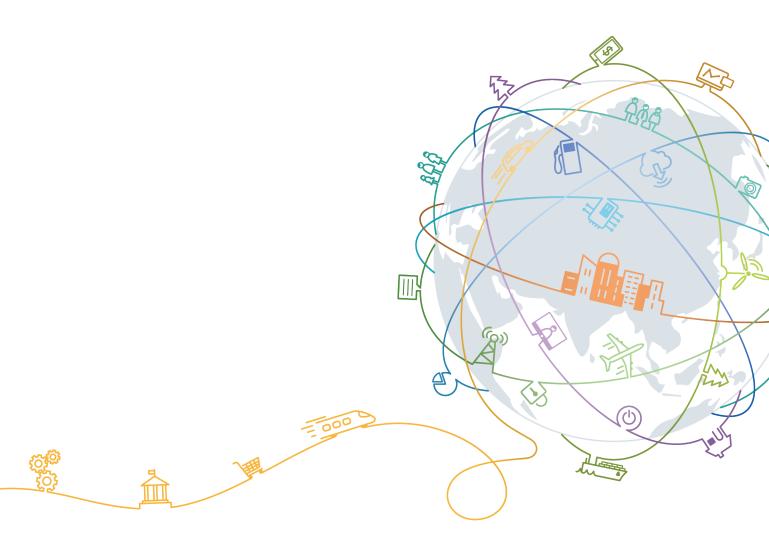
30 FAQs_China

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Issue 01

Date 2020-12-31





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Product Specification Problems

- 1.1 What Is the Bandwidth Required for a Video Meeting?
- 1.2 Which Operating Systems Do HUAWEI CLOUD Meeting Soft Clients Support?
- 1.3 Which Huawei Hard Terminals Support HUAWEI CLOUD Meeting?
- 1.4 Can Non-Huawei Hard Terminals Be Connected to HUAWEI CLOUD Meeting?
- 1.5 What PC Configurations Are Recommended?
- 1.6 What Are the Requirements for Operating Systems and Browsers?
- 1.7 Can International Site Users Join Video Meetings Held in the Chinese Mainland Site?
- 1.8 Can I Use HUAWEI CLOUD Meeting to Have Meetings with Members in Other Enterprises?
- 1.9 Can I Use the Existing Corporate Directory of My Enterprise in HUAWEI CLOUD Meeting?
- 1.10 What Is the Best Video Quality Supported by HUAWEI CLOUD Meeting?
- 1.11 How Many Screens Can Be Displayed on a Client?
- 1.12 Which Versions of Hard Terminals Are Recommended?
- 1.13 Does HUAWEI CLOUD Meeting Support Interconnection with Third-Party Meeting Terminal Management Platforms?
- 1.14 Why Can't I View All Meeting Records on the HUAWEI CLOUD Meeting Management Platform?
- 1.15 Which Hard Terminals Can Cloud Meeting Rooms Be Allocated To?

1.1 What Is the Bandwidth Required for a Video Meeting?

You can join meetings from the Internet as long as the following requirements of network QoS and bandwidth are met. No dedicated networks are required. To

ensure proper running of other services on terminals, reserve sufficient bandwidth for them.

Although HUAWEI CLOUD Meeting supports 30% packet loss concealment for video, it is recommended that the requirements listed below be met to ensure a pleasant listening and watching experience.

Table 1-1 Network QoS requirements

QoS Item	QoS Specifications
Delay	150 ms
Jitter	50 ms
Packet loss concealment	30% for video, 80% for voice, 20% for data, 80% for presentation audio, and 20% for presentation video (in case of noncontinuous packet loss)

If an IP bearer network cannot meet the QoS requirements, call quality will be poor. When deploying HUAWEI CLOUD Meeting, you are advised to plan the bandwidth properly so that the existing services on the IP network will not be affected during video meetings.

Table 1-2 Bandwidth requirements

Terminal Type	Video Resolution	Frames Per Second	Bandwidth
Mobile app	720p (1280 × 720)	20	2 Mbit/s
PC client	PC client 720p (1280 × 720)	20	2 Mbit/s
		30	3 Mbit/s
Hard	4CIF (704×576)	30	512 kbit/s
terminals	720p (1280 × 720)	30	1 Mbit/s
	1080p (1920 × 1080)	30	2 Mbit/s

1.2 Which Operating Systems Do HUAWEI CLOUD Meeting Soft Clients Support?

- The HUAWEI CLOUD Meeting mobile app can run on iOS or Android.
- The HUAWEI CLOUD Meeting PC client can run on Windows or macOS.

You can download them from https://www.huaweicloud.com/en-us/product/meeting/download.html.

1.3 Which Huawei Hard Terminals Support HUAWEI CLOUD Meeting?

TE10, TE20, TE30, TE40, TE50, TE60, CloudLink Board, CloudLink Box, and Huawei IdeaHub.

.

1.4 Can Non-Huawei Hard Terminals Be Connected to HUAWEI CLOUD Meeting?

The following non-Huawei hard terminals can be connected to HUAWEI CLOUD Meeting:

- Cisco TelePresence SX10 ce 8.2.1 Final e9daf06 2016-06-28
- Cisco TelePresence SX20 ce 9.4.0 62bc0aa4505 2018-06-14
- Cisco TelePresence SX80 TC7.3.6 or later
- Polycom RealPresence Group 550 Release 6.2.0-440582
- Polycom HDX 4500 3.1.7 or later
- Polycom HDX 6000 3.1.7 or later
- Polycom HDX 8000 -3.1.7 or later
- Polycom HDX 7000 3.1.7 or later

Non-Huawei hard terminals have the following connection restrictions:

- Enterprise IT personnel must configure SIP accounts on terminals.
- Packet loss concealment (PLC) and anti-jitter are not supported, so the video quality may be affected by network conditions.

1.5 What PC Configurations Are Recommended?

Recommended configurations:

- CPU: Intel Core i7 (quad-core, 3.0 GHz or above)
- Memory: 8 GB or above
- Available hard disk space: 8 GB or above

1.6 What Are the Requirements for Operating Systems and Browsers?

HUAWEI CLOUD Meeting Management Platform

Recommended browsers:

Internet Explorer 11 or later versions

Firefox 41 or later versions
Google Chrome 46 or later versions

Hard terminal web interfaces

Check the recommended browsers on the home page of a hard terminal's web interface.

Clients

Table 1-3 lists the operating systems supported by the PC or mobile client.

Table 1-3 Supported operating systems

Client	Operating Systems
PC client (Windows)	Windows 7, 8, and 10 (32-bit and 64-bit)
Mobile client	Android 5.0-9.0 and iOS 9-12

1.7 Can International Site Users Join Video Meetings Held in the Chinese Mainland Site?

Yes. However, the meeting effect needs to be verified and evaluated based on the project requirements. Huawei does not ensure the stability of the international Internet, but HUAWEI CLOUD Meeting uses technologies such as packet loss concealment (PLC), anti-jitter, and network adaptation to maximize the video effect.

It is recommended that the jitter be less than 50 ms and the delay be less than 150 ms for international site users to join meetings held in the Chinese mainland site.

1.8 Can I Use HUAWEI CLOUD Meeting to Have Meetings with Members in Other Enterprises?

Yes.

With Members of an Enterprise That Has Deployed HUAWEI CLOUD Meeting

When creating a meeting or adding participants to a meeting, add soft client numbers, hard terminal numbers, or mobile numbers of members from that enterprise.

To view the number of a soft client:

- On the PC client, click the profile picture in the upper right corner and choose Settings > Basic. On the dialog box displayed, choose Personal, and the VoIP number is the desired number.
- On the mobile app, choose Me, touch the profile picture, and the VoIP number is the desired number.

To view the number of a hard terminal:

- After the enterprise administrator adds a hard terminal on the HUAWEI CLOUD Meeting Management Platform, the hard terminal number is recorded. You can contact the administrator to obtain the number.
- If you know the name of a hard terminal, log in to the HUAWEI CLOUD
 Meeting client, search for the terminal in the corporate directory by its name,
 and obtain its number.

With Members of an Enterprise That Has Not Deployed HUAWEI CLOUD Meeting

• Joining meetings without using an account

You can create a meeting and send the meeting ID and guest password to members in that enterprise. After the members download the HUAWEI CLOUD Meeting client, they can join the meeting using the meeting ID and guest password.

PSTN calls

When creating a meeting or adding participants to a meeting, add the phone numbers of members in that enterprise. The system will call the members to invite them to the meeting.

If you are using the PC client, you can also directly dial their phone numbers on the keypad.

□ NOTE

To use the PSTN call function, you must enable it first.

1.9 Can I Use the Existing Corporate Directory of My Enterprise in HUAWEI CLOUD Meeting?

Yes.

1.10 What Is the Best Video Quality Supported by HUAWEI CLOUD Meeting?

Video quality is automatically adjusted based on network conditions. The following describes the highest resolution supported on different terminals.

Soft Clients

The video resolution of the HUAWEI CLOUD Meeting clients can be up to 1080p. You can submit a service ticket to apply for the 1080p resolution.

Hard Terminals

Model	Highest Resolution
TE10	720p

Model	Highest Resolution
TE20/TE30/TE40/TE50/TE60	1080p
CloudLink Board/Box	

1.11 How Many Screens Can Be Displayed on a Client?

In the gallery layout, a maximum of 25 screens can be displayed at the same time. If there are more than 25 participants, you can turn to the next page to see the rest of the participants.

1.12 Which Versions of Hard Terminals Are Recommended?

It is recommended that you upgrade your hard terminals to the versions listed below for more terminal functions and a more pleasant use experience.

- 1. Log in to the web interface of a hard terminal.
- 2. Choose **Help** > **Version** to check whether the version is the recommended one.
- TE10/20: V600R019C00SPC900
- TE30/40/50/60: V600R019C00SPC500
- CloudLink Board: 20.0.0.SPC6
- CloudLink Bar 300: 20.1.1
- CloudLink Bar 500: 20.0.0.SPC6
- CloudLink Box 300/600: 20.1.1
- CloudLink Box 500/700/900: 20.0.0.SPC6
- DP300: V500R002C00SPCg00
- 3. If you are not using the recommended version, contact the hard terminal provider for upgrade.

1.13 Does HUAWEI CLOUD Meeting Support Interconnection with Third-Party Meeting Terminal Management Platforms?

No.

1.14 Why Can't I View All Meeting Records on the HUAWEI CLOUD Meeting Management Platform?

You can only view meeting records of the last 6 or 12 months.

1.15 Which Hard Terminals Can Cloud Meeting Rooms Be Allocated To?

Cloud meeting rooms can be allocated to the TE10/TE20, CloudLink Board, CloudLink Bar, CloudLink Box, intelligent whiteboards, smart TVs, and IdeaHub.

Cloud meeting rooms cannot be allocated to TE30, TE40, TE50, or TE60.

Resource Subscription Problems

- 2.1 What Meeting Resources Are Required for Connecting Huawei Hard Terminals to HUAWEI CLOUD Meeting?
- 2.2 What Hard Terminals Are Applicable to Huawei Small and Medium Meeting Terminal Access Accounts, Respectively?
- 2.3
- 2.4 How Do I Select a Meeting Recording Storage Space Specification?
- 2.5 How Do I Renew a Meeting Package?
- 2.6 How Can I Expand the Capacity of a Meeting Package?
- 2.7 Can I Unsubscribe from a Meeting Package?
- 2.8 What Can I Do If the Number of Meeting Users Reaches the Upper Limit When I Add a User on the HUAWEI CLOUD Meeting Management Platform?
- 2.9 What Meeting Resources Are Required for Connecting Intelligent Collaboration Whiteboards to HUAWEI CLOUD Meeting?
- 2.10 Do PSTN Calls Occupy Concurrent Party Resources?

