Huawei Cloud Meeting

FAQs

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1 Product Specification Problems

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 50% packet loss concealment for video, it is recommended that the requirements listed in **Table 1-1** be met to ensure a pleasant listening and watching experience.

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

For video meetings with content sharing, each type of devices requires 4 Mbit/s bandwidth. **Table 1-2** lists the bandwidth requirements in video-only meetings (without sharing).

Table 1-1 Network QoS requirements

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

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Table 1-2 Bandwidth requirements

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

1.2 Which OSs Do Huawei Cloud Meeting Clients Support?

- Huawei Cloud Meeting mobile app: iOS and Android
- Huawei Cloud Meeting desktop client: Windows and macOS

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

1.3 Which Huawei Hard Terminals Are Supported by Huawei Cloud Meeting?

TE10, TE20, TE30, TE40, TE50, TE60, CloudLink Box, and 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

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Non-Huawei hard terminals are subject to 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 Configurations Are Recommended for Running Huawei Cloud Meeting on a PC?

Recommended configurations:

- CPU: Intel i7 quad-core 3.0 GHz or higher. If the CPU configuration is i5 dual-core CPU with four threads or lower, the video resolution can reach only 360p due to CPU limit. The resolution of the received video is also limited by the local and peer bandwidth.
- Memory: 8 GB or above
- Available hard disk space: 8 GB or above

1.6 What Are the Requirements for OSs 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 OSs supported by Huawei Cloud Meeting clients.

Table 1-3 Supported OSs

Client	OSs
Desktop client	Windows 10 and later (32-bit and 64-bit), macOS 10.12 and later
Mobile app	Android 6.0 and later; iOS 11.0 and later

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

Yes. Users outside the Chinese mainland can access the Huawei Cloud Meeting service in the Chinese mainland. Thanks to the global network infrastructure of

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Huawei Cloud, meeting access points span over 170 countries and regions in Asia Pacific, Europe, Africa, South America, and North America, and have met the international meeting requirements. Based on the cloud native media network, Huawei Cloud Meeting leverages the distributed network architecture, converged edge nodes, and intelligent routing policies to detect and select the optimal, nearest acceleration nodes for users to join meetings, reducing the access delay and improving stability and reliability. Users around the world can enjoy the high-quality video meeting access experience. However, the meeting quality is still affected by the local network. When the local network is unstable, frame freezing may still occur. Huawei Cloud Meeting uses packet loss concealment, anti-jitter, and network adaptation technologies to improve video quality. It is recommended that the jitter be less than 50 ms, the delay be less than 400 ms, and the packet loss rate be less than 5% when 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?

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 desktop client, click the profile picture in the upper left corner and choose **My profile**. The terminal number is the desired number.
- On the mobile app, touch **Me** and touch your profile picture. 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

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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 desktop client, you can also directly dial their phone numbers on the keypad.

NOTE

To use the PSTN call function, you must enable it first. For details, see **Can I Join a Meeting Using a Mobile Number or Fixed-line Number?**

1.9 Can I Use the Existing Corporate Directory of My Enterprise in Huawei Cloud Meeting?

Yes.

After creating an enterprise on the Huawei Cloud Meeting Management Platform, your enterprise administrator can create departments and add enterprise users based on the organization structure. For details, see **Managing Departments** and **Managing Users**. A corporate directory will be generated on Huawei Cloud Meeting. You can view enterprise members and invite them to meetings.

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.

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
TE20/TE30/TE40/TE50/TE60 CloudLink Box	1080p

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1.11 How Many Feeds Can Be Displayed on a Screen in the Gallery View on the Huawei Cloud Meeting Desktop Client?

In the gallery view, up to 25 feeds can be displayed per screen. If there are more than 25 participants, you can turn to other screens 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: V600R019C00SPCe00
- TE30/40/50/60: V600R019C00SPC920
- CloudLink Bar 300: 20.1.103.SPC25
- CloudLink Board/Bar 500: 20.0.1.SPC4
- CloudLink Box 500/700/900: 20.0.1.SPC4
- CloudLink Box 300/600: 20.1.103.SPC25
- DP300: V500R002C00SPCh00

3. If you are not using the recommended version, contact the hard terminal provider for upgrade.

1.13 Can Huawei Cloud Meeting Support Connect to Third-Party Meeting Terminal Management Platforms?

No.

1.14 How Long Are Meeting Records Kept on the Huawei Cloud Meeting Management Platform?

Huawei Cloud Meeting Management Platform keeps meeting records for six or 12 months.

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

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

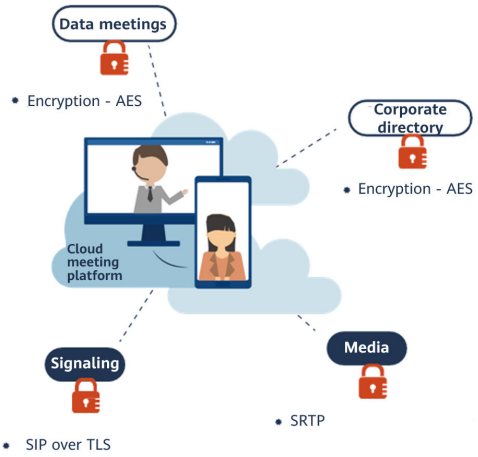
Cloud meeting rooms cannot be allocated to TE30, TE40, TE50, or TE60.

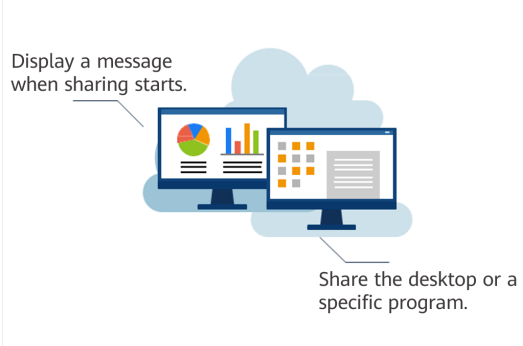
1.16 How Does Huawei Cloud Meeting Ensure Security?

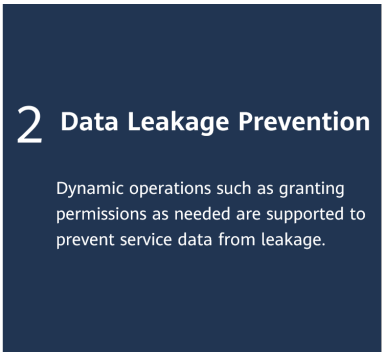
There are security mechanisms in place at the cloud, transmission, and device layers for the Huawei Cloud Meeting service. Service and management systems run at the cloud layer. The IP network platform provides the "pipes". It provides network security, protecting the main network and providing border protection. The device layer consists of various terminals. Security mechanisms are in place at each of these layers to safeguard meeting services.

Service Security

The Huawei Cloud Meeting service employs an impressive array of security mechanisms to protect services. These mechanisms include encrypted transmission, access authentication, fine-grained permissions control, data access control, and dynamic control of service interactions.







