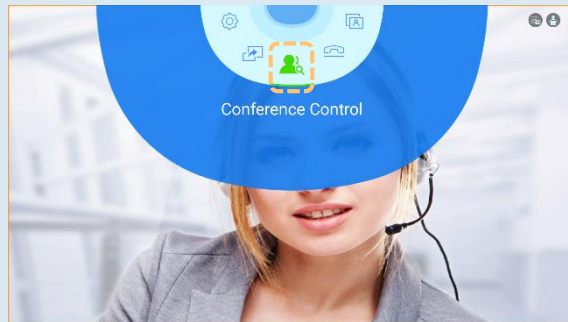
Only the chair site can invite a site to the conference by calling it.

The chair site can call sites that have not joined the conference or sites that have been disconnected from the conference.



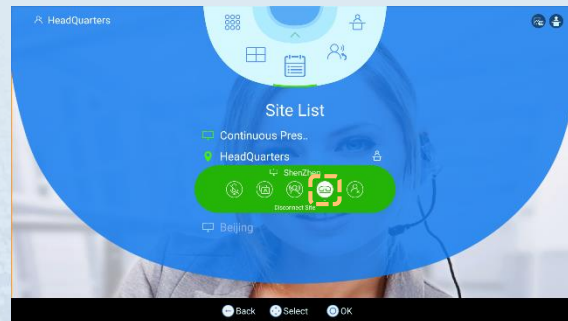
# Disconnect/Delete a Site

1





Select  and press **OK**.

2



a. Select the site you want to disconnect or delete and press **OK**.

b. Select  (disconnect) or  (delete) and press **OK**.

## About Disconnecting/Deleting a Site

Only the chair site can disconnect or delete sites.

After a site is disconnected, it leaves the conference automatically. In the on-premises networking scheme, the disconnected site still exists in the site list, and can be invited by the chair site to the conference again.

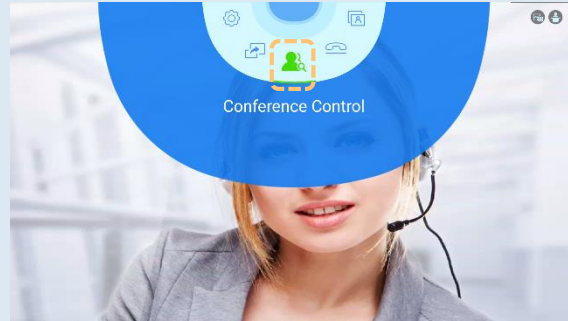
After a site is deleted, it will disappear from the site list.


# Mute/Unmute the Microphone of a Site

## About Muting/Unmuting the Microphone of a Site

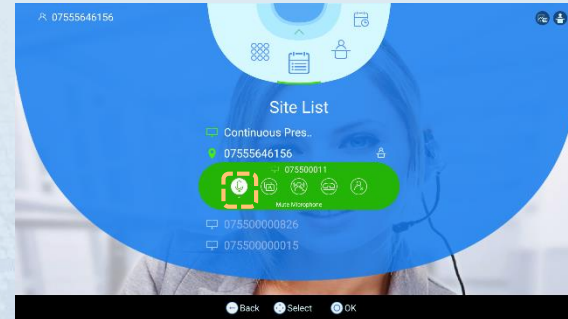
The chair site can mute and unmute the microphone of a site to control whether it can be heard by other sites.

1



Select  and press **OK**.

2

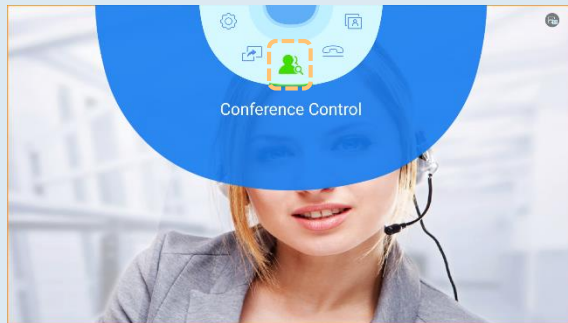


a. Select the site whose microphone you want to mute and press **OK**.

b. Select  and press **OK**.

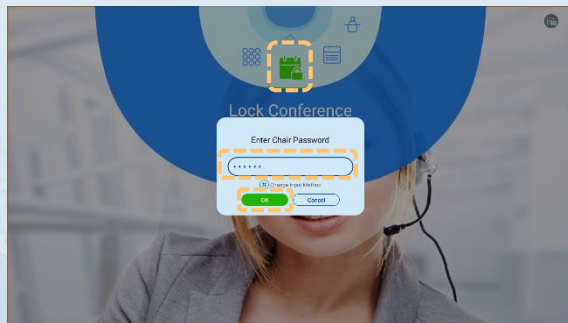
# Lock a Conference


1



Select  and press **OK**.