2.1 What Meeting Resources Are Required for Connecting Huawei Hard Terminals to HUAWEI CLOUD Meeting?

Concurrent party or cloud meeting room resources, hard terminals, and hard terminal access accounts are required.

2.2 What Hard Terminals Are Applicable to Huawei Small and Medium Meeting Terminal Access Accounts, Respectively?

- Huawei TE10 terminals are applicable to Huawei small meeting terminal access accounts.
- Except TE10, all the Huawei terminals are applicable to Huawei medium meeting terminal access accounts.

2.3

2.4 How Do I Select a Meeting Recording Storage Space Specification?

Select a recording storage space specification based on the duration of meetings to record.

• 50 GB: ≥ 23 hours

100 GB: ≥ 40 hours

• 500 GB: ≥ 200 hours

• 1 TB: ≥ 400 hours

2.5 How Do I Renew a Meeting Package?

- **Step 1** Log in to the **HUAWEI CLOUD Meeting** website.
- **Step 2** Hover the cursor over the username in the upper right corner.
- Step 3 Select Pending Renewals from the drop-down list.
- **Step 4** On the **Renewals** page, click **Renew** in the **Operation** column of the row containing the resource to renew.

----End

2.6 How Can I Expand the Capacity of a Meeting Package?

- Cloud meeting room packages
 Cloud meeting room packages do not support capacity expansion. Purchase a cloud meeting room of desired parties during subscription.
- Concurrent party packages
 Concurrent parties and Huawei hard terminal access accounts support capacity expansion. You can log in to the HUAWEI CLOUD Meeting website,

click **Buy Now**, and purchase new concurrent parties and Huawei hard terminal access accounts. The total number of resources is the sum of the original and new resources.

2.7 Can I Unsubscribe from a Meeting Package?

Self-service unsubscriptions are not supported. You are advised to purchase a meeting package based on resource usage requirements.

If you must unsubscribe from a meeting package, dial the customer service hotline +86 4000-955-988 or 950808 to consult about the unsubscription process.

2.8 What Can I Do If the Number of Meeting Users Reaches the Upper Limit When I Add a User on the HUAWEI CLOUD Meeting Management Platform?

You are advised to:

- Ask the user to join meetings anonymously.
- Purchase a larger number of concurrent parties or cloud meeting rooms with higher specifications to increase the meeting user guota.

2.9 What Meeting Resources Are Required for Connecting Intelligent Collaboration Whiteboards to HUAWEI CLOUD Meeting?

Concurrent party or cloud meeting room resources, intelligent collaboration whiteboards, and intelligent collaboration whiteboard access accounts are required.

2.10 Do PSTN Calls Occupy Concurrent Party Resources?

Yes.

3 Accounts and Password Problems

- 3.1 How Can I Retrieve My Password?
- 3.2 What Can I Do If My Account Is Locked?
- 3.3 What Can I Do If I Forget My Meeting Account?
- 3.4 What Can I Do If I Cannot Receive Emails or SMS Messages After Resetting the Password, Retrieving the Password, or Creating a Meeting?
- 3.5 Can I Obtain the New Password from an Email or SMS Message After Resetting the Password?
- 3.6 How Do I Modify My Personal Details?

3.1 How Can I Retrieve My Password?

- Click Change password on the HUAWEI CLOUD Meeting client, or click
 Forgot password? on the HUAWEI CLOUD Meeting Management Platform.
- Contact the enterprise administrator to reset your password. The
 administrator can log in to the HUAWEI CLOUD Meeting Management
 Platform, access the Users page, and click Reset Password for your account.
 Then, the new password will be sent to your email address and mobile phone.

3.2 What Can I Do If My Account Is Locked?

- Wait for 5 minutes and your account will be automatically unlocked.
- Click or touch **Forgot password** to reset the password of your account, and use the new password for login.
- Ask the enterprise administrator to reset the password of your account on the Users page of the HUAWEI CLOUD Meeting Management Platform. The new password will be sent to your email address and mobile number. You can use the new password for login.

3.3 What Can I Do If I Forget My Meeting Account?

- In the new account system, your account is a string generated by the system. Solutions:
 - a. Use your mobile number or email address bound to your account for login.
 - b. If you forget the mobile number or email address, ask the enterprise administrator to view your account on the **Users** page of the HUAWEI CLOUD Meeting Platform based on your username.
- In the old account system, your account can be customized during registration. If you forget your account, you can retrieve the account using your email address. Solutions:
 - a. Search for **meeting@info.huaweicloud.com** in the mailbox used when you created your account. The account and the initial password have been emailed to you from **meeting@info.huaweicloud.com**.
 - b. If the email cannot be found, ask the enterprise administrator to view your account on the **Users** page of the HUAWEI CLOUD Meeting Platform based on your username.

3.4 What Can I Do If I Cannot Receive Emails or SMS Messages After Resetting the Password, Retrieving the Password, or Creating a Meeting?

Ensure that your email address and mobile number are bound to your account on the HUAWEI CLOUD Meeting Management Platform.

If your email address and mobile number are bound to your account but you still cannot receive emails or SMS messages, the possible cause is that the terminal connects to an unstable network. Workarounds:

- If you cannot receive emails or SMS message after resetting or retrieving the password, log in to the HUAWEI CLOUD Meeting Management Platform as the enterprise administrator, delete your meeting account, and add a new meeting account.
- If you cannot receive emails or SMS message after creating a meeting, copy and send meeting details (including the meeting time, meeting ID, and password) to participants.

3.5 Can I Obtain the New Password from an Email or SMS Message After Resetting the Password?

Yes. Ensure that your email address and mobile number are bound to your account on the HUAWEI CLOUD Meeting Management Platform.

The new password is sent to the bound email address and mobile number.

3.6 How Do I Modify My Personal Details?

Log in to the PC client, click the profile picture in the upper right corner, choose **Settings** > **Basic**, and modify your personal details on the **Personal** page.

4 Meeting Operation Problems

- 4.1 What Are the Functions of a Host Password and Guest Password?
- 4.2 How Can I View the Network Status of Terminals in a Meeting?
- 4.3 What Do the Network Quality Details on the Meeting Control Page Represent?
- 4.4 What Is the Function of Locking a Meeting on the Meeting Control Page?
- 4.5 Can I Join a Meeting Without Login?
- 4.6 Can I Join a Meeting Using a Mobile Number or Fixed-line Number?
- 4.7 How Do I Modify or Cancel a Scheduled Meeting?
- 4.8 Who Is the Host When Multiple Participants Use the Host Password to Join a Meeting?
- 4.9 How Do I Join a Cross-Enterprise Meeting?
- 4.10 What Are Application Scenarios of Access Numbers?
- 4.11 What Can I Do If a Fixed-Line Phone Cannot Join a Meeting and a Busy Tone Is Played?
- 4.12 Can the Online or Offline Status of Terminals That Have Not Joined a Meeting Be Displayed on the Meeting Control Page?
- 4.13 Will a Meeting Be Interrupted If I Switch the Network Connection During the Meeting?
- 4.14 How Do I Change the Meeting Topic?

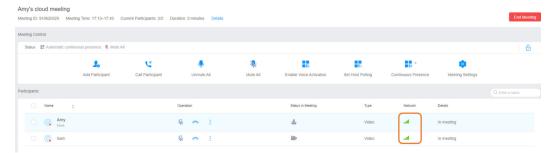
4.1 What Are the Functions of a Host Password and Guest Password?

After a meeting is created, the host uses the host password to join the meeting, and guests use the guest password to join the meeting.

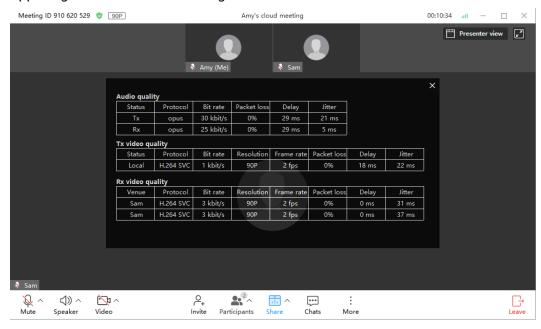
During the meeting, if the host relinquishes the host role, other participants can apply to be the host after entering the host password.

4.2 How Can I View the Network Status of Terminals in a Meeting?

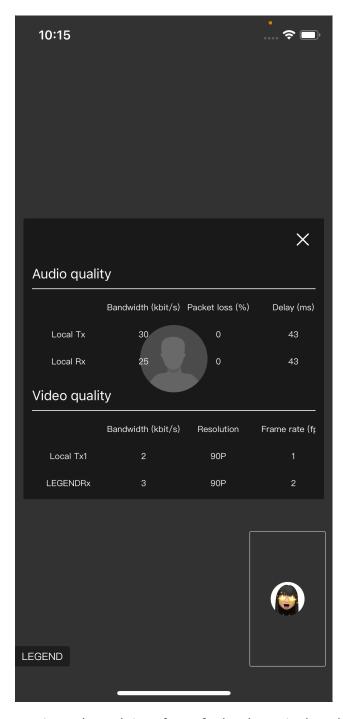
• Log in to the HUAWEI CLOUD Meeting Management Platform, access the meeting control page, and view the network status of each participant in the meeting.



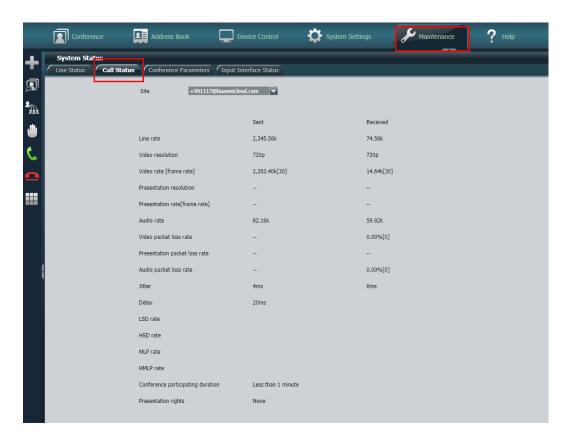
• On the HUAWEI CLOUD Meeting PC client, double-click the signal icon in the upper right corner of the meeting screen.



On the HUAWEI CLOUD Meeting mobile app, touch the meeting topic and touch **Display network quality**.



 Log in to the web interface of a hard terminal, and choose Maintenance > System Status > Call Status.



4.3 What Do the Network Quality Details on the Meeting Control Page Represent?

Delay (Tx): delay for sending data from a terminal to a multipoint control unit (MCU)

Delay (Rx): delay for sending data from an MCU to a terminal

Jitter (Tx): jitter from the terminal to an MCU

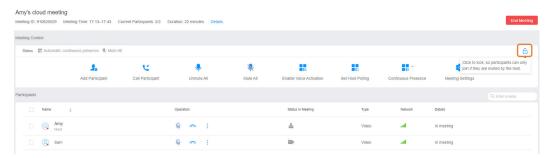
Jitter (Rx): jitter from an MCU to a terminal

The network quality signal icon is displayed in red if any of the following conditions is met:

- Delay ≥ 250 ms
- Jitter ≥ 50 ms
- Audio packet loss rate ≥ 10%
- Video packet loss rate ≥ 3%
- Presentation packet loss rate ≥ 3%

4.4 What Is the Function of Locking a Meeting on the Meeting Control Page?

You can lock a meeting on the meeting control page for security purposes. Hard terminal and soft client users cannot join the locked meeting, but can be invited by the host to the meeting.