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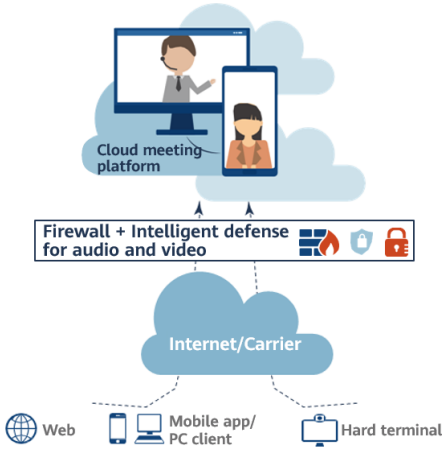
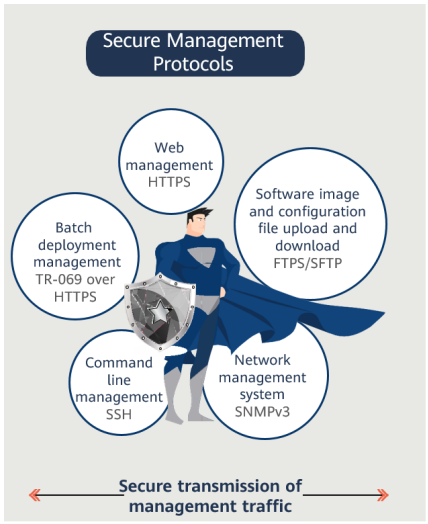
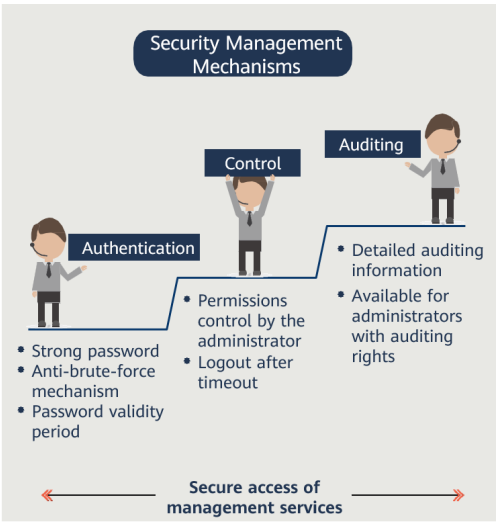


Management Security

The Huawei Cloud Meeting service uses multiple protocols and other mechanisms to secure transmission and access of and to management data. These systems prevent sensitive information from being intercepted and protect against online attacks.





Network Security

The Huawei Cloud Meeting service marks out network security domains and isolates external service data to prevent malicious behavior from untrusted external zones.

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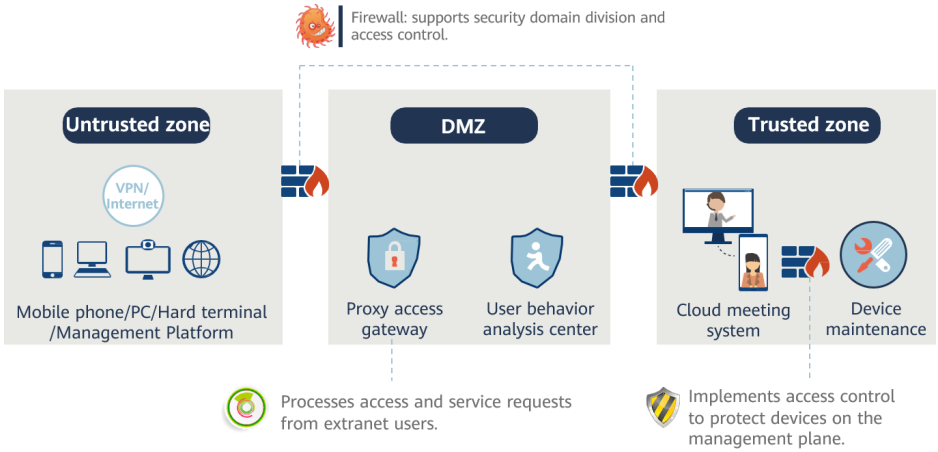
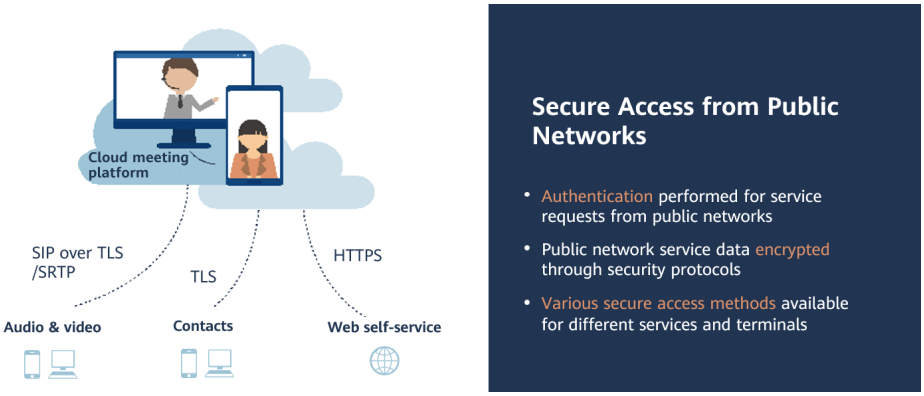


Access Security

The Huawei Cloud Meeting service authenticates and encrypts all access from public networks.



1.17 How Does Huawei Cloud Meeting Ensure Reliability?

Huawei Cloud Meeting provides high-reliability cluster resources, hot backup for two-node clusters, and flow control for access and media transmission.

Clusters of Two or More Nodes

In a two-node cluster, if an active node fails, the standby node takes over services. In a multi-node cluster, all of the nodes work together to balance loads, which increases capacity, performance, and reliability. Huawei Cloud Meeting uses the High Availability (HA) arrangement shown in the figure below.

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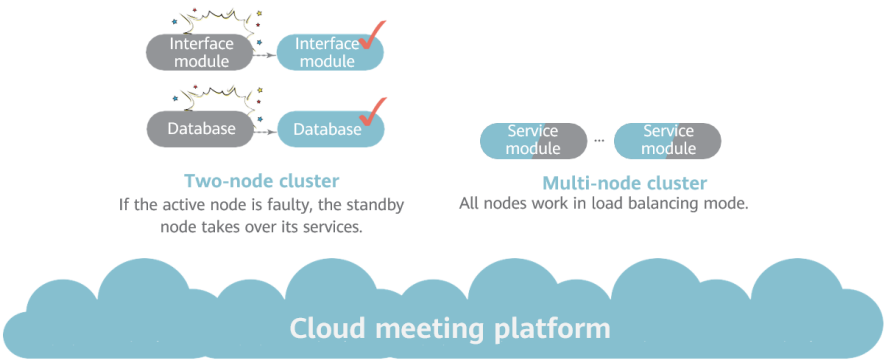
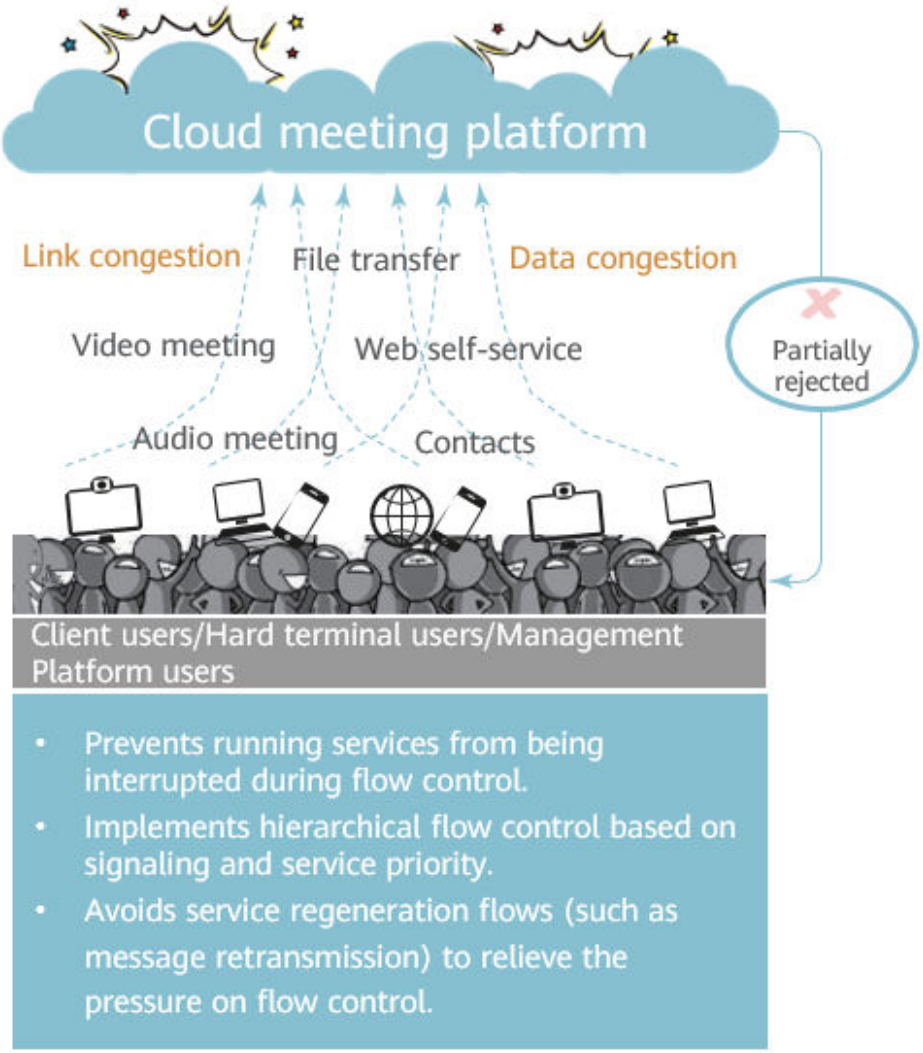


