

Huawei Cloud Meeting

IdeaHub User Guide

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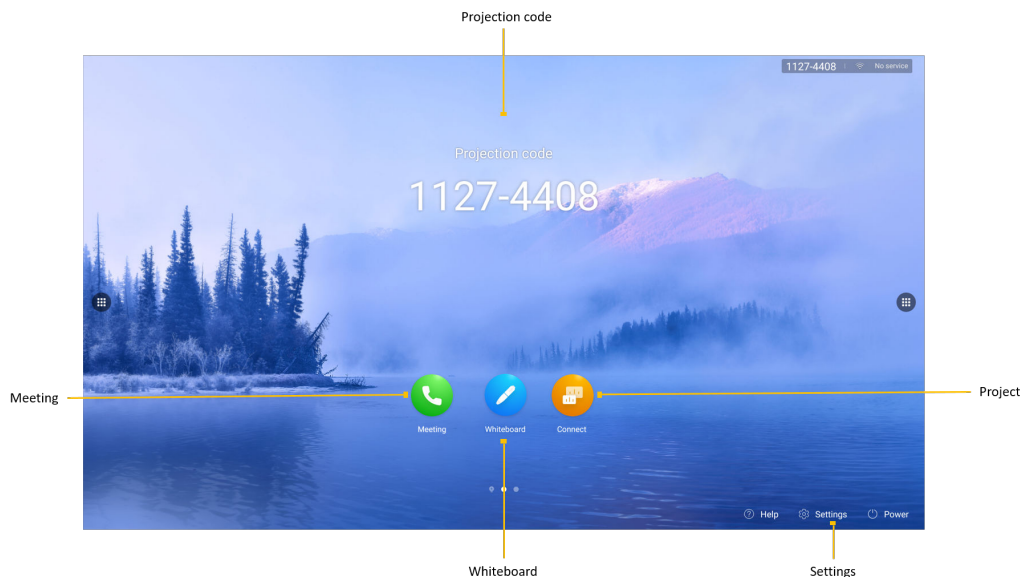
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1 IdeaHub 1.0

1.1 Overview

Huawei IdeaHub integrates the HUAWEI CLOUD Meeting service and provides the meeting, whiteboard, projection, bulletin board, and application functions. It is dedicated to providing smooth meeting experience and enabling efficient, convenient communication and collaboration for enterprises.

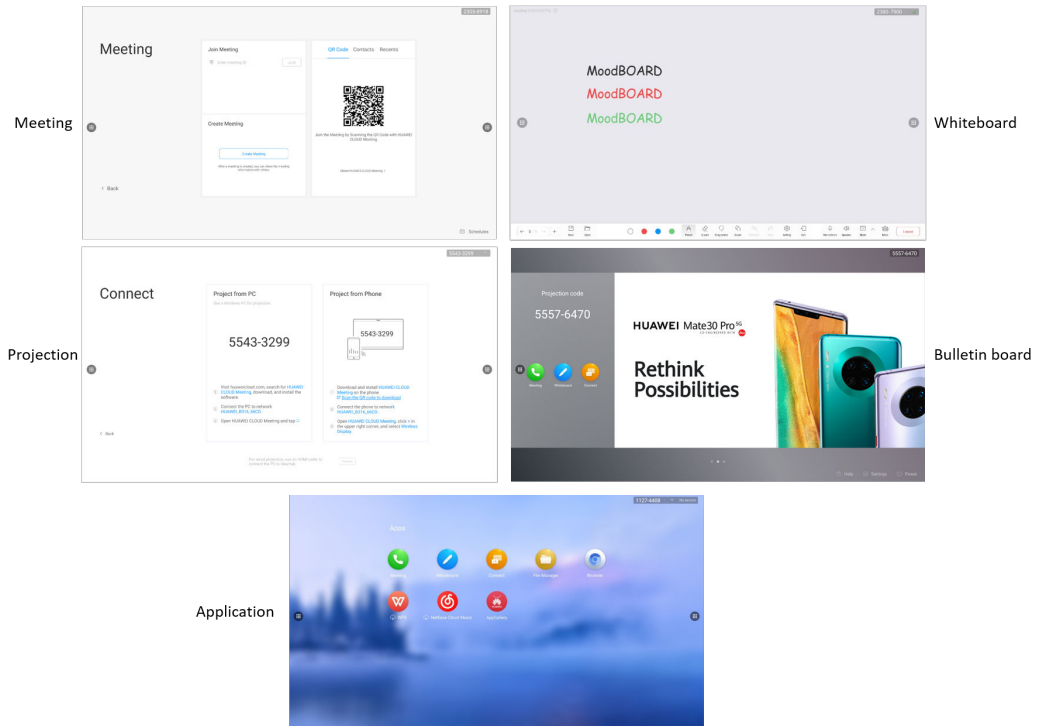
GUI



Five Scenarios

Huawei IdeaHub provides the meeting, whiteboard, projection, bulletin board, and application functions.

- You can use the whiteboard and projection at any time.
- You can contact the enterprise administrator to **publish programs on the bulletin board** or **add applications**.



1.2 Activating an IdeaHub via QR Code or Activation Code

Activate an IdeaHub before connecting it to Huawei Cloud Meeting.

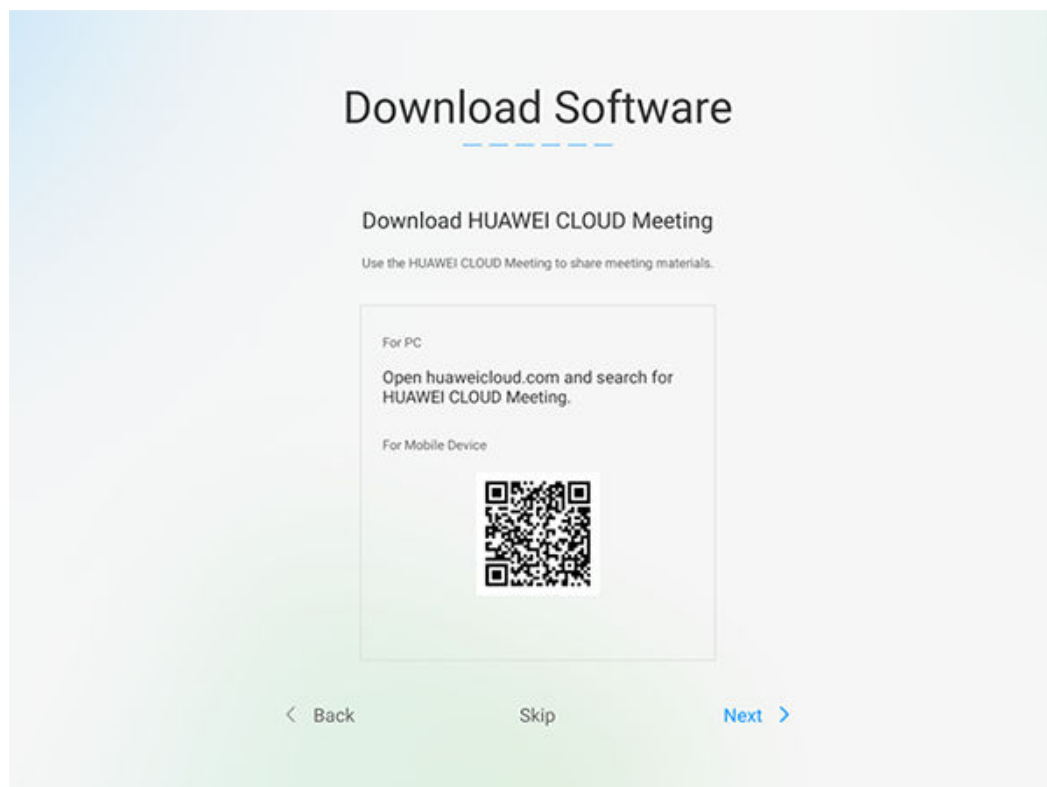
You can activate it by scanning a QR code or using an activation code when you power on the device for the first time or through the settings menu later.

Activation via QR Code Upon the First Startup

- Step 1** Touch → on the welcome screen to enter the language setting screen.
- Step 2** Select a language and touch **Next**.
- Step 3** Select a time zone and touch **Next**.
- Step 4** Configure the network and touch **Next**.
- Step 5** On the activation screen, touch **QR Code**.

Start the Huawei Cloud Meeting app, touch the QR code scanning icon in the upper right corner, scan the QR code on the IdeaHub, and complete the activation as prompted.

After the activation is successful, the software download screen is displayed. You can download the Huawei Cloud Meeting client on your PC or mobile phone for content sharing.

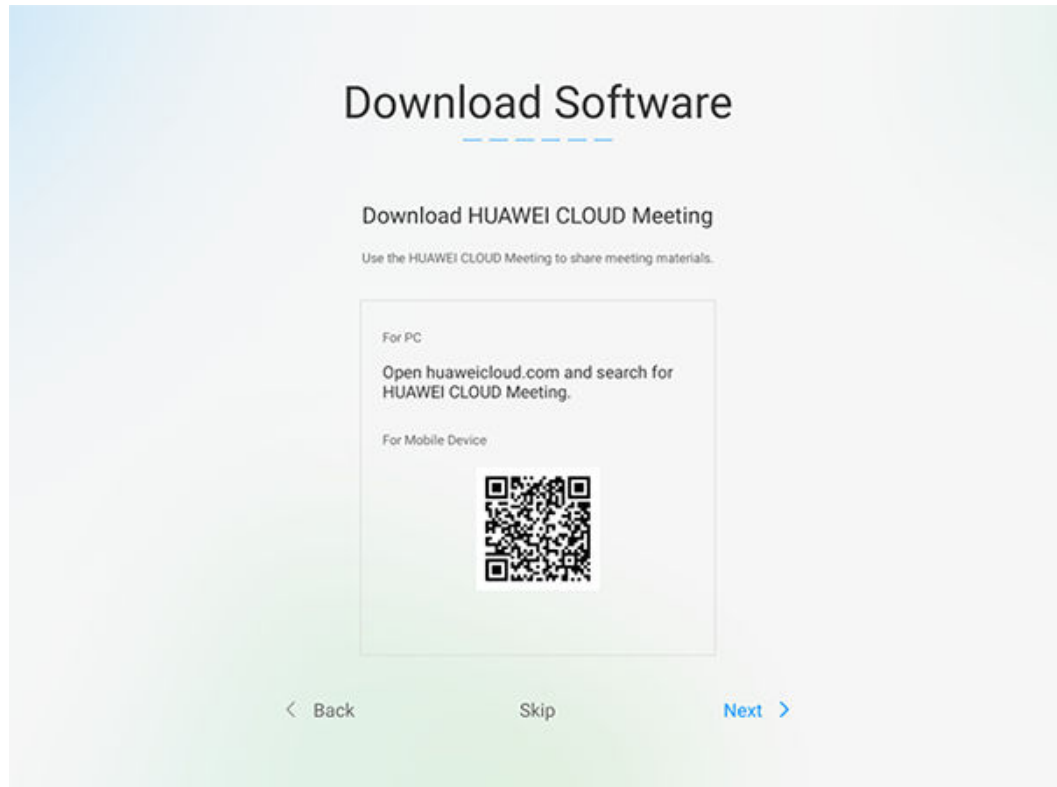


----End

Activation via Activation Code Upon the First Startup

- Step 1** Touch → on the welcome screen to enter the language setting screen.
- Step 2** Select a language and touch **Next**.
- Step 3** Select a time zone and touch **Next**.
- Step 4** Configure the network and touch **Next**.
- Step 5** On the activation screen, touch **Activation Code**, enter a 12-digit activation code, and touch **Activate**.

Contact the enterprise administrator to **add an activation code** for your IdeaHub, and obtain the activation code from the administrator.
- Step 6** When the activation is complete, the software download screen is displayed. You can download the Huawei Cloud Meeting client on your PC or mobile phone for content sharing.



----End

Activation via QR Code Through the Settings Menu

Step 1 If you did not activate the IdeaHub upon the first startup, go to **Settings > Advanced > Enterprise Service** on the IdeaHub home screen and select **QR Code** on the **Access Mode** screen.

Step 2 Log in to the Huawei Cloud Meeting app, touch the QR code scanning icon in the upper right corner, scan the QR code on the IdeaHub, and complete the activation as prompted.

After the activation is successful, **Accessed** is displayed.

----End

Activation via Activation Code Through the Settings Menu

Step 1 If you did not activate the IdeaHub upon the first startup, go to **Settings > Advanced > Enterprise Service** on the IdeaHub.

Step 2 On the **Access Mode** screen, select **Manual Input**.

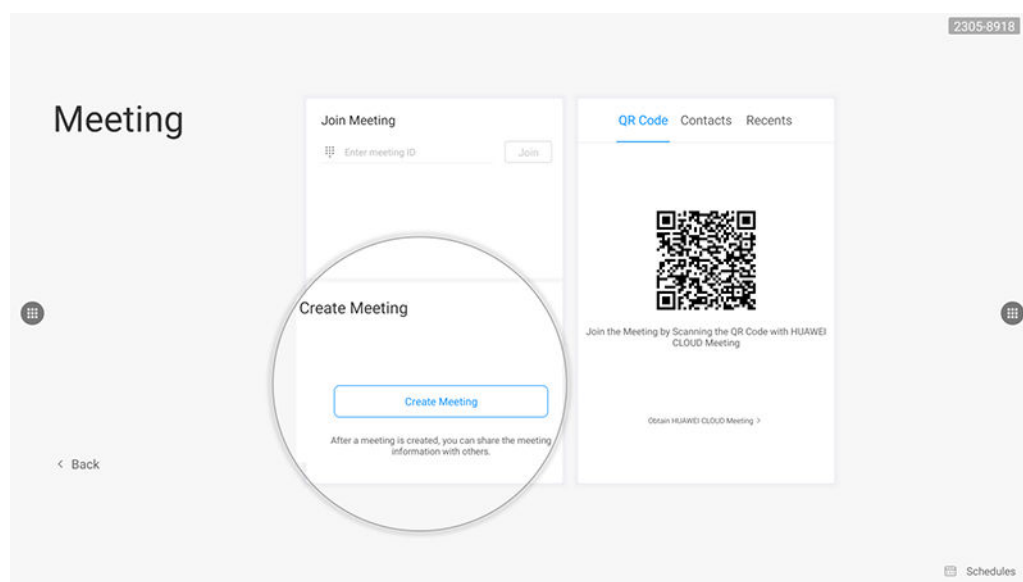
Contact the enterprise administrator to **add an activation code** for your IdeaHub, and obtain the activation code from the administrator.

When the activation is complete, **Accessed** is displayed.

----End

1.3 Creating a Meeting

Touch **Create Meeting** to initiate an instant meeting.

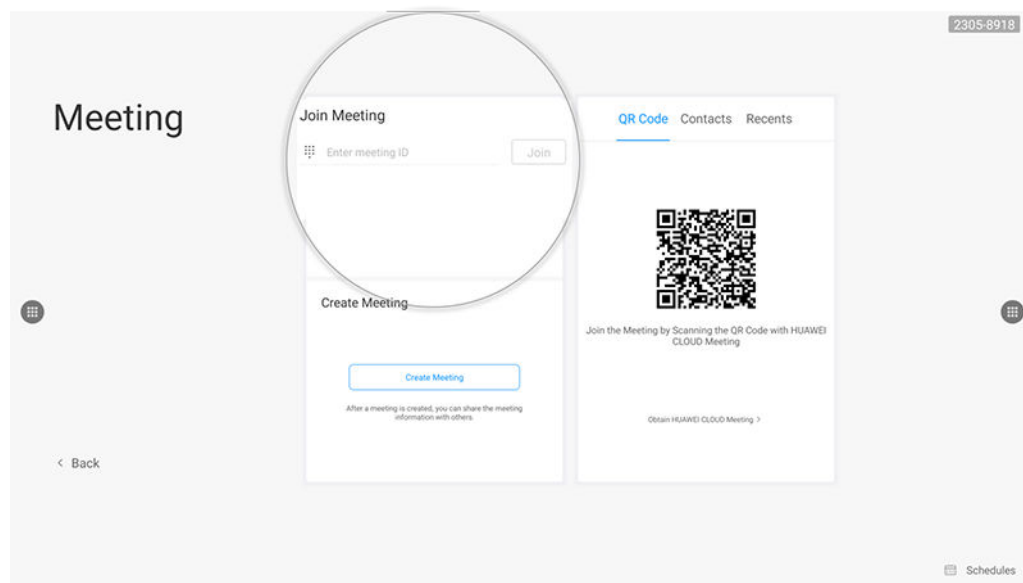


1.4 Joining a Meeting

You can join a meeting by entering the meeting ID or scanning the QR code.

Using the Meeting ID

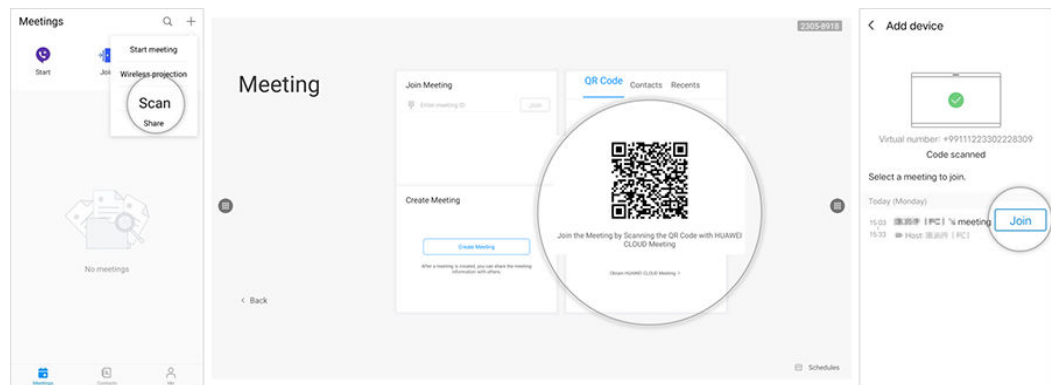
Enter the meeting ID to join a meeting.



Scanning the QR Code

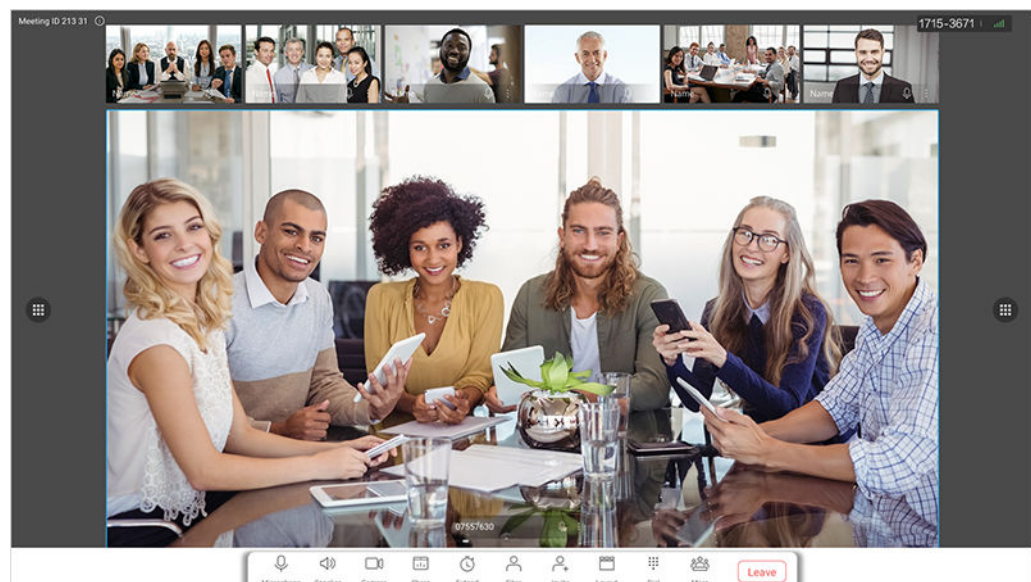
Scan the QR code on the IdeaHub using a mobile phone, so you can join a meeting using the IdeaHub.

1. Open the HUAWEI CLOUD Meeting app and scan the QR code on the IdeaHub to pair your phone with the IdeaHub.
2. Select a meeting from the meeting list on the mobile app and touch **Join** to join the meeting using the IdeaHub.



1.5 Hosting a Meeting

Meeting Control Operations



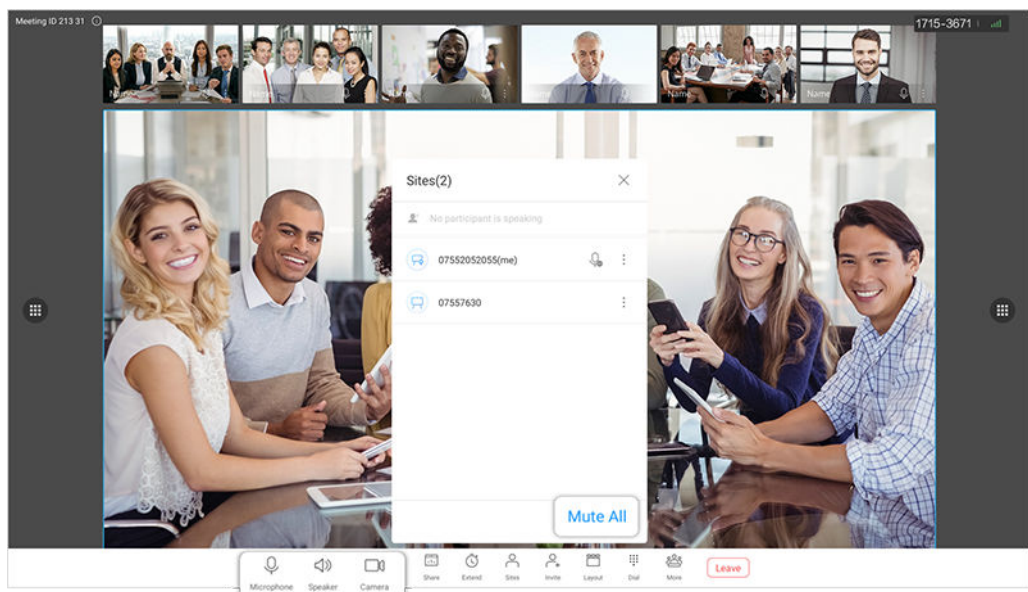
Operation	Host	Guest
Muting or unmuting themselves	Supported	Supported
Muting or unmuting all participants	Supported	Not supported

Operation	Host	Guest
Enabling or disabling the camera	Supported	Supported
Sharing a whiteboard or screen	Supported	Supported
Viewing the participant list	Supported	Supported
Inviting a participant to the meeting	Supported	Not supported
Switching video layouts	Supported	Supported
Relinquishing the host role	Supported	Not supported
Applying to be the host	Not supported	Supported
Requesting the floor	Not supported	Supported
Extending the meeting	Supported	Not supported
Locking the meeting	Supported	Not supported
Ending the meeting	Supported	Not supported
Leaving the meeting	Supported	Supported

Disabling the Microphone or Camera

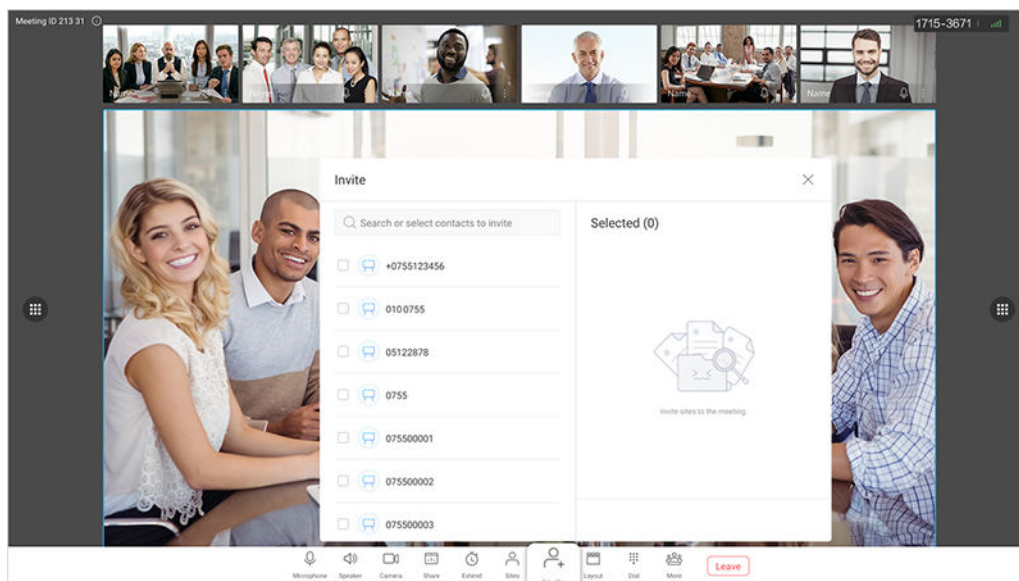
The host can disable their own microphone, speaker, or camera, or mute all guests.

A guest can disable their own microphone, speaker, or camera.