4.5 Can I Join a Meeting Without Login?

Yes. If you do not have a HUAWEI CLOUD Meeting account, you can join a meeting using the meeting ID and password without logging in to the HUAWEI CLOUD Meeting client.

□ NOTE

- If you join a meeting without logging in to the HUAWEI CLOUD Meeting client, you cannot apply to be the host. You consume the same resources as a participant who joins the meeting with an account.
- Hard terminal users cannot join meetings anonymously.

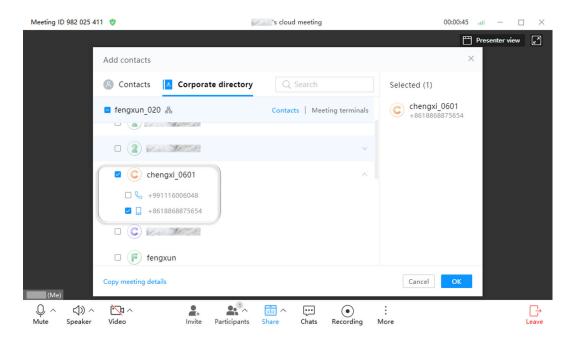
4.6 Can I Join a Meeting Using a Mobile Number or Fixed-line Number?

Yes. If your enterprise has enabled PSTN calls, you can join meetings using a mobile number or fixed-lined number.

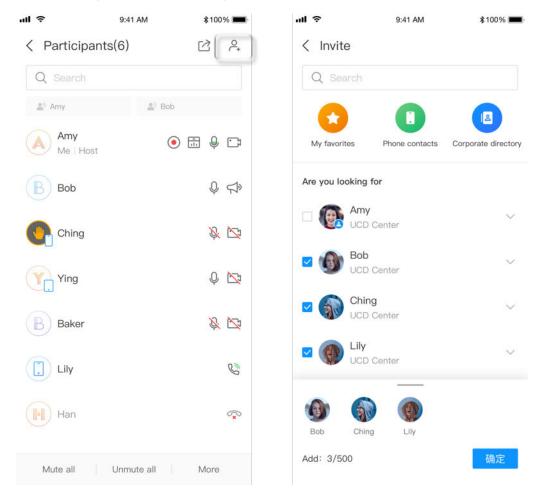
Answering a Call

If you have not installed the HUAWEI CLOUD Meeting client, or you have not logged in to the client, you can ask the host to add your phone number during meeting scheduling or dial your phone number during the meeting. Answer the call and you can join the meeting.

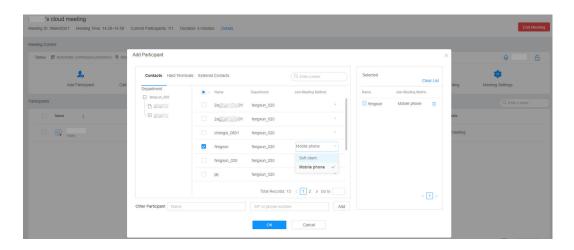
• PC client: During the meeting, click **Invite**, and add your phone number.



• Mobile app: During the meeting, touch **Participants**, touch the icon in the upper right corner, and add your phone number.



HUAWEI CLOUD Meeting Management Platform: Access the meeting control page, click **Add Participant**, and add your phone number.



Proactively Joining a Meeting

If your mobile phone cannot access the Internet, or you have not installed the HUAWEI CLOUD Meeting mobile app, you can dial 02153290005 using your mobile phone or fixed-line phone and enter a meeting ID and the password as prompted to join the meeting.

Ⅲ NOTE

Currently, only mobile numbers and fixed-line phone numbers in the Chinese mainland are supported.

4.7 How Do I Modify or Cancel a Scheduled Meeting?

Log in to the **HUAWEI CLOUD Meeting Management Platform**, choose **My Meetings** on the left, and modify or cancel a scheduled meeting.

4.8 Who Is the Host When Multiple Participants Use the Host Password to Join a Meeting?

The first participant who joins the meeting using the host password becomes the host, and the other participants become guests.

4.9 How Do I Join a Cross-Enterprise Meeting?

- If your enterprise has allocated a HUAWEI CLOUD Meeting account to you:
 Log in to the HUAWEI CLOUD Meeting client and enter the meeting ID to join the meeting.
- If your enterprise has not allocated a HUAWEI CLOUD Meeting account to you:
 - Open the HUAWEI CLOUD Meeting client and join the meeting anonymously (recommended).
 - Use a mobile phone to dial the meeting access number.

4.10 What Are Application Scenarios of Access Numbers?

If the HUAWEI CLOUD Meeting client has not been installed, you can dial the access number of a meeting and enter the meeting ID and password as prompted to join the meeting.

4.11 What Can I Do If a Fixed-Line Phone Cannot Join a Meeting and a Busy Tone Is Played?

Dial 02153290005 using the fixed-line phone and enter the meeting ID and guest password as prompted to join the meeting.

4.12 Can the Online or Offline Status of Terminals That Have Not Joined a Meeting Be Displayed on the Meeting Control Page?

No.

4.13 Will a Meeting Be Interrupted If I Switch the Network Connection During the Meeting?

No. The HUAWEI CLOUD Meeting client supports network switching during a meeting. After the network connection is switched, the meeting will be recovered within 1 to 3 seconds.

Hard terminals do not support network switching during a meeting. You are advised to switch the network connection before a meeting is held.

4.14 How Do I Change the Meeting Topic?

Only the topic of a scheduled meeting that has not started can be changed.

Log in to the HUAWEI CLOUD Meeting client, choose **My Meetings** on the left, and click **Edit** in the upper right corner of the meeting. Modify the meeting topic and click **Save**.



5 Meeting Recording Problems

5.1 Why Is a Message Indicating that the Video Has Been Deleted Displayed When I Open a Recording File?

5.2 I Tried Opening the Recording File of an Ended Meeting, But Saw a Message Indicating That the File Is Being Transcoded. Why?

5.3 What Are Bandwidth Requirements for Watching a Live Broadcast Meeting and Meeting Recordings?

5.4 Does the Number of Participants in a Meeting Affect the Size of the Recording File?

5.5 What Is the Format of a Recording File?

5.6 What Content is Recorded?

5.7 If I Do Not Renew Expired Recording Storage Space, Will My Recording Files Be Automatically Deleted?

5.1 Why Is a Message Indicating that the Video Has Been Deleted Displayed When I Open a Recording File?

The possible causes are as follows:

- After the meeting ends, the recording file needs to be parsed and transcoded.
 The time required for parsing and transcoding is estimated to be the same as the recording duration. Open the recording file again later.
- Only Internet Explorer, Google Chrome, and Firefox are supported. Other browsers may be incompatible. As a result, the recording file cannot be opened. Use another browser and try again.

5.2 I Tried Opening the Recording File of an Ended Meeting, But Saw a Message Indicating That the File Is Being Transcoded. Why?

After a meeting ends, its recording file needs to be parsed and transcoded. The time needed for this is the same as the recording duration. For example, if the

meeting recording duration is 1 hour, you should open the recording file at least 1 hour after its parsing and transcoding is complete.

5.3 What Are Bandwidth Requirements for Watching a Live Broadcast Meeting and Meeting Recordings?

Different meeting video resolutions have different bandwidth requirements.

Resolution	Bandwidth Size
CIF single channel	256 kbit/s
4CIF single channel	512 kbit/s
720p30 single channel	768 kbit/s
1080p30 single channel	1 Mbit/s
1080p60 single channel	2 Mbit/s
Dual stream	Sum of the video and presentation bandwidth size

5.4 Does the Number of Participants in a Meeting Affect the Size of the Recording File?

No. The recording file size is only affected by the meeting video resolution, whether to record the presentation, and the recording duration.

5.5 What Is the Format of a Recording File?

MP4.

5.6 What Content is Recorded?

By default, the feed of an AVC site is recorded.

5.7 If I Do Not Renew Expired Recording Storage Space, Will My Recording Files Be Automatically Deleted?

No. The operations personnel must confirm with you before deleting data.

6 Client Service Usage Problems

- 6.1 What Can I Do If I Fails to Log In to the HUAWEI CLOUD Meeting Client?
- 6.2 How Do I Obtain Client Logs?
- 6.3 How Much Data is Consumed by the HUAWEI CLOUD Meeting Client in One Minute When I Am in a Meeting?
- 6.4 How Do I Switch Cameras on the Client?
- 6.5 What Can I Do If the Message Indicating that Setup Files Are Corrupted Is Displayed When I Install the HUAWEI CLOUD Meeting PC Client?
- 6.6 What Can I Do If 360 Safeguard Displays a Message Indicating that an Unknown Program Is Ready to Run and Tries to Block the Program When I Install the HUAWEI CLOUD Meeting PC Client?
- 6.7 What Can I Do If the Message Indicating that Windows Defender SmartScreen Has Prevented an Unrecognized Program from Starting Is Displayed When I Install the HUAWEI CLOUD Meeting Client on a Computer Running Windows 10?
- 6.8 How Can I Set Continuous Presence on Soft Clients?
- 6.9 Can I View Participants in Turn If I Join a Meeting as the Host Using the HUAWEI CLOUD Meeting Client?
- 6.10 What Can I Do If Frame Freezing Occurs When the Network Quality Is Poor and the Issue Cannot Be Solved After the Network Recovers?
- 6.11 Can the HUAWEI CLOUD Meeting App Be Woken Up by an Incoming Meeting Call When It Is Running in the Background?
- 6.12 How Do I Select a Camera on the HUAWEI CLOUD Meeting PC Client in a Meeting?
- 6.13 How Do I Apply for a Free Trial Account for Secondary Development?

6.1 What Can I Do If I Fails to Log In to the HUAWEI CLOUD Meeting Client?

- Ensure that you are using the meeting account, instead of the account registered on HUAWEI CLOUD, for login. For details about how to create a meeting account, see User Management.
- Ensure that the client is of the latest version. You can download the latest version from the **HUAWEI CLOUD Meeting website**.
- **User ManagementUser Management** If you cannot access it, change to another network environment.

6.2 How Do I Obtain Client Logs?

Mobile app

- If you have not logged in, touch on the login screen, and touch **Send logs by email**. Then you can send the collected logs to Huawei technical support engineers by email.
- If you have logged in, touch **Me** > **Feedback**, enable **Upload logs**, provide your questions and opinions, and submit the feedback. Logs will be automatically collected and uploaded.

PC client

- If you have logged in, click your profile picture, choose **Feedback** > **Feedback**, and submit your feedback. Logs will be automatically collected and uploaded.
- To manually collect logs, click on the login screen, and choose **Collect logs**.

■ NOTE

Automatic log collection does not collect personal details.

6.3 How Much Data is Consumed by the HUAWEI CLOUD Meeting Client in One Minute When I Am in a Meeting?

Generally, the data consumed in one minute is 1 Mbit/s \times 60s/8 = 7.5 MB. The data is for reference only. The client adjusts the video resolution based on the network status. As a result, the consumed data will change.

6.4 How Do I Switch Cameras on the Client?

PC Client

Log in to the client, click your profile picture, choose **Settings** > **Basic** > **Media**, and select a camera for **Video device**.

Mobile App

During the meeting, touch **More** > **Switch camera** to switch between front and rear cameras.

6.5 What Can I Do If the Message Indicating that Setup Files Are Corrupted Is Displayed When I Install the HUAWEI CLOUD Meeting PC Client?

Possible causes:

- The antivirus software or security protection software notifies you of the installation of an unauthorized program.
- The client to install is damaged by the antivirus software, but the client details in the registry are not deleted.