Flow Control

If the system is overloaded, new calls can be rejected to ensure that services will not be interrupted. As demands ebb, the system gradually returns to normal operations.



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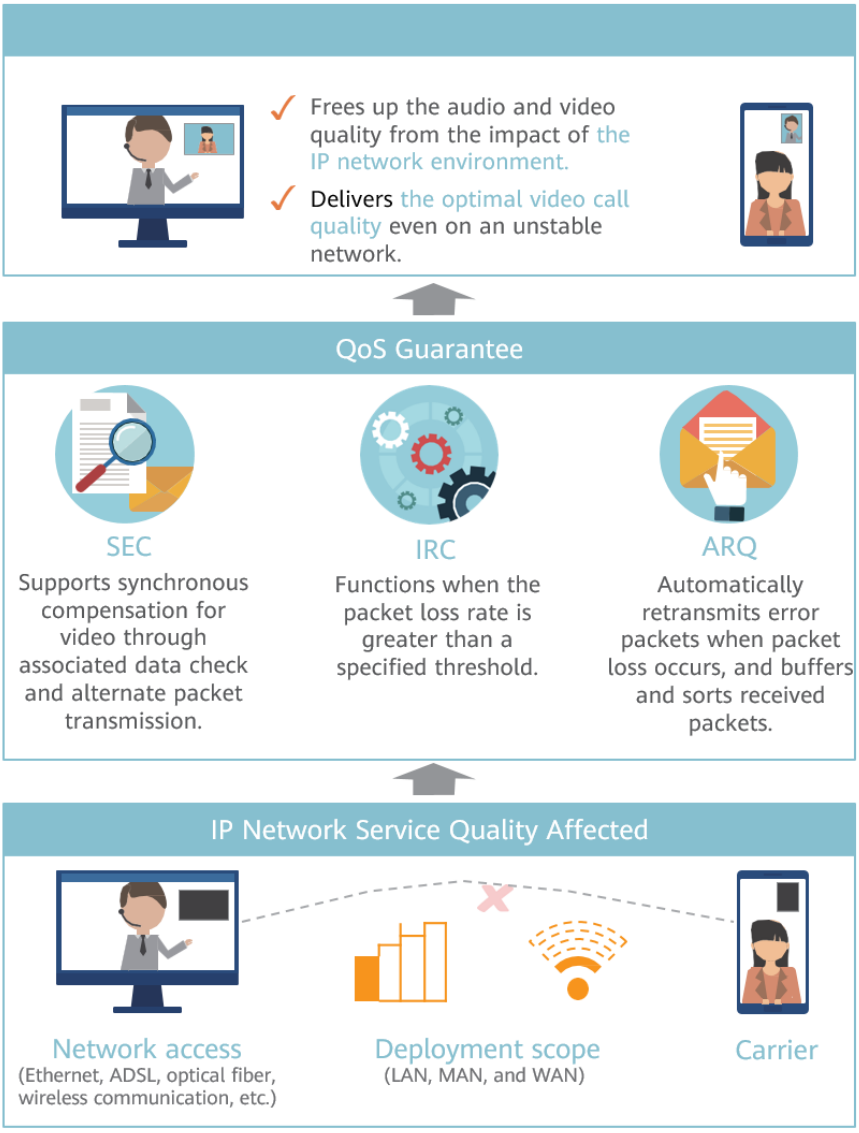
QoS Guarantee

QoS is guaranteed with Super Error Concealment (SEC), Intelligent Rate Control (IRC), and Automatic Repeat Request (ARQ).



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2 Resource Subscription Problems

2.1 What Meeting Resources Are Required for Connecting Huawei Hard Terminal to Huawei Cloud Meeting?

Required meeting resources:

- Cloud meeting room
- Professional meeting terminal
- Hard terminal access account

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 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

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2.4 How Do I Expand the Capacity of a Meeting Package?

Cloud meeting room packages do not support capacity expansion. Estimate how many participants you require before purchasing a package.

2.5 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.

2.6 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 cloud meeting rooms with higher specifications to increase the meeting user quota.

2.7 How Do I Request POC Test Resources of Huawei Cloud Meeting?

Step 1 Register a HUAWEI ID and enable Huawei Cloud services.

On the **Huawei Cloud website**, click **Sign Up** in the upper right corner, enter information as prompted, and complete account registration.

After the registration is successful, complete enterprise real-name authentication. For details, see **Enterprise Real-Name Authentication**.

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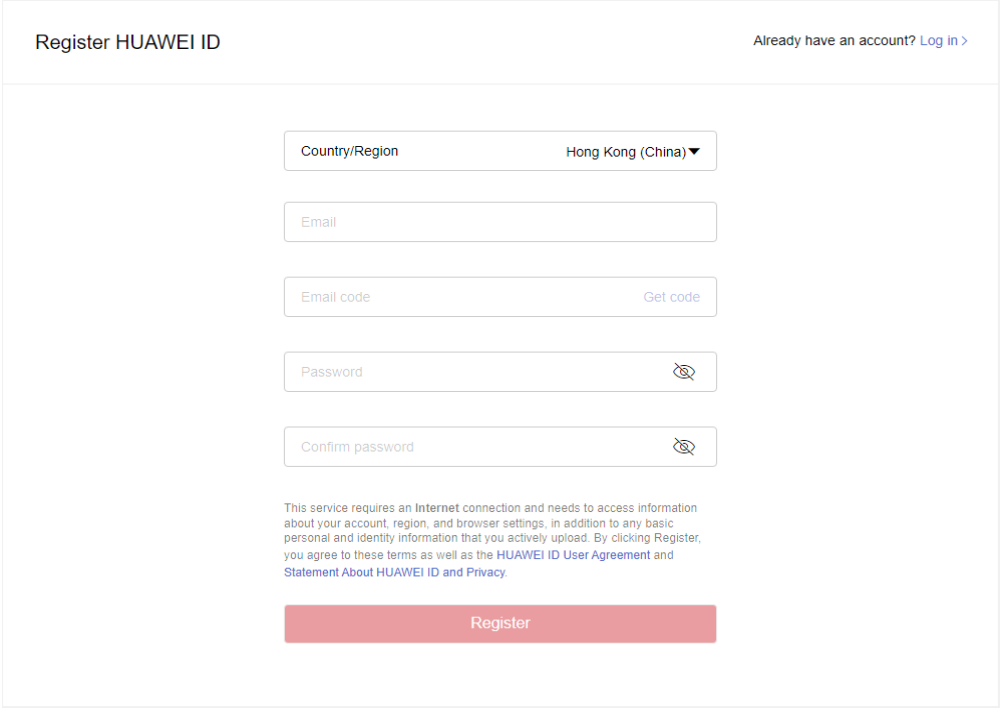
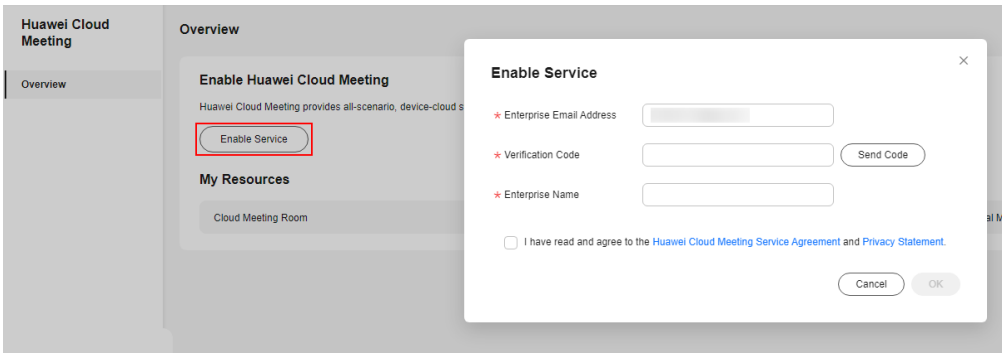