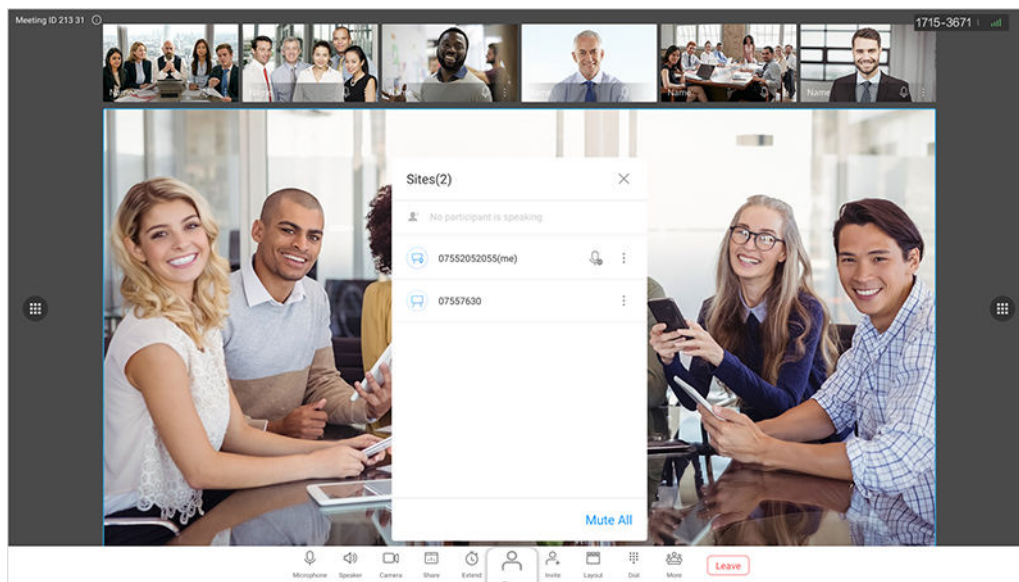
Inviting a Participant

The host can invite other users to the meeting.



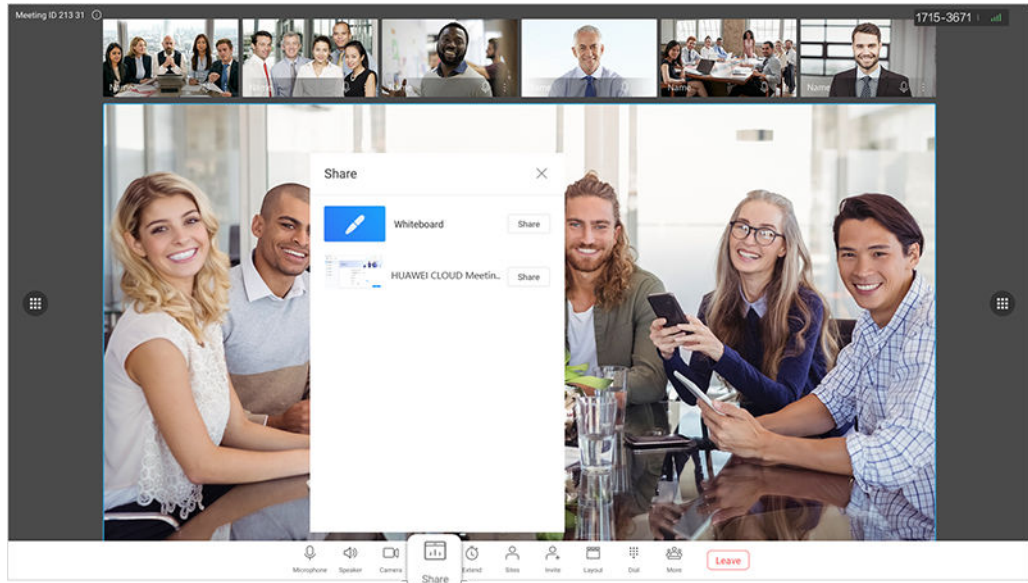
Viewing the Participant List

All participants can view the participant list.



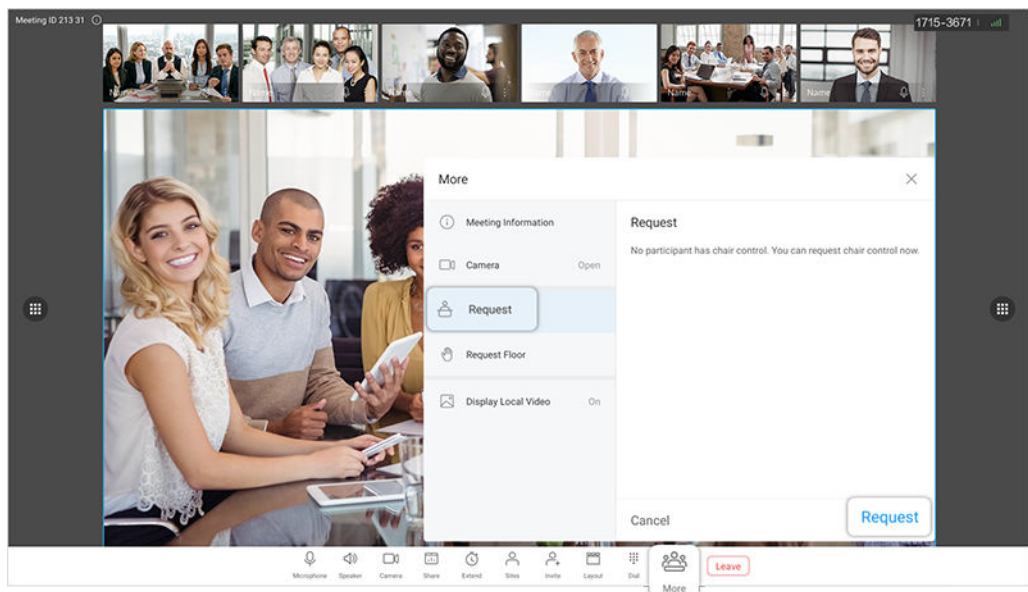
Sharing a Whiteboard or Screen

- All participants can share a whiteboard in a meeting. For details, see [Whiteboard Operations](#).
- If a participant projects a screen to the IdeaHub using the HUAWEI CLOUD Meeting client, the participant can also share the screen with other participants. For details, see [Wireless Projection](#).



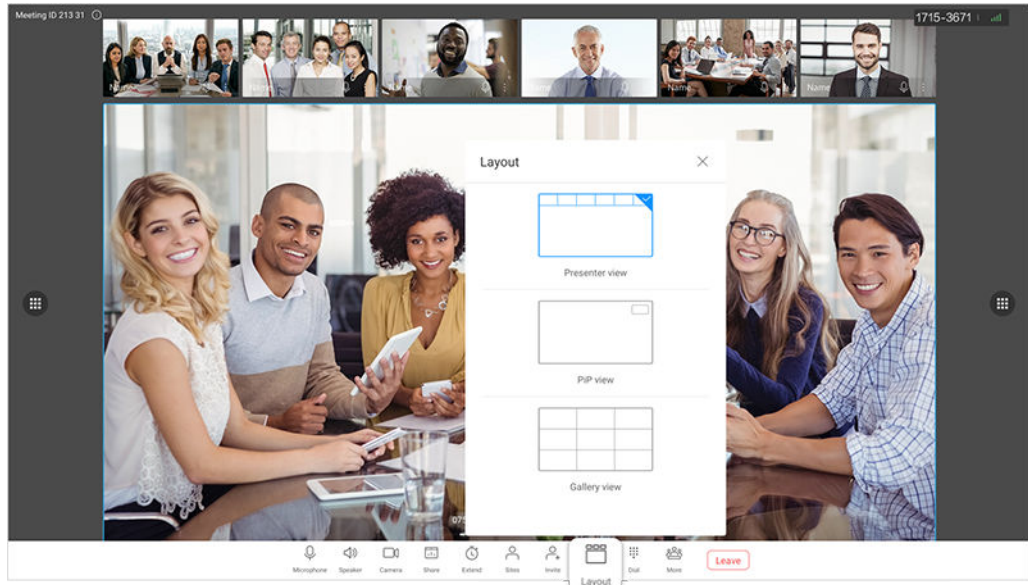
Relinquishing or Applying the Host Role

The host can relinquish the host role. If there is no host in the meeting, a guest can apply to be the host. However, the guest must have the host password.



Switching Video Layouts

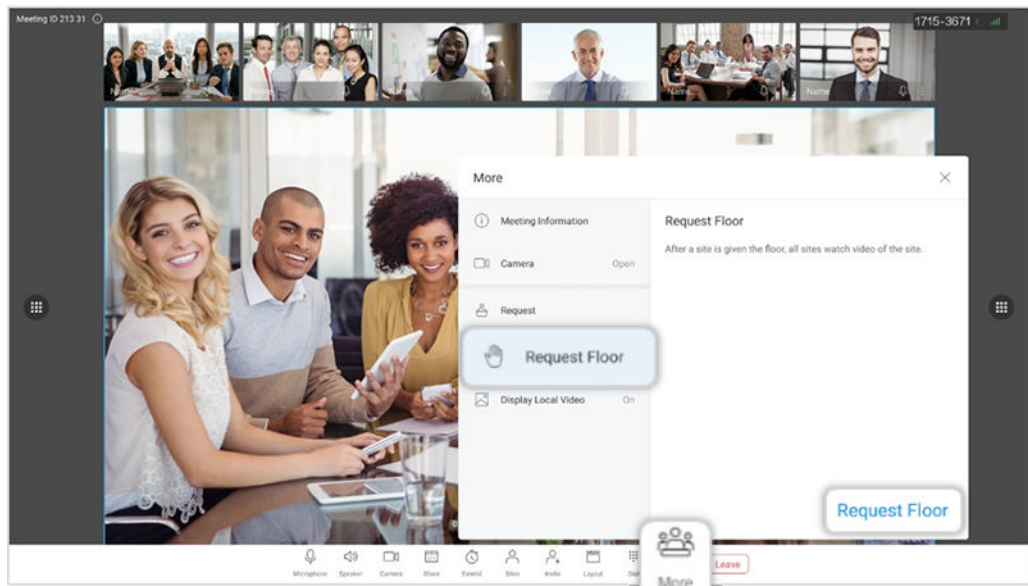
The host or a guest can select a video layout, including the gallery, presenter, and PiP layout.



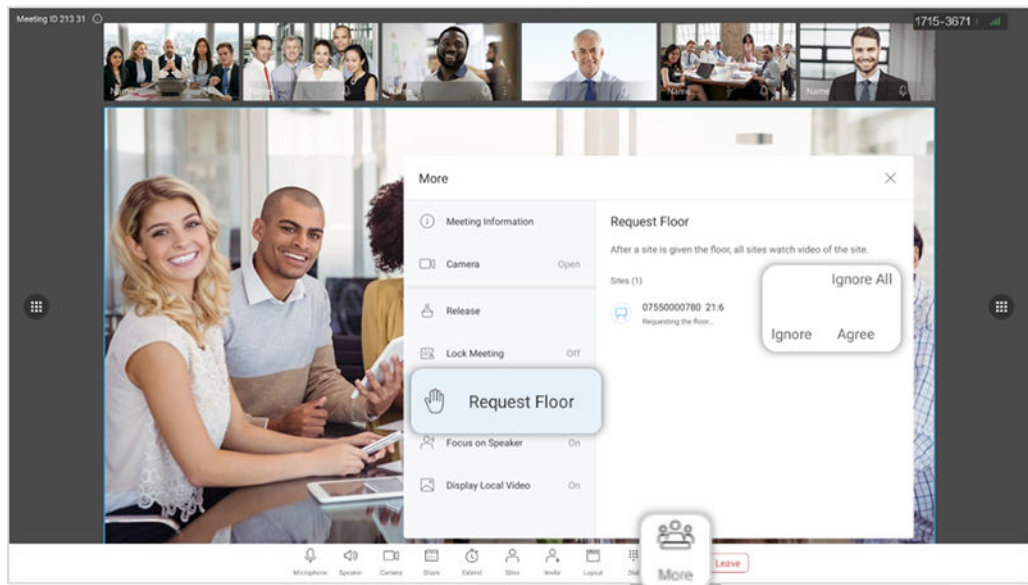
Requesting the Floor

A guest can request the floor and talk after being allowed by the host, and other participants will be automatically muted.

Participants

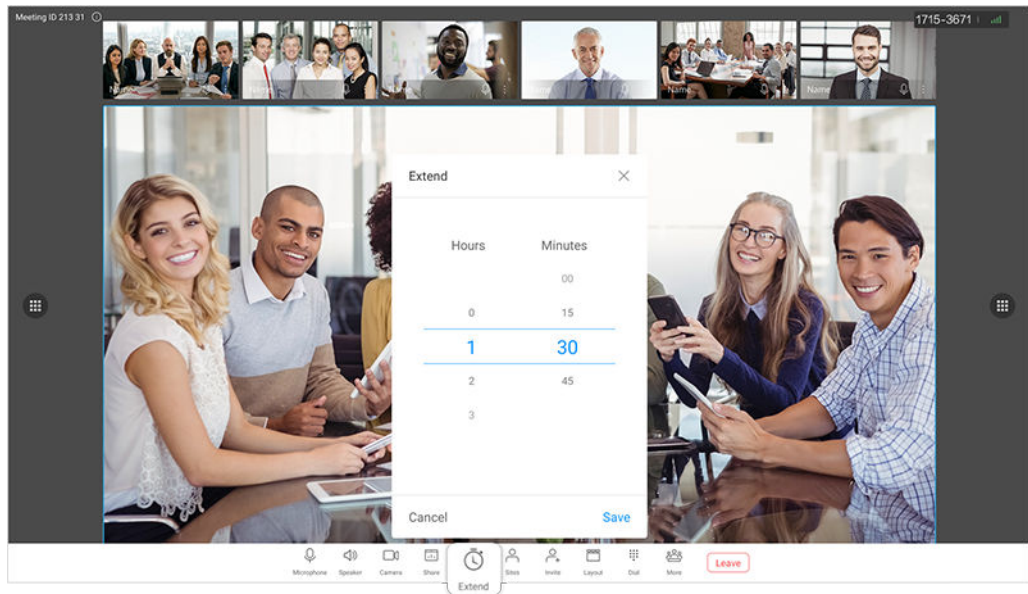


Host



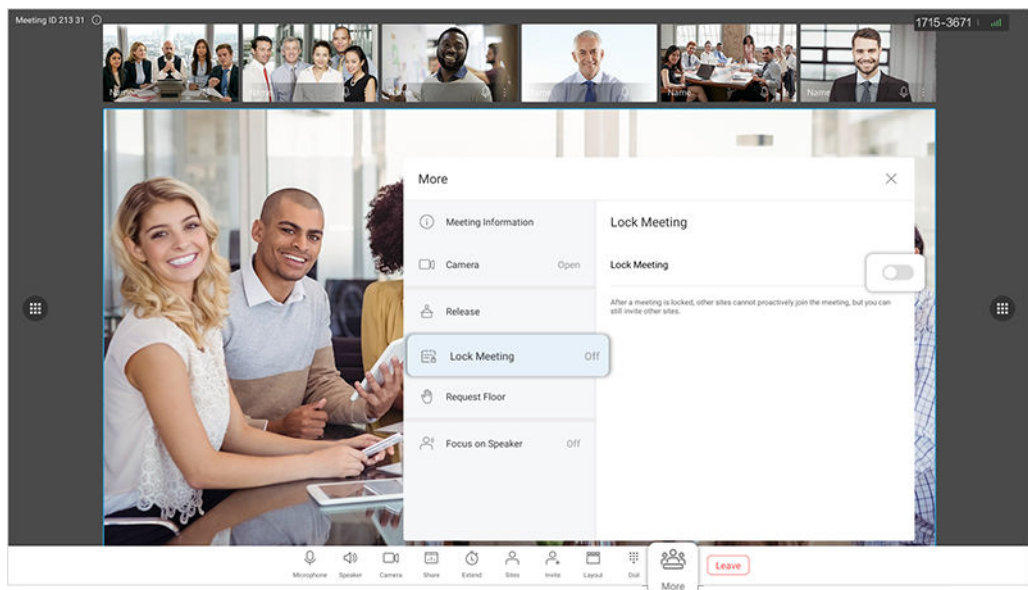
Extending the Meeting

The host can extend the meeting.



Locking the Meeting

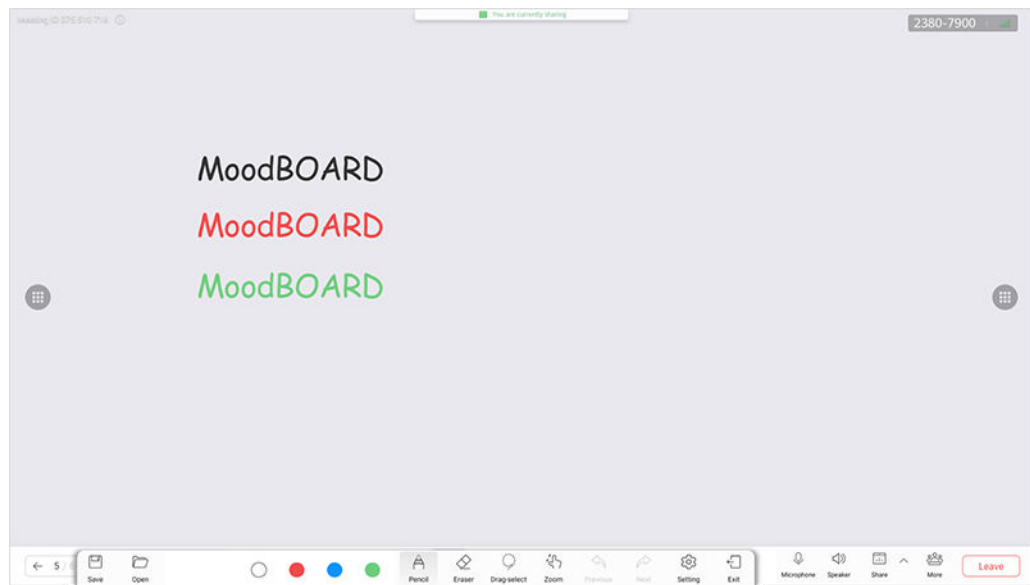
The host can lock the meeting. Users can join the locked meeting only after being invited by the host.






1.6 Whiteboard Collaboration

The built-in whiteboard of the IdeaHub supports collaboration between the local and remote ends. You can take away the meeting minutes or open whiteboard files by scanning QR codes with mobile phones.

Whiteboard Operations

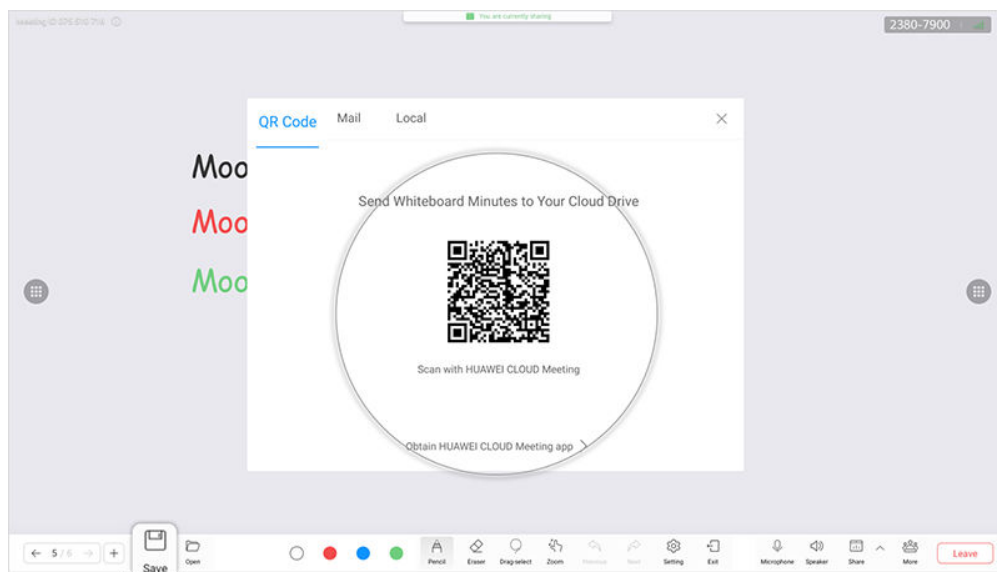


- **Eraser:** Select **Erase** or **Clear**.
- **Drag-select:** Circle an area to select all the content in it. Then you can move, delete, and zoom in or out on the selected area.
- **Zoom:** Drag, move, and zoom in or out on the canvas using your fingers. You can touch  to disable the zoom function. Then the icon changes to  and two people can write on the whiteboard at the same time. Touch  to enable the zoom function.
- **Setting:** You can set the background color of the whiteboard.

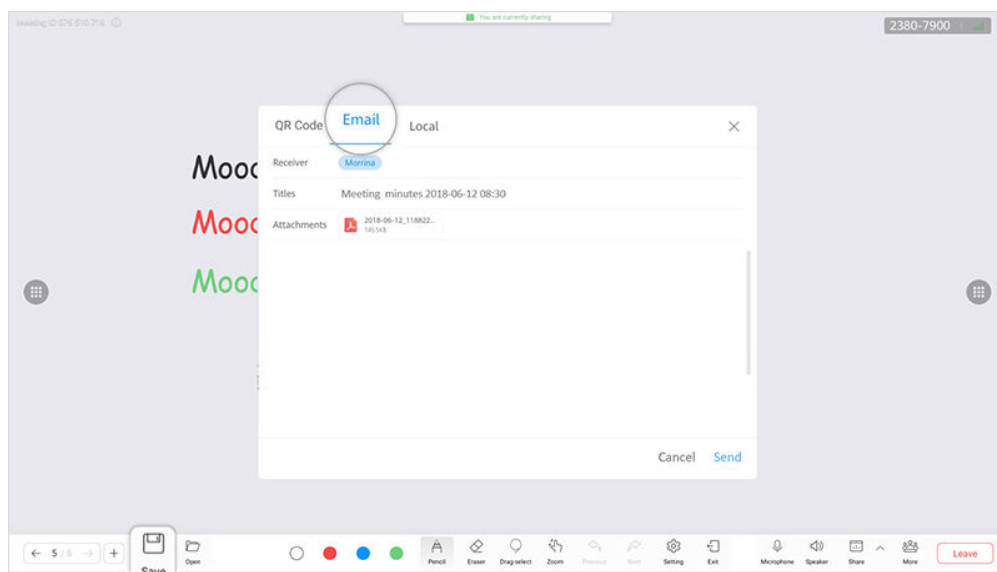
Saving the Whiteboard Drawings

Touch **Save** in the lower left corner to save whiteboard drawings by scanning the QR code, sending an email, or locally.

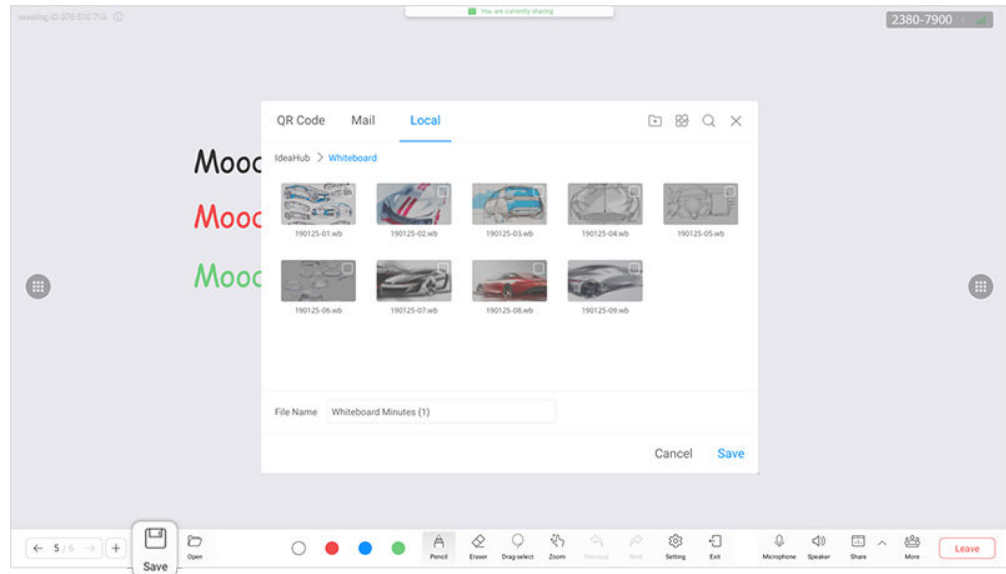
- Scanning the QR code
Use the HUAWEI CLOUD Meeting app to scan the QR code to save whiteboard drawings.



- Sending an email
Send whiteboard drawings by email.
You need to set the sender email address in **Settings > Advanced > Mail**.