Solutions:

- Ignore the message and continue to install the client.
- Download the installation package and install the client again.
- Disable the antivirus software or security protection software in startup programs. If you cannot find it, you can use a system optimization tool. You can also run the **msconfig** command in Command Prompt.

6.6 What Can I Do If 360 Safeguard Displays a Message Indicating that an Unknown Program Is Ready to Run and Tries to Block the Program When I Install the HUAWEI CLOUD Meeting PC Client?

The installation program of the HUAWEI CLOUD Meeting client is not added to the whitelist of 360 Safeguard.

Add the installation program of the HUAWEI CLOUD Meeting client to the whitelist of 360 Safeguard and manually restart 360 Safeguard.

□□ NOTE

If you restart 360 Safeguard before adding the installation program to the whitelist, the installation file will still be deleted by 360 Safeguard.

6.7 What Can I Do If the Message Indicating that Windows Defender SmartScreen Has Prevented an Unrecognized Program from Starting Is Displayed When I Install the HUAWEI CLOUD Meeting Client on a Computer Running Windows 10?

Click **More Info** and then click **Run anyway** to run the installation program of the HUAWEI CLOUD Meeting client.

6.8 How Can I Set Continuous Presence on Soft Clients?

You do not have to make any settings because the PC client and mobile app of HUAWEI CLOUD Meeting are embedded with the continuous presence feature.

- On the PC client, you can change the screen layout in the upper right corner. Three layouts are available: speaker, PiP, and gallery.
- On the mobile app, you can slide the meeting screen leftwards to switch to the continuous presence layout.

6.9 Can I View Participants in Turn If I Join a Meeting as the Host Using the HUAWEI CLOUD Meeting Client?

No.

Only hard terminals support the function. For details, see **Controlling a Meeting**.

6.10 What Can I Do If Frame Freezing Occurs When the Network Quality Is Poor and the Issue Cannot Be Solved After the Network Recovers?

Leave the meeting and join the meeting again after the network recovers.

6.11 Can the HUAWEI CLOUD Meeting App Be Woken Up by an Incoming Meeting Call When It Is Running in the Background?

Yes.

You must assign permissions to the app so it can run in the background, and you must not kill the app in the background.

6.12 How Do I Select a Camera on the HUAWEI CLOUD Meeting PC Client in a Meeting?

Click next to **Video**, choose **Device settings**, and select a video device.

6.13 How Do I Apply for a Free Trial Account for Secondary Development?

See the **Development Guide**.

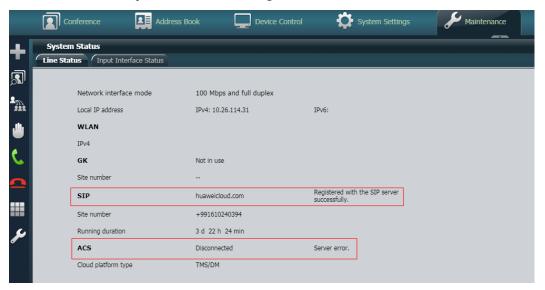
Hard Terminal Configuration Faults

- 7.1 I Have Configured My TE Terminal, but It Cannot Join Meetings. Why?
- 7.2 What Can I Do If the ACS Is Acting Abnormal?
- 7.3 What Can I Do If My Hard Terminal Fails to Be Registered on the SIP Server?
- 7.4 What Can I Do When the Connection from a Hard Terminal to the SIP Server Is Frequently Lost?
- 7.5 What Can I Do If a Hard Terminal Fails to Be Activated?
- 7.6 What Can I Do When the System Displays a Message Indicating No Service Available After a Terminal Is Connected to the ACS?
- 7.7 How Can I Obtain Hard Terminal Logs and Diagnosis Information?
- 7.8 Why Can't I Find the Entry to Activate the TE10/TE20?
- 7.9 What Can I Do If the TE10/TE20 Fails to Be Upgraded?
- 7.10 What Can I Do If the System Displays a Message Indicating a Network Exception When I Use UpgMaster to Upgrade a Hard Terminal?
- 7.11 What Can I Do When the System Displays a Message Indicating that ACS Is Connected but No Service Is Available After the CloudLink Board Is Activated?
- 7.12 What Can I Do If the System Displays a Message Indicating a Sitecall Failure During Meeting Creation After the CloudLink Board Is Activated?
- 7.13 What Can I Do When the System Displays a Message Indicating that the Hard Terminal Cannot Be Used During CloudLink Board Registration with Huawei cloud Selected?
- 7.14 How Can I Reset the Activation Code of a Hard Terminal?

7.1 I Have Configured My TE Terminal, but It Cannot Join Meetings. Why?

Log in to the terminal's web interface and choose **Maintenance** > **System Status** to view the line status.

- Check whether the auto-configuration server (ACS) is connected.
- Check whether your terminal has registered with HUAWEI CLOUD.



7.2 What Can I Do If the ACS Is Acting Abnormal?

Do as follows:

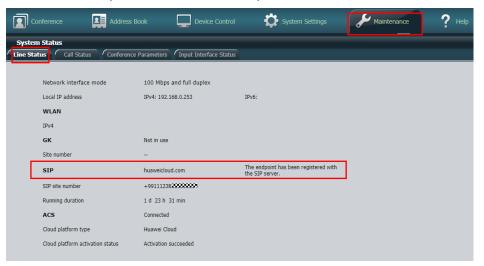
- Check the hard terminal version. Log in to the web interface of the hard terminal, choose **Help** > **Version**, and check whether the software running on your hard terminal is of the recommended version. If it is not the recommended version, contact the hard terminal provider for upgrade.
- 2. Check whether the network is normal. On the web interface of the hard terminal, choose **Maintenance** > **Diagnostics** > **Network Test**, and check whether **acs.meeting.huaweicloud.com** is reachable. If it is not reachable, proceed to step 3.
- 3. Check whether the IP address is restricted or conflicts with another IP address in use. If it is restricted or conflicts with another IP address, set a new IP address. Alternatively, disconnect the hard terminal from the current network, connect it to a mobile phone hotspot, and check whether the ACS status is normal. If it is normal, check and adjust the firewall and DNS configurations of the original network so that the IP address will not be restricted.

7.3 What Can I Do If My Hard Terminal Fails to Be Registered on the SIP Server?

Do as follows:

- Log in to the web interface of the hard terminal, choose Help > Version, and check whether the terminal SN is the same as that added on the HUAWEI CLOUD Meeting Management Platform. If the terminal SNs are not consistent, change the one added on the HUAWEI CLOUD Meeting Management Platform.
- Check the hard terminal version. On the web interface of the hard terminal, choose Help > Version, and check whether the software running on your hard

- terminal is of the recommended version. If it is not the recommended version, contact the hard terminal provider for upgrade.
- 3. On the web interface of the hard terminal, choose Maintenance > System Status, select the Line Status tab, and check the SIP server status. If "The endpoint has been registered with the SIP server" is not displayed in the row of the SIP field, proceed to the next steps.



- 4. Restart the terminal to obtain the configuration file again.
- 5. On the web interface of the hard terminal, choose System Settings > Network > Registrations, change the value of Cloud platform type to Manual, and obtain the SIP proxy server address. Choose Maintenance > Diagnostics > Network Test and ping the IP address to check whether there is packet loss. If there is, go to step 6.
- 6. Check whether the IP address is restricted or conflicts with another IP address in use. If it is restricted or conflicts with another IP address, set a new IP address. Alternatively, disconnect the hard terminal from the current network, connect it to a mobile phone hotspot, and check whether the SIP server status is normal. If it is normal, check and adjust the firewall and DNS configurations of the original network so that the IP address will not be restricted.

7.4 What Can I Do When the Connection from a Hard Terminal to the SIP Server Is Frequently Lost?

Check whether the network is stable. If the network is stable but the fault persists, obtain logs and send them to Huawei engineers.

7.5 What Can I Do If a Hard Terminal Fails to Be Activated?

- TE10/TE20
 - a. Check whether the serial number of the hard terminal is correct on the HUAWEI CLOUD Meeting Management Platform.

- b. Check the hard terminal version. If the version is too early, upgrade the hard terminal to the latest version. After the upgrade is complete, activate the hard terminal again.
- c. Log in to the web interface of the hard terminal, choose Maintenance > System Status, and check the system status. If the ACS is disconnected, choose Maintenance > Diagnostics, enter acs.meeting.huaweicloud.com, and check whether packet loss occurs.
- d. Check whether the activation code has expired. You can reset the activation code on the HUAWEI CLOUD Meeting Management Platform. Alternatively, on the HUAWEI CLOUD Meeting Management Platform, you can delete the hard terminal, add the hard terminal again to generate a new activation code, and use the new code to activate the hard terminal.
- e. Check whether the hard terminal's IP address is restricted or conflicts with another IP address in use. Set a new IP address for the hard terminal and activate it again.
- f. Restore the hard terminal to factory settings and generate a new activation code for activation.

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If the hard terminal has been used on the on-premises or other networks, you must restore the hard terminal to factory settings and upgrade the hard terminal version before registering it with HUAWEI CLOUD.

TE30/TE40/TE50/TE60

- a. Check whether the serial number of the hard terminal is correct on the HUAWEI CLOUD Meeting Management Platform.
- b. Check the hard terminal version. If the version is too early, upgrade the hard terminal to the latest version. After the upgrade is complete, activate the hard terminal again.
- c. Check whether the hard terminal's IP address is restricted or conflicts with another IP address in use. Set a new IP address for the hard terminal and activate it again.
- d. Log in to the web interface of the hard terminal, choose Maintenance > System Status, and check the system status.
 - If the ACS is disconnected, check whether the ACS address, username, and password are correct and whether the hard terminal can access the Internet. Finally, choose Maintenance > Diagnostics, enter acs.meeting.huaweicloud.com, and check the network status.
 - If the ACS is connected but the SIP activation fails, choose System Settings > Network > H.323/SIP Settings, and check whether the SIP settings are correct. If the SIP settings are incorrect, disable the registration server and enable it again.

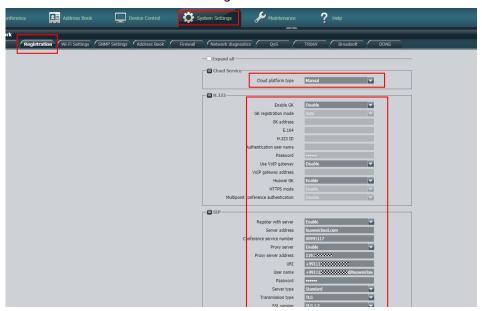
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If the hard terminal has been used on the on-premises or other networks, you must restore the hard terminal to factory settings and upgrade the hard terminal version before registering it with HUAWEI CLOUD.

7.6 What Can I Do When the System Displays a Message Indicating No Service Available After a Terminal Is Connected to the ACS?

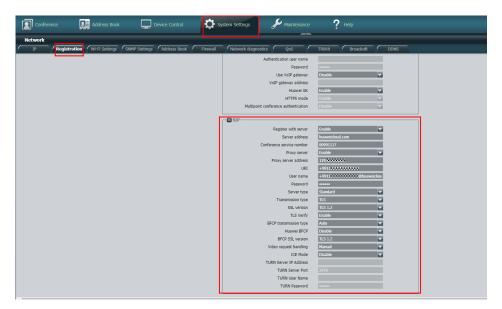
• TE10/TE20

- a. Log in to the web interface of the hard terminal.
- b. Choose **System Settings** > **Network**, click the **Registration** tab, and set **Cloud platform type** to **Manual**. Check whether the SIP information is complete.
- c. If the SIP information is complete, set **Register with server** to **Disable** and save the settings.
- d. Then set **Register with server** to **Enable**, save the settings, and check whether the system status is normal.
- e. If the system status is normal, change **Cloud platform type** back to **Huawei cloud** and save the settings.