Step 2 Create an enterprise.

1. Use the HUAWEI ID registered in **Step 1** to log in to the **Huawei Cloud Meeting website** and click **Console**.
2. Click **Enable Service**, obtain and enter the verification code, enter the enterprise name, and click **OK**.



Step 3 Request POC test resources of Huawei Cloud Meeting.

1. Log in to the **Huawei Cloud Meeting website** and click **Console**.
2. In the navigation pane, choose **POC Requests**.
3. Enter the request information and click **Submit**.

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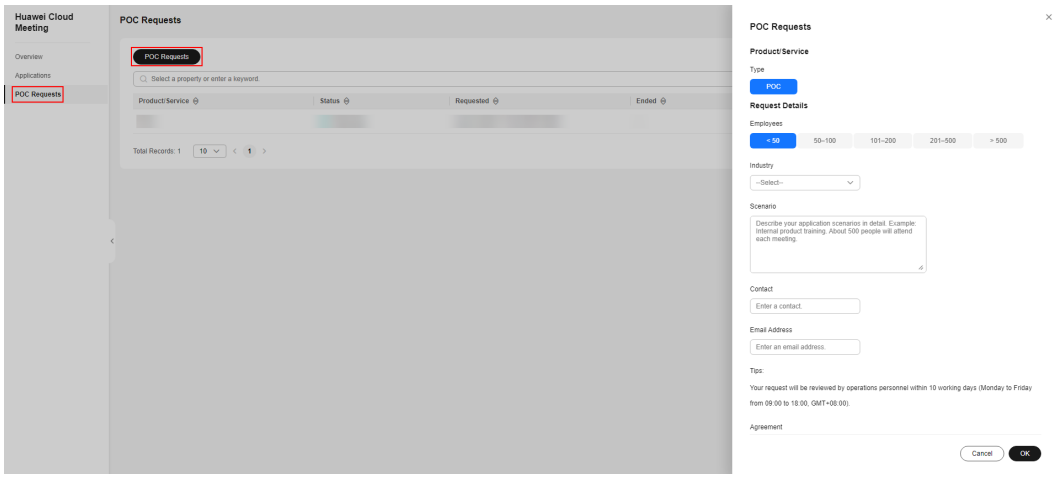

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2.8 How Do I Purchase a Meeting Package?

Completing Real-Name Authentication

Before subscribing to Huawei Cloud Meeting, you must have a Huawei Cloud account that has completed **enterprise real-name authentication**. For details, see **Enterprise Real-Name Authentication**.

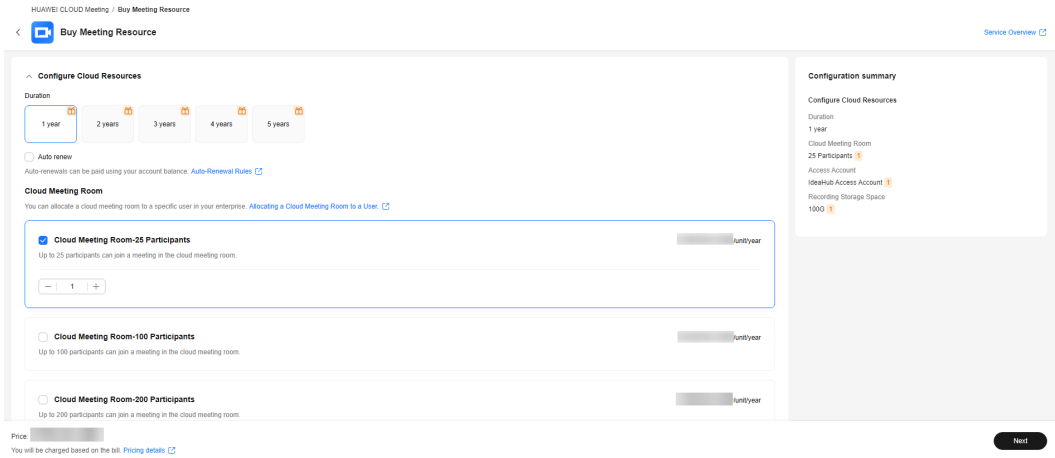
If you do not have an account yet, click **Sign Up** in the upper right corner of **Huawei Cloud homepage** to register a HUAWEI ID and enable Huawei Cloud services.

Buying a Meeting Resource Package

Step 1 Go to the **Buy Meeting Resource** page.

Step 2 Configure the required duration, cloud meeting rooms, meeting room device accounts, and recording storage space, and click **Next**.

Figure 2-1 Selecting meeting resources



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Step 3 Check the customer information.

Step 4 Click **I have read and agree to the HUAWEI CLOUD Meeting Service Agreement** and click **Pay Now**. After confirming that the order information is correct, complete the payment.

----End

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3 Accounts and Password Problems

3.1 How Do I Retrieve My Password?

- On the login screen of the Huawei Cloud Meeting client or the login page of **Huawei Cloud Meeting Management Platform**, click **Forgot password** or **Forgot Password**.
- Contact the enterprise administrator to reset your password. The administrator can log in to the **Huawei Cloud Meeting Management Platform**, choose **Enterprise Management** > **Users** in the navigation pane, and click **More** > **Reset Password** for your account. Then, the new password will be sent to your email address.

3.2 What Do I Do If My Account Is Locked?

- Wait for 5 minutes. 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.
- Contact 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. You can use the new password for login.

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

- In the new account system, a user account is a string. You are advised to use the email address bound to your account for login.

  If you forget the email address, ask the enterprise administrator to view your information based on your username on the **Users** page of **Huawei Cloud Meeting Management Platform**.
- In the old account system, user accounts can be customized. If you forget the account, you can retrieve it by email.

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  - 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**.
  - If the email cannot be found, ask the enterprise administrator to view your information based on your username on the **Users** page of **Huawei Cloud Meeting Management Platform**.

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

Ensure that your email address is bound to your account on the Huawei Cloud Meeting Management Platform.

If your email address is bound to your account but you still cannot receive emails, the possible cause is that your device connects to an unstable network. Workarounds:

- If you cannot receive emails after resetting or retrieving the password, ask your administrator to log in to the Huawei Cloud Meeting Management Platform, delete your meeting account, and add a new meeting account for you.
- If you cannot receive emails after creating a meeting, copy and send meeting details (including the meeting time, meeting ID, and password) to participants.