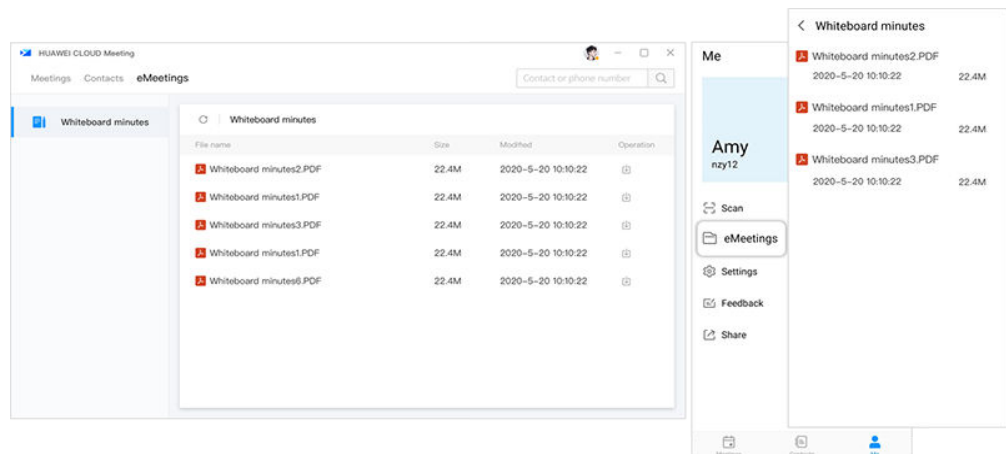


- Saving whiteboard drawings locally
Save whiteboard drawings on the IdeaHub.
You can choose **Settings > Advanced > Whiteboard Local Storage** and enable or disable **Whiteboard Local Storage**.

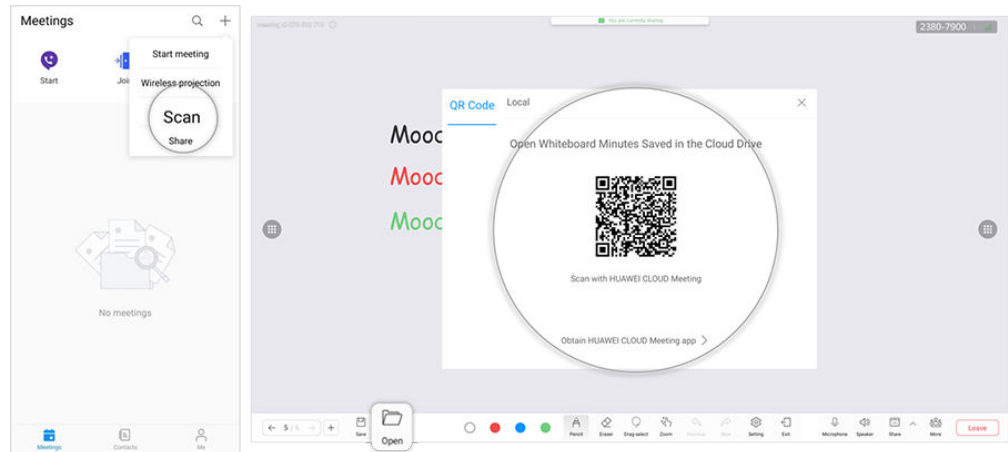


Viewing and Opening a Whiteboard File

- Viewing whiteboard minutes on the HUAWEI CLOUD Meeting client
Log in to the HUAWEI CLOUD Meeting client and choose **eMeetings** > **Whiteboard minutes** to view the meeting minutes.



- Scanning the QR code on the IdeaHub to open a saved whiteboard file
 - Touch **Open** in the lower left corner of the whiteboard and select the **QR Code** tab.
 - Log in to the HUAWEI CLOUD Meeting app on your mobile phone, touch **+** in the upper right corner, and select **Scan** to scan the QR code on the IdeaHub.
 - Select the whiteboard file to open on the IdeaHub.



1.7 Projection

Wireless Projection

Enter the projection code on the HUAWEI CLOUD Meeting client to project a screen to the IdeaHub.


NOTE

Ensure that the client and IdeaHub are connected to the same public network.

- If the client and IdeaHub are in the same network segment on the same LAN, set the projection code to a string of eight numbers.

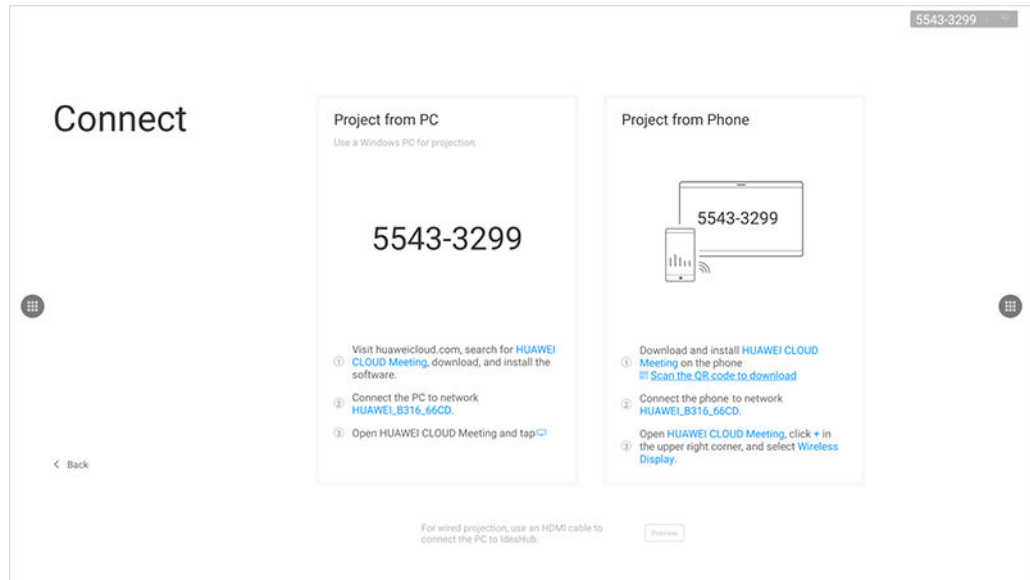
The client and IdeaHub are in the same network segment when their first bytes of IPv4 addresses are the same.

- If the client and IdeaHub are in different network segments on the same LAN, set the projection code to a string of eight letters.
- Projection from a PC

Log in to the HUAWEI CLOUD Meeting PC client, click , and enter the projection code displayed on the IdeaHub.

- Projection from a mobile phone

Log in to the HUAWEI CLOUD Meeting app, touch + in the upper right corner, select **Wireless projection**, and enter the projection code displayed on the IdeaHub.



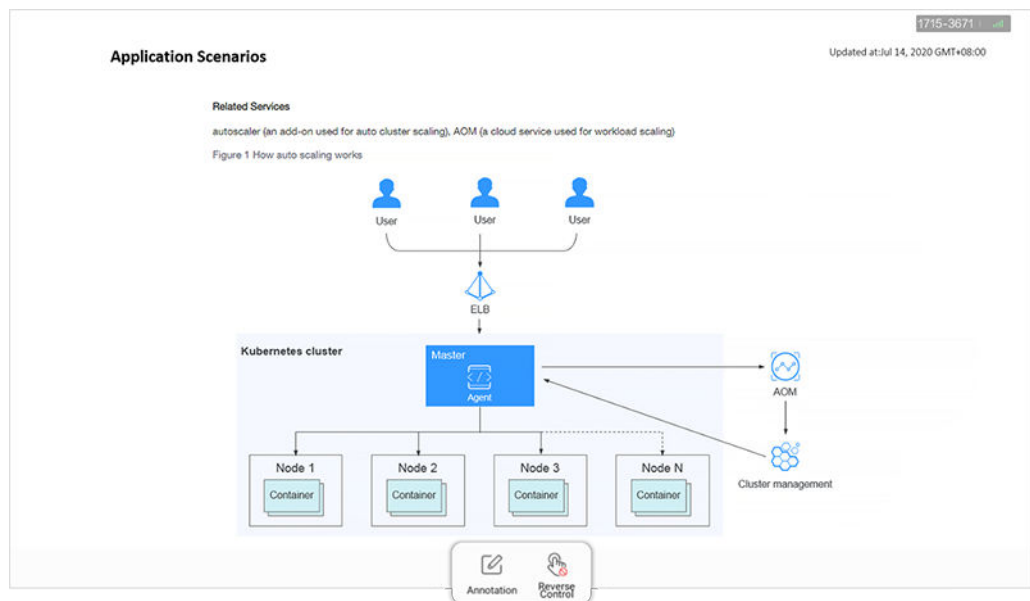
Projection Annotation and Reverse Control

After the projection is successful, the **Annotation** and **Reverse Control** buttons are displayed at the bottom of the IdeaHub screen.

- **Annotation:** Touch this button to take a screenshot of the projection screen and open the screenshot on the whiteboard. Then you can add annotations on it.
- **Reverse Control:** Touch this button to control the PC desktop. Touch the button again to disable reverse control.

NOTE

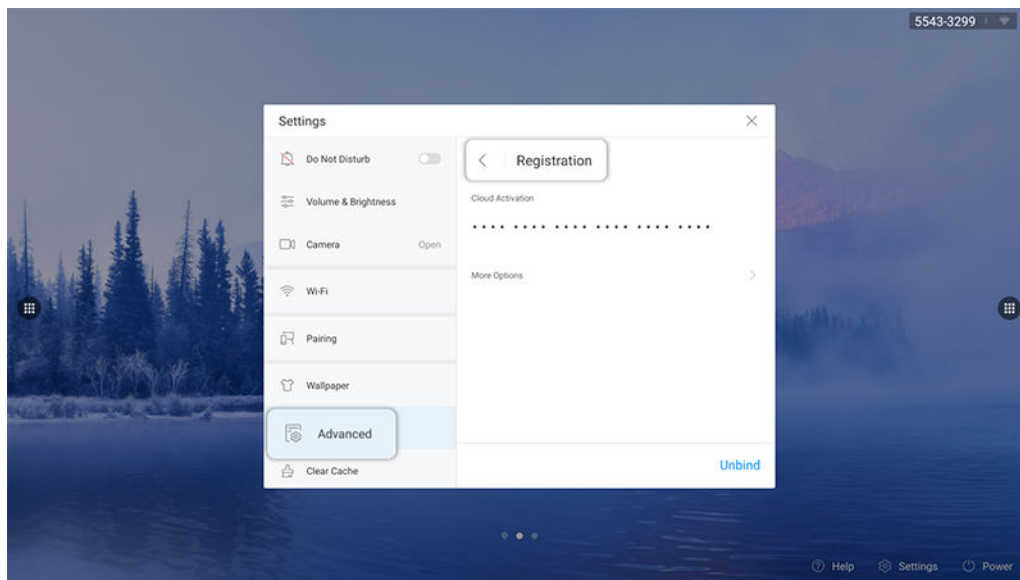
Reverse control is not available for projection from mobile phones.



1.8 IdeaHub Settings

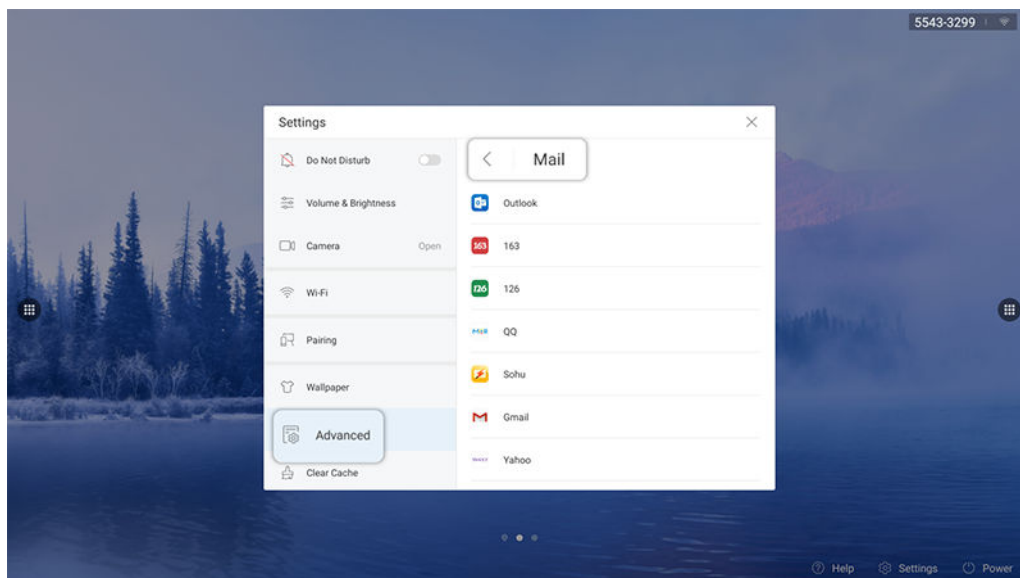
Registration Settings

You can activate or unbind the IdeaHub in **Settings > Advanced > Registration**.



Sender Email Settings

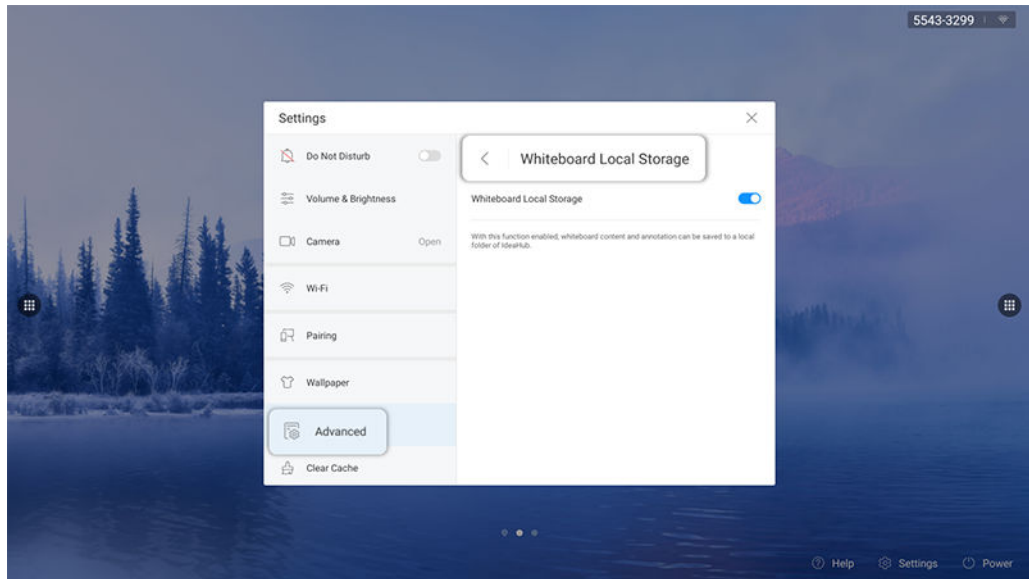
You can choose **Settings > Advanced > Mail** and set the email address from which whiteboard files are sent.



Saving Whiteboard Drawings Locally

You can choose **Settings > Advanced > Whiteboard Local Storage** and enable or disable **Whiteboard Local Storage**. When **Whiteboard Local Storage** is enabled,

whiteboard drawings and annotation can be saved to a local folder on the IdeaHub.

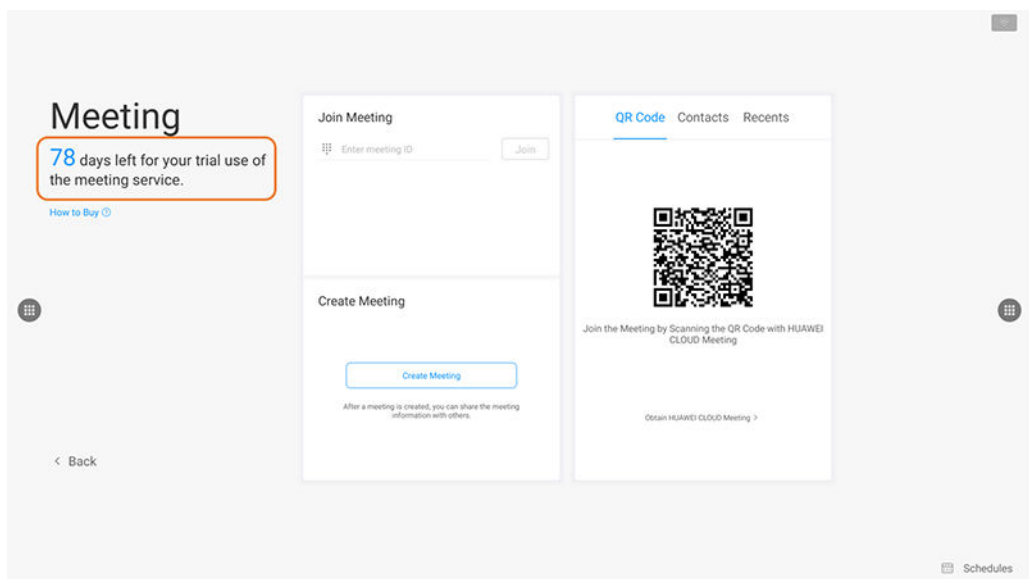


1.9 FAQs

1.9.1 How Do I Upgrade the Trial Edition to the Commercial Edition?

If you have used a trial activation code to activate an IdeaHub, you can view the remaining trial days on the **Meeting** screen.

To use the Huawei Cloud Meeting service after the trial expires, purchase an IdeaHub access account and upgrade the trial edition to the commercial edition.



Upgrading the Edition

Step 1 Purchase an IdeaHub access account.

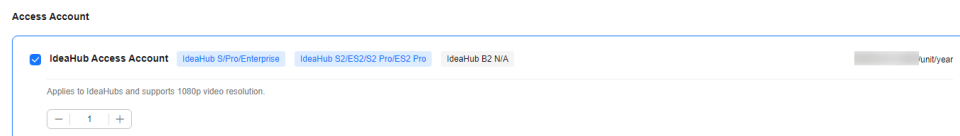
1. Go to the [Buy Meeting Resource](#) page.

NOTE

Log in to Huawei Cloud using a Huawei Cloud account that has **completed enterprise real-name authentication**. For details, see [Enterprise Real-Name Authentication](#).

2. On the **Buy Meeting Resource** page, set the required quantity of IdeaHub access accounts.

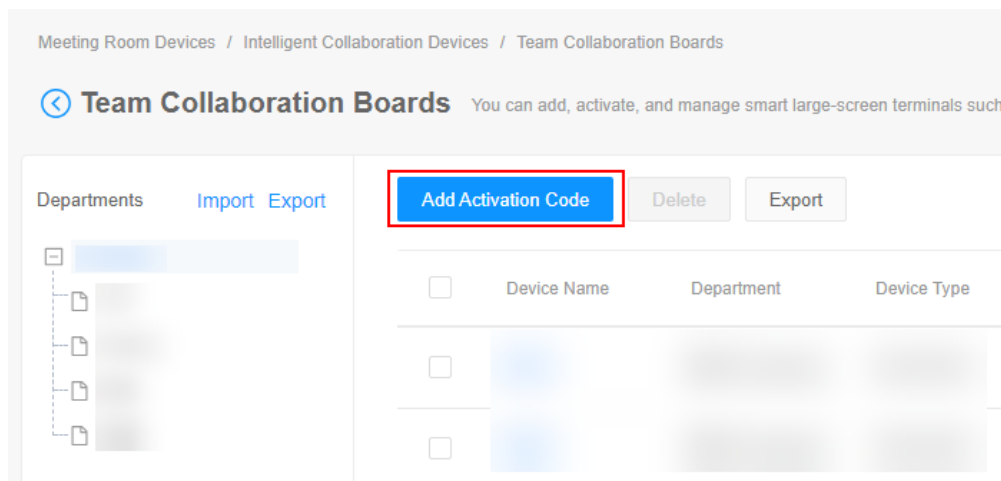
Figure 1-1 Setting IdeaHub access accounts



3. Click **Next** and buy the resources after confirmation.

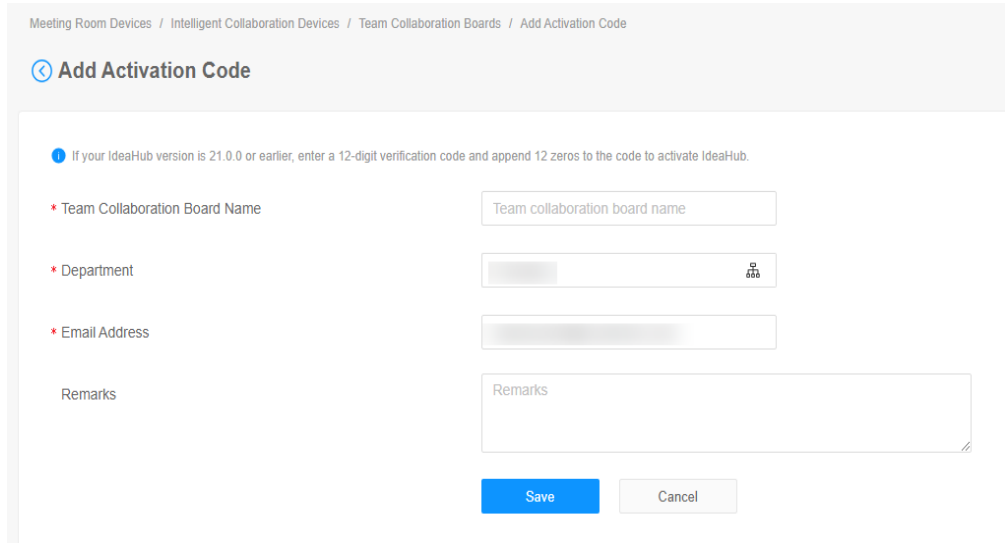
Step 2 Add and obtain a commercial activation code as the enterprise administrator.

1. Log in to the [Huawei Cloud Meeting Management Platform](#) using an enterprise administrator account.
2. In the navigation pane, choose **Meeting Room Devices > Intelligent Collaboration Devices > Team Collaboration Boards**.
3. On the **Team Collaboration Boards** page, click **Add Activation Code**.

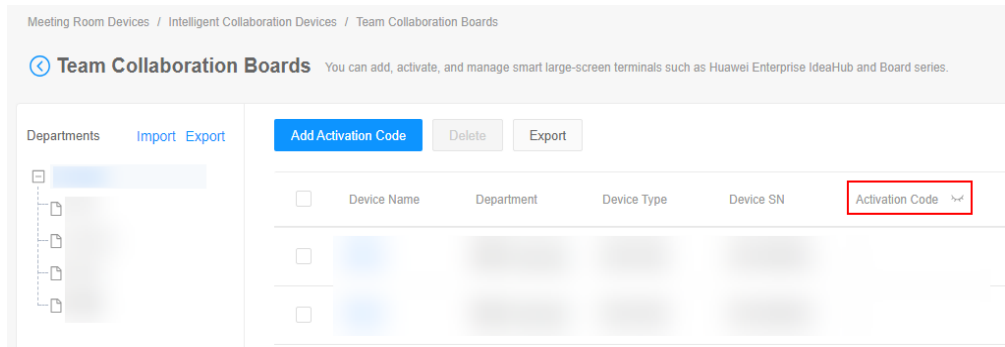


4. On the **Add Activation Code** page, enter the IdeaHub details and save the details.

If you have purchased cloud meeting room resources, you can associate the IdeaHub with a cloud meeting room. After the association, the IdeaHub becomes the owner of the cloud meeting room.