2



a. Select  and press **OK**.

b. (Optional) Enter the password, select **OK**, and press the **OK** button on the remote control.

## About Locking a Conference

This operation can be performed only by the chair and is allowed only on the IMS hosted and SP hosted networks.

Obtain the chair password from the conference organizer.

After a conference is locked, the chair site can invite other sites to the conference, but other sites cannot dial the conference access number to join the conference.

After the conference is unlocked, non-chair sites can dial the conference access number to join the conference.

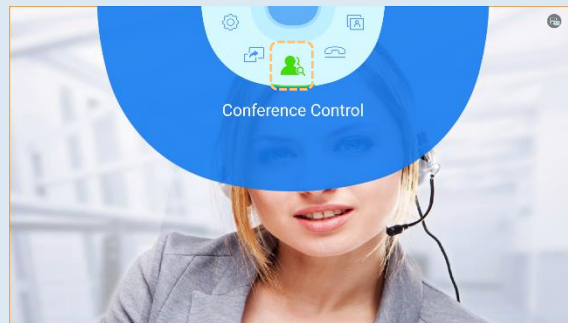
# Switch Between Unidirectional and Bidirectional Modes


## About Switching Between Unidirectional and Bidirectional Modes

Sites in unidirectional mode cannot be viewed or heard by other sites, while sites in bidirectional mode can be both heard and viewed, and can also share content.

Up to three sites are allowed to be in bidirectional mode in a conference. Once there are already three sites in bidirectional mode, no additional sites cannot switch from unidirectional to bidirectional mode.

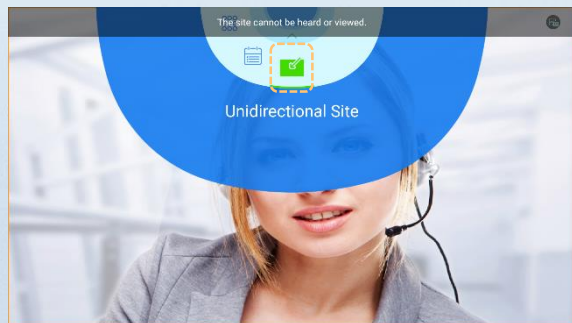
1




Select  and press **OK**.

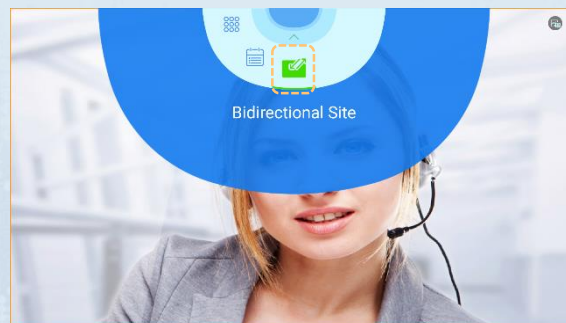
2


To switch from unidirectional to bidirectional mode:



Select  and press **OK**.

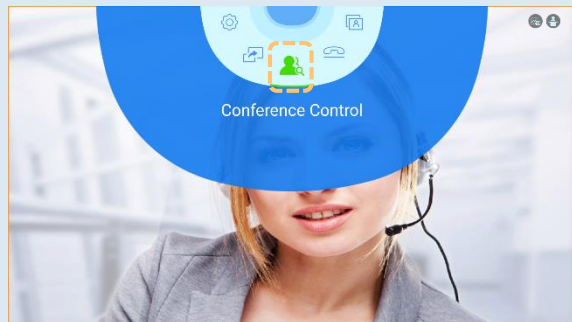
To switch from bidirectional to unidirectional mode:




Select  and press **OK**.

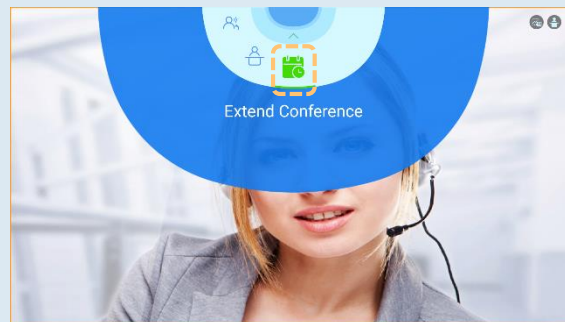
# Extend a Conference

1



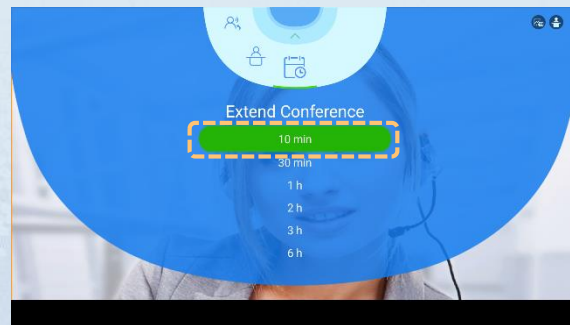
Select  and press **OK**.