3.5 Can I Retrieve the Password via Email?

Yes.

Ensure that your email address is bound to your account on the Huawei Cloud Meeting Management Platform.

The new password is sent to the bound email address.

3.6 How Do I Modify My Personal Details?

- Accessing the Huawei Cloud Meeting Management Platform from the desktop client

  Click the profile picture in the upper left corner of the desktop client, choose **My profile**, and click **Modify my profile** to modify your profile on the Huawei Cloud Meeting Management Platform.

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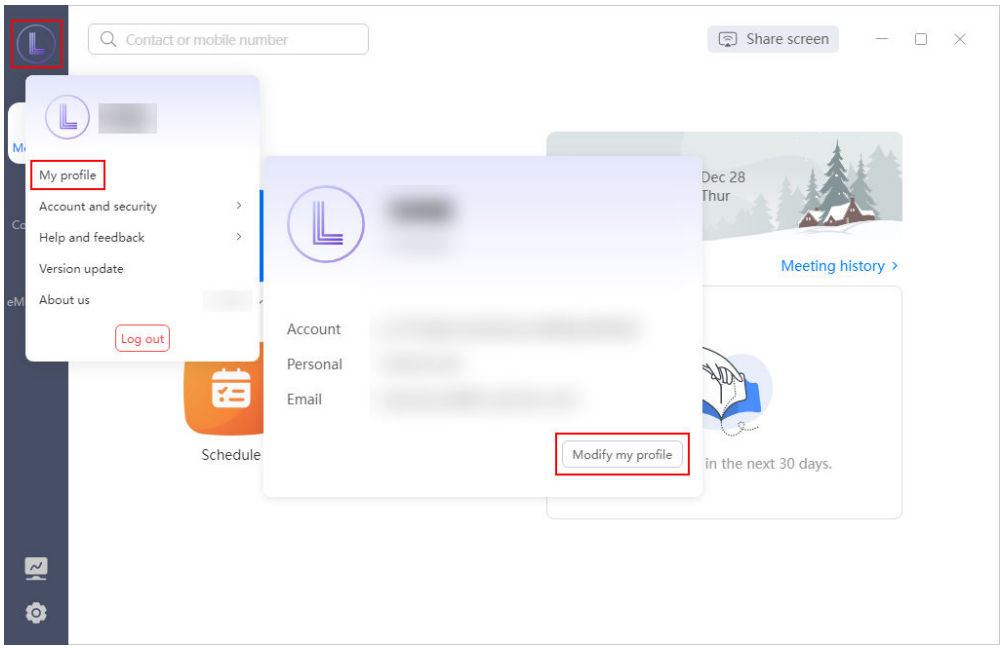

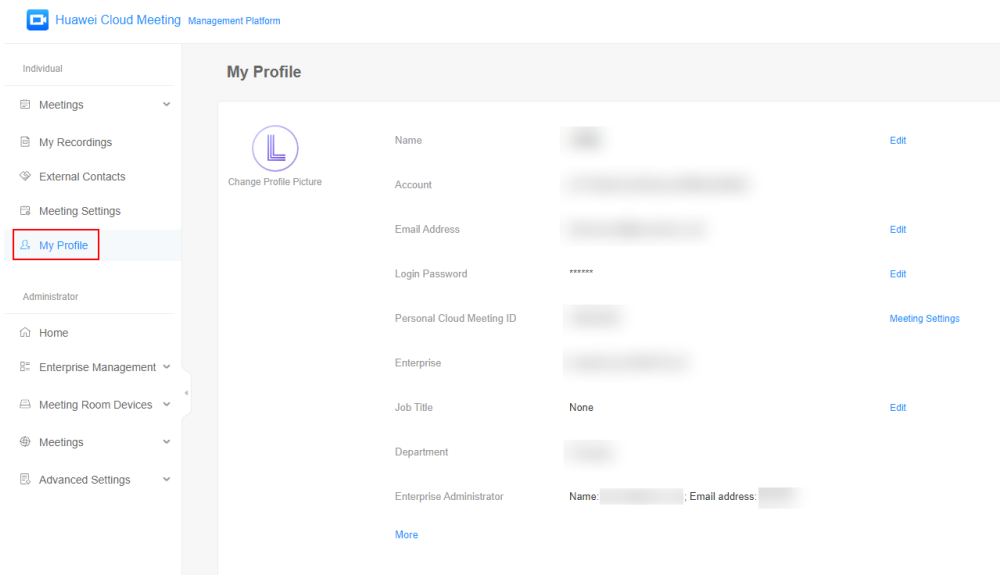

- Logging in to the **Huawei Cloud Meeting Management Platform** directly

  Choose **My Profile** in the navigation pane, or point to your profile picture in the upper right corner and choose **My Profile** from the drop-down list, then modify your profile information.

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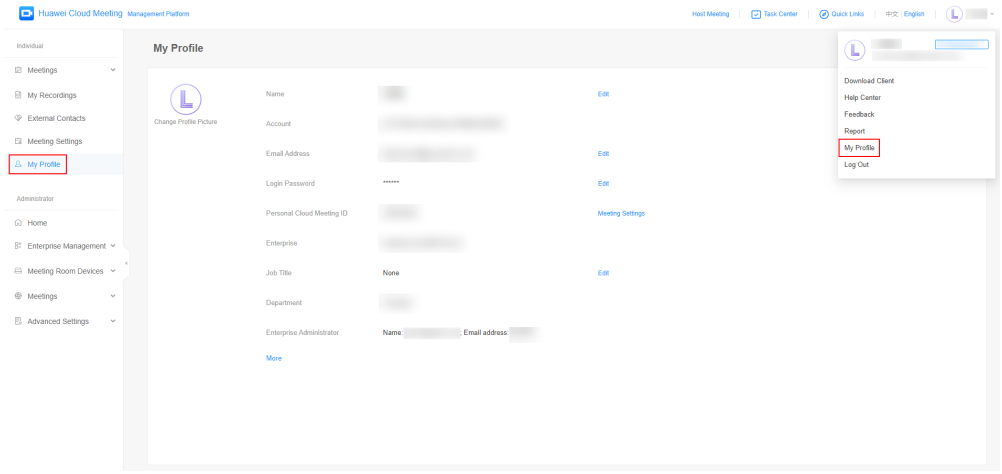

NOTE

You can modify the following information:

- Profile picture: Click **Change Profile Picture** to add a profile picture. The new profile picture will be synchronized to your Huawei Cloud Meeting client.
- Name: Click **Edit** next to **Name**, enter a new username, and click **Save**.
- Email address:

  Click **Edit** next to **Email Address**, verify your identity, and change the email address.
- Login password: Click **Edit** next to **Login Password** and change the password. After the password is changed, you will be automatically logged out.
- Personal cloud meeting ID: Click **Meeting Settings** next to **Personal Cloud Meeting ID**. On the **Meeting Settings** page, configure settings as needed.
  - **Basic Settings**: Click **Edit** to set the voice prompt language, time zone, and default meeting options.
  - **Personal Meeting Settings**: Click **Edit** to set the cloud meeting room name, host password, guest password, and participant scope.
  - **Cloud Meeting Rooms**: This tab is displayed after the enterprise administrator allocates a cloud meeting room to you.

    Click before a cloud meeting room to expand its details. Click **Edit** to modify the cloud meeting room name, host password, guest password, and participant scope.
- Enterprise:
  - If you are an enterprise user, click **Exit Enterprise** to exit your enterprise.
  - The default administrator cannot exit the enterprise.
- Job title: Click **Edit** next to **Job Title**, enter your job title, and click **Save**.

3.7 How Do I Change the Enterprise Name?

You can log in to the **Huawei Cloud Meeting Management Platform** as the enterprise administrator and change the enterprise name.