TE30/TE40/TE50/TE60

- a. Log in to the web interface of the hard terminal.
- b. Choose **System Settings** > **Network**, click the **Registration** tab, and check whether the SIP information is complete.



- If the SIP information is complete, choose System Settings > Network > TR069.
- d. Set **TR069** to **Disable**, and save the settings.
- e. Change **TR069** back to **Enable**, save the settings, and check whether the system status is normal.



• Check whether the hard terminal's IP address is restricted or conflicts with another IP address in use. Set a new IP address for the hard terminal and check whether it works properly.

7.7 How Can I Obtain Hard Terminal Logs and Diagnosis Information?

Enter the hard terminal's IP address in the address box of a browser to log in to the web interface of the hard terminal.

- Choose Maintenance > Logs, and export logs.
- Choose Maintenance > Diagnostics > One-Click Diagnostics, and obtain the diagnosis information.

7.8 Why Can't I Find the Entry to Activate the TE10/TE20?

Check the hard terminal version. The TE10/TE20 version cannot be earlier than V600R019C00SPC900. If the version is earlier than the required version, upgrade the version.

7.9 What Can I Do If the TE10/TE20 Fails to Be Upgraded?

- If the TE10/TE20 is directly connected to a PC using a network cable, check whether the firewall is enabled on the PC. If the firewall is enabled, disable the firewall and try again.
- If the TE10/TE20 is not directly connected to a PC using a network cable, perform a ping test to check whether the network is normal.

7.10 What Can I Do If the System Displays a Message Indicating a Network Exception When I Use UpgMaster to Upgrade a Hard Terminal?

Disable the firewall on the PC and then perform the upgrade again.

7.11 What Can I Do When the System Displays a Message Indicating that ACS Is Connected but No Service Is Available After the CloudLink Board Is Activated?

Do as follows:

- Check whether the CloudLink Board version is earlier than 20.0.0.SPC6. If yes, upgrade it to the latest version.
- Check whether the serial number of the CloudLink Board on the HUAWEI
 CLOUD Meeting Management Platform is correct.
- Check whether the hard terminal's IP address is restricted or conflicts with another IP address in use. Set a new IP address for the hard terminal and check whether it works properly.
- Check whether the DNS configuration is correct. Change the DNS of the hard terminal to 114.114.114.114.

7.12 What Can I Do If the System Displays a Message Indicating a Sitecall Failure During Meeting Creation After the CloudLink Board Is Activated?

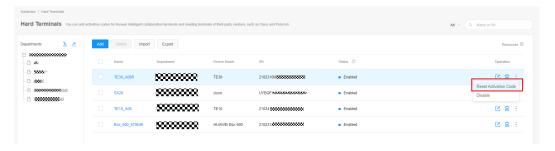
The DNS is not configured. You must configure the DNS. If no specified DNS is required, set the DNS to **8.8.8.8** or **114.114.114**.

7.13 What Can I Do When the System Displays a Message Indicating that the Hard Terminal Cannot Be Used During CloudLink Board Registration with Huawei cloud Selected?

The version is incorrect. Upgrade the version to 20.0.0.SPC6 or later.

7.14 How Can I Reset the Activation Code of a Hard Terminal?

Log in to the **HUAWEI CLOUD Meeting Management Platform** as an enterprise administrator, choose **Hardware** > **Hard Terminals**, and click **Reset Activation Code** on the right of the hard terminal.

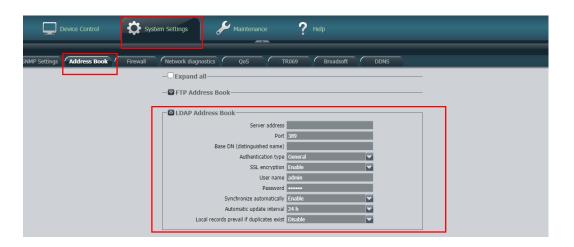


8 Hard Terminal Service Faults

- 8.1 Why Can't I Search for a Site by Site Name When Creating a Meeting Using the TE10/TE20 Remote Control?
- 8.2 What Can I Do If a Message Indicating that the User Is Unreachable Is Displayed on the Meeting Control Page When I Call a Hard Terminal?
- 8.3 What Can I Do When a Message Indicating that the User Does Not Answer the Call Is Displayed on the Meeting Control Page When I Call a Hard Terminal?
- 8.4 What Can I Do When the Remote Site Cannot Hear the Local Site Using a TE40/TE50/TE60 Connected with a Display?
- 8.5 Why Does Echo Occur on a Hard Terminal?
- 8.6 What Can I Do If a Message Indicating No Stream Is Displayed Every 20s, 30s, or 40s?
- 8.7 What Can I Do When the System Displays a Message Indicating that a TE40 Is Offline?
- 8.8 What Can I Do If the AirPresence Client Fails to Share Presentation in a Cloud Video Meeting Held Using a TE10 and a Message Is Displayed Indicating that the Hard Terminal Is Busy?

8.1 Why Can't I Search for a Site by Site Name When Creating a Meeting Using the TE10/TE20 Remote Control?

- 1. Check whether the network is normal and whether the network cable is loose.
- If the network connection is normal, log in to the web interface of the hard terminal, choose System Settings > Network > Address Book, and check whether the LDAP address book is correctly configured.



8.2 What Can I Do If a Message Indicating that the User Is Unreachable Is Displayed on the Meeting Control Page When I Call a Hard Terminal?

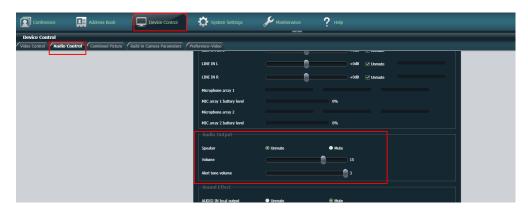
- Ask the user to check whether the network connection is normal.
- Check whether the called hard terminal is activated. For details, see Managing Hard Terminals.
- Check the system status of the hard terminal. In normal cases, the ACS is connected and the SIP server is registered with HUAWEI CLOUD. For details about how to check the system status, see I Have Configured My TE Terminal, but It Cannot Join Meetings. Why? If the system status is abnormal, activate the hard terminal to rectify the fault.

8.3 What Can I Do When a Message Indicating that the User Does Not Answer the Call Is Displayed on the Meeting Control Page When I Call a Hard Terminal?

- The called hard terminal is not powered on.
- The automatic answer function is not enabled on the hard terminal, and no one answers the call.

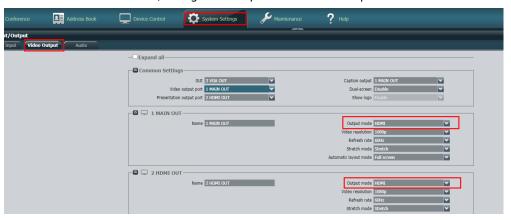
8.4 What Can I Do When the Remote Site Cannot Hear the Local Site Using a TE40/TE50/TE60 Connected with a Display?

- Check whether the hard terminal or display is muted, for example, by pressing the mute button on the remote control of the hard terminal.
- Log in to the web interface of the hard terminal, choose Device Control > Device Control, and click the Audio Control tab.
 - Check whether the audio output parameters are correct.



- Choose System Settings > Input/Output, and click the Video Output tab.
 Select Expand all and check the output modes of the MAIN OUT and HDMI OUT parameters. Ensure that both output modes are HDMI.
 - **◯** NOTE

If dual screens are used, change one output mode to DVI to prevent echoes.



8.5 Why Does Echo Occur on a Hard Terminal?

- The echo may be caused by environmental factors. It is recommended that sound-absorbing materials be used.
- The sound pickup device of the hard terminal is too close to the speaker. The recommended minimum distance is 50 cm.
- The speaker volume is too high. Lower the speaker volume.
- The hard terminal volume is too high. Use the default 15 volume levels of the hard terminal.
- If the audio is output from the TV speaker, the echo may be caused by a large TV delay or the TV sound effect. Disable the sound effect.
- Contact the after-sales personnel of the hard terminal to check whether the configuration of the hard terminal is correct.

8.6 What Can I Do If a Message Indicating No Stream Is Displayed Every 20s, 30s, or 40s?

Switch the network (such as the mobile phone hotspot) to connect to a normal network.

8.7 What Can I Do When the System Displays a Message Indicating that a TE40 Is Offline?

- Check whether the network connection is normal.
- Check whether the hard terminal is activated. If the hard terminal is not activated, activate it by following the instructions provided in Managing Hard Terminals.
- Check the system status of the hard terminal. In normal cases, the ACS is connected and the SIP server is registered with HUAWEI CLOUD. For details about how to check the system status, see 7.1 I Have Configured My TE Terminal, but It Cannot Join Meetings. Why?

8.8 What Can I Do If the AirPresence Client Fails to Share Presentation in a Cloud Video Meeting Held Using a TE10 and a Message Is Displayed Indicating that the Hard Terminal Is Busy?

In a point-to-point call, the AirPresence client cannot be used to share presentations.

Before using the AirPresence client to share presentations in a meeting, ensure that the meeting has been created.

For details about how to create a meeting using a TE10 and use the AirPresence client to share presentation during the meeting, see **TE10/TE20**.

9 Hard Terminal Network Faults

- 9.1 How Do I Conduct a Network Test for the TE10/TE20?
- 9.2 What Can I Do When the TE10 Does Not Display the Screen for Entering an Activation Code but Displays a Message Indicating a Failure to Obtain the HUAWEI CLOUD Address?
- 9.3 What Is the Meaning of Packet Loss Rate Thresholds A and B Displayed on a Hard Terminal?
- 9.4 What Is the Difference Between the Packet Loss Rate Displayed During the Ping Test and That Displayed on a Hard Terminal? How Does the System Detect the Packet Loss Rate of a Hard Terminal?
- 9.5 Why Does the System Display a Message Indicating a Failure to Obtain the HUAWEI CLOUD Address During Hard Terminal Activation?
- 9.6 Why Does an Activated CloudLink Board Experience a Network Fault When Creating a Meeting While It Can Make a Point-to-Point Call Normally?
- 9.7 What Can I Do When the System Displays a Message Indicating a Registration Password Authentication Failure When I Create a Meeting Using a Properly Running CloudLink Board?
- 9.8 What Can I Do If Bidirectional Collaboration Fails During Whiteboard Sharing on a CloudLink Board?

9.1 How Do I Conduct a Network Test for the TE10/ TE20?

Log in to the web interface of the hard terminal, choose **Maintenance** > **Diagnostics**, and enter the IP address to test on the **Network Test** tab page.

9.2 What Can I Do When the TE10 Does Not Display the Screen for Entering an Activation Code but Displays a Message Indicating a Failure to Obtain the HUAWEI CLOUD Address?

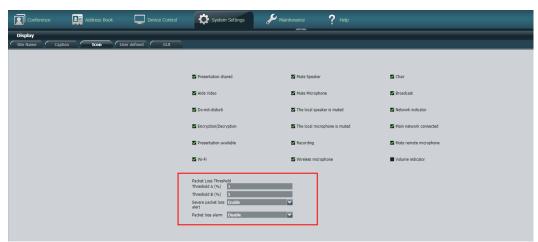
- Check whether the software running on the hard terminal is of the recommended version V600R019C00SPC900. If not, contact the hard terminal provider for an upgrade.
- Check whether the serial number of the hard terminal on the HUAWEI CLOUD Meeting Management Platform is correct.

