

Huawei Cloud Meeting

Third-Party Device User Guide

Issue 04
Date 2024-11-29



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1 Support for Third-Party Meeting Terminals in Commercial Environments

Huawei Cloud Meeting supports the access of third-party meeting terminals so that you can reuse existing devices for lower costs. Currently, you can easily join HD meetings on popular devices Cisco SX10, Cisco SX20, Cisco SX80, Polycom Group 550, Polycom HDX 4500, Polycom HDX 6000, Polycom HDX 7000, and Polycom HDX 8000. For details about the supported models and versions, see [Third-Party Hard Terminals](#).

Huawei Cloud Meeting cannot be accessed using third-party meeting terminals that do not support Session Initiation Protocol (SIP) or that have not been tested in the lab. You can cooperate with the lab and test your terminals as required. The actual test result prevails.

1.1 Advantages of Connecting Third-Party Terminals to Huawei Cloud Meeting

1. You do not need to build a meeting system. You only need to subscribe to Huawei Cloud Meeting and can immediately use the services.
2. You can easily expand the meeting resource capacity by purchasing more resources on Huawei Cloud.
3. You do not need to set up a dedicated O&M department. You can directly dial the 24/7 service hotline 4000 955 988 and press 1 to obtain support.
4. Third-party meeting terminals are supported, so you can flexibly choose meeting terminals.

1.2 Restrictions of Connecting Third-Party Terminals to Huawei Cloud Meeting

1. Terminals must support SIP and enterprise IT personnel must manually configure SIP account parameters.
2. Terminals do not support packet loss concealment (PLC) and anti-jitter, so the video quality may be affected by network conditions.

3. Only some third-party terminals can access Huawei Cloud Meeting.
4. You can use third-party terminals to join meetings but cannot create meetings.

1.3 Scenarios and Versions of Connecting Third-Party Terminals to Huawei Cloud Meeting

Scenarios

Scenario	Registration Method	Audio	Video	Presentation Sending and Receiving
Holding a cloud meeting and inviting a third-party terminal to the meeting	Transport Layer Security (TLS)	Supported	Supported	Supported
Joining a cloud meeting by dialing the meeting access number on a third-party terminal		Supported	Supported	Supported

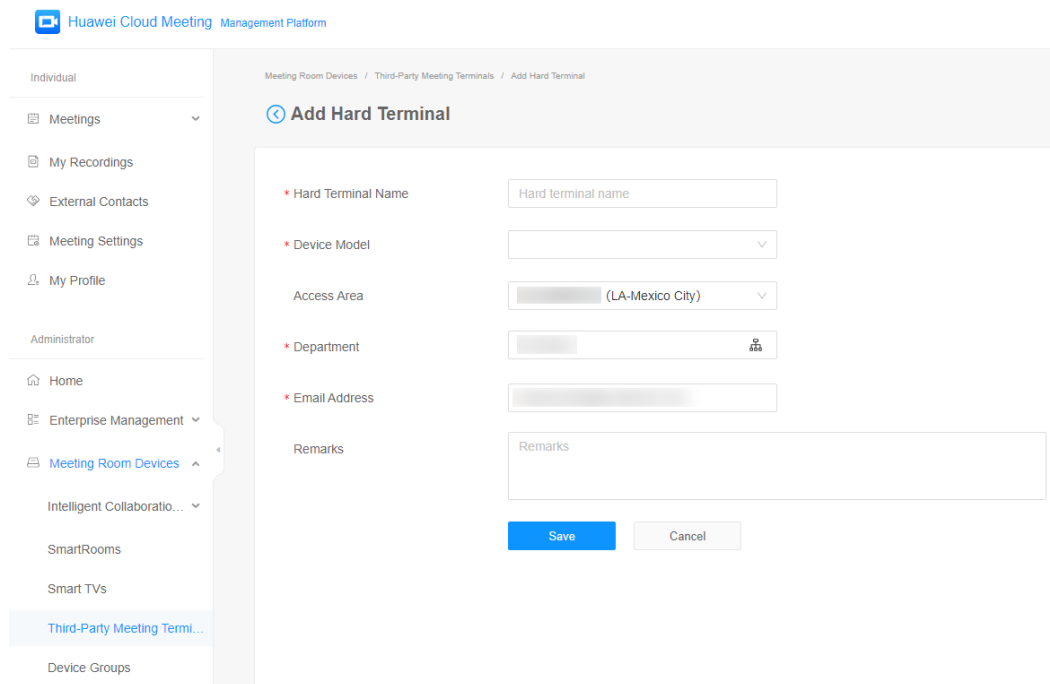
Test versions

For details, see [Third-Party Hard Terminals](#).