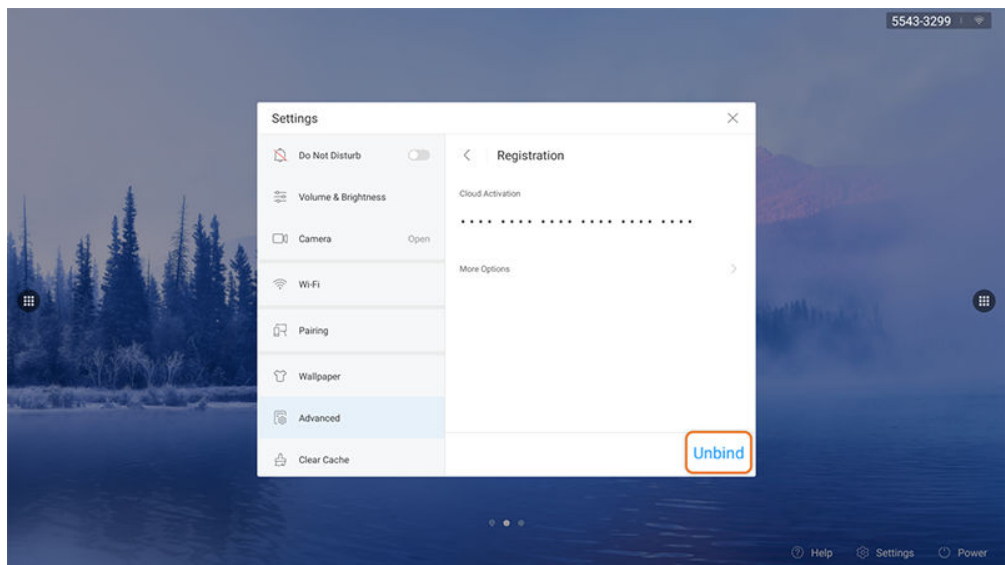


5. On the **Team Collaboration Boards** page, obtain the added activation code to activate the IdeaHub.

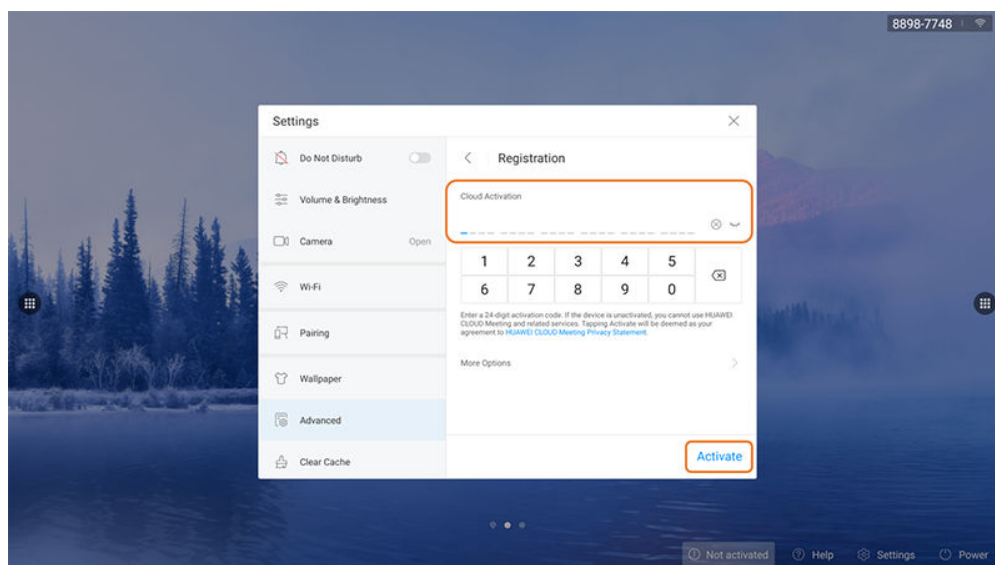


Step 3 Unbind the trial activation code from the IdeaHub and use the commercial activation code to activate the IdeaHub again.

1. Choose **Settings > Advanced > Registration** and touch **Unbind** to unbind the trial activation code from the IdeaHub.



2. After unbinding, enter the commercial activation code and touch **Activate**.



----End

1.9.2 How Do I View the IdeaHub Software Version?

On the IdeaHub home screen, choose **Settings** > **Device Info** to view the software version.

The recommended version is HUAWEI IdeaHub 21.0.RC3 Release 21.0.RC3 Aug 11 2020 23:17:17. If the version is not the recommended one, contact the device provider for upgrade.

2 IdeaHub 2.0

2.1 Overview

Huawei Cloud IdeaHub integrates the Huawei Cloud Meeting service and provides the meeting, whiteboard, projection, and app functions. It is dedicated to providing smooth meeting experience and enabling efficient, convenient communication and collaboration for enterprises.

GUI



Five Scenarios

IdeaHub provides the meeting, whiteboard, projection, bulletin board, and app functions.

- You can use the whiteboard and projection at any time.
- You can contact the enterprise administrator to **publish programs on the bulletin board** or **add apps**.

Figure 2-1 Meeting

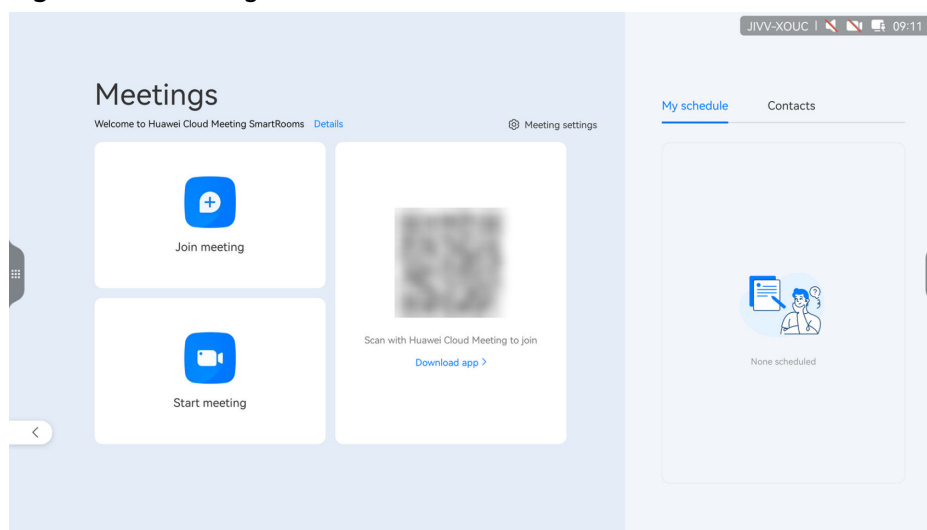


Figure 2-2 Whiteboard

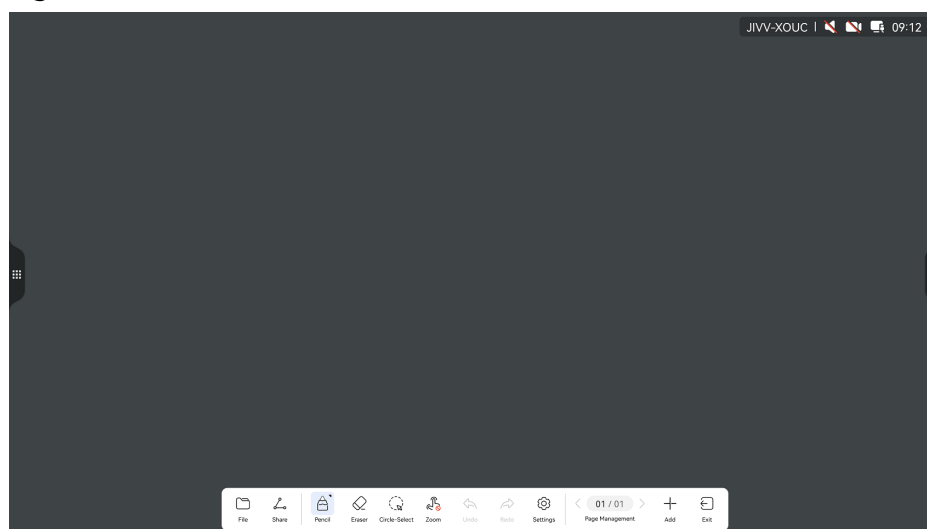


Figure 2-3 Projection

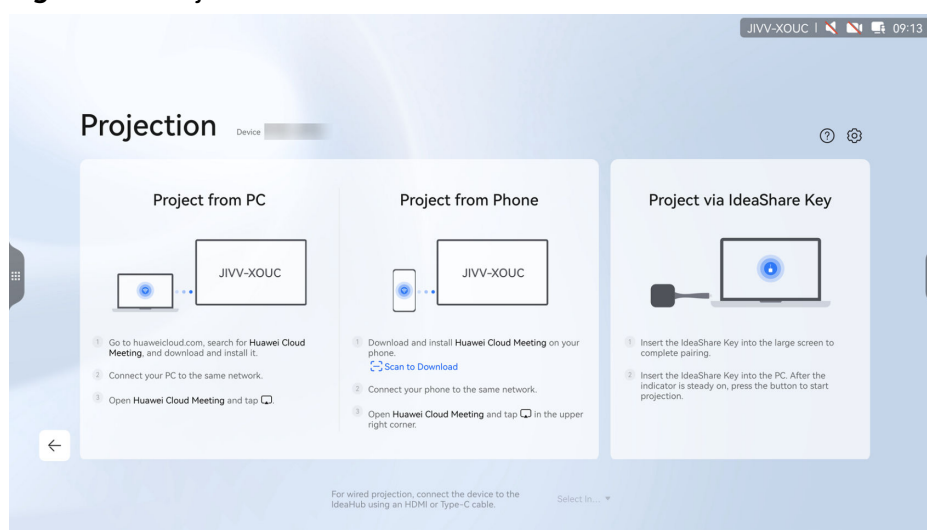
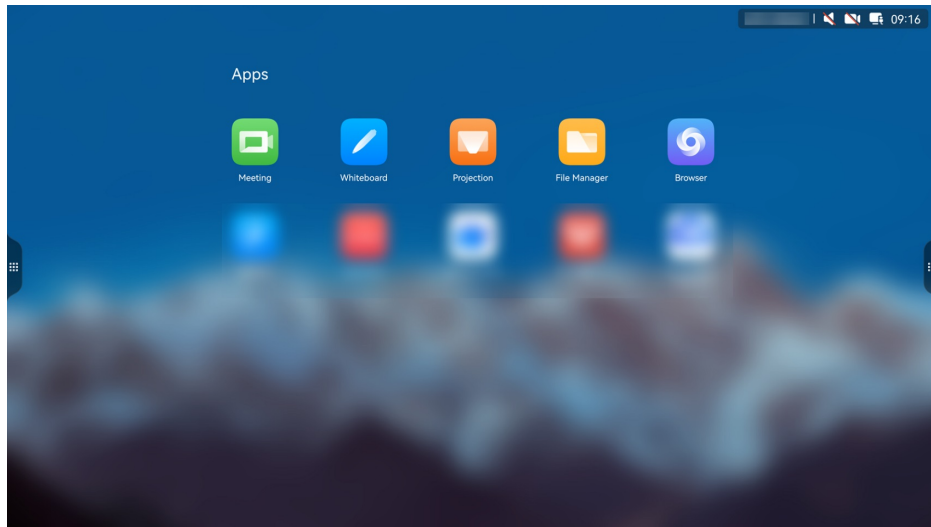


Figure 2-4 App

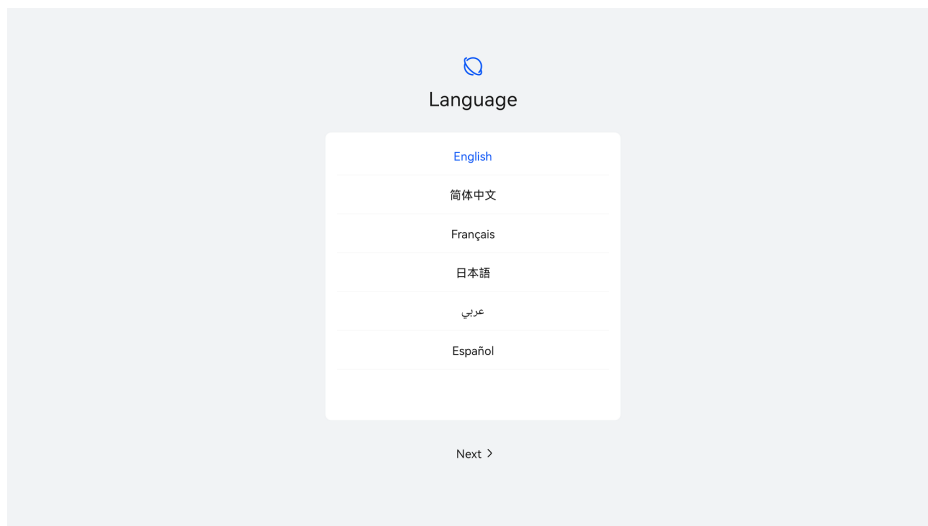


2.2 Activating an IdeaHub via QR Code or Activation Code

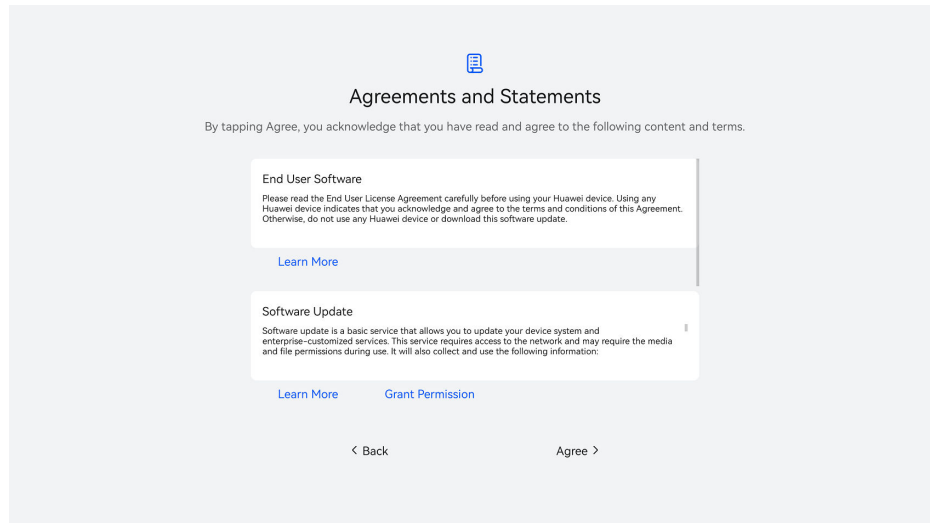
Configuring the Startup Wizard

When an IdeaHub is started for the first time, the startup wizard is displayed by default. Read the information in the startup wizard and perform initial configuration.

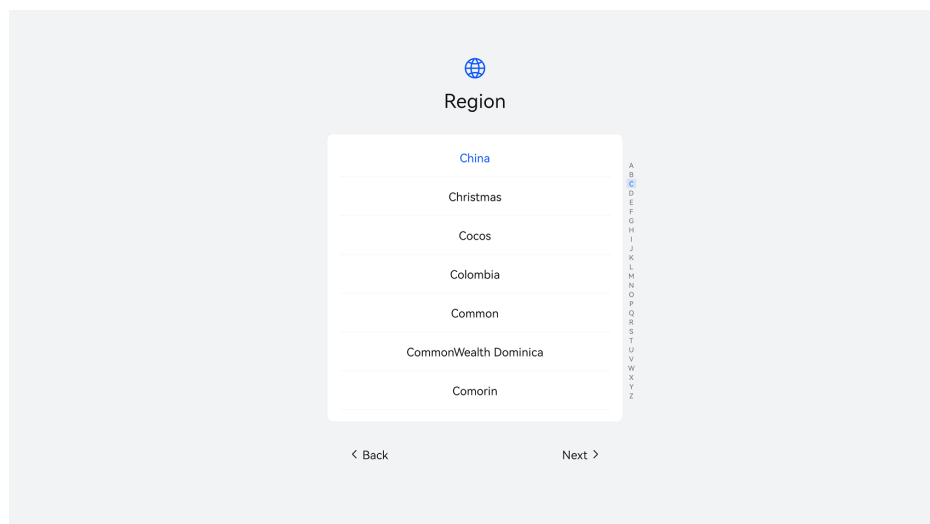
Step 1 Select a language and touch **Next**.



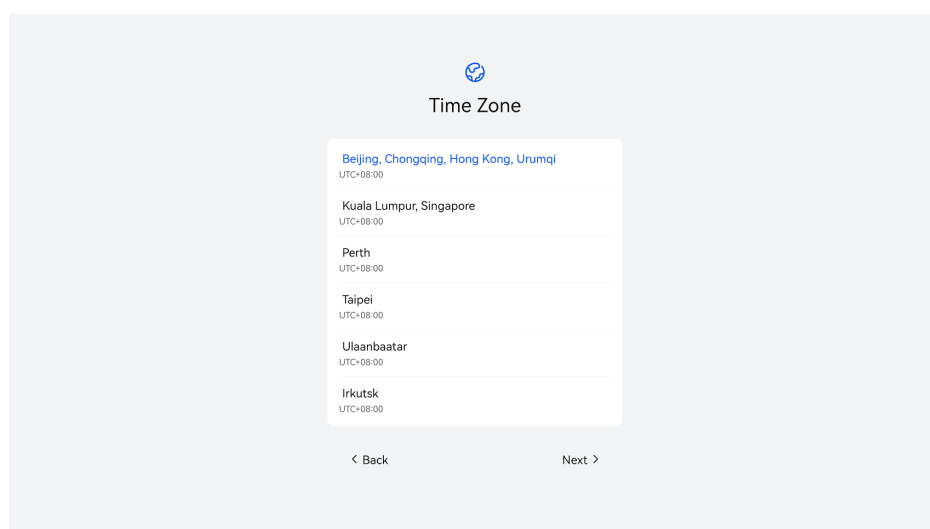
Step 2 Read the agreement and statement and touch **Agree**.



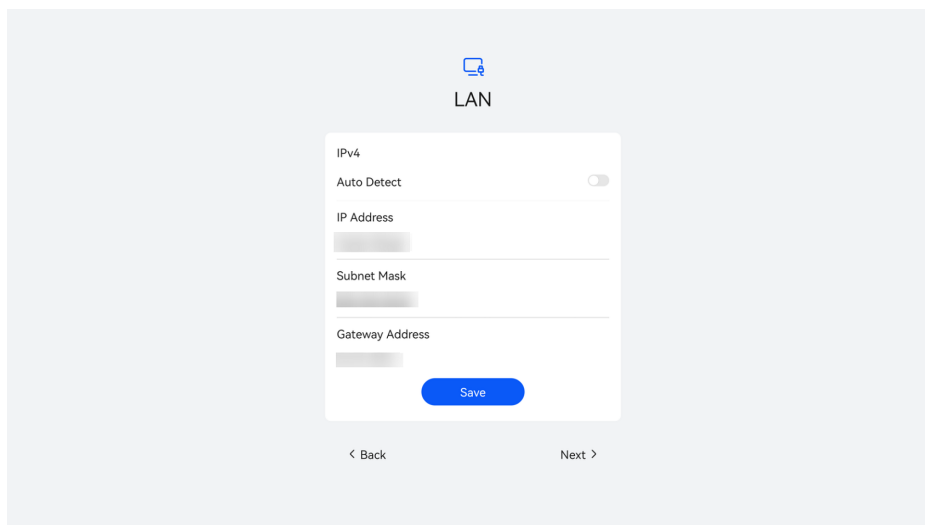
Step 3 Select a region and touch **Next**.



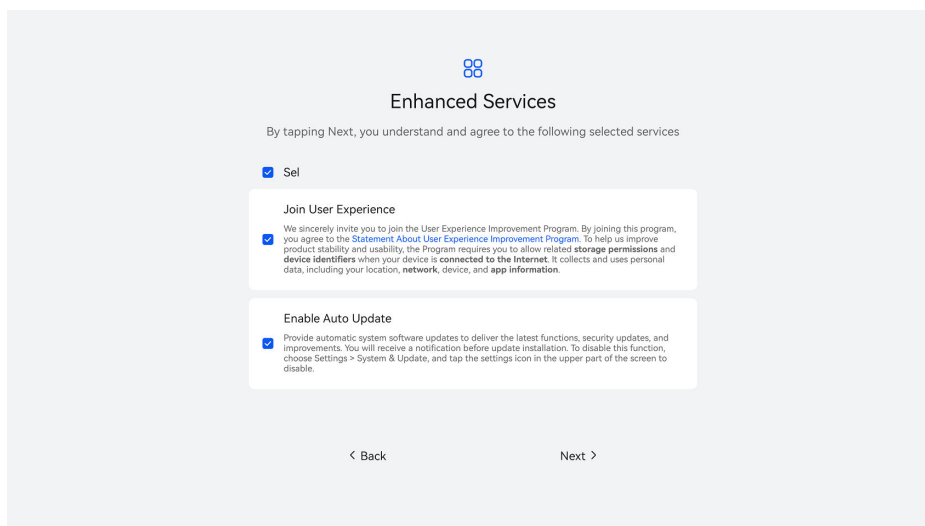
Step 4 Select a time zone and touch **Next**.



Step 5 Configure a wired or Wi-Fi network, save the settings, and touch **Next**.

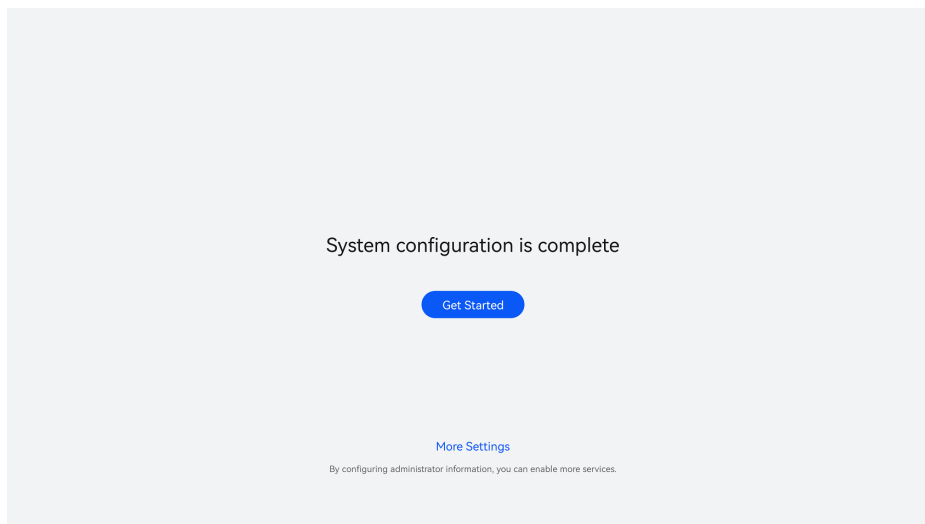


Step 6 Enable enhanced services as required and touch **Next**.



Step 7 If the message "System configuration is complete" is displayed on the IdeaHub, the startup wizard is complete. Touch **Get Started** to exit the startup wizard.

You can also touch **More Settings** to configure administrator information.



----End

After the initial configuration in the startup wizard is complete, access the Meeting app from the IdeaHub home screen and activate the meeting service by [scanning a QR code](#) or [entering an activation code](#).

Activation via QR Code

Step 1 (Optional) Enable IdeaManager.

NOTE

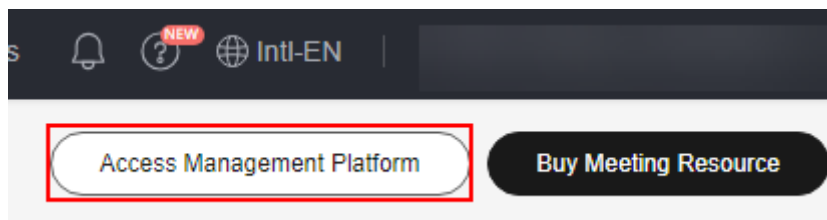
IdeaManager must be enabled before IdeaHub activation and use.

If you are the enterprise administrator, you can also enable IdeaManager when enabling Huawei Cloud Meeting. For details, see [Creating an Enterprise or Organization](#).

Skip this step if you have already enabled IdeaManager.

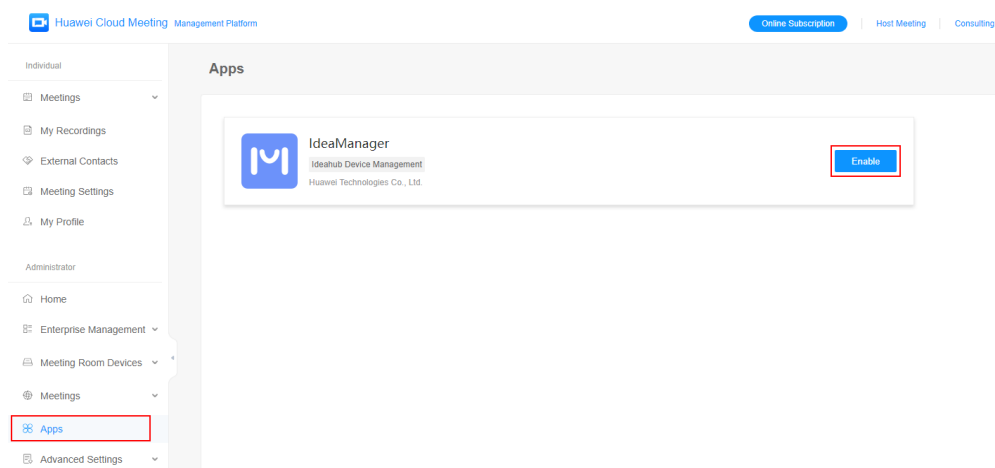
1. Go to [Huawei Cloud Meeting website](#), click **Console**, and enter the account and password of the enterprise default administrator to log in.
2. On the Huawei Cloud Meeting console, click **Access Management Platform** in the upper right corner.

Figure 2-5 Accessing the Management Platform



3. In the navigation pane of the Huawei Cloud Meeting Management Platform, choose **Administrator > Apps**.
4. On the **Apps** page, click **Enable** next to IdeaManager.