9.3 What Is the Meaning of Packet Loss Rate Thresholds A and B Displayed on a Hard Terminal?

Threshold A indicates the average packet loss rate, and the default value is 1%. Threshold B indicates the severe packet loss rate, and the default value is 5%.

The following scenarios are possible:

- If the packet loss rate is less than or equal to threshold A, no packet loss rate icon is displayed.
- If the packet loss rate is between threshold A and threshold B, the packet loss icon is displayed in yellow.
- If the packet loss rate is greater than threshold B, the packet loss icon is displayed in red.
- When Severe packet loss alert is enabled, the remote control UI displays a
 message if the packet loss rate is greater than threshold B by 5 seconds or
 more. You can log in to the web interface of the hard terminal, choose
 System Settings > Display > Icon, and change the message.



9.4 What Is the Difference Between the Packet Loss Rate Displayed During the Ping Test and That Displayed on a Hard Terminal? How Does the System Detect the Packet Loss Rate of a Hard Terminal?

- In the ping test, the Internet Control Message Protocol (ICMP) is used to ping a server address at the network link layer. A pingable server address indicates that the network layer is normal. Video meeting packets are transmitted using IP+UDP. The transport layer is normal and the ports are reachable only when the UDP connection is normal.
- The system calculates the expected number of received packets based on the maximum and minimum packet sequence numbers within 6s. It also records the actually received packets. Then the system uses the following formula to calculate the packet loss rate: (Expected number of received packets – Actual number of received packets)/Expected number of received packets.

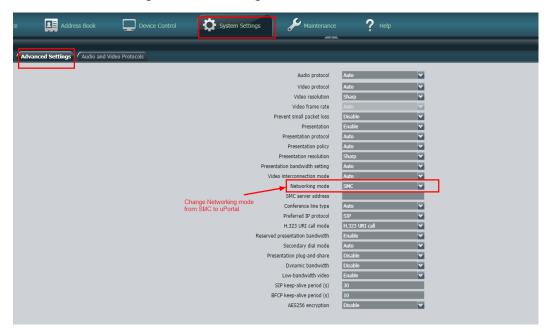
9.5 Why Does the System Display a Message Indicating a Failure to Obtain the HUAWEI CLOUD Address During Hard Terminal Activation?

- The domain name resolution fails or the hard terminal network is disconnected.
 - Log in to the web interface of the hard terminal, choose **Maintenance** > **Diagnostics** > **Network Test**, and check whether the address **acs.meeting.huaweicloud.com** is pingable.
 - If the address is not pingable, the domain name resolution may fail or the hard terminal network is disconnected. If this is the case, check the domain name resolution. On a Windows PC on the same network, run cmd to open the Command Prompt window and run the nslookup acs.meeting.huaweicloud.com command to check whether the IP address can be resolved.
 - If the IP address cannot be resolved, check the DNS configuration. Specifically, manually change the IP address to **114.114.114.114**, and perform the ping test again.
 - If the IP address can be resolved, the hard terminal network is disconnected. Check the network configuration.
 - If the IP address can be pinged, check other problems.
- The hard terminal is not added to the cloud platform. Log in to the HUAWEI CLOUD Meeting Management Platform, and check whether the hard terminal is added. If not, add the hard terminal and try again.
- The hard terminal is not activated within 50 minutes after being added, causing the activation to time out. If this is the case, restart the hard terminal.

9.6 Why Does an Activated CloudLink Board Experience a Network Fault When Creating a Meeting While It Can Make a Point-to-Point Call Normally?

The networking mode is set to SMC. To use a CloudLink Board in HUAWEI CLOUD Meeting, the networking mode must be set to **uPortal**.

Log in to the web interface of the CloudLink Board, choose **System Settings** > **Advanced**, and change the networking mode from **SMC** to **uPortal**.



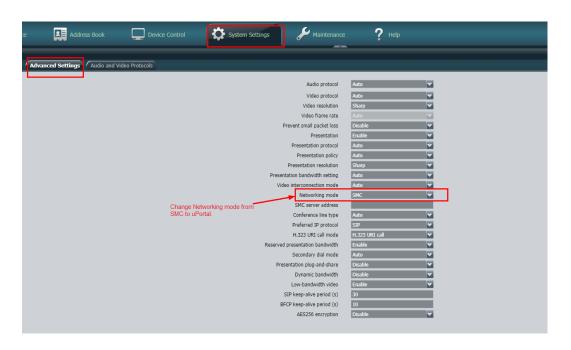
9.7 What Can I Do When the System Displays a Message Indicating a Registration Password Authentication Failure When I Create a Meeting Using a Properly Running CloudLink Board?

Do as follows:

- The DNS is not configured. You must configure the DNS. If no specified DNS is required, set the DNS to **8.8.8.8** or **114.114.114**.
- The version is incorrect. Upgrade the version to 20.0.0.SPC6 or later.

9.8 What Can I Do If Bidirectional Collaboration Fails During Whiteboard Sharing on a CloudLink Board?

The networking mode configured on the hardware is incorrect. Change the networking mode to **uPortal**.



10 Hard Terminal Service Usage Problems

10.1 How Can I Obtain the SN and Activation Code of a Hard Terminal?

10.2 How Do I Configure a TE Terminal When Using It for the First Time?

10.3 What Is the Initial Web Login Password of a TE Hard Terminal?

10.4 What Can I Do If I Forget the Password Used for Logging In to the Hard Terminal Web Interface?

10.5 How Do I Restore a Hard Terminal to Factory Settings?

10.6 What Can I Do If the System Displays a Message Indicating that the Serial Number Already Exists During Hard Terminal Binding?

10.7 How Do I Unbind a Hard Terminal from a HUAWEI CLOUD Account?

10.8 How Do I Reduce the Video Quality of a Hard Terminal When the Bandwidth Is Insufficient?

10.9 How Can I Customize the Site Name on a Hard Terminal?

10.10 How Can I Set a Combined Picture on a Hard Terminal?

10.11 How Do I Use the Remote Control of the TE30/TE40/TE50/TE60 to Save the Corporate Directory Locally?

10.12 How Do I Hold a Video Meeting After I Make a Call in the Meeting?

10.13 How Do I Share Materials?

10.14 How Do I Connect a Mobile Phone to the TE10, TE20, TE30/TE40/TE50/TE60 Through the AirPresence for Data Sharing?

10.15 How Do I Set a 6-Digit EUA Projection Code on a Hard Terminal to Be Permanent?

10.16 Can Third-Party Apps Be Installed on a CloudLink Board?

10.17 How Can I Set Continuous Presence on a Hard Terminal?

10.18 How Do I Connect and Use the TE50?

10.19 How Do I Store the Video When I Use the TE20 to Hold a Meeting?

10.20 Can the PC Client or Mobile Client Proactively Join a Meeting After the Meeting Is Created on a TE30?

10.21 What Can I Do When the Serial Number of a Hard Terminal Is Bound To an Enterprise and Fails To Be Bound to Another Enterprise?

10.22 How Do I Import a TE Authorization File?

10.23 How Can I Associate a TE40 That Has Been Added to the HUAWEI CLOUD Meeting Management Platform with the HUAWEI CLOUD?

10.24 How Do I Upgrade the TE30-C Resolution from 720p to 1080p?

10.25 After the IP Address of a Hard Terminal Changes, the Hard Terminal Must Be Manually Brought Online, and the Registration Takes a Long Time. How Do I Resolve This Problem?

10.26 What Can I Do When a New Mobile Device Joins a Meeting and Experiences Abnormal Audio?

10.27 Why Can't Meeting Recording Be Configured for a Meeting Held Using a Hard Terminal?

10.28 How Can I Add a Site on the Meeting Control Page After the Hard Terminal at the Main Site Goes Offline?

10.29 Can the CloudLink Board Send Presentation Using the AirPresence?

10.30 Does a CloudLink Board Support Bidirectional Collaboration with a TE10/TE20 and TEX0?

10.31 Can a CloudLink Board Read Data from a USB Flash Drive?

10.32 How Do I Activate the TE30/TE40/TE50/TE60 Through Wi-Fi?

10.33 Why Is There Only Sound but No Image When I Initiate a Meeting on a TE30?

10.1 How Can I Obtain the SN and Activation Code of a Hard Terminal?

- The serial number (SN) is the unique identifier of a hard terminal. Before using a hard terminal, you need to add it to the HUAWEI CLOUD Meeting Management Platform and enter its SN.
 - Log in to the web interface of a hard terminal, choose Help > Version, and obtain the SN from the page displayed.
 - You can also find the SN of a hard terminal on its package box or rear panel.
- The activation code of a hard terminal is used to activate HUAWEI CLOUD
 Meeting on the hard terminal at its first startup. When the hard terminal is
 added to the HUAWEI CLOUD Meeting Management Platform, the activation
 code is randomly generated.

It is then sent to the mobile number or email address entered when the hard terminal is added.

10.2 How Do I Configure a TE Terminal When Using It for the First Time?

• TE10/20

Enter the activation code upon first-time use.

NOTE

- Before the configuration, ensure that the terminal has been added to the HUAWEI CLOUD Meeting Management Platform.
- The activation code is valid for 10 days, starting from the date when the terminal is added to the HUAWEI CLOUD Meeting Management Platform. If the activation code has expired, log in to the HUAWEI CLOUD Meeting Management Platform and reset the code.
- For security purposes, the IP address of the terminal will be locked after 10 failed attempts to enter the activation code in a span of 5 minutes. Once this occurs, wait 10 minutes before trying again.

• TE30/40/50/60

Set TR069 parameters upon first-time use.

○ NOTE

- Ensure that the terminal has been added to the HUAWEI CLOUD Meeting Management Platform and you set the parameters within 7 days after the terminal was added.
- If the parameters are not set within the 7 days, you need to delete the terminal from the HUAWEI CLOUD Meeting Management Platform and add it again before configuration.
- Activation using the activation code will also be applicable to the TE30/40/50/60 in the future.

Configure the terminal as follows:

- 1. Log in to the web interface of the terminal.
- Choose System Settings > Network > TR069 and set the parameters as shown in Figure 10-1. Table 10-1 describes the parameters.

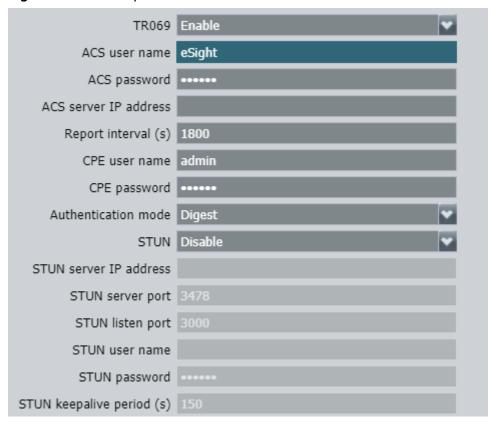


Figure 10-1 TR069 parameters

Table 10-1 TR069 parameters

Paramet er	Description	Configuration Method
TR069	After the TR069 function is enabled, the terminal sends a session connection request to the Auto-Configuration Server (ACS).	Select Enable .
ACS user name	When receiving a connection request from the terminal, the ACS authenticates the username specified for the terminal here. The connection can be set up only when the authentication succeeds.	Enter the TR069 account sent to you through SMS or email after the administrator adds the hard terminal.
ACS passwor d	The ACS will authenticate the password during the setup of connection with the terminal.	Enter the TR069 password sent to you through SMS or email after the administrator adds the hard terminal.
ACS server IP address	Address of the ACS.	Enter https:// 114.116.102.212:8444/ tr069/services/acs.