2



Select  and press **OK**.

3



Select the duration of extension and press **OK**.

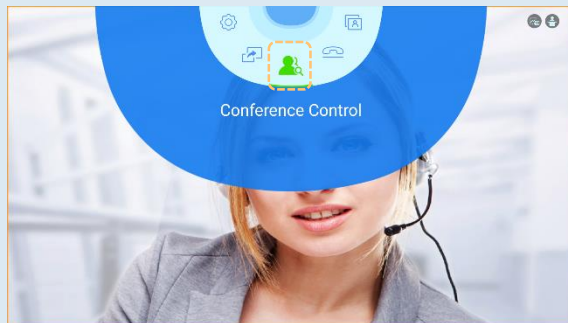
## About Extending a Conference

Only the chair site can extend a conference.  
It is recommended that you extend a conference by 30 minutes at a time.



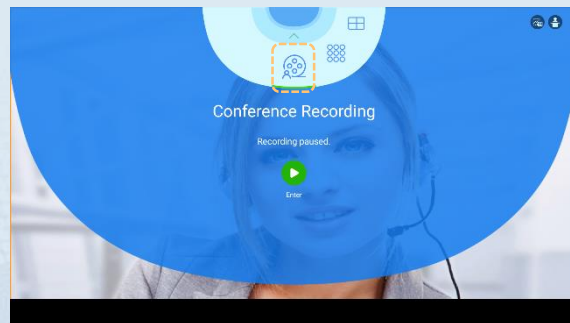
# Record a Conference



1



Select  and press **OK**.

2



- a. Select , then press **OK** to select .
- b. Press **OK** again to start recording. To pause recording, press **OK** again.

## About Conference Recording

Only the chair site can record conferences.  
Before starting recording, ensure that:

- The recording server address has been configured on the endpoint.
- **Support recording** is set to **Enable** under **Advanced** when the multipoint conference to be recorded is created on the endpoint.

After a conference is recorded, you can play the recorded video from the recording server.

If both **Support recording** and **Support broadcast** are set to **Enable** under **Advanced**, you can view live broadcast of the conference from the recording server.

To create a multipoint conference, follow the instructions in [Call Sites by Their Numbers or URIs](#).

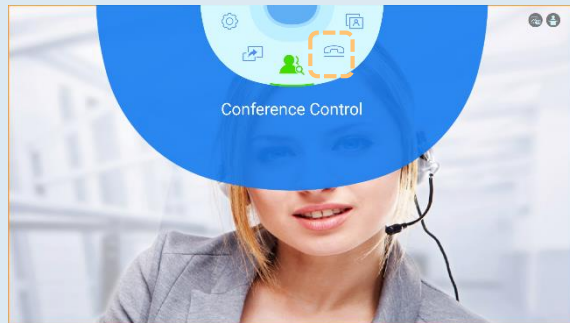
To configure the recording server address, log in to the endpoint's web interface, choose **System Settings > Conference > General Settings**, and set **Recording server address**.

To protect participants' rights and interests, comply with the principles and suggestions in the latest *HUAWEI RSE6500 Security Maintenance* when using the recording server.



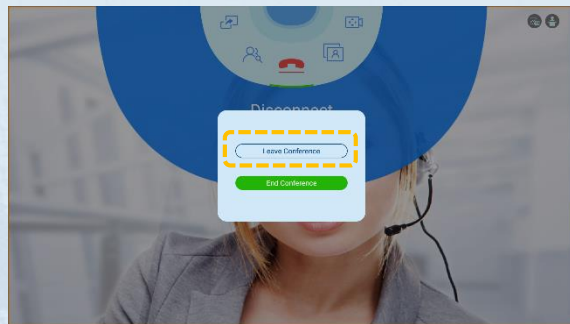
# End/Leave a Conference

1



Select  and press **OK**.

2



Select **Leave Conference** or **End Conference** and press **OK**.

## About Ending/Leaving a Conference

The conference organizer and chair site can leave or end the conference, while other sites can only choose to leave the conference.