Figure 2-6 Enabling IdeaManager

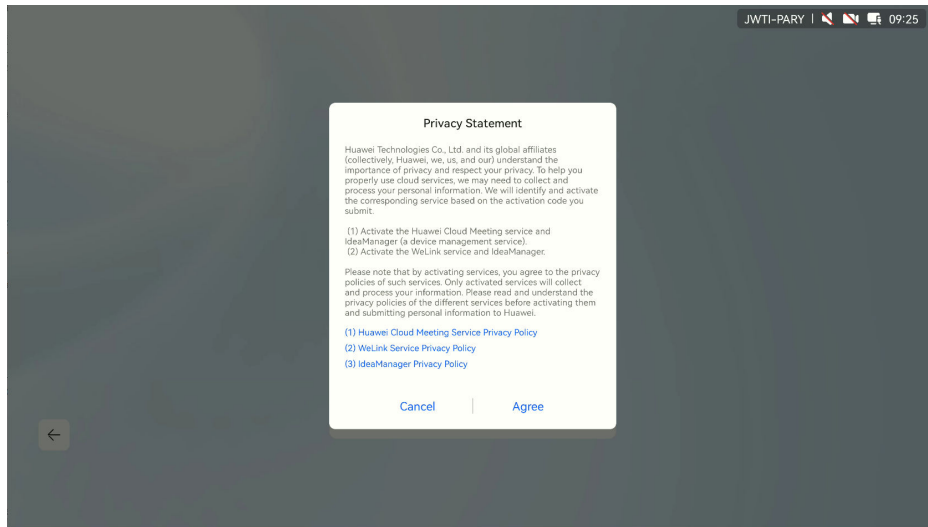


5. On the **App Details** page, click **Enable** again.
6. Read the message in the displayed dialog box and click **Enable**.

Step 2 Touch the Meeting icon on the IdeaHub home screen to access the Meeting app.



Step 3 Read the privacy statement and touch **Agree**.

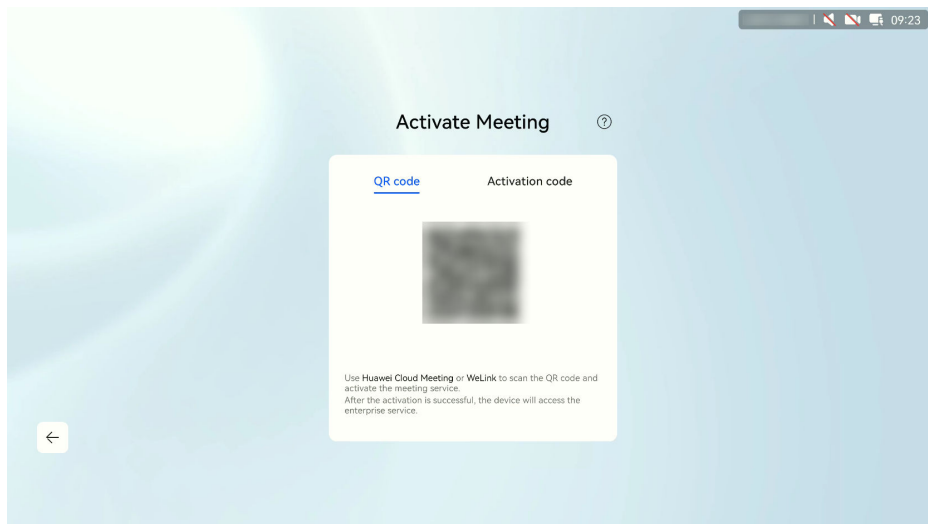


Step 4 Touch **QR code** on the IdeaHub.

Log in to the Huawei Cloud Meeting app, touch the QR code scanning icon in the upper right corner, scan the QR code on the IdeaHub, and complete the activation as prompted.

NOTE

The IdeaHub and the Huawei Cloud Meeting account must be at the same site.
Log in to the Huawei Cloud Meeting app using an International site account.



----End

Activation via Activation Code

Step 1 Obtain an activation code from your enterprise administrator.

An enterprise administrator can log in to the Huawei Cloud Meeting Management Platform and add an activation code for an IdeaHub to activate the device. For details, see [Adding a Commercial Activation Code](#).

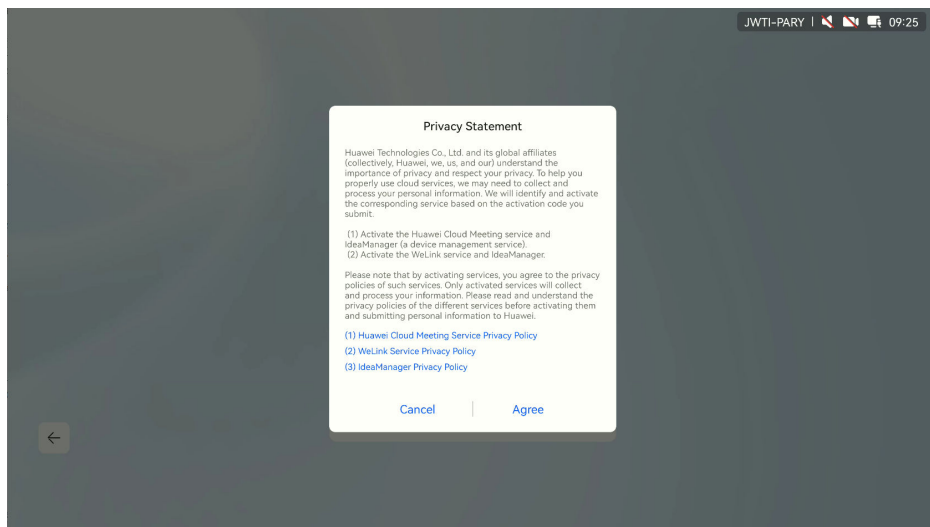
 NOTE

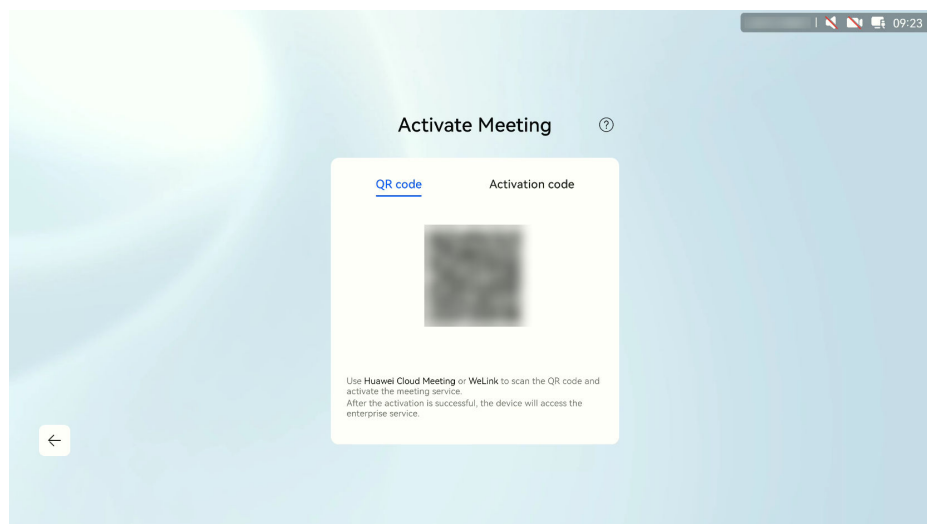
The IdeaHub and the account used for adding the activation code must be at the same site. Log in to the Management Platform using an International site account and add an activation code.

Step 2 Touch the Meeting icon on the IdeaHub home screen to access the Meeting app.

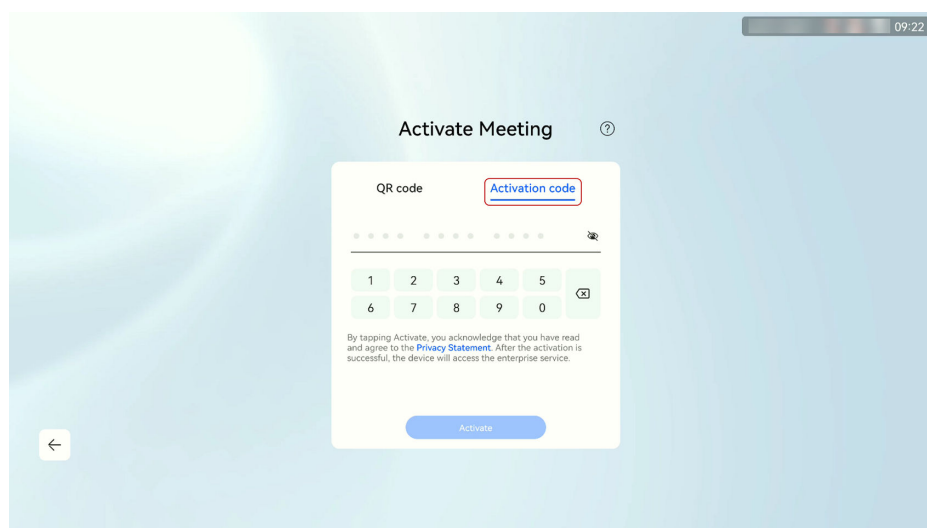


Step 3 Read the privacy statement and touch **Agree**. The **Activate Meeting** screen is displayed.





Step 4 Touch **Activation code**, enter a 12-digit activation code, and touch **Activate**.



----End

Enabling 1080p Ultra-HD Video

When the device is activated, you can enable 1080p ultra-HD video as required. For details, see [How Do I Enable 1080p Ultra-HD Video?](#)

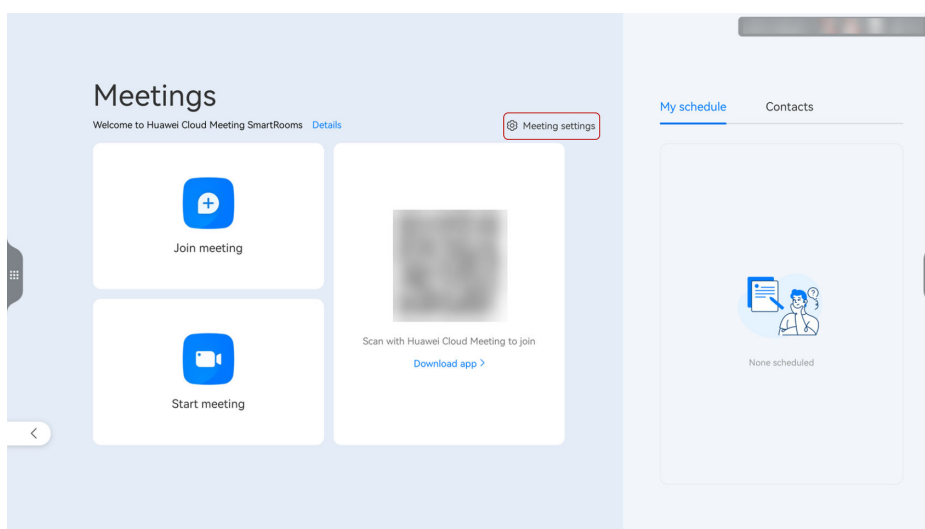
Deactivating a Device

To deactivate a device, perform the following steps:

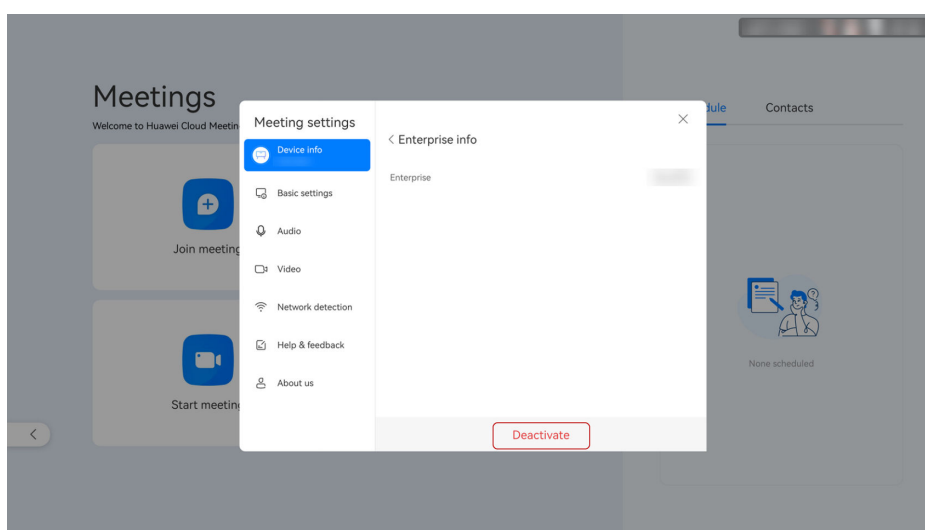
Step 1 Touch the Meeting icon on the IdeaHub home screen to access the Meeting app.



Step 2 On the **Meetings** screen, touch **Meeting settings**.



Step 3 Choose **Device info** > **Enterprise info** and touch **Deactivate** at the bottom.



----End

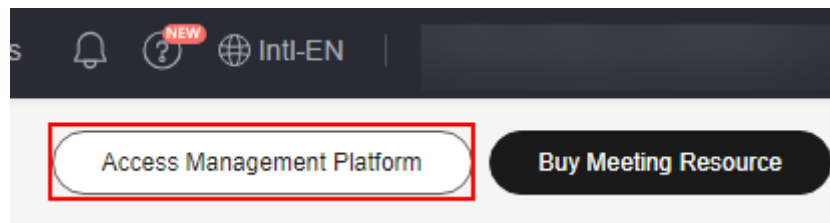
2.3 Creating a Meeting

Step 1 [Activate the IdeaHub by scanning the QR code or using an activation code.](#)

Step 2 Allocate a cloud meeting room to the IdeaHub as the enterprise administrator.

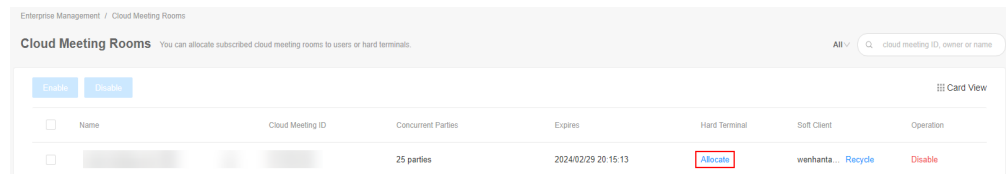
1. Go to [Huawei Cloud Meeting website](#), click **Console**, and enter the account and password of the enterprise administrator to log in.
2. On the Huawei Cloud Meeting console, click **Access Management Platform** in the upper right corner.

Figure 2-7 Accessing the Management Platform



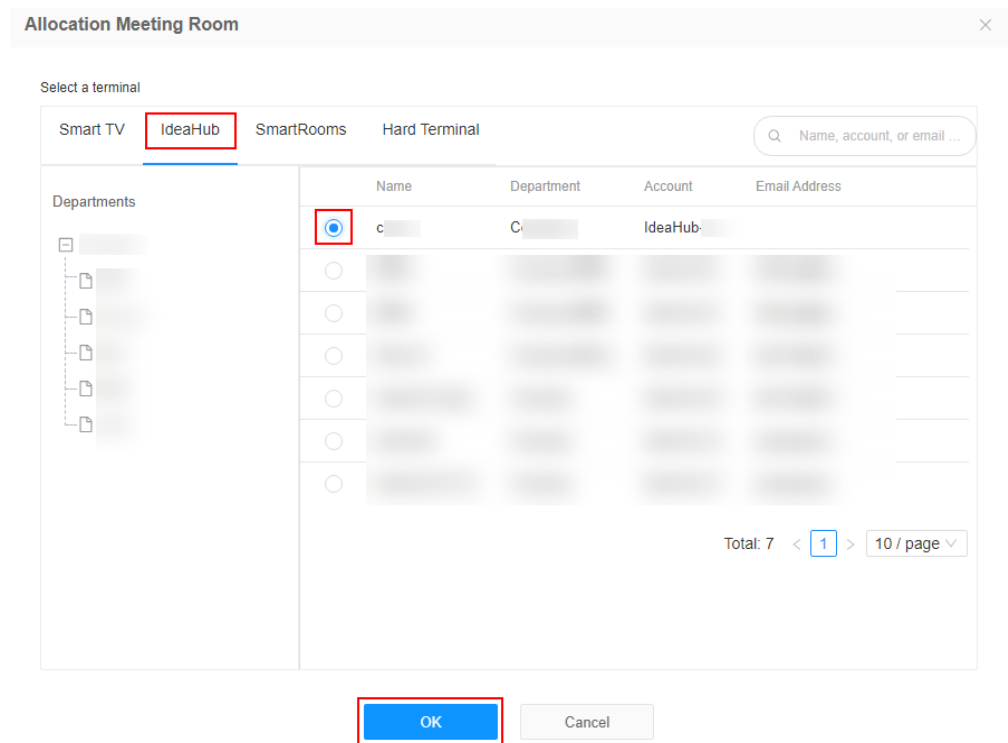
3. In the navigation pane of the Huawei Cloud Meeting Management Platform, choose **Administrator > Enterprise Management > Cloud Meeting Rooms**.
4. On the **Cloud Meeting Rooms** page, locate a cloud meeting room and click **Allocate** in the **Hard Terminal** column.

Figure 2-8 Allocating a cloud meeting room



5. In the displayed dialog box, click the **IdeaHub** tab and select the target IdeaHub.

Figure 2-9 Allocating a cloud meeting room to an IdeaHub

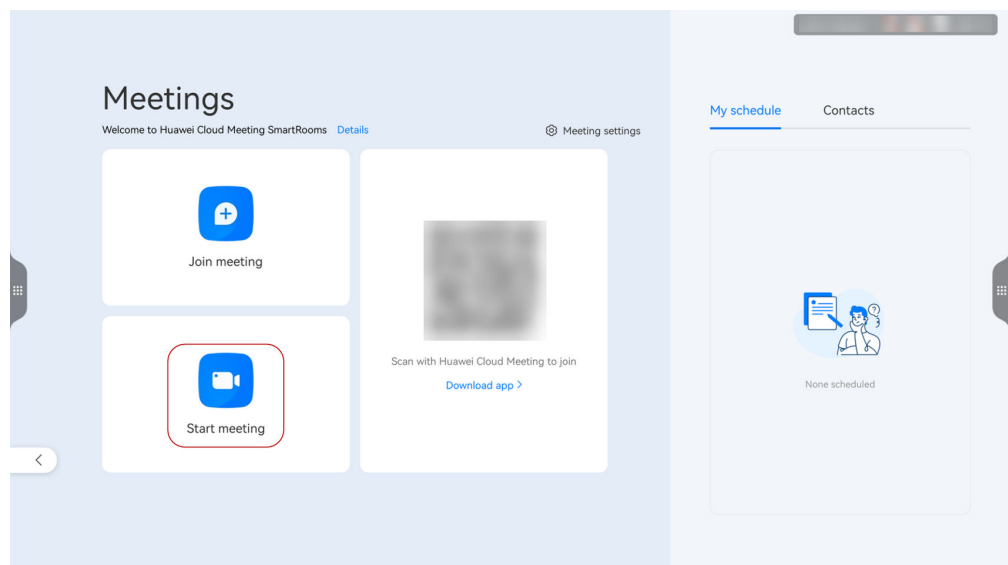


6. Click **OK**.

Step 3 Create a meeting on the IdeaHub.

1. Touch **Meeting** on the IdeaHub home screen.
2. Touch **Start meeting** to start an instant meeting.

Figure 2-10 Starting a meeting



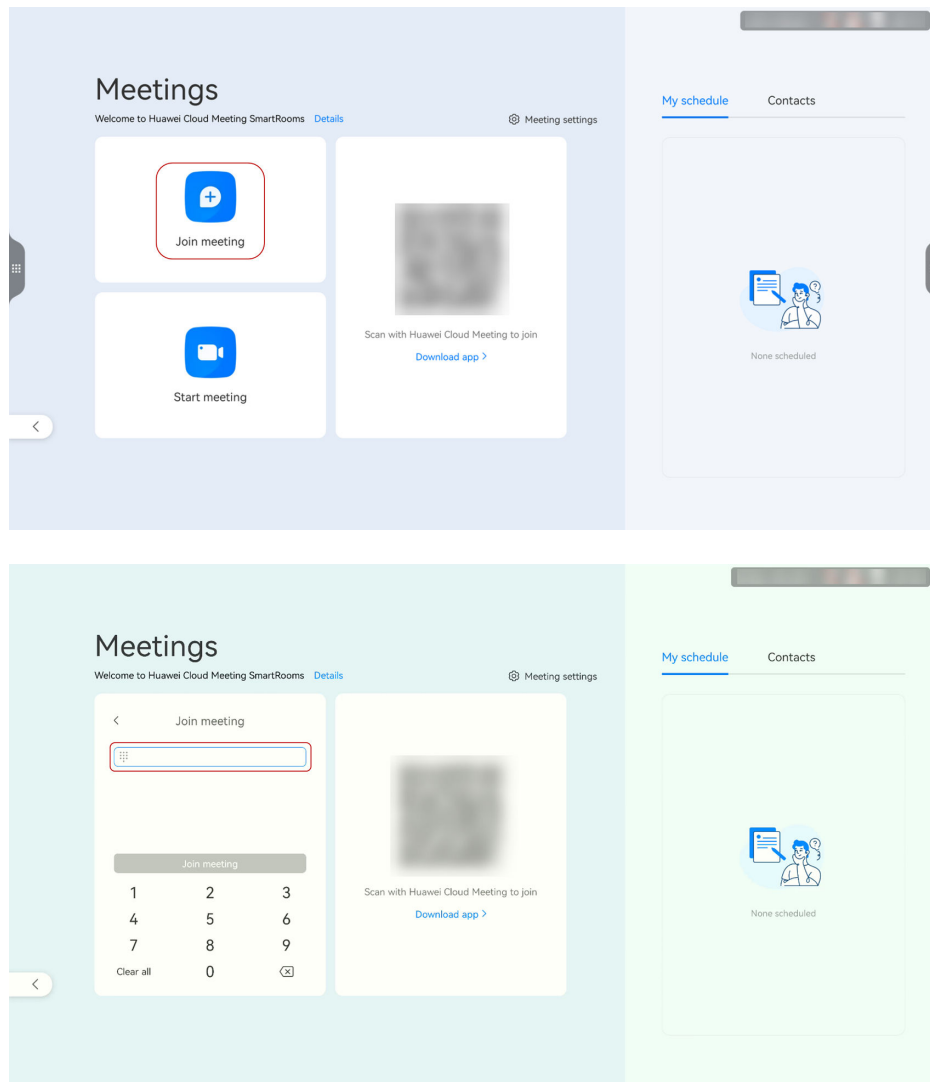
----End

2.4 Joining a Meeting

You can join a meeting by entering the meeting ID or scanning the QR code.

Entering a Meeting ID

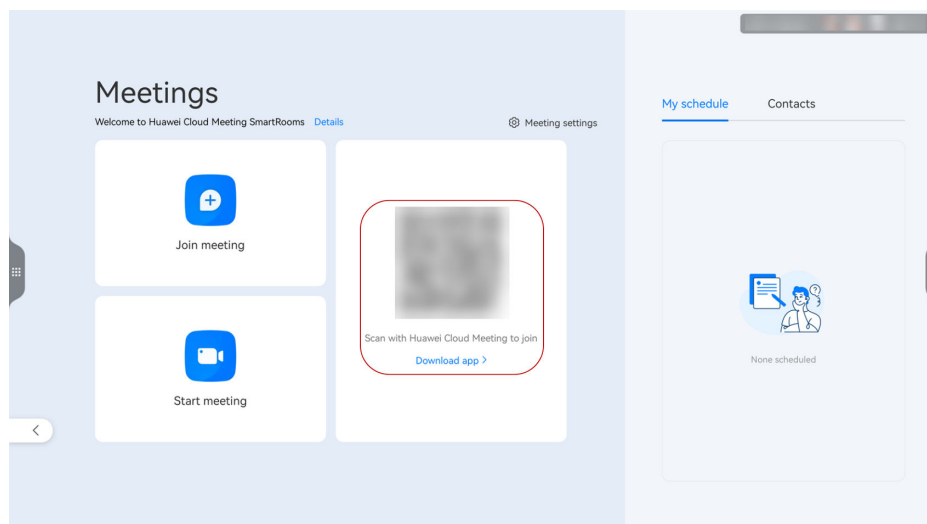
Touch **Join meeting** and enter a meeting ID to join the meeting immediately.



Scanning a QR Code

Scan the QR code on the IdeaHub using a mobile phone to join a meeting using the IdeaHub.

1. Open the Huawei Cloud Meeting app and scan the QR code on the IdeaHub to pair your phone with the IdeaHub.
2. Select a meeting from the meeting list on the app and touch **Join** to join the meeting using the IdeaHub.