Step 1 In the navigation pane, choose **Administrator** > **Enterprise Management** > **Registration Details**.

Step 2 On the **Enterprise Registration Details** page, click **Edit** next to the enterprise name.

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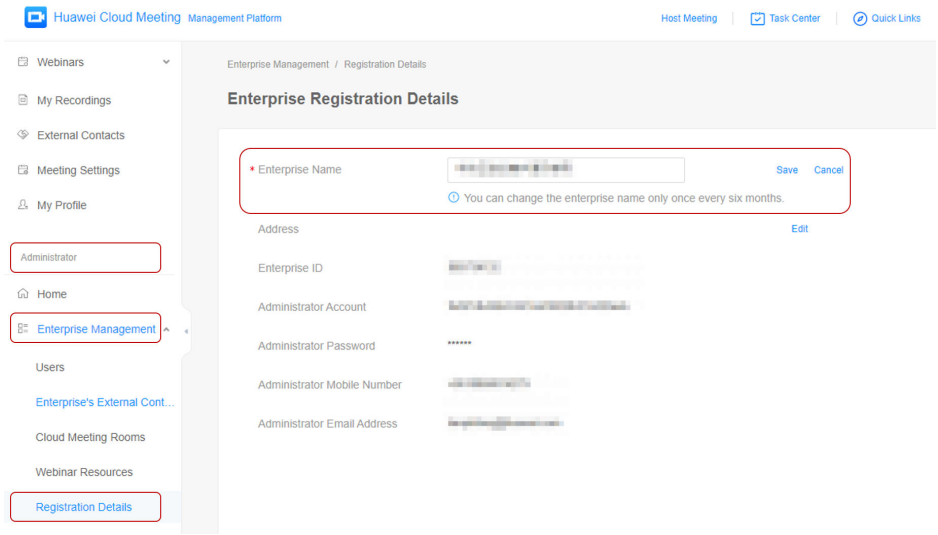
Step 3 Enter a new enterprise name and click **Save**.



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4 Meeting Operation Problems

4.1 Is Huawei Cloud Meeting Connected with Huawei Cloud WeLink?

WeLink integrates SDKs of Huawei Cloud Meeting to implement interworking.

The interworking modes are as follows:

- Huawei Cloud Meeting users can use the meeting ID and password to join a WeLink meeting.
- Huawei Cloud Meeting users can join a WeLink meeting when their SIP numbers are called by the host.
- If a Huawei Cloud Meeting user has been set as an external contact using the SIP number, the host of a WeLink meeting can invite the user through the external contact list.

4.2 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.

4.3 How Do I View the Network Status of Devices 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.

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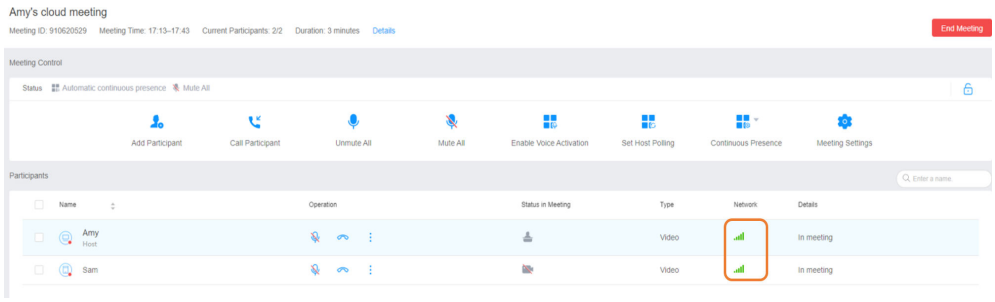
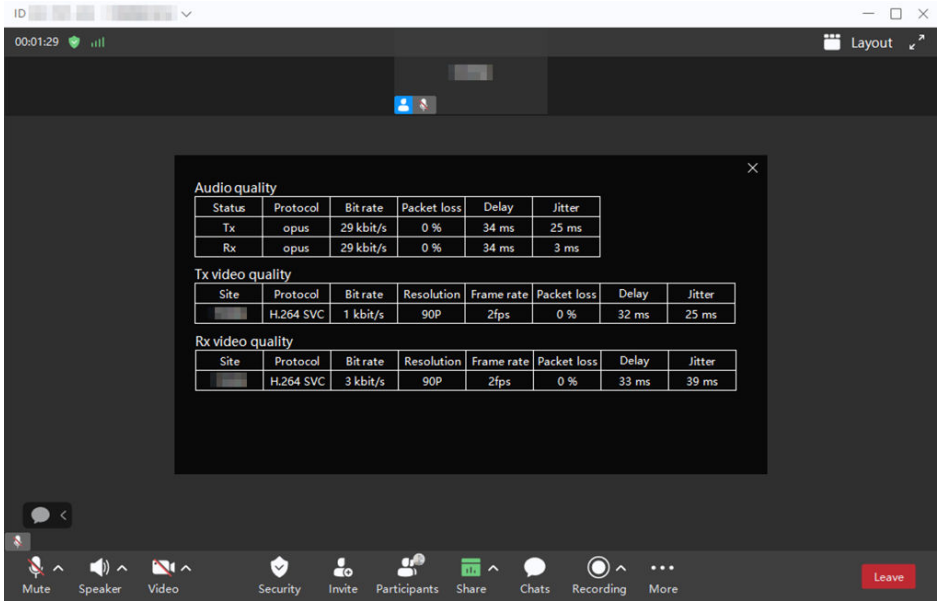


- On the desktop client, click the signal icon on the top of the meeting screen.



- On the mobile app, touch the meeting topic and touch **Display network quality**.

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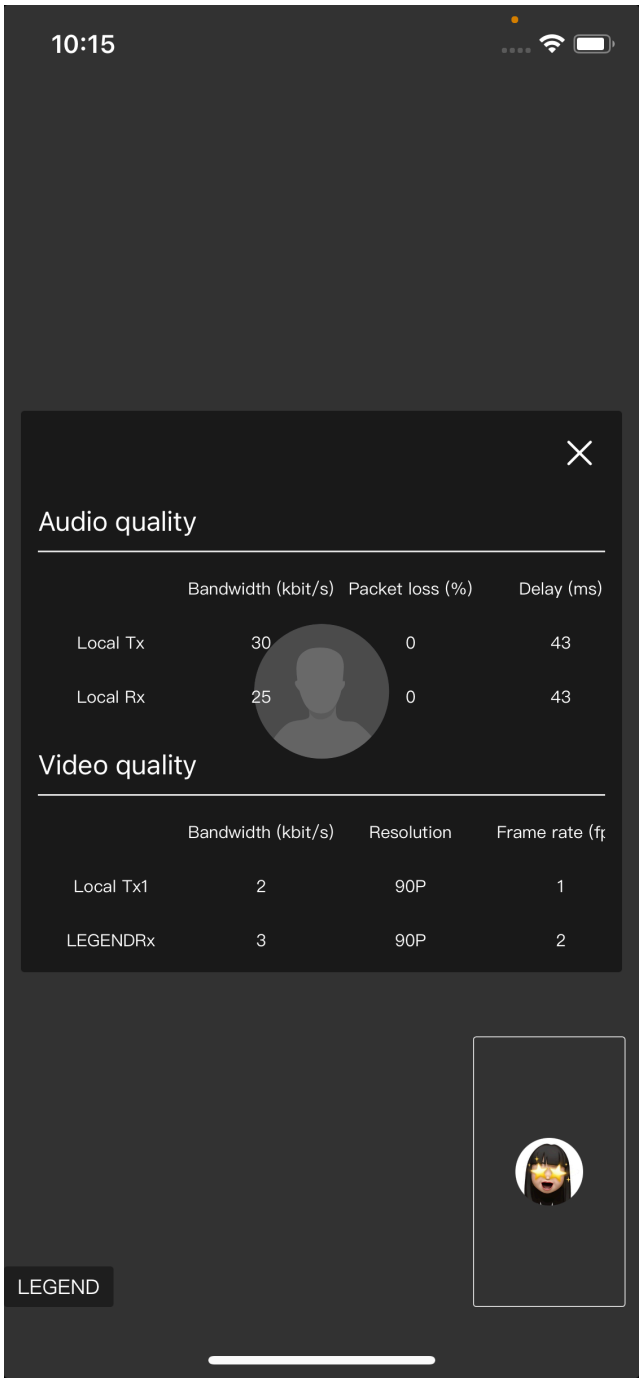

- Log in to the web interface of a hard terminal and choose **Maintenance** > **System Status** > **Call Status**.