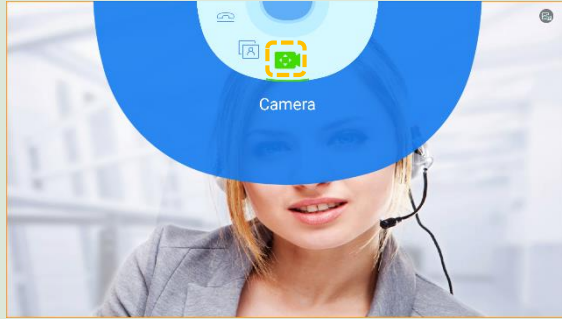
# PART 05


## Control the Camera



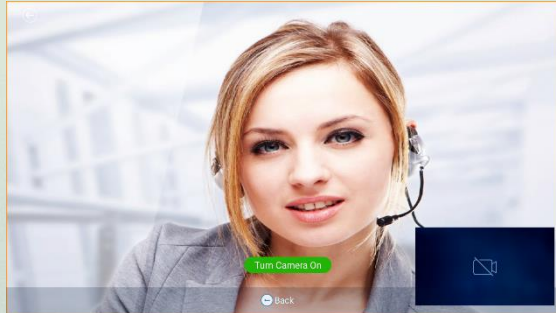
# Control the Camera

1



On the home screen, select  and press **OK**.

2



- Press **OK** to turn your camera on or off.
- Press the **arrow** buttons to pan or tilt the camera.
- Press the **Volume Up/Down (+/-)** button to zoom in/out on images.

## About Camera Control

You can control only your own camera.

You can turn on or off the local camera only when you are in a conference.

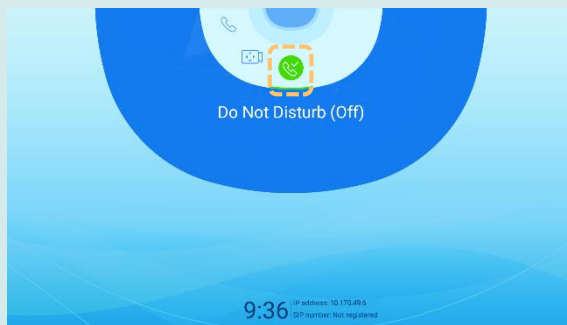



# PART 06

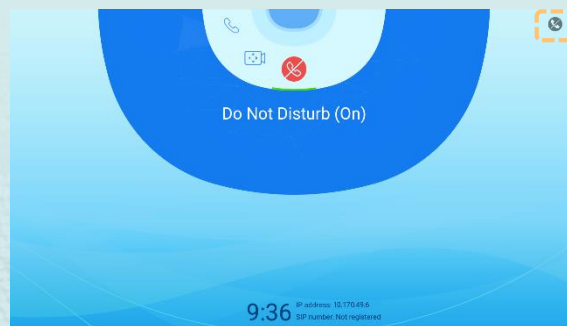
## FAQs


- How Do I Enable/Disable DND?
- How Do I Answer or Decline a Call?
- What Can I Do If I Do Not Find the Scheduled Conference in the Conference Schedules?
- How Do I View System Information?
- What Are These Icons Used for?
- What Is Secondary Dial?
- Why Can't Other Participants Hear Me?
- How Do I Adjust the Speaker Volume?
- How Do I Record Local Video?
- How Do I Connect AirPresence on My Smartphone or Tablet to My Endpoint?
- How Do I Define the Projection Code Server Settings for AirPresence?
- What Should I Do If AirPresence Fails to Connect to the Endpoint Using the Projection Code?
- How Do I Use AirPresence as a Remote Control?
- How Do I Use a Keyboard or Mouse to Operate the Endpoint Like a Remote Control?
- How Do I Check the Endpoint Status Before Starting a Conference?

# How Do I Enable/Disable DND?



On the home screen, select  and press **OK**.



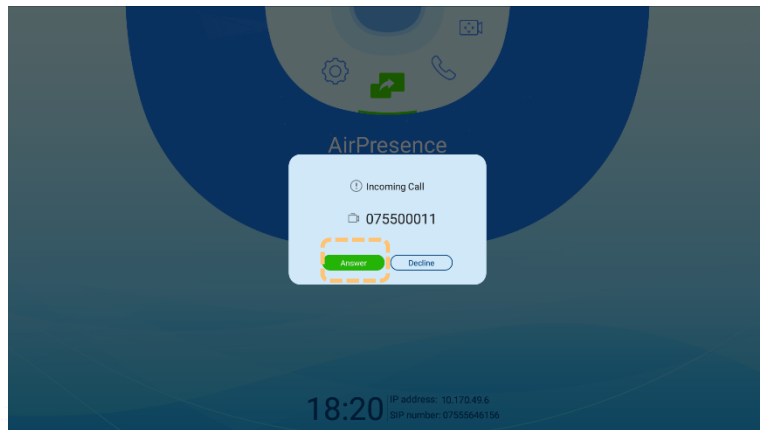
While DND is enabled, the icon  is displayed in the upper right corner.

## About DND

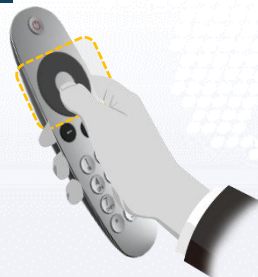
If you do not want to be disturbed by incoming calls, you can enable the Do Not Disturb (DND) function.

Once DND has been enabled, no incoming call will be received at your site.