1.4 Connection Procedure

1.4.1 Adding a Third-Party Terminal

Log in to the [Huawei Cloud Meeting Management Platform](#) as the administrator.



NOTE

Currently, only Polycom and Cisco terminals are supported.

After the terminal is added, the user associated with the terminal will receive an email, including the SIP number, authentication password, and proxy server address.

NOTE

The IP address of the SIP server at the International site is 159.138.44.101:5061 (TLS).

1.4.2 Setting SIP Parameters

After obtaining the SIP number and authentication password, you can configure SIP parameters on the terminal.

Configuration	
SIP	Enabled
Transmission Protocol	Select TLS. UDP is not supported.
Registration Server	huaweicloud.com
SIP Proxy Server	sip2-ec.huaweicloud.com:5061 (Use the primary site of the SIP server sent in the email. If the third-party terminal does not support domain names, configure the IP address corresponding to the domain name. Polycom and Cisco terminals do not support this function.)

Configuration	
Login Address	SIP number sent in the email. The value is in the format of +991116*****@huaweicloud.com.
Username	
Password	SIP password sent in the email.

Retain the default values for other SIP parameters.

2 Terminal Connection Examples and FAQs

2.1 Registering a Polycom Terminal with Huawei Cloud Meeting

Step 1 Connect a Polycom terminal to the network and ensure that the network can access the Internet.

You can connect a PC to the network and check whether the Huawei Cloud Meeting client can be used on the PC.

Step 2 Log in to the web interface of the Polycom terminal and configure SIP parameters.

----End

2.2 Registering a Cisco Terminal with Huawei Cloud Meeting

Step 1 Connect a Cisco terminal to the network and ensure that the network can access the Internet.

You can connect a PC to the network and check whether the Huawei Cloud Meeting client can be used on the PC.

Step 2 Log in to the web interface of the Cisco terminal and set SIP parameters. [Table 2-1](#) lists the SIP parameters of Cisco SX10/20/80.

Table 2-1 Parameter description

Parameter	Description
DefaultTransport	Select Tls.
Proxy 1 Address	Enter the address of the primary site of the SIP server. Obtain the address from the sent email.

Parameter	Description
URI	Enter the SIP number in the format of +99111 *****@huaweicloud.com . Obtain the number from the sent email.
UserName	

----End

2.3 FAQs

2.3.1 Registration Failure

Possible causes and solutions:

1. If the third-party meeting terminal cannot access the Internet or is restricted by the network firewall, **404 send failed** or **408 Request Timeout** is returned. In this case, connect the terminal to another network or cancel the restriction on the firewall.
2. If SIP parameters are incorrectly configured on the terminal, **403 Forbidden** or **400 Bad Request** is returned during registration. In this case, check the configured SIP number, authentication password, and server address according to the operation guide.
3. If the SIP number is locked due to frequent registration, use another SIP number or wait for 15 to 30 minutes and then try again.

2.3.2 Abnormal Disconnection from a Meeting

Possible causes and solutions:

1. If the third-party meeting terminal is disconnected from a meeting due to network disconnection, power outage, or misoperations, check the network connection, power supply, and operations of the terminal.
2. If a third-party meeting terminal does not complete SIP registration due to a network issue and is disconnected from a meeting when no streams are transmitted:
 - Check the network connection, register with Huawei Cloud Meeting again, and join the meeting.
 - Optimize the network, for example, cancel throttling for the IP address of the terminal or increase the bandwidth.

2.3.3 Black Screen

Possible causes and solutions:

1. If the third-party meeting terminal is not connected to a camera, the camera is not started, or the cable connection is faulty, check whether the camera is connected and enabled and whether the cable connection is normal.

2. If audio and video media streams cannot be transmitted due to network restrictions, obtain the IP addresses and port numbers involved in meeting media streams and check whether they are restricted by the firewall.

2.3.4 Presentation Sending or Receiving Failure

Possible causes and solutions:

1. If the version of the third-party terminal is too early, upgrade the terminal to the version that passes the interconnection test.
2. If the presentation is unavailable due to network restrictions, obtain the IP addresses and port numbers involved in meeting presentation streams and check whether they are restricted by the firewall.

NOTE

If you have any other questions during the registration, dial the service hotline of Huawei Cloud for technical support.