2.5 Hosting a Meeting

Meeting Control Operations



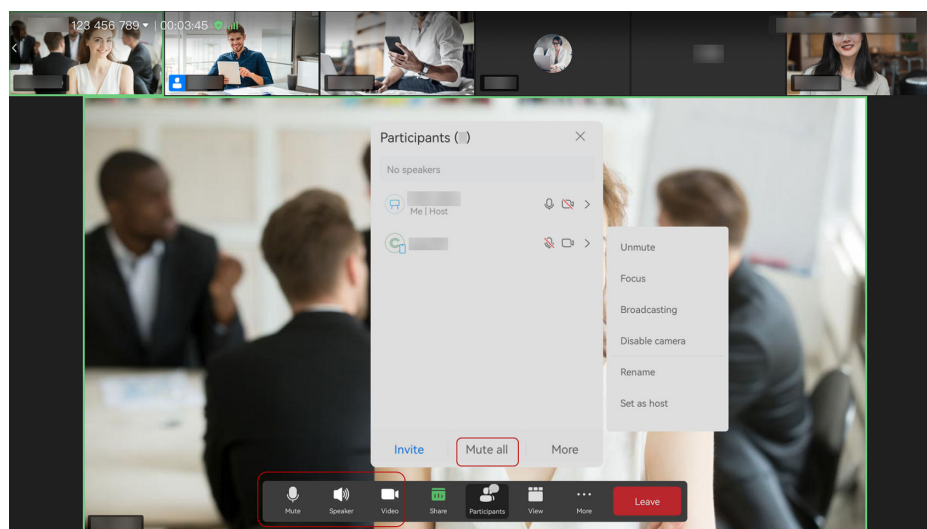
Operation	Host	Guest
Muting or unmuting themselves	Supported	Supported
Muting or unmuting all participants	Supported	Not supported
Enabling or disabling the camera	Supported	Supported
Sharing a whiteboard or screen or projecting a screen	Supported	Supported

Operation	Host	Guest
Viewing the participant list	Supported	Supported
Inviting a participant to the meeting	Supported	Not supported
Switching video layouts	Supported	Supported
Relinquishing the host role	Supported	Not supported
Requesting to be host	Not supported	Supported
Raising hands	Not supported	Supported
Extending the meeting	Supported	Not supported
Locking the meeting	Supported	Not supported
Ending the meeting	Supported	Not supported
Leaving the meeting	Supported	Supported

Disabling the Microphone or Camera

The host can disable their own microphone, speaker, or camera, or mute all guests.

Guests can disable their own microphone, speaker, or camera.

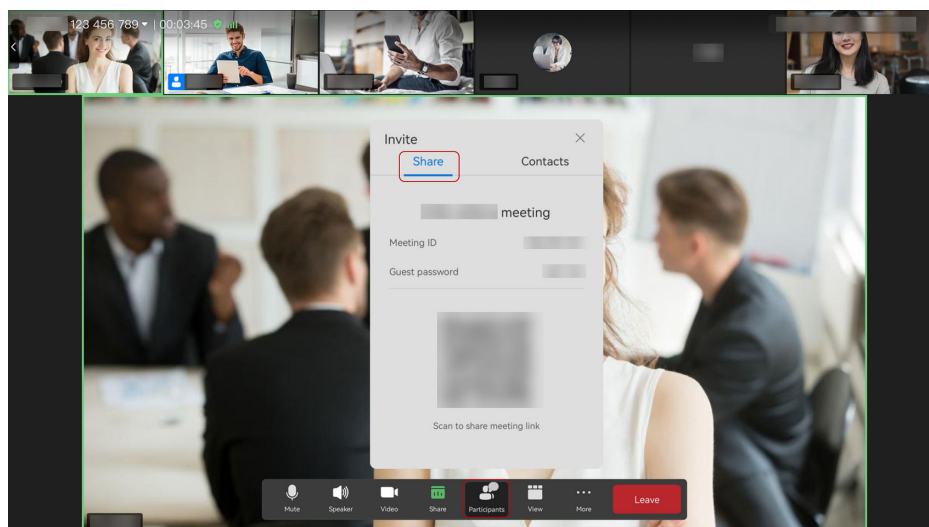


Inviting a Participant

The host can invite other users to the meeting.

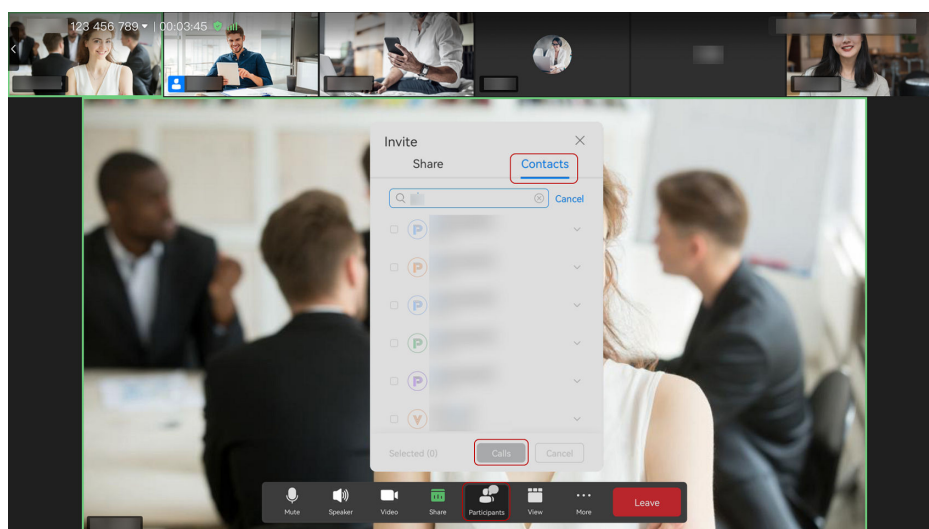
- Sharing meeting info

Choose **Participants** > **Invite** > **Share**. You can share the meeting ID and guest password, or invite others to scan the QR code using the Huawei Cloud Meeting app and join the meeting.



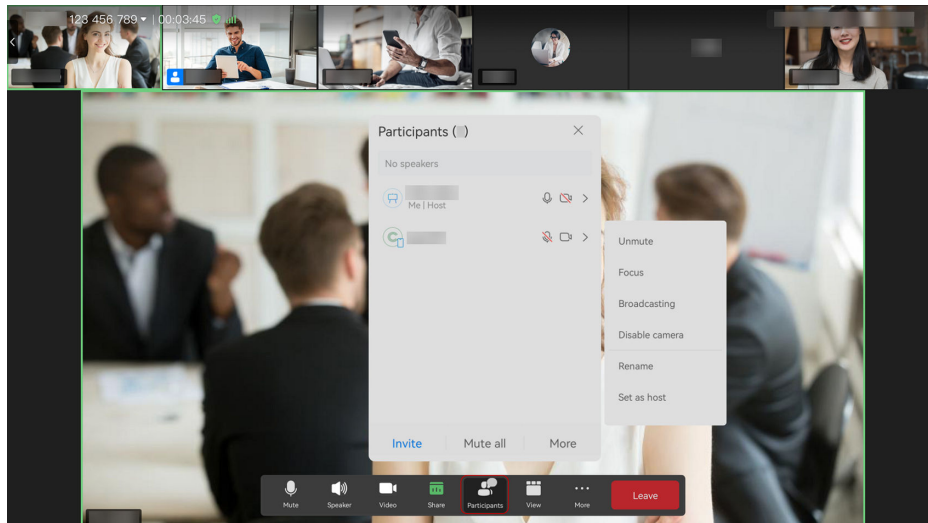
- Inviting contacts

Choose **Participants** > **Invite** > **Contacts**, select users to be invited, and touch **Calls** to invite them to the meeting.



Viewing the Participant List

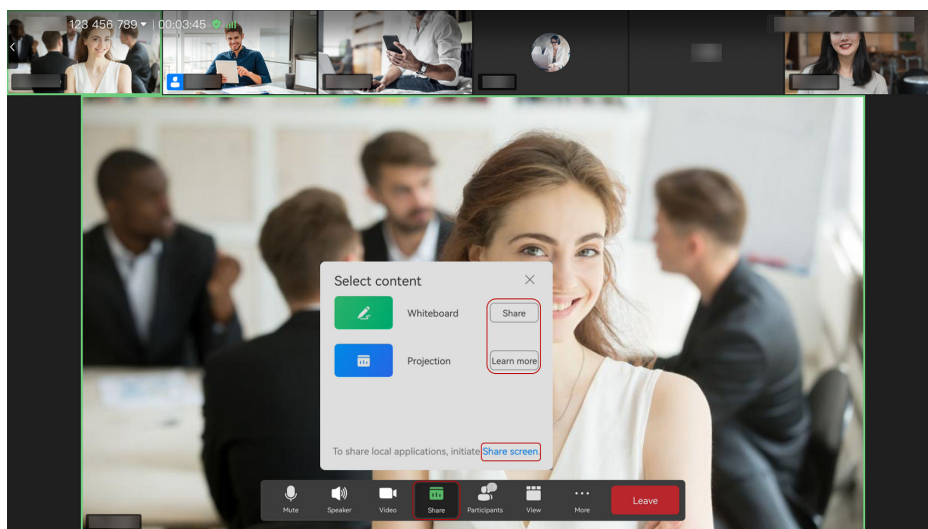
Both the host and guests can view the participant list.



Sharing Content

On the meeting screen, touch **Share**, select the content to be shared, and initiate sharing.

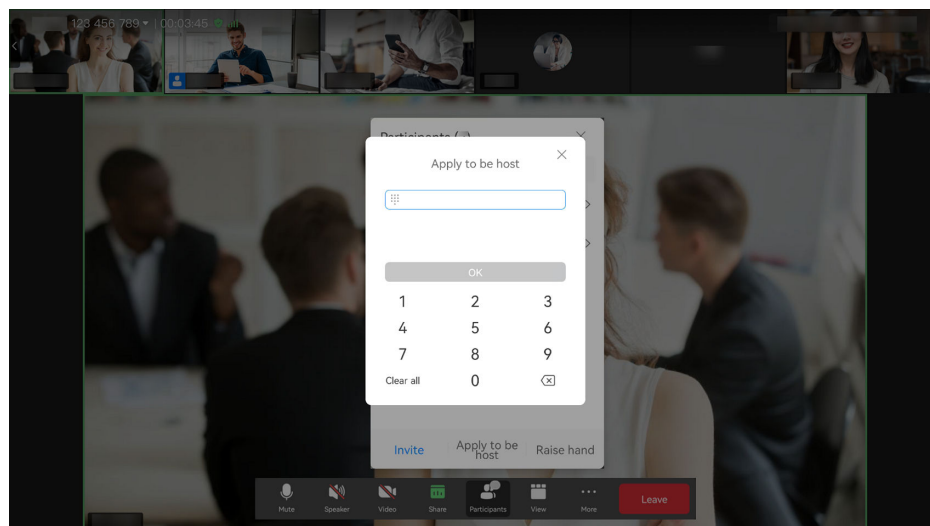
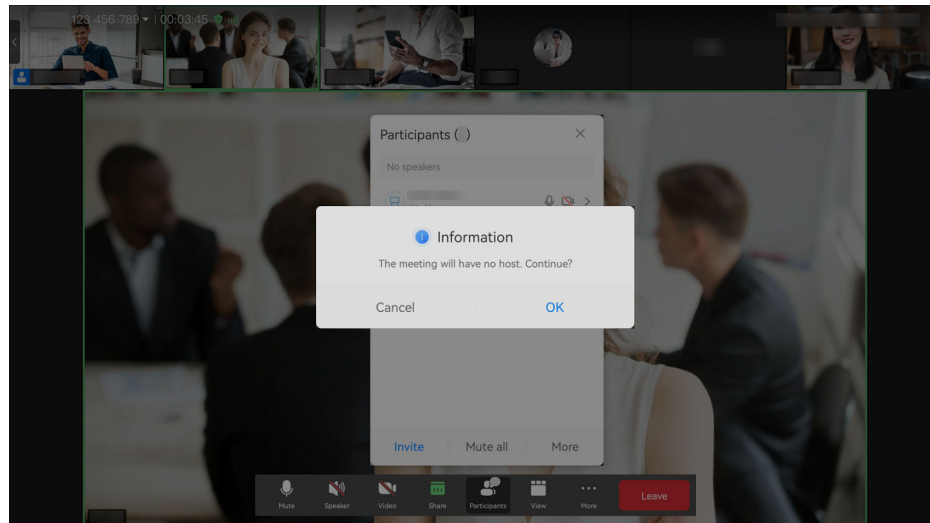
- Sharing a whiteboard: Touch **Share** next to **Whiteboard** to share a whiteboard in the meeting. Other participants can annotate the whiteboard. For details about whiteboard operations, see [Whiteboard Operations](#).
- Projection: Share the device screen with participants using the Huawei Cloud Meeting client. For details, see [Projection](#).
- Sharing a screen: Touch **Share screen** to share the current screen.



Relinquishing or Requesting the Host Role

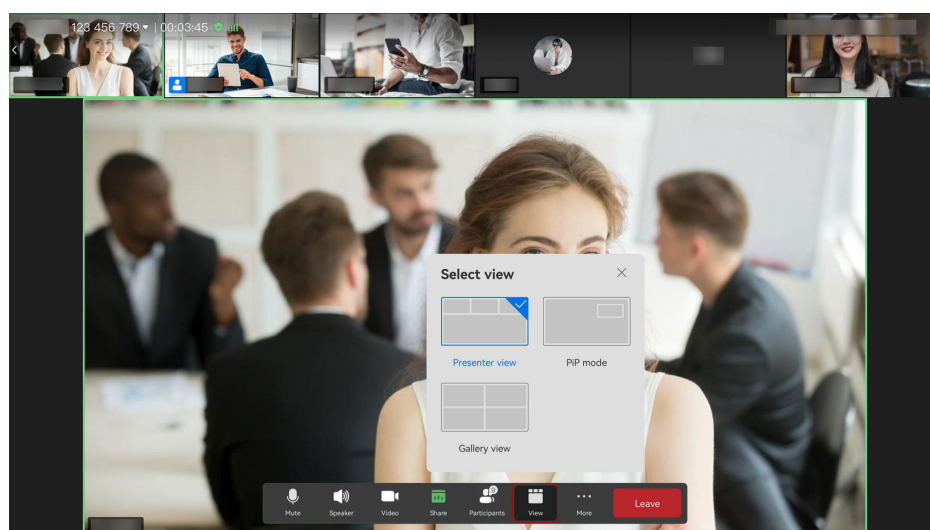
The host can relinquish the host role. Before relinquishing the host role, the host can obtain the host password from the meeting details in the upper left corner of the meeting screen.

After the host relinquishes the host role, participants who obtain the host password from the original host can request to be the new host.



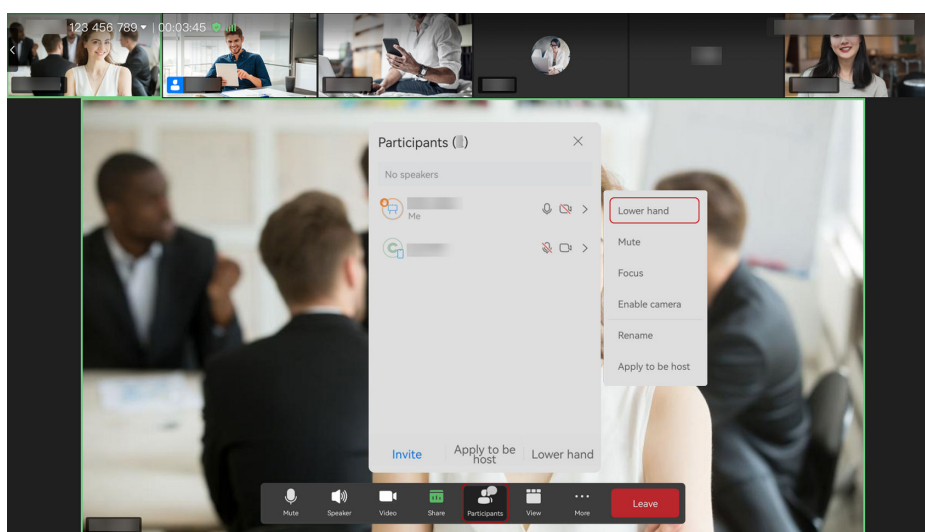
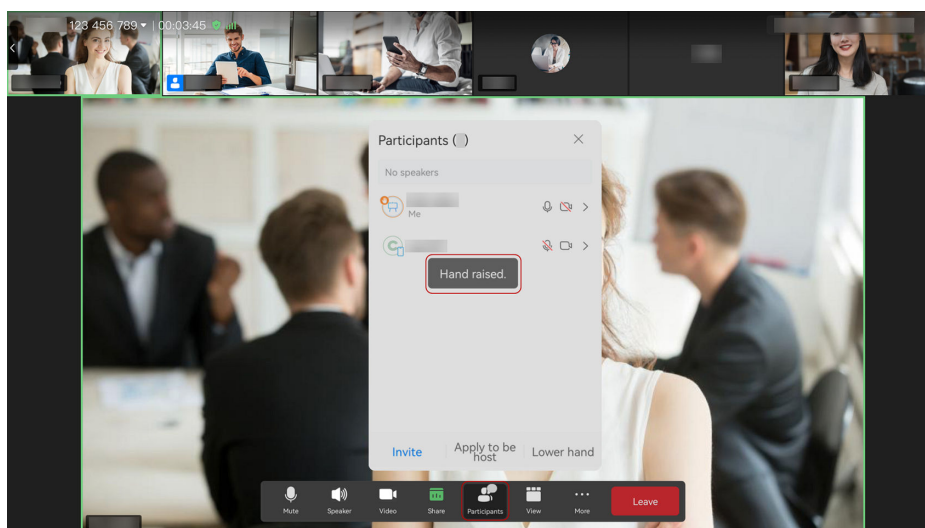
Switching Video Layouts

The host or a guest can select a video layout, including the gallery, presenter, and PiP layout.



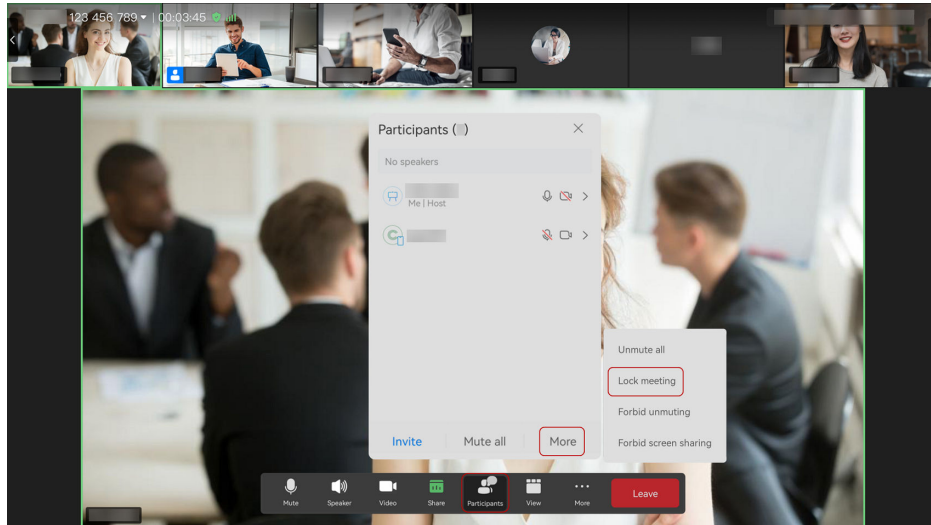
Raising a Hand

- A guest can raise a hand in a meeting to ask for speaking.
If a guest raises a hand, the host and other guests can view the hand-raising status of the guest.
The guest can lower the hand.
- The host can lower hands raised by guests.
The host cannot raise a hand.



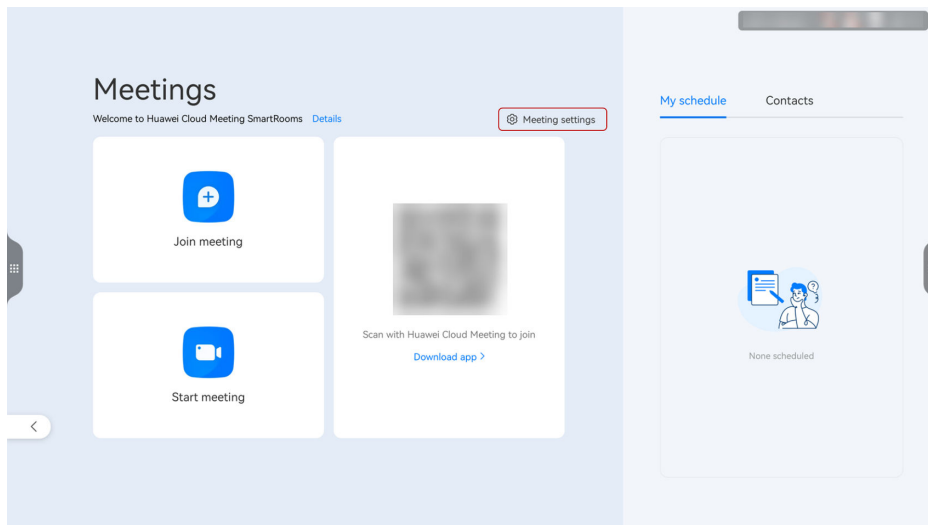
Locking a Meeting

The host can lock a meeting. Users can join the locked meeting only after being invited by the host.



2.6 Meeting Settings

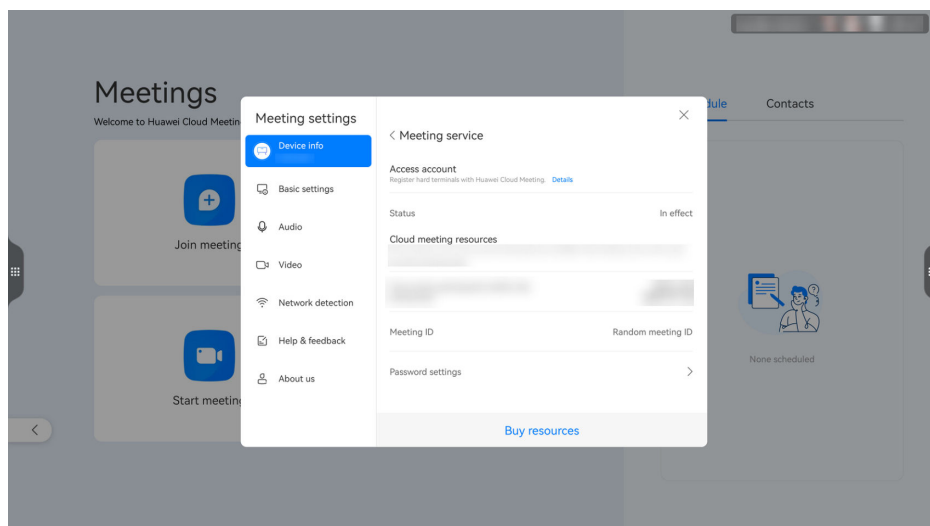
On the **Meetings** screen, touch **Meeting settings** to open the **Meeting settings** screen.



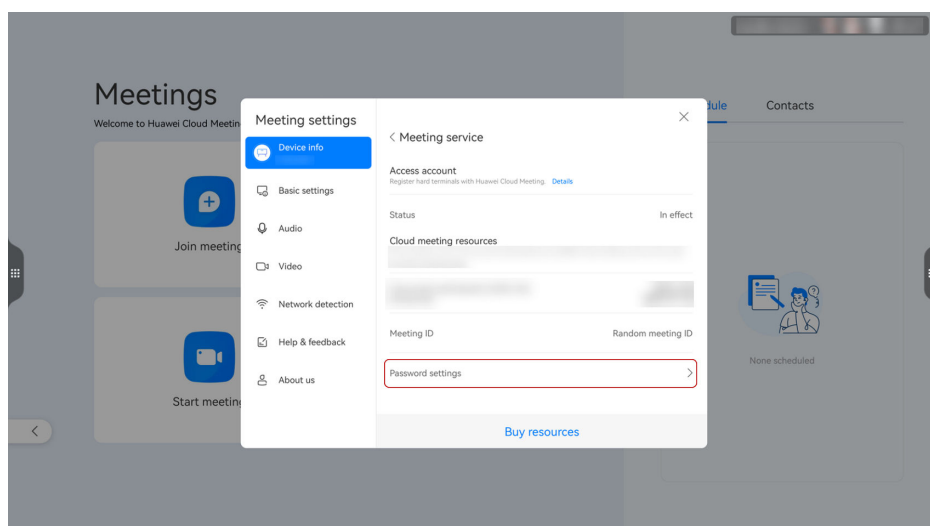
Meeting Service

On the **Meeting settings > Device info > Meeting service** screen, view the status of cloud meeting resources or configure the meeting service.

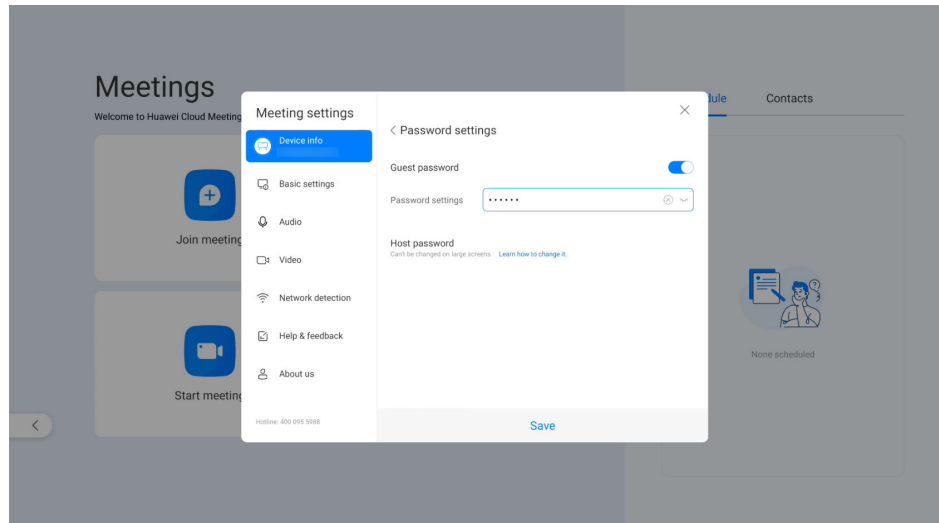
- Cloud meeting resources
 - View the validity period of the cloud meeting room, maximum duration of a single meeting, meeting ID, and guest password.