# How Do I Answer or Decline a Call?



Select **Answer** or **Decline** and press **OK**.



## About Answer Mode

The default **Answer mode** is **Manual**. When receiving a call, you can answer it, decline it, or just leave it unanswered.

You can set **Answer mode** to **Auto** under **System Settings > Conference > General Settings** on the web interface.



## What Can I Do If I Do Not Find the Scheduled Conference in the Conference Schedules?

The **Conference Schedules** function is supported only on the on-premises network.

Conferences that have been scheduled in the service management system will be displayed in the **Conference Schedules**.

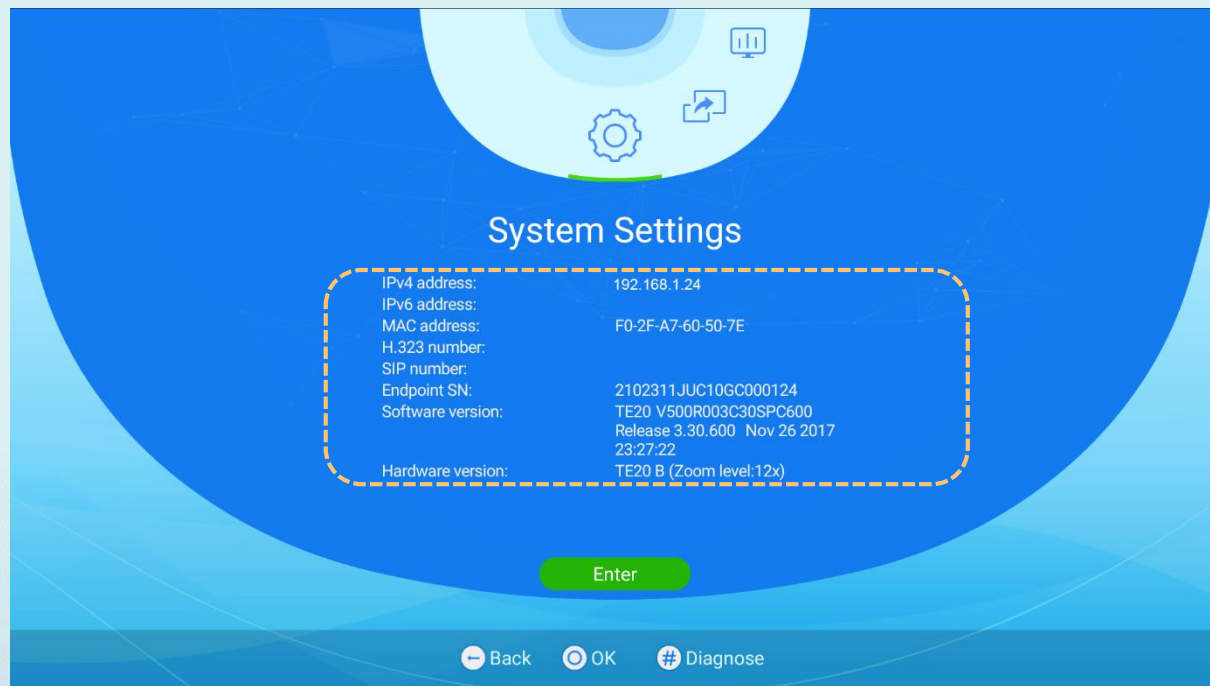
If you cannot find the scheduled conference in the **Conference Schedules**, you can only join it using the conference access number or VMR domain name (obtained from the conference organizer). For details, see [Join a Conference Using the Access Number/Domain Name/URI](#).




# How Do I View System Information?

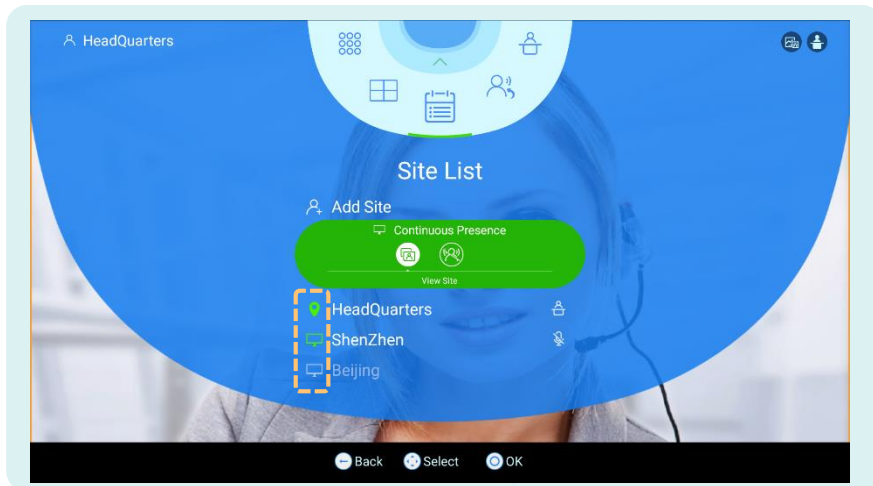
## About System Information






If your endpoint has registered with an H.323/SIP server, you will find the H.323/SIP number here.