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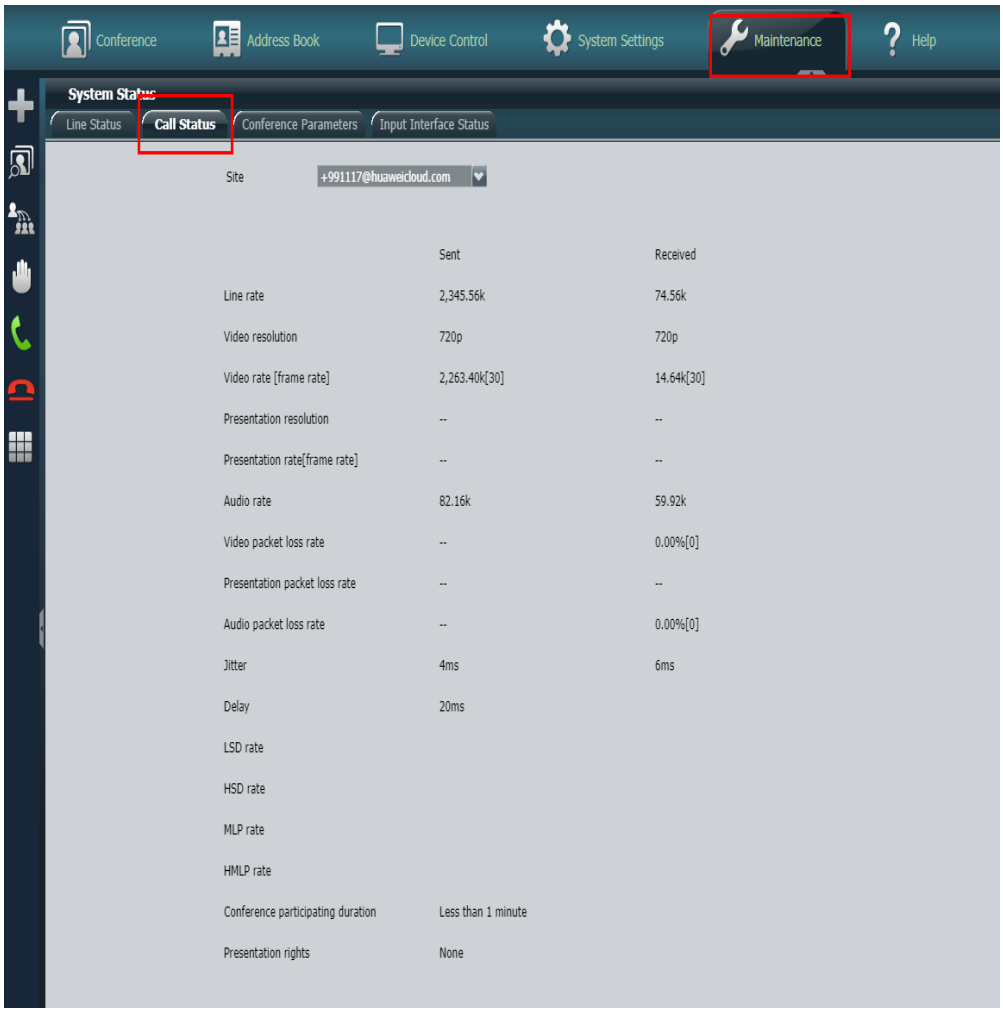

4.4 What Do the Network Quality Details on the Meeting Control Page Represent?

Delay (Tx): delay for sending data from a device to the server

Delay (Rx): delay for sending data from the server to a device

Jitter (Tx): jitter from a device to the server

Jitter (Rx): jitter from the server to a device

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%

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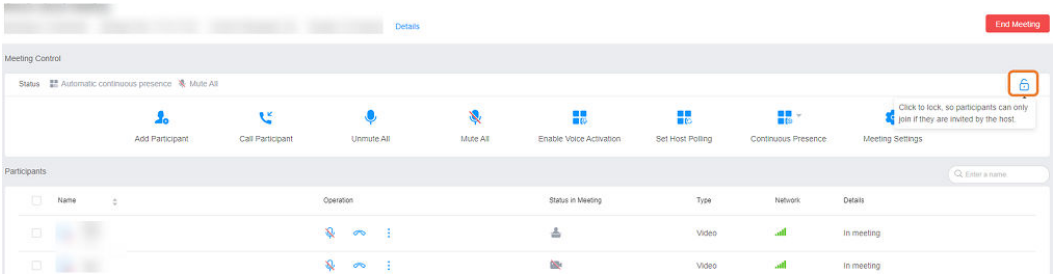
4.5 What Is the Function of Locking a Meeting on the Meeting Control Page?

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.



4.6 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.

4.7 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.

NOTE

To enable the PSTN call function, send an email to hcmeeting@huaweicloud.com or contact Huawei sales personnel.

Answering a Call

If you have not installed or logged in to the Huawei Cloud Meeting client, the host can dial your phone number. You can answer the call to join the meeting.

NOTE

When scheduling a meeting, the meeting organizer can add your phone number.

- Desktop client

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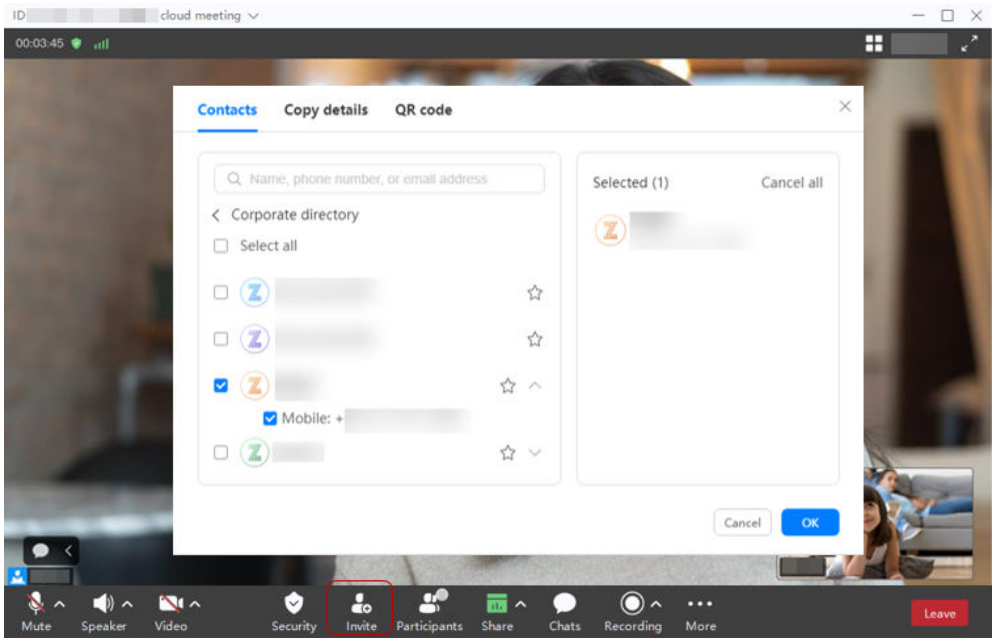
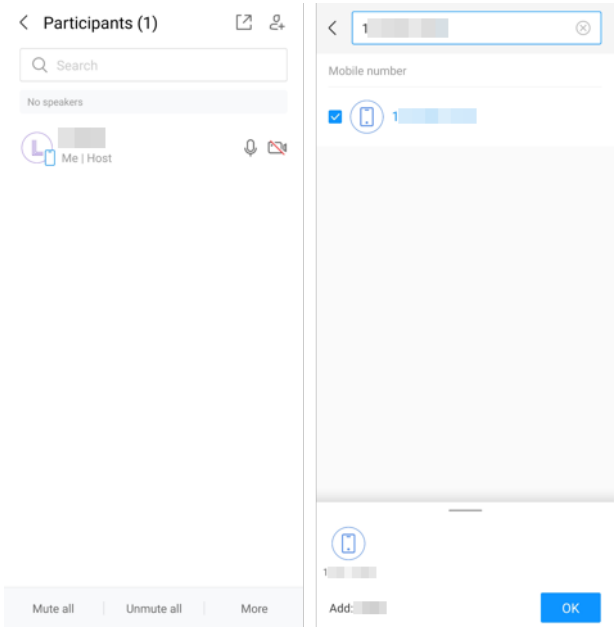