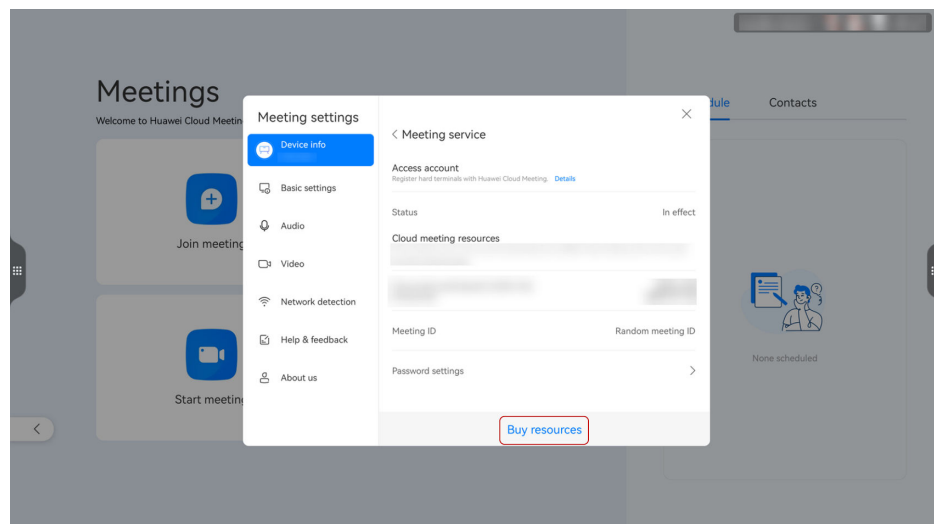
- Password settings
Touch **Password settings**.



- **Guest password:** If enabled, guests need to enter the password when joining the meeting. To disable the guest password, disable the switch next to **Guest password**.
- **Password settings:** View or change the guest password.
- **Host password:** You cannot change it on the IdeaHub.



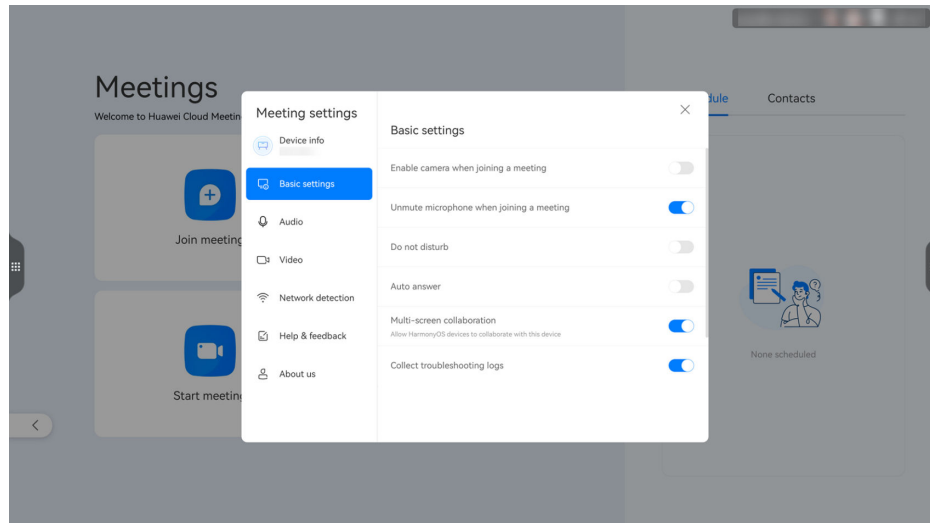
- Buying meeting resources
Touch **Buy resources** and buy desired meeting resources.



Basic Settings

Choose **Meeting settings** > **Basic settings** to configure basic meeting parameters.

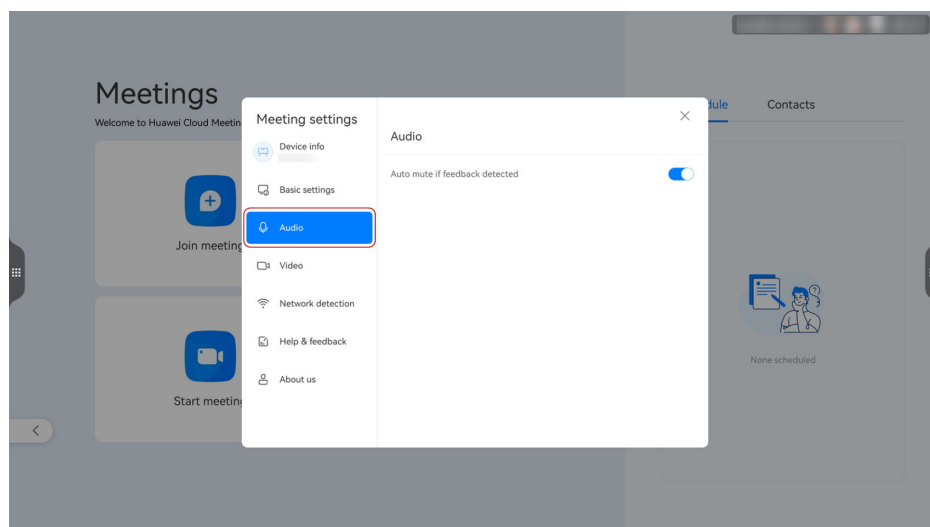
- **Enable camera when joining a meeting:** Enable or disable the switch on the right.
- **Unmute microphone when joining a meeting:** Enable or disable the switch on the right.
- **Do not disturb:** If enabled, you will not receive incoming call notifications.
- **Auto answer:** If enabled, this device automatically answers a meeting call.
- **Multi-screen collaboration:** If enabled, HarmonyOS devices can collaborate with this device.
- **Collect troubleshooting logs:** If enabled, diagnosis information is collected when a fault occurs.



Automatically Muting the Microphone When Feedback Is Detected

When joining a meeting, enable **Auto mute if feedback detected** to prevent noise from interfering with the meeting.

To disable this function, choose **Meeting settings** > **Audio** and disable the switch next to **Auto mute if feedback detected**.



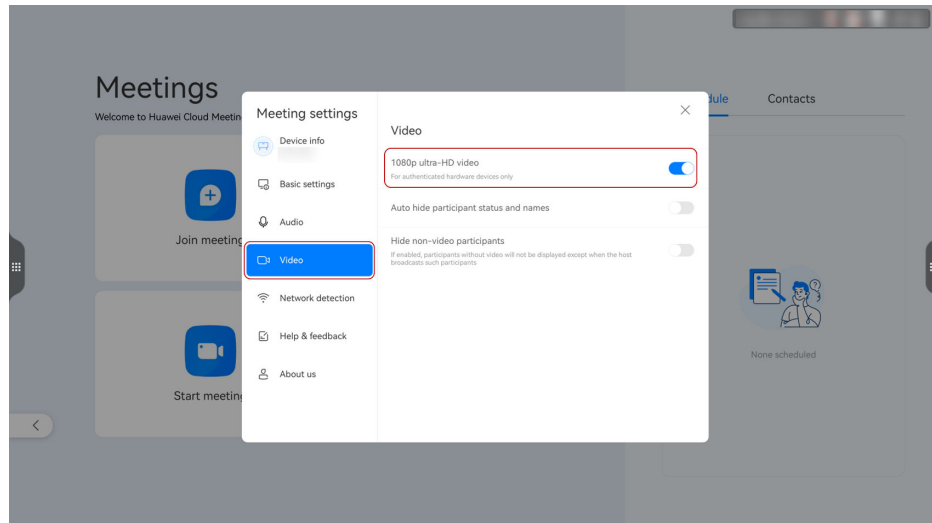
1080p Ultra-HD Video

When joining a meeting, enable **1080p ultra-HD video** to make the meeting video clearer and more vivid.

To disable this function, choose **Meeting settings** > **Video** and disable the switch next to **1080p ultra-HD video**.

NOTE

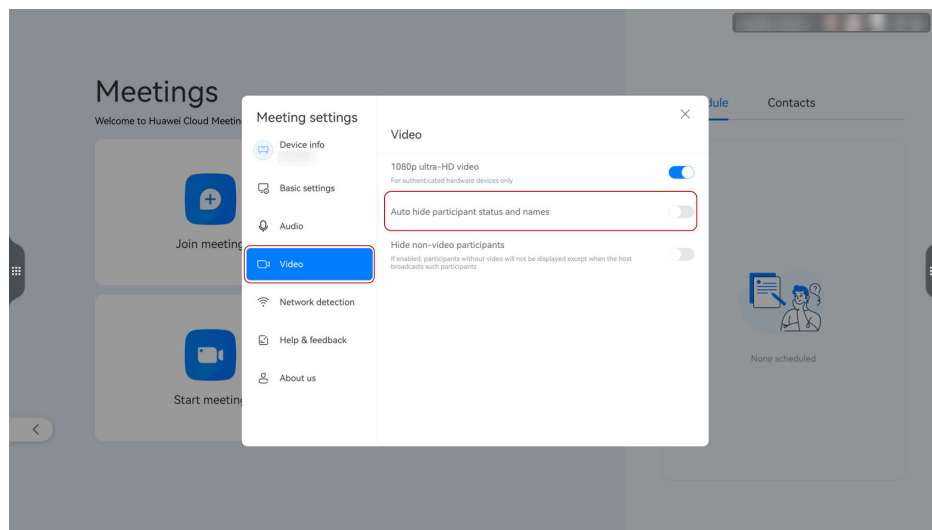
Only authenticated devices support 1080p ultra-HD video.



Automatically Hiding Participant Status and Names

Choose **Meeting settings** > **Video** and enable **Auto hide participant status and names**.

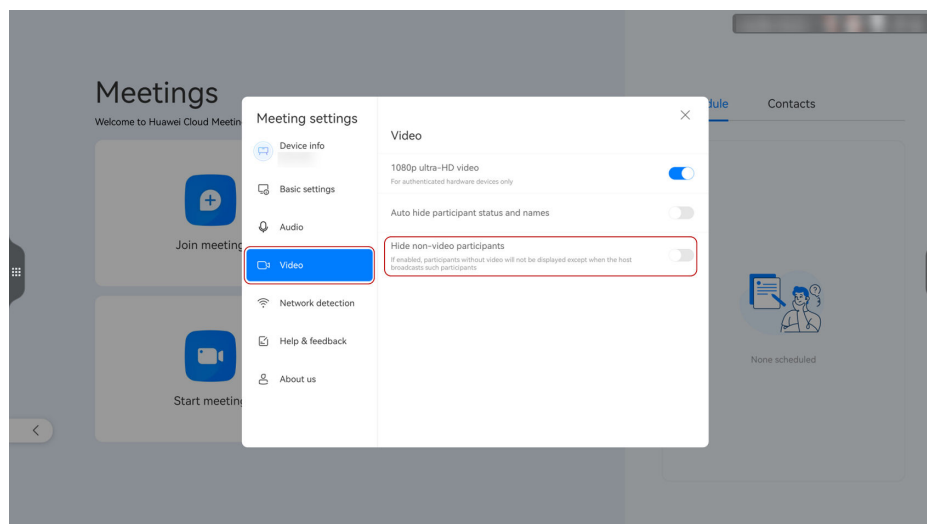
The status and names of participants are not displayed in the meeting.



Hiding Non-Video Participants

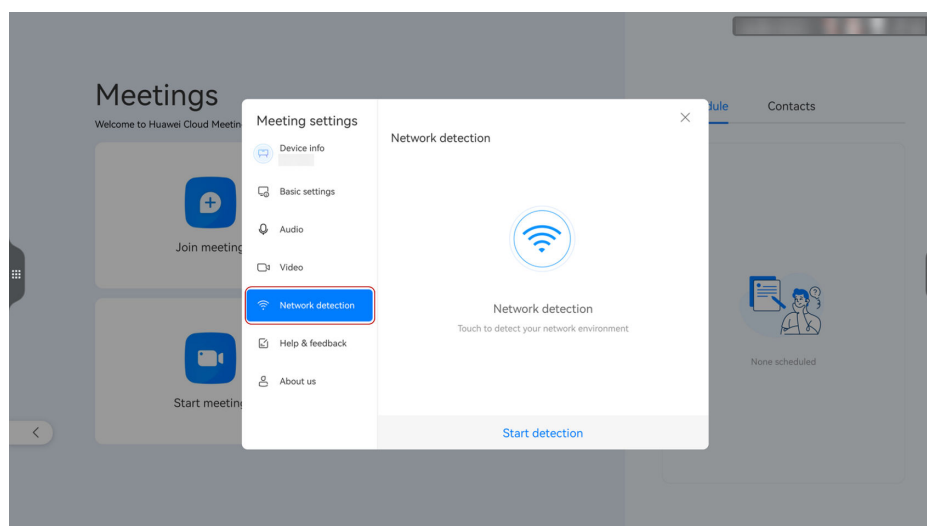
Choose **Meeting settings** > **Video** and enable **Hide non-video participants**.

Screen of a participant who does not enable the camera is not displayed. When the host broadcasts a screen, this setting does not take effect.



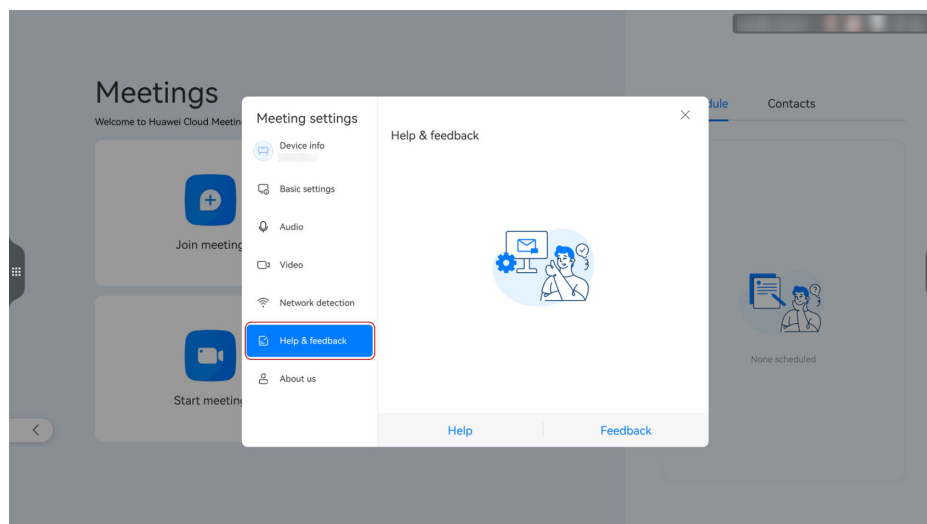
Detecting Network Connections

Choose **Meeting settings** > **Network detection** and touch **Start detection** to check the network environment.



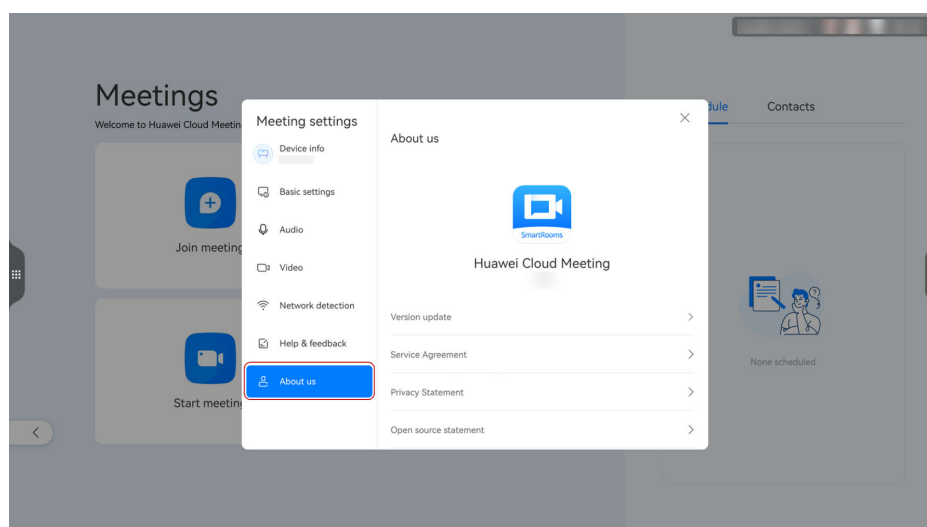
Help and Feedback

If you encounter any problem when using the meeting service, choose **Meeting settings** > **Help & feedback**, and touch **Help** to view user guides or touch **Feedback** to request help.



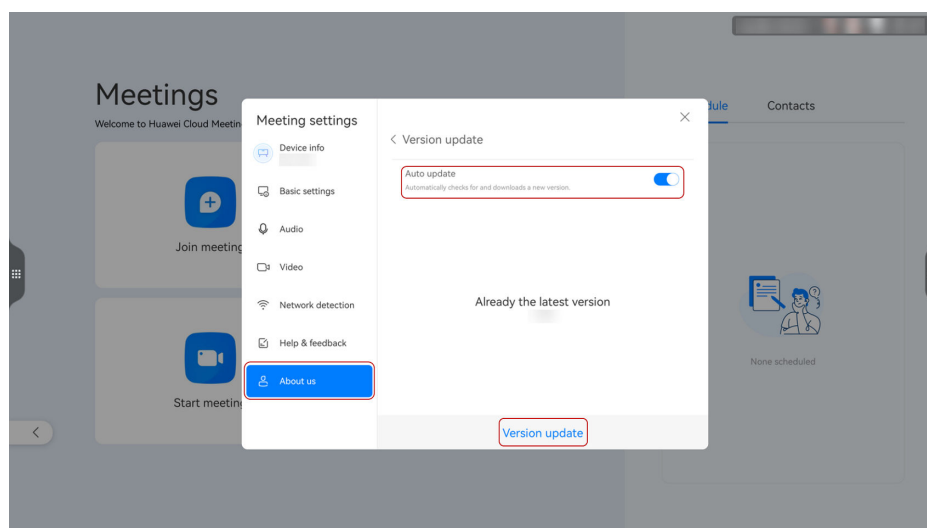
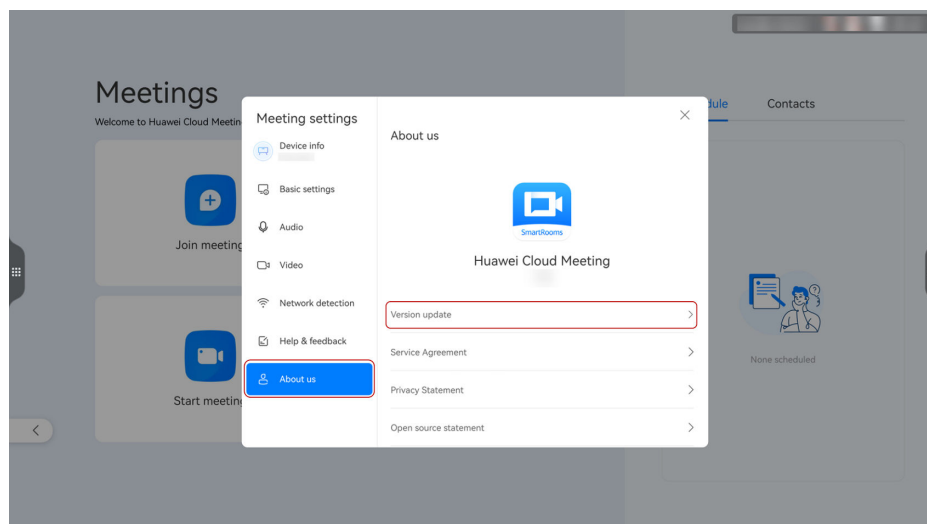
Viewing the Meeting Version

Choose **Meeting settings** > **About us** to view the Meeting version.



Touch **Version update** to check version updates.

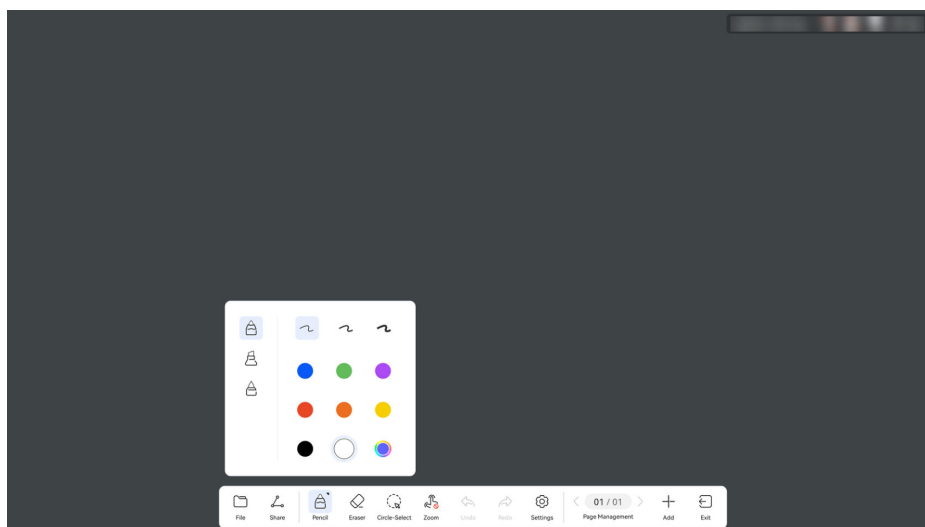
- **Auto update:** If enabled, the Meeting service automatically checks and downloads the latest version. You can disable the switch on the right to disable this function.
- **Version update:** Touch this button to check whether the current version is the latest.






2.7 Whiteboard Collaboration

The built-in whiteboard of the IdeaHub supports collaboration between the local and remote ends. You can take away the meeting minutes or open whiteboard files by scanning QR codes with mobile phones.

Whiteboard Operations

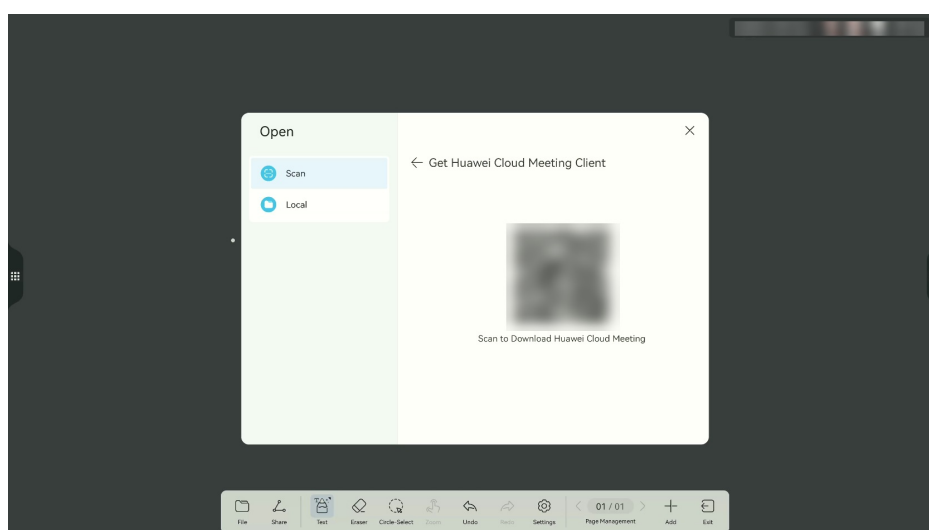


- **Eraser:** Erase specific drawings or clear all drawings.
- **Circle-Select:** Circle an area to select all the content in it. Then you can move, delete, and zoom in or out on the selected area.
- **Zoom:** Drag, move, and zoom in or out on the canvas using your fingers. You can touch  to disable the zoom function. Then the icon changes to  and two participants can write on the whiteboard at the same time. Touch  to enable the zoom function.
- **Settings:** Set the background color of the whiteboard.