Select  on the home screen.

# What Are These Icons Used for?



Icon	Function
	This site is a single-screen site and it is offline.
	This site is a single-screen site and it is online.
	This is your own site and it is online.
	This site is a triple-screen site and it is offline.
	This site is a triple-screen site and it is online.

# What Is Secondary Dial?


Secondary dial is the input mode for password-protected conferences or prompts to enter a specific number to choose between options.

After entering the password or specific number, press the pound button (#) to end the secondary dial operation.

To learn more, see [Join a Conference Using the Conference Access Number/VMR Domain Name/Site URI](#) or [Join a Video Conference on the Zoom/BlueJeans Cloud Platform](#).



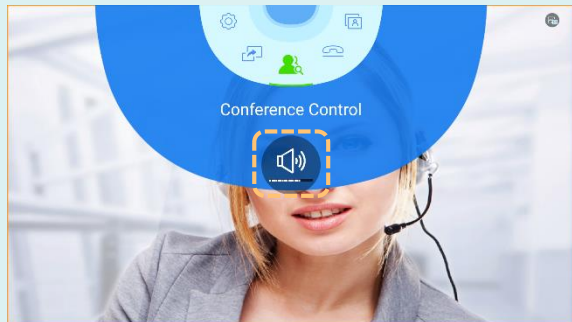
# Why Can't Other Participants Hear Me?

Possible Cause	Solution
The microphone is off.	Press  on the remote control to turn on your microphone.
The speaker volume of other participants is too low.	Other participants should try pressing the <b>Volume Up (+)</b> button on the side of the remote control to turn up the speaker.
Your microphone has been muted by the chair site.	The chair site can unmute microphones by following the instructions in <a href="#">Mute/Unmute the Microphone of a Site</a> .

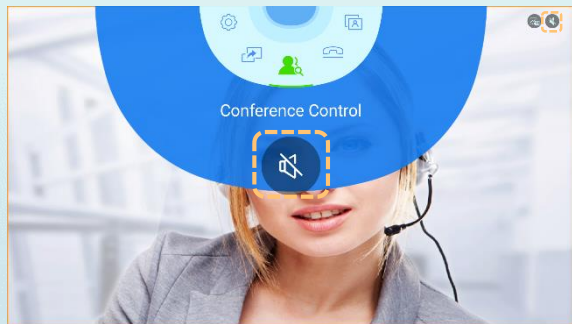
## About Muting the Microphone


You can be heard by other participants only when you have turned on your microphone and it is not muted by the chair.

# How Do I Adjust the Speaker Volume?



Press the volume buttons (+ and -) on the side of the remote control.



When the volume is put on its lowest, the icon  appears.

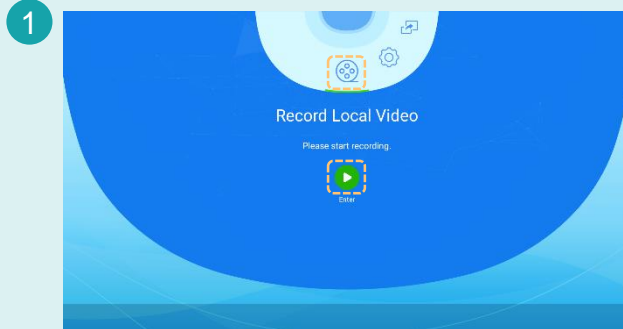




+ Volume UP

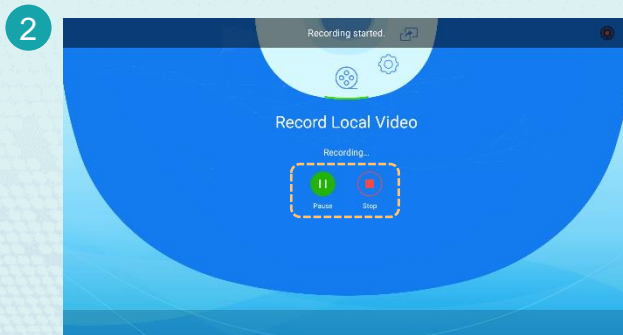
- Volume Down





# How Do I Record Local Video?



- On the home screen, select .
- Press **OK** to select . Then press **OK** again to start recording.



To pause or stop recording, press **OK** and select  or .

## About Recording Local Video

Before recording local video, log in to the endpoint's web interface, choose **System Settings > Conference > General Settings**, and set **Recording server address**.

Recorded video can be played from the recording server.

To protect participants' rights and interests, comply with the principles and suggestions in the latest *HUAWEI RSE6500 Security Maintenance* when using the recording server.