3. Click Save.

You will see a message indicating that the settings were saved successfully, or that the activation was successful, in the lower right corner of the page.

10.3 What Is the Initial Web Login Password of a TE Hard Terminal?

The initial password for logging in to the web interface of the TE hard terminal is **Change_Me**.

10.4 What Can I Do If I Forget the Password Used for Logging In to the Hard Terminal Web Interface?

The default username and password for logging in to the hard terminal web interface are **admin** and **Change_Me**, respectively. If you forget your password, restore the hard terminal to its factory settings to obtain the preset password.

10.5 How Do I Restore a Hard Terminal to Factory Settings?

- Use the button on the hard terminal to restore the factory settings.
 - To restore the TE10 or TE20 to the factory settings, use the tip of a pen (or similar) to push the RST hole for about 10 seconds when the hard terminal is running properly.
 - To restore the TE30 to the factory settings, use the tip of a pen (or similar) to push the MODE hole for about 10 seconds when the hard terminal is running properly.
 - To restore the TE40, TE50, or TE60 to the factory settings, use the tip of a pen (or similar) to push the RESET hole for about 10 seconds when the hard terminal is running properly.
- On the web interface of the hard terminal, choose System Settings >
 Installation > Restore Default to restore the factory settings.

■ NOTE

After the factory settings are restored, reconfigure the hard terminal by following the instructions provided in **Configuring the CloudLink Board**.

10.6 What Can I Do If the System Displays a Message Indicating that the Serial Number Already Exists During Hard Terminal Binding?

Unbind the hard terminal from another HUAWEI CLOUD account and then bind it to the current account.

10.7 How Do I Unbind a Hard Terminal from a HUAWEI CLOUD Account?

Ending of the Trial Period

Before the trial period ends, log in to the HUAWEI CLOUD Meeting Management Platform, choose **Hardware**, and delete the hard terminal.

After the trial period ends, if you do not purchase a hard terminal access account, your resources will be frozen. After the freezing period ends, the platform automatically deletes the hard terminal and unbinds it.

If the problem persists, you can submit a service ticket.

Using Another Account

If you have a new HUAWEI CLOUD account, use the old account to log in to the HUAWEI CLOUD Meeting Management Platform, choose **Hardware**, and delete the hard terminal. Then add the hard terminal to the new HUAWEI CLOUD account.

10.8 How Do I Reduce the Video Quality of a Hard Terminal When the Bandwidth Is Insufficient?

Log in to the web interface of the hard terminal, choose **System Settings** > **Conference**, click the **Advanced Settings** tab, and set **Video resolution** to **Smooth**.

10.9 How Can I Customize the Site Name on a Hard Terminal?

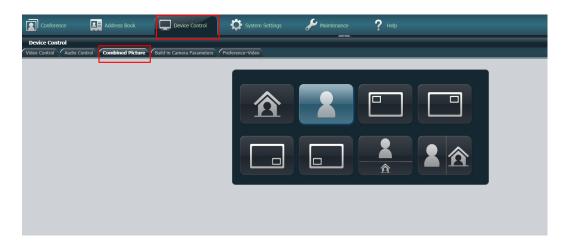
On the **Hardware** page of the HUAWEI CLOUD Meeting Management Platform, change the name of the hard terminal. The change takes effect after the hard terminal is restarted.

10.10 How Can I Set a Combined Picture on a Hard Terminal?

Log in to the web interface of the hard terminal, choose **Device Control** > **Device Control**, click the **Combined Picture** tab, and select a layout.

Ⅲ NOTE

The number of available layouts increases after the hard terminal joins a meeting.

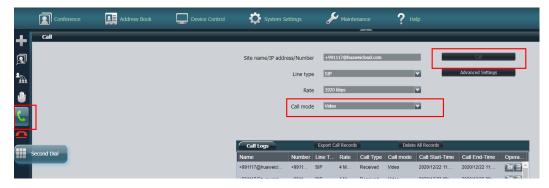


10.11 How Do I Use the Remote Control of the TE30/TE40/TE50/TE60 to Save the Corporate Directory Locally?

- Press the **Menu** key on the remote control to display the **Advanced** screen, and then select **Contacts** to display the **Contacts** screen.
- On the Address Book screen, enter keywords to search for entries from the server.
- Save the data locally.

10.12 How Do I Hold a Video Meeting After I Make a Call in the Meeting?

Log in to the web interface of each hard terminal used in the meeting, and make a video call on the web interface to each of them. In this way, subsequent calls will be video by default.



10.13 How Do I Share Materials?

PC Sharing

 Connect the PC to the VGA port of a hard terminal such as the TE20 to implement desktop sharing.

- Connect the PC to the hard terminal through the AirPresence Key to implement desktop sharing. The AirPresence Key can only be used with the TE10 and TE20.
- Connect the PC to the hard terminal (TE series) through the AirPresence application to implement desktop sharing.

Other meeting terminals (hard terminals, HUAWEI CLOUD Meeting PC client, and HUAWEI CLOUD Meeting mobile app) can receive the shared content.

Mobile Phone Sharing

After the AirPresence application is installed on a mobile phone, connect the mobile phone to the Wi-Fi hotspot of the TE terminal or connect the mobile phone and TE terminal to the same network. Then use the AirPresence application to scan the QR code of the hard terminal. After the connection is successful, you can share the desktop or files on the mobile phone.

Other meeting terminals (hard terminals, HUAWEI CLOUD Meeting PC client, and HUAWEI CLOUD Meeting mobile app) can receive the shared content.

10.14 How Do I Connect a Mobile Phone to the TE10, TE20, TE30/TE40/TE50/TE60 Through the AirPresence for Data Sharing?

- If the mobile phone and the TE10, TE20, or TE30/TE40/TE50/TE60 are on the same network that can access the Internet, you can enter the projection code displayed on the hard terminal to connect them.
- Connect your mobile phone to the TE10 or TE20 hotspot. You can scan the QR code on the remote control UI of the TE10 or TE20 to connect to the hotspot. This method is not recommended for the TE30/TE40/TE50/TE60.

10.15 How Do I Set a 6-Digit EUA Projection Code on a Hard Terminal to Be Permanent?

For security purposes, the EUA projection code cannot be set to be permanent. It is updated every 5 minutes by default.

10.16 Can Third-Party Apps Be Installed on a CloudLink Board?

No, third-party apps cannot be installed on the CloudLink Board.

10.17 How Can I Set Continuous Presence on a Hard Terminal?

CloudLink Board/Box

The CloudLink Board/Box is a multi-streaming terminal and has the built-in continuous presence function. No additional settings are required. You can change the continuous presence layout (three layouts available: Speaker, PiP, and Gallery) through the layout options in the upper part of the meeting screen.

TE10/20

Use the remote control to set continuous presence.

- TE30/40/50/60
 - Use the remote control to set continuous presence.
 - Use the touch panel to set continuous presence.

10.18 How Do I Connect and Use the TE50?

For details about how to install the TE50, see the **TE50 Videoconferencing Endpoint Quick Installation Guide**.

For details about how to activate the TE50, see Configuring the TE30, TE40, TE50, or TE60.

For details about how to use the TE50, see **Using the Remote Control** and **Using the Touch Panel**.

10.19 How Do I Store the Video When I Use the TE20 to Hold a Meeting?

You are advised to purchase recording storage space of HUAWEI CLOUD Meeting.

After purchasing the recording storage space, you can use the meeting recording function, which supports recording and playback.

For details, see **Pricing Details**.

10.20 Can the PC Client or Mobile Client Proactively Join a Meeting After the Meeting Is Created on a TE30?

After you use the TE30 to create a meeting, the system sends an SMS to invited participants. Participants can join the meeting using the meeting ID and password.

For details about how to use the TE30 to create a meeting and invite new participants, see **Using the Remote Control** and **Using the Touch Panel**.

10.21 What Can I Do When the Serial Number of a Hard Terminal Is Bound To an Enterprise and Fails To Be Bound to Another Enterprise?

The serial number of a hard terminal can be bound to only one enterprise.

If you need to change the enterprise for a hard terminal, unbind the hard terminal from the existing enterprise on the **HUAWEI CLOUD Meeting Management**Platform. Then you can bind the hard terminal to the new enterprise.

10.22 How Do I Import a TE Authorization File?

You do not need to import authorization files for hard terminals in the cloud. The hard terminals can be used directly after being activated through the Internet.

For details about how to activate a hard terminal, see Managing Hard Terminals.

10.23 How Can I Associate a TE40 That Has Been Added to the HUAWEI CLOUD Meeting Management Platform with the HUAWEI CLOUD?

After the hard terminal is activated, it is automatically associated with HUAWEI CLOUD.

For details about how to activate a hard terminal, see **Configuring the TE30**, **TE40**, **TE50**, **or TE60**.

10.24 How Do I Upgrade the TE30-C Resolution from 720p to 1080p?

You can contact the channel seller or Huawei operations upgrade service personnel to upgrade the hard terminal.

10.25 After the IP Address of a Hard Terminal Changes, the Hard Terminal Must Be Manually Brought Online, and the Registration Takes a Long Time. How Do I Resolve This Problem?

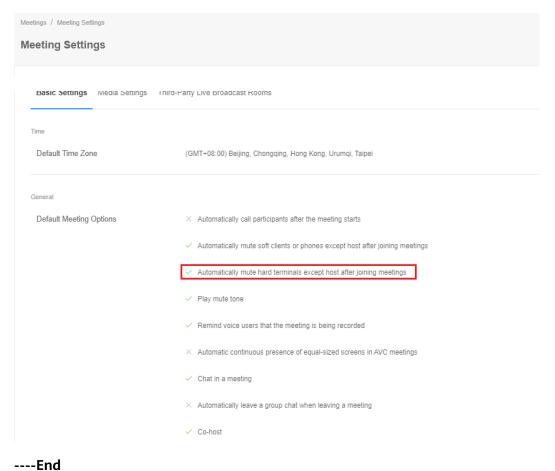
 Generally, a hard terminal uses a dynamic IP address. Such an IP address is not changed when the hard terminal is in standby mode. However, it will be changed when the hard terminal is powered off for more than 48 hours and then powered on. After the IP address of a hard terminal is changed, you must register the hard terminal with the SIP server again. Generally, the registration is complete within 3 minutes. For details about how to register a hard terminal with the SIP server, see Configuring the CloudLink Board, Configuring the CloudLink Box or CloudLink Bar, Configuring the TE10 or TE20, or Configuring the TE30, TE40, TE50, or TE60.

You can also set the IP address of the hard terminal to a static IP address.

10.26 What Can I Do When a New Mobile Device Joins a Meeting and Experiences Abnormal Audio?

You can enable **Automatically mute hard terminals except host after joining meetings**. The procedure is as follows:

- **Step 1** Log in to the HUAWEI CLOUD Meeting Management Platform as an enterprise administrator.
- **Step 2** Choose **Meetings** > **Meeting Settings**.
- Step 3 On the Basic Settings tab page, click Edit.
- **Step 4** Select **Automatically mute hard terminals except host after joining meetings** and click **OK**.



10.27 Why Can't Meeting Recording Be Configured for a Meeting Held Using a Hard Terminal?

The prerequisites for using the meeting recording function are as follows:

- The enterprise that you belong to has purchased the recording storage space.
 For details about the specifications and fees of the recording storage space,
 see Pricing Details.
- You can log in to the **HUAWEI CLOUD Meeting Management Platform** as an enterprise administrator to view the subscribed recording storage space.
- When you use a common user account to create an instant meeting or schedule a meeting on the HUAWEI CLOUD Meeting Management Platform, you must enable the recording function under Advanced Parameters.