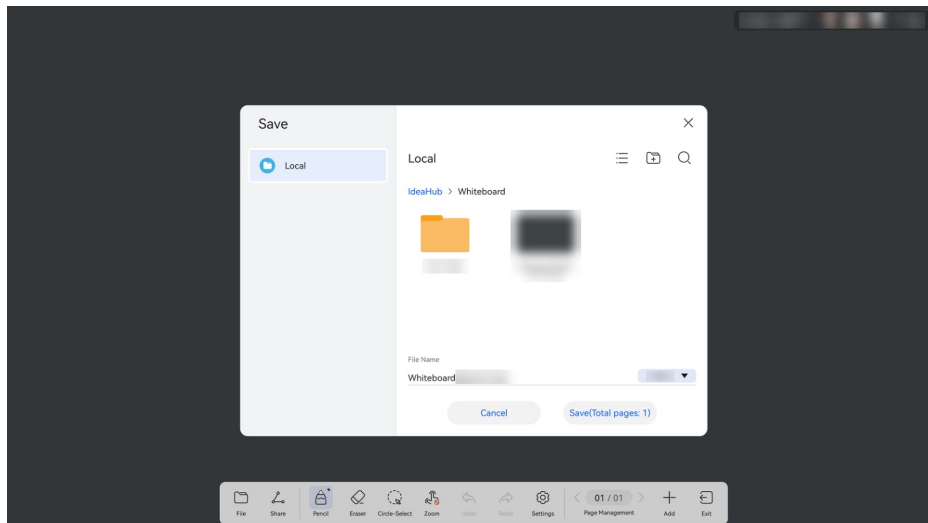
Saving the Whiteboard Drawings

Save whiteboard drawings by scanning the QR code or locally.

- Scanning the QR code
Touch **Share** in the lower left corner and use the Huawei Cloud Meeting app to scan the QR code to save whiteboard drawings.

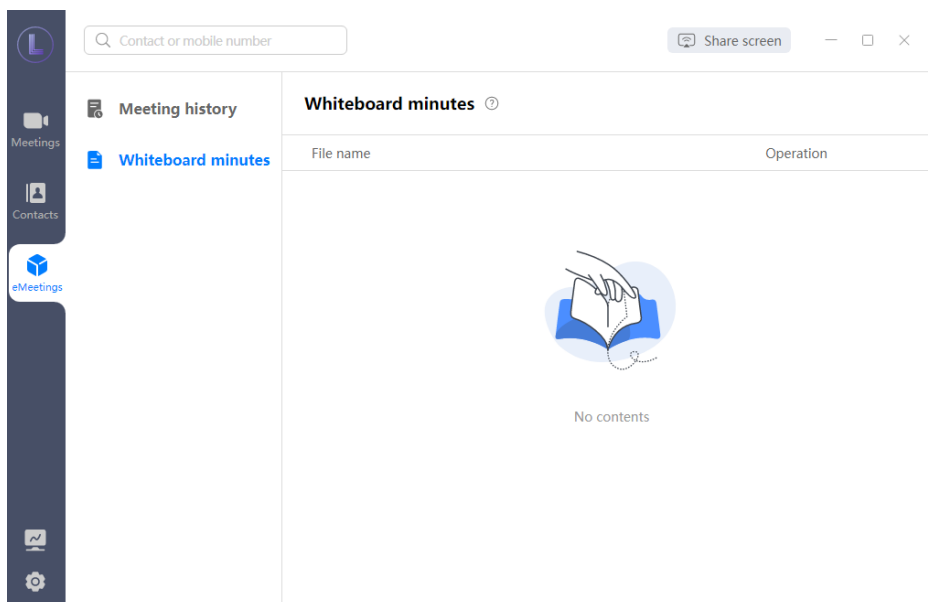


- Saving whiteboard drawings locally
Save whiteboard drawings on the IdeaHub.
Choose **File > Save > Local** and save whiteboard drawings.
You can enable or disable **Local storage** under **Settings > Advanced > Apps > Whiteboard > Local storage**.



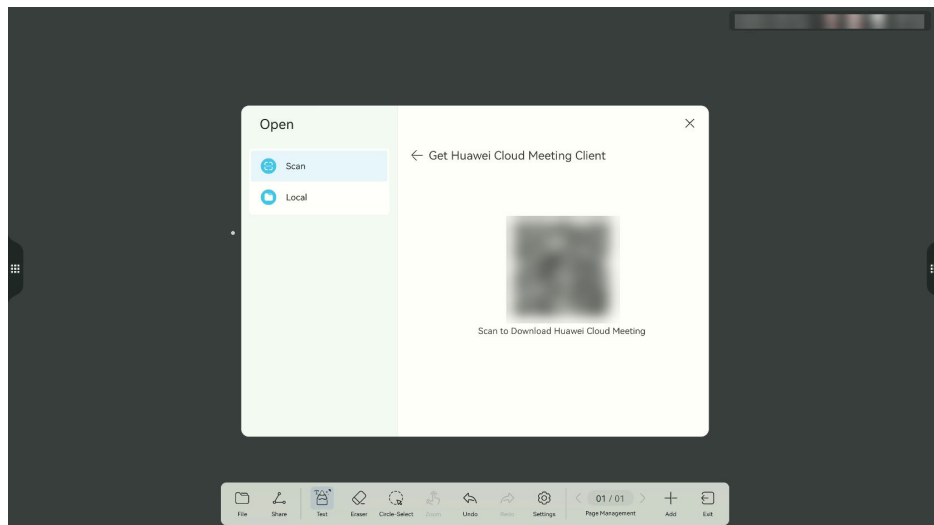
Viewing and Opening a Whiteboard File

- Viewing whiteboard minutes on the Huawei Cloud Meeting client
Log in to the Huawei Cloud Meeting client and choose **eMeetings > Whiteboard minutes** to view the meeting minutes.



- Scanning the QR code on the IdeaHub to open a saved whiteboard file
 - In the lower left corner of the whiteboard, touch **File > Open** and select **Scan**.
 - Log in to the Huawei Cloud Meeting app, touch the QR code scanning icon in the upper right corner, and scan the QR code.


- c. After the QR code is scanned, select the whiteboard file to be opened on the IdeaHub.




2.8 Projection

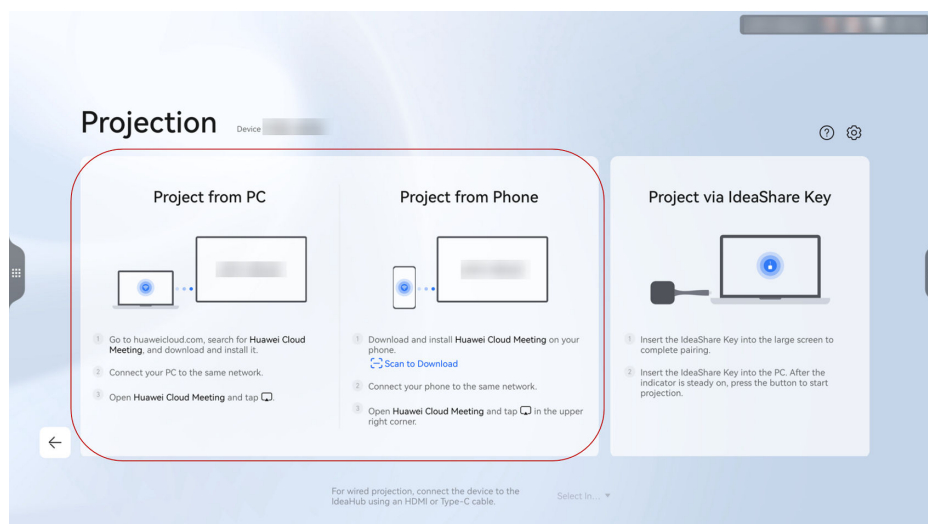
Wireless Projection

- Projection from a PC

Start the Huawei Cloud Meeting desktop client, click  **Share screen**, and enter the projection code displayed on the IdeaHub.

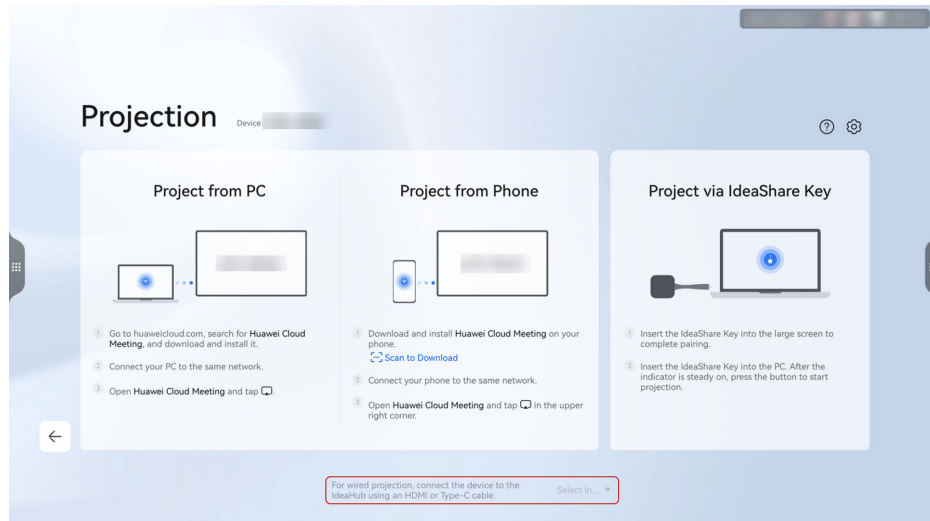
- Projection from a mobile phone

Log in to the Huawei Cloud Meeting app, touch  in the upper right corner, and enter the projection code displayed on the IdeaHub.



Wired Projection

Use an HDMI or Type-C cable to connect a computer and IdeaHub, and select an input source to start wired projection.



Projection Annotation and Reverse Control

After the projection is successful, the **Annotate** and **Reverse control** buttons are displayed at the bottom of the IdeaHub.

- **Annotate:** Touch this button to take a screenshot of the projection screen and open the screenshot on the whiteboard. Then you can add annotations on it.
- **Reverse control:** Touch this button to enable reverse control and control the PC screen from the IdeaHub. Touch the button again to disable this function.

NOTE

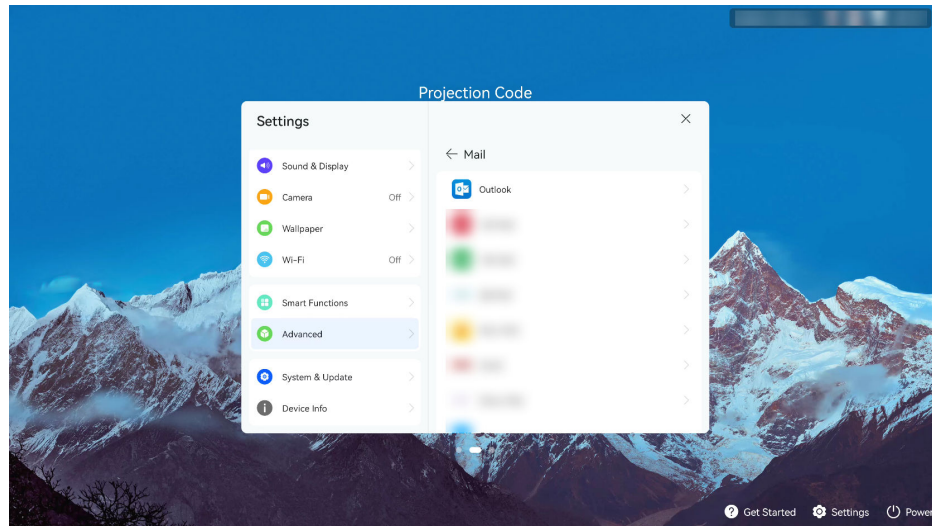
Reverse control is not supported during projection from the Huawei Cloud Meeting app.



2.9 IdeaHub Settings

Configuring a Mailbox

Choose **Settings** > **Advanced** > **System** > **Mail** to configure a sender email address. Then whiteboard files can be sent from this email address.



Saving Whiteboard Drawings Locally

Enable or disable **Local storage** under **Settings** > **Advanced** > **Apps** > **Whiteboard** > **Local storage**. When this function is enabled, you can save whiteboard drawings and annotations to a local folder of the IdeaHub.

2.10 FAQs

2.10.1 How Do I Upgrade the Trial Edition to the Commercial Edition?

If you have used a trial activation code to activate an IdeaHub, you can view the remaining trial days on the **Meeting** screen.

To use the Huawei Cloud Meeting service after the trial expires, purchase an IdeaHub access account and upgrade the trial edition to the commercial edition.

Upgrading the Edition

Step 1 Purchase an IdeaHub access account.

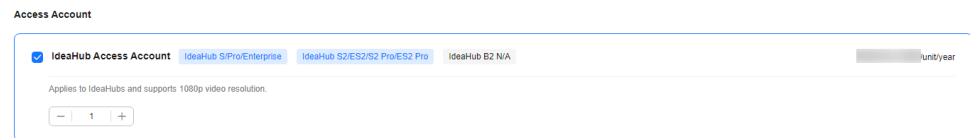
1. Go to the [Buy Meeting Resource](#) page.

 **NOTE**

Log in to Huawei Cloud using a Huawei Cloud account that has **completed enterprise real-name authentication**. For details, see [Enterprise Real-Name Authentication](#).

2. On the **Buy Meeting Resource** page, set the required quantity of IdeaHub access accounts.

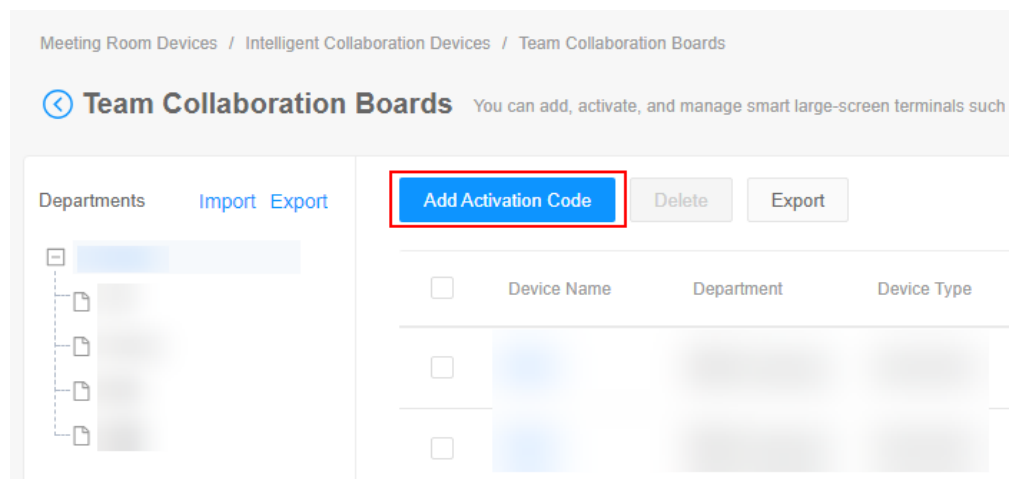
Figure 2-11 Setting IdeaHub access accounts



3. Click **Next** and buy the resources after confirmation.

Step 2 Add and obtain a commercial activation code as the enterprise administrator.

1. Log in to the [Huawei Cloud Meeting Management Platform](#) using an enterprise administrator account.
2. In the navigation pane, choose **Meeting Room Devices > Intelligent Collaboration Devices > Team Collaboration Boards**.
3. On the **Team Collaboration Boards** page, click **Add Activation Code**.



4. On the **Add Activation Code** page, enter the IdeaHub details and save the details.

If you have purchased cloud meeting room resources, you can associate the IdeaHub with a cloud meeting room. After the association, the IdeaHub becomes the owner of the cloud meeting room.

Meeting Room Devices / Intelligent Collaboration Devices / Team Collaboration Boards / Add Activation Code

⏪ Add Activation Code

• If your IdeaHub version is 21.0.0 or earlier, enter a 12-digit verification code and append 12 zeros to the code to activate IdeaHub.

* Team Collaboration Board Name

* Department

* Email Address

Remarks

Save Cancel

5. On the **Team Collaboration Boards** page, obtain the added activation code to activate the IdeaHub.

Meeting Room Devices / Intelligent Collaboration Devices / Team Collaboration Boards

⏪ Team Collaboration Boards You can add, activate, and manage smart large-screen terminals such as Huawei Enterprise IdeaHub and Board series.

Departments Import Export Add Activation Code Delete Export

<input type="checkbox"/>	Device Name	Department	Device Type	Device SN	Activation Code
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

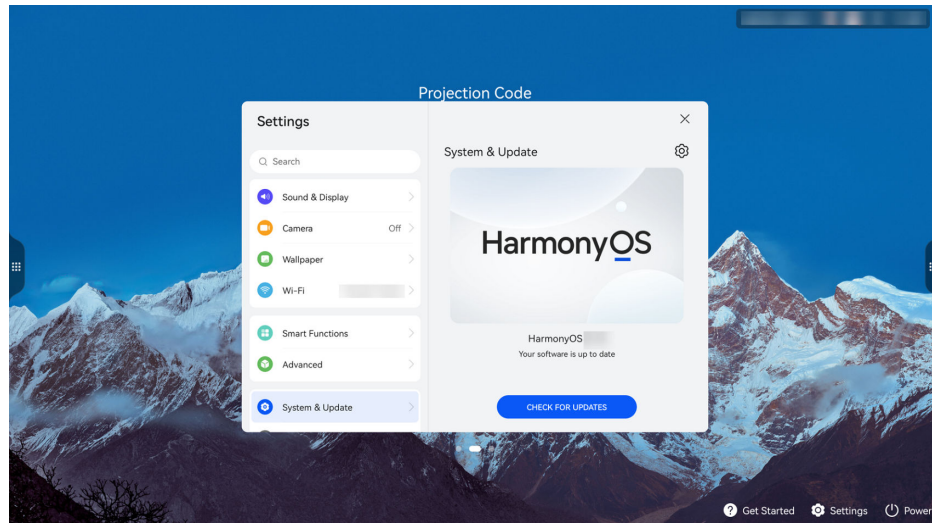
Step 3 Unbind the trial activation code from the IdeaHub and use the commercial activation code to activate the IdeaHub again.

1. Choose **Settings > Advanced > Enterprise Service** and touch **Cancel Access** to unbind the trial activation code from the IdeaHub.
2. After unbinding, enter the commercial activation code and touch **Access**.

----End

2.10.2 How Do I View the Software Version?

On the IdeaHub home screen, touch **Settings** and choose **System & Update** to view the software version.

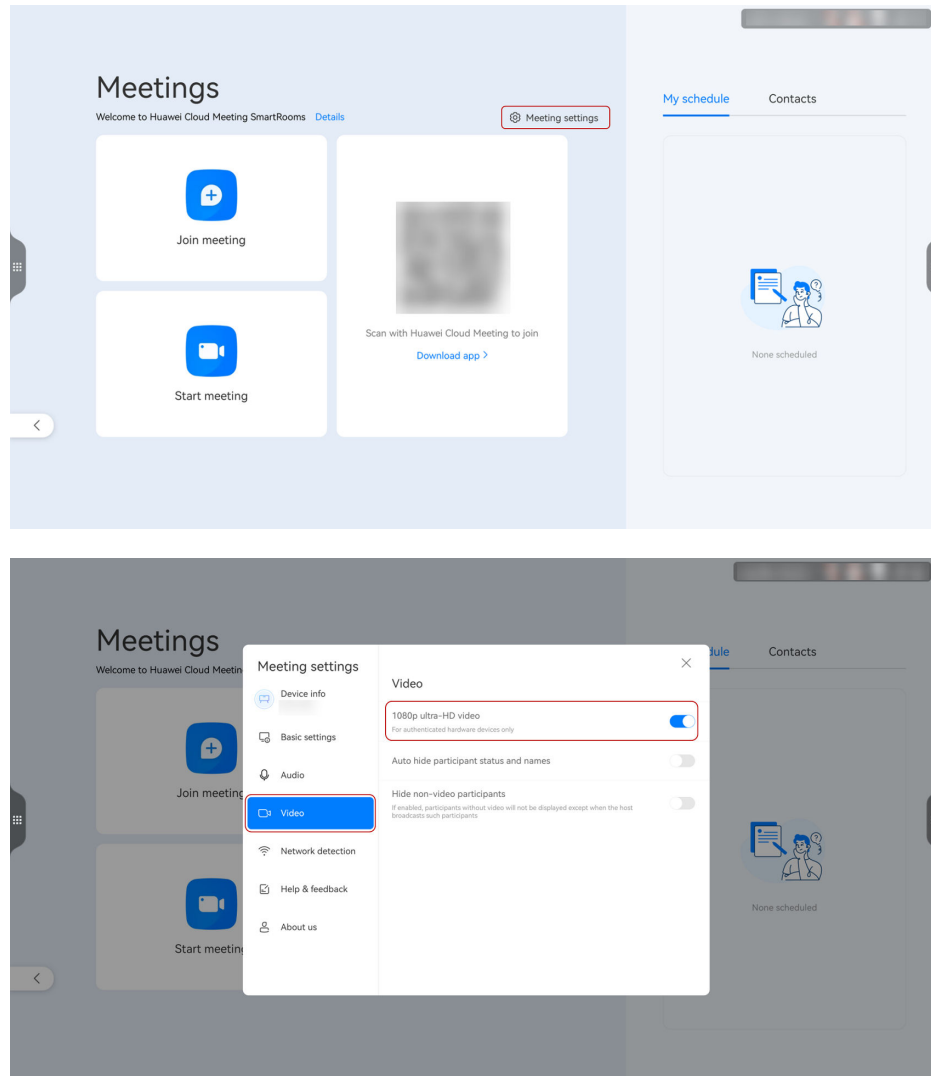


2.10.3 How Do I Enable 1080p Ultra-HD Video?

Step 1 Touch the Meeting icon on the IdeaHub home screen to access the Meeting app.

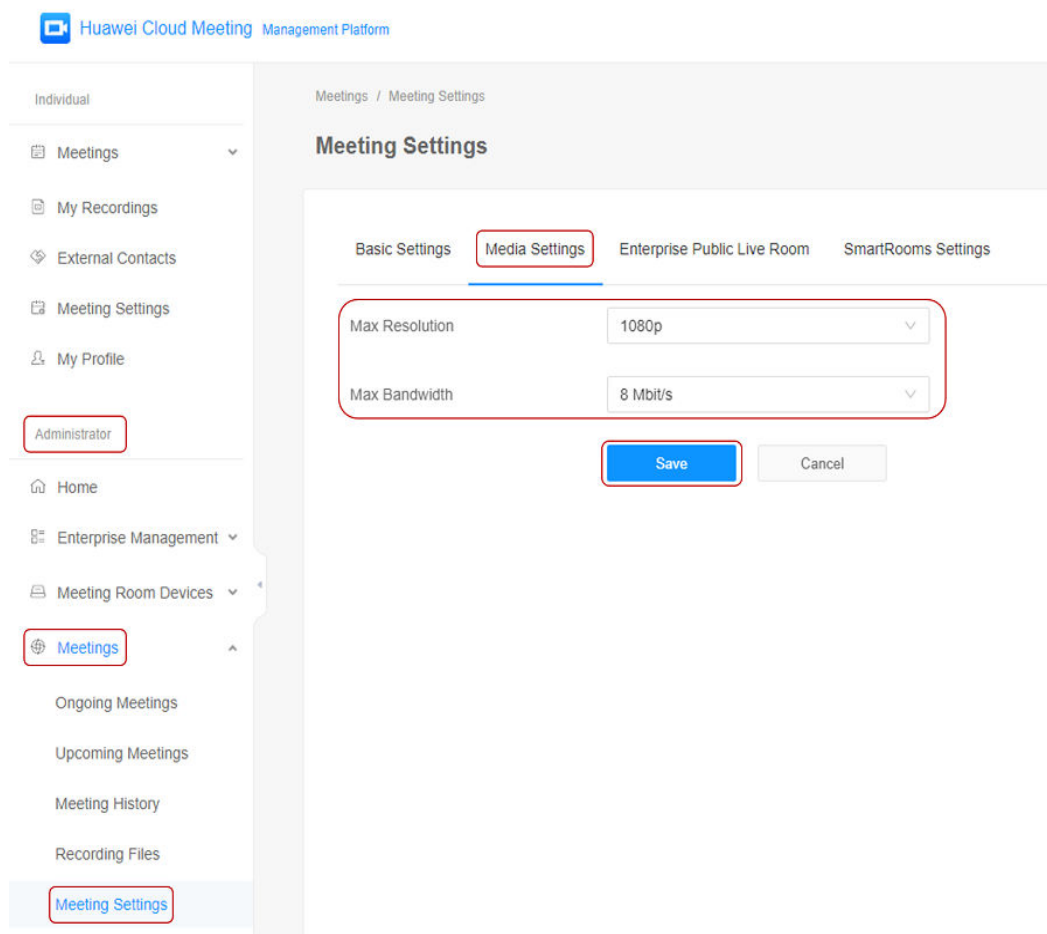


On the **Meetings** screen, choose **Meeting settings** > **Video** and enable **1080p ultra-HD video**.



Step 2 Use the enterprise administrator account to log in to the [Huawei Cloud Meeting Management Platform](#).

In the navigation pane, choose **Administrator > Meetings > Meeting Settings**, click the **Media Settings** tab, click **Edit**, set **Max Bandwidth** to **8 Mbit/s**, and click **Save**.



Step 3 Access the Meeting app on the IdeaHub again. The 1080p ultra-HD video function is available during meetings.

----End