# How Do I Connect AirPresence on My Smartphone or Tablet to My Endpoint?

## If a Wi-Fi network is available:

Connect your smartphone/tablet and endpoint to the same Wi-Fi network.

## If there are no Wi-Fi networks:

1. Turn on the Wi-Fi hotspot of your endpoint by selecting **Wi-Fi Hotspot** under **System Settings > Network > Wi-Fi Hotspot**.
2. Enable WLAN on your smartphone/tablet and connect to the Wi-Fi hotspot of your endpoint.

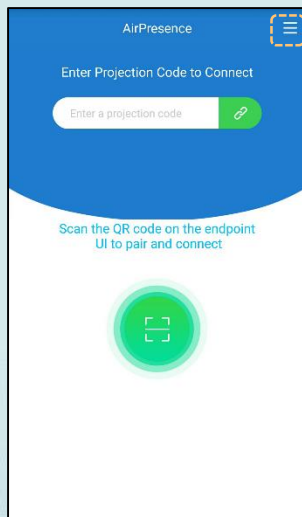
## About the Wi-Fi Hotspot of an Endpoint

After the Wi-Fi hotspot of an endpoint is turned on, AirPresence can connect to the endpoint through this Wi-Fi hotspot. You can then use the AirPresence to operate the endpoint or share presentations.



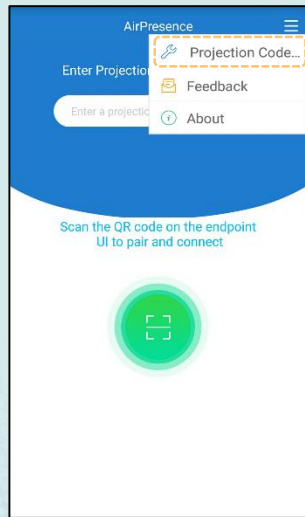
# How Do I Define the Projection Code Server Settings for AirPresence?

1



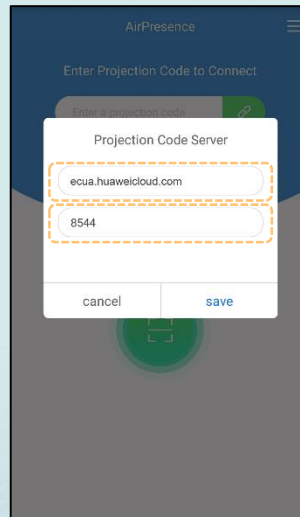
Tap .

2



Choose **Projection Code Server**.

3



Enter the address and port number obtained from the administrator and click **Save**.

## About Projection Code Server Settings

Now, the Projection Code Server is used to generate projection codes.

Defining the Projection Code Server settings for the AirPresence mobile client and the AirPresence PC client follow the same procedure.

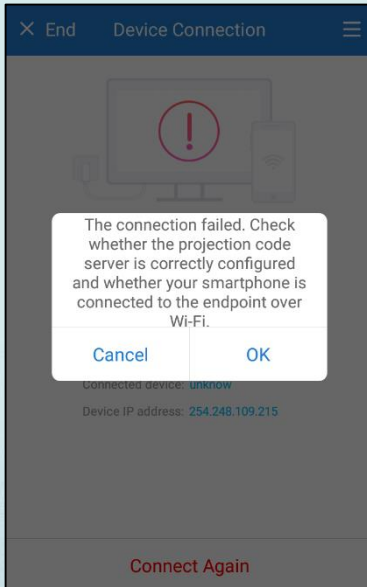
Here, the AirPresence mobile client is used as an example.

If you want to connect AirPresence to an endpoint using the projection code to share content, and the endpoint:

- resides on a network where a Projection Code Server is deployed (Confirm this with the administrator.)
- has correctly registered with the SIP or H.323 server

You need to configure the Projection Code Server address and port number on AirPresence first.