10.28 How Can I Add a Site on the Meeting Control Page After the Hard Terminal at the Main Site Goes Offline?

After the hard terminal at the main site goes offline, it must join the meeting again, so you can perform meeting control operations such as adding a site on the meeting control page.

10.29 Can the CloudLink Board Send Presentation Using the AirPresence?

It depends on the version of the CloudLink Board.

To use the AirPresence to send presentations, you must upgrade the CloudLink Board to CloudLink Board 20.0.0.SPC6 or later.

10.30 Does a CloudLink Board Support Bidirectional Collaboration with a TE10/TE20 and TEX0?

No, the CloudLink Board does not support bidirectional collaboration with a TE10/ TE20 and TEX0.

10.31 Can a CloudLink Board Read Data from a USB Flash Drive?

No, the CloudLink Board cannot read data from a USB flash drive.

10.32 How Do I Activate the TE30/TE40/TE50/TE60 Through Wi-Fi?

Use the remote control to connect the hard terminal to a Wi-Fi network and activate the hard terminal.

1. Set the connection type.

It is recommended that you set **Connection type** to **Dynamic IP** when the hard terminal is connected to a Wi-Fi network.

If the hard terminal is powered on for the first time, set the IPv4 connection type to **Dynamic IP** in **Wizard** > **General**.

If the hard terminal has not used before, choose **Advanced** > **Settings** > **Network** > **IP** and set the IP address to **Dynamic IP**.

2. Connect to the Wi-Fi network.

If you are on the setup wizard screen, press the **Back** key to exit the wizard.

Choose **Advanced** > **Settings** > **Network** > **Wi-Fi**, enable Wi-Fi, and select the Wi-Fi network to be connected. When the connection status indicator is on, the connection is successful.

3. Activate the hard terminal.

Choose **Advanced** > **Settings** > **Installation** > **Wizard**, and activate the hard terminal.

10.33 Why Is There Only Sound but No Image When I Initiate a Meeting on a TE30?

When the hard terminal is used for the first time, the voice meeting is used by default. Manually switch it to a video meeting.

1 1 Audio and Video Device Faults

11.1 What Can I Do If the Antivirus Software Forbids the HUAWEI CLOUD Meeting Client from Starting the Microphone or Speaker?

11.2 What Can I Do If the HUAWEI CLOUD Meeting Client Cannot Start the Microphone or Speaker Because the Microphone or Speaker Is Muted by the System?

11.3 What Can I Do If the HUAWEI CLOUD Meeting Client Cannot Start the Microphone or Speaker Because the Microphone or Speaker Is Exclusively Occupied?

11.4 What Can I Do If the HUAWEI CLOUD Meeting Client Cannot Start the Microphone or Speaker Due to a Sound Card Driver Exception?

11.5 What Can I Do If the HUAWEI CLOUD Meeting Client Cannot Start the Microphone or Speaker Due to Permissions Settings?

11.6 What Can I Do If the HUAWEI CLOUD Meeting PC Client Cannot Receive Audio of Other Participants After I Join a Meeting?

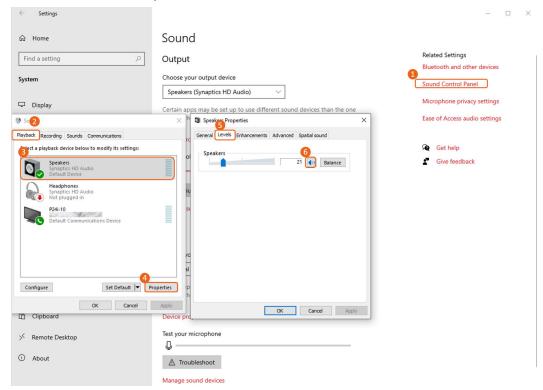
11.1 What Can I Do If the Antivirus Software Forbids the HUAWEI CLOUD Meeting Client from Starting the Microphone or Speaker?

Solution:

- 1. Add the HUAWEI CLOUD Meeting client to the whitelist of the antivirus software.
- 2. When the antivirus software is enabled, allow the HUAWEI CLOUD Meeting client to run on your computer.
- 3. Restart the HUAWEI CLOUD Meeting client.

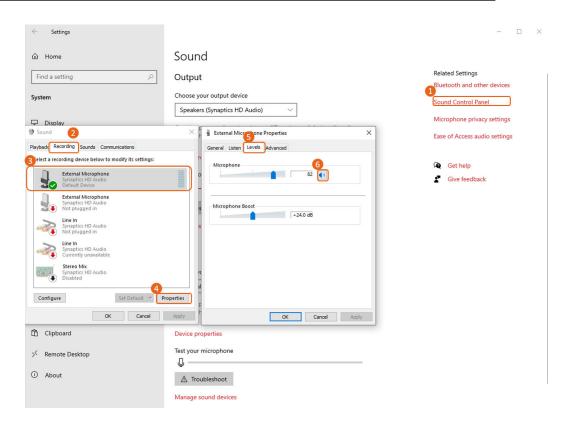
11.2 What Can I Do If the HUAWEI CLOUD Meeting Client Cannot Start the Microphone or Speaker Because the Microphone or Speaker Is Muted by the System?

- Speaker
 - a. Right-click the speaker icon in the lower right corner of the taskbar, choose **Open Sound settings** from the shortcut menu, and click **Sound Control Panel** on the right of the displayed window.
 - b. In the **Sound** dialog box, click the **Playback** tab, click the abnormal speaker, and click **Properties**. In the displayed dialog box, click the **Levels** tab, and unmute the speaker.



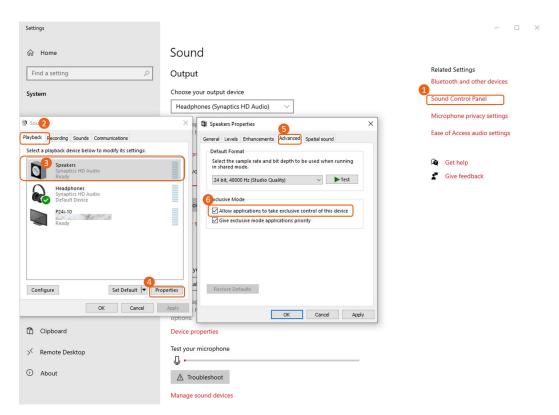
Microphone

- a. Right-click the speaker icon in the lower right corner of the taskbar, choose **Open Sound settings** from the shortcut menu, and click **Sound Control Panel** on the right of the displayed window.
- b. In the **Sound** dialog box, click the **Recording** tab, click the abnormal microphone, and click **Properties**. In the displayed dialog box, click the **Levels** tab, and unmute the microphone.



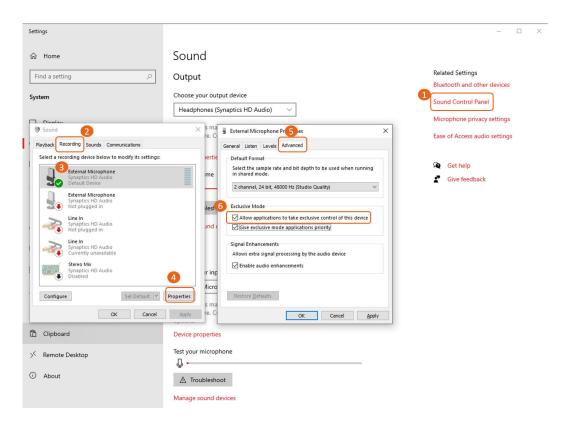
11.3 What Can I Do If the HUAWEI CLOUD Meeting Client Cannot Start the Microphone or Speaker Because the Microphone or Speaker Is Exclusively Occupied?

- Speaker
 - a. Right-click the speaker icon in the lower right corner of the taskbar, choose **Open Sound settings** from the shortcut menu, and click **Sound Control Panel** on the right of the displayed window.
 - b. In the Sound dialog box, click the Playback tab, click the abnormal speaker, and click Properties. In the displayed dialog box, click the Advanced tab, and deselect Allow applications to take exclusive control of this device.



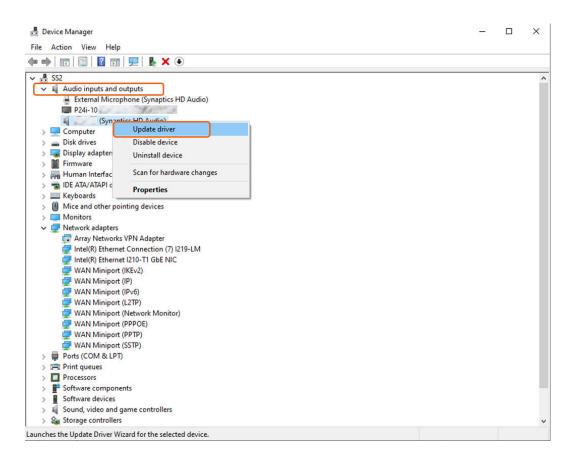
• Microphone

- a. Right-click the speaker icon in the lower right corner of the taskbar, choose **Open Sound settings** from the shortcut menu, and click **Sound Control Panel** on the right of the displayed window.
- b. In the **Sound** dialog box, click the **Recording** tab, click the abnormal microphone, and click **Properties**. In the displayed dialog box, click the **Advanced** tab, and deselect **Allow applications to take exclusive control of this device**.



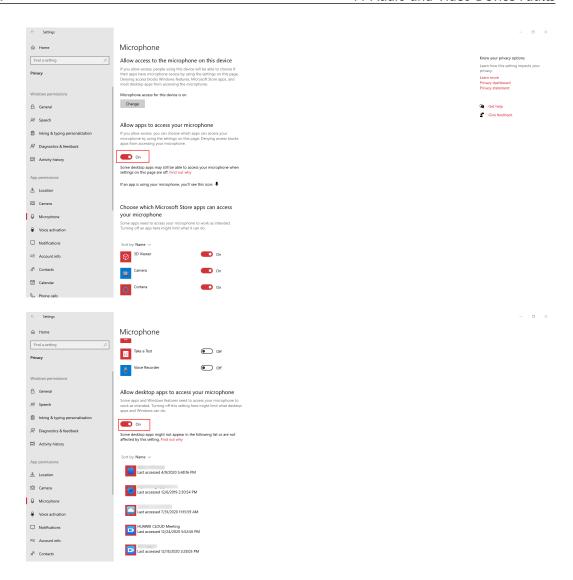
11.4 What Can I Do If the HUAWEI CLOUD Meeting Client Cannot Start the Microphone or Speaker Due to a Sound Card Driver Exception?

Open Device Manager on your computer, double-click the **Audio inputs and outputs** category, right-click the microphone or speaker, and select **Update driver** from the shortcut menu.



11.5 What Can I Do If the HUAWEI CLOUD Meeting Client Cannot Start the Microphone or Speaker Due to Permissions Settings?

Right-click the speaker icon in the lower right corner of the taskbar, choose **Open Sound settings** from the shortcut menu, click **Microphone privacy settings** on the right of the displayed window, and turn on **Allow apps to access your microphone** and **Allow desktop apps to access your microphone**.



11.6 What Can I Do If the HUAWEI CLOUD Meeting PC Client Cannot Receive Audio of Other Participants After I Join a Meeting?

- If other participants cannot hear you but can hear each other: Possible causes and solutions:
 - Your computer is muted. Increase the sound volume on your computer.
 - Your speaker or receiver is muted. Unmute the speaker or receiver in Volume Mixer.
- If other participants can hear you:
 Possible cause and solution: The HUAWEI CLOUD Meeting client is muted in

Volume Mixer. Unmute the client.