- Mobile app: Touch **Participants** on the meeting screen.



- Huawei Cloud Meeting Management Platform: Access the meeting control page and click **Add Participant**.

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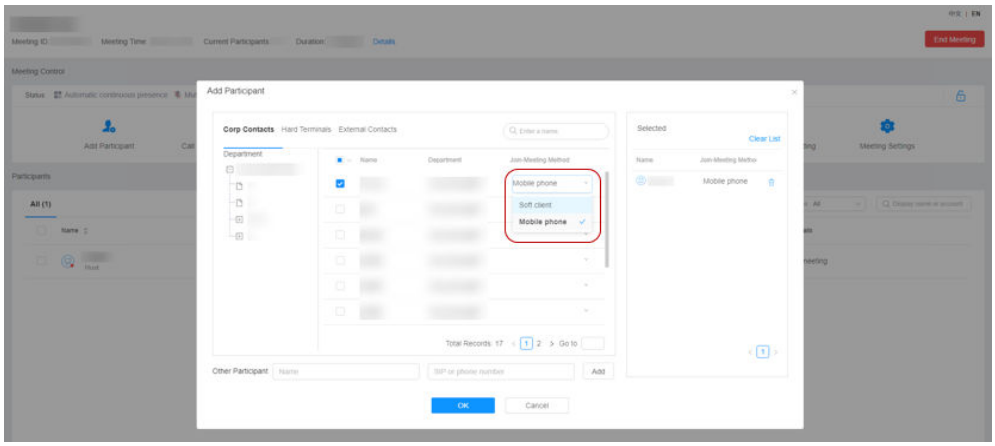

Proactively Joining a Meeting

If your mobile phone cannot access the Internet or the Huawei Cloud Meeting client is not installed, you can dial the meeting access number using your mobile phone or fixed-line phone and enter the meeting ID and password as prompted to join a meeting.

4.8 How Do I Modify or Cancel a Scheduled Meeting?

Log in to the Huawei Cloud Meeting Management Platform, choose **Meetings** > **My Meetings** in the navigation pane, and modify or cancel the meeting.

4.9 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.

4.10 How Do I Hold a Cross-Enterprise Meeting?

- Inviting participants

  After creating a meeting, you can share the meeting information such as the ID, password, and link with others.

  - On the desktop client, click the meeting in the meeting list and click **Invite** > **Copy details** > **Copy** to copy the meeting information.
  - In the mobile app, click the three-dot icon in the upper right corner on the meeting details page, click **Invite** in the drop-down list, and share the meeting information as needed.
- Joining a meeting
  - If you have a Huawei Cloud Meeting account, you can log in to the Huawei Cloud Meeting client and enter the meeting ID to join the meeting held by another enterprise.
  - If you do not have a Huawei Cloud Meeting account:

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- Open the Huawei Cloud Meeting client and join the meeting anonymously (recommended).
- Use a mobile phone to dial the meeting access number.

4.11 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.

4.12 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.

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

No.

4.14 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.

4.15 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 Management Platform, choose **My Meetings** on the left, and click **Edit** in the upper right corner of the meeting. Modify the meeting topic and click **Save**.

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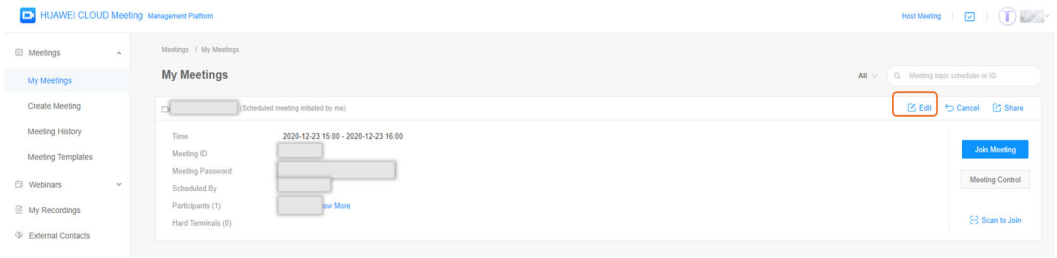

4.16 How Do I Invite Participants During a Meeting as the Host?

- Desktop client: In the meeting, click **Invite**, select the users to be invited, and click **OK**.
- Mobile app: In the meeting, touch **Participants**, touch in the upper right corner, touch **Contacts**, select participants to be added, and touch **OK**.
- Meeting control assistant: Use the meeting ID and host password to access the meeting control assistant page. Click **Add Participant**, select the participants to be added, and click **OK**.

4.17 Why Can't I Receive a Call on My Mobile Phone When Someone Adds Me to the Meeting?

Possible causes and solutions are as follows:

- You have not logged in to the Huawei Cloud Meeting client. In this case, log in to the client.
- You network connection is abnormal. In this case, connect to a normal network or use your mobile network.

If the fault persists, provide feedback on the client.

- Desktop client: Click your profile picture in the upper left corner of the home screen and choose **Help and feedback** > **Feedback**. In the displayed dialog box, fill in the question, select the log type, and click **Submit**.
- Mobile app: Touch **Me** > **Feedback**, fill in the question, enable **Upload logs**, and touch **Submit**.

4.18 How Do I Change the Language of the Huawei Cloud Meeting?

- **Huawei Cloud Meeting Management Platform**

  Select a language in the upper right corner.
- **Mobile app**

  Touch **Me** > **Settings** > **Language** and select a language.
- **Windows client**

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Click the settings icon in the lower left corner, choose **General** on the left, and select a language in the **Language** area.

- **macOS client**

  The language of the Huawei Cloud Meeting client is the same as that of the OS. Only simplified Chinese and English are supported. For other languages you set for the OS, the Huawei Cloud Meeting client automatically uses English.

  To set the language of the Huawei Cloud Meeting client, perform the following operations:

  a. Choose **System Preferences** > **Language & Region**.

  b. Set the language of Huawei Cloud Meeting and restart the client.

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5 Meeting Recording Problems

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

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.

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 Meeting Recordings?

Different meeting video resolutions have different bandwidth requirements.

Resolution	Bandwidth Size
CIF (single stream)	256 kbit/s
4CIF (single stream)	512 kbit/s
720p at 30 fps (single stream)	768 kbit/s

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Resolution	Bandwidth Size
1080p at 30 fps (single stream)	1 Mbit/s
1080p at 60 fps (single stream)	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, only one screen is recorded, which does not change with the video layout.

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.

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6 Client Service Usage Problems

6.1 How Do 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 **Managing Users**.
- Ensure that the client is of the **latest version**.
- Check if