# What Should I Do If AirPresence Fails to Connect to the Endpoint Using the Projection Code?

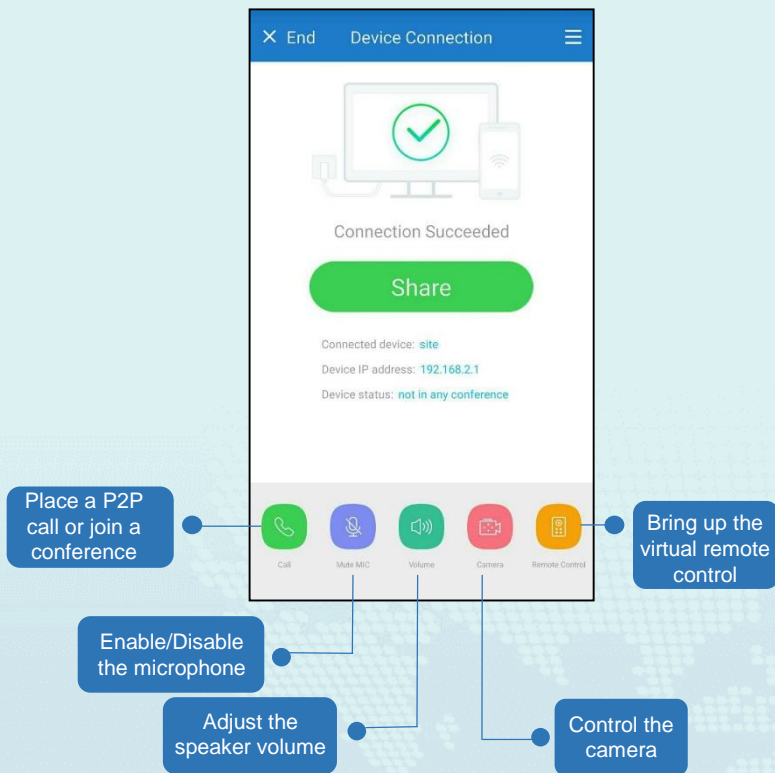


If the message shown in the left figure is displayed, locate the problem based on the following table.

Cause	Solution
Incorrect projection code.	Check whether the projection code you entered is the same as that displayed on the endpoint's user interface.
The mobile device that has AirPresence installed is located in a different network from the endpoint.	See <a href="#">How Do I Connect AirPresence on My Smartphone or Tablet to My Endpoint?</a> .
The Projection Code Server settings defined for AirPresence are incorrect.	See <a href="#">How Do I Define the Projection Code Server Settings for AirPresence?</a> .

# How Do I Use AirPresence as a Remote Control?

Start AirPresence on your smartphone/tablet.

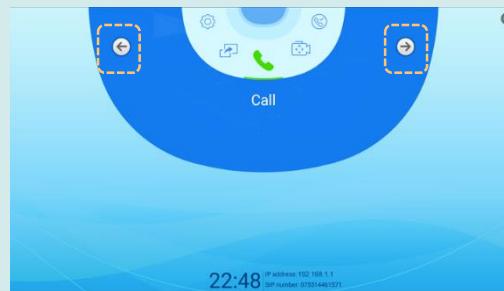


# How Do I Use a Keyboard or Mouse to Operate the Endpoint Like a Remote Control?

## Remote control buttons and corresponding keyboard buttons

Remote Control Button	Keyboard Button
Arrows	Arrows
Delete	Delete or Backspace
Back	Esc
OK	Enter
Zoom in (that is, <b>Volume Up</b> )	Plus (+) on the number pad
Zoom out (that is, <b>Volume Down</b> )	Minus (-) on the number pad
Letters, numbers, and symbols	Letters, numbers, and symbols

## Navigating between menu items with a mouse



You can use the mouse as follows:

- Click or to navigate to a menu item.
- Click a menu item to access its screen. For example, click the to access the **Call** screen.
  - Click or to go back to the previous screen.
  - Use the soft keyboard to enter letters, numbers, or symbols.
  - On the **Camera Control** screen, click the arrow buttons to adjust the camera angle or click or to zoom in or out.
  - If both a wireless keyboard and a wireless mouse are connected, you can use the mouse to type from the soft keyboard or type using the wireless keyboard.


## To Use a Keyboard or Mouse as a Remote Control

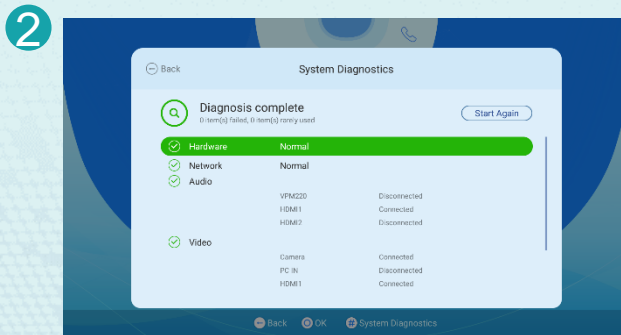
You can connect a wired or wireless keyboard or mouse to your endpoint through the USB port. Then you can use the keyboard or mouse to operate your endpoint just like a remote control.



# How Do I Check the Endpoint Status Before Starting a Conference?



On the **System Settings** screen, press  on the remote control. Diagnostics starts automatically.



After the diagnostics is complete, check the status of all items. If all items are in a normal state, you can start a conference.

## About Intelligent Diagnostics

The items displayed on the **System Diagnostics** screen are determined by system settings.



To learn more, visit the information center.



Scan QR Code or Click [Here](#)

The UI screenshots provided in this guide are for your reference only.

Actual UIs may differ in appearance.

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Website: [www.huawei.com](http://www.huawei.com)

Date: 2019-06-10

Issue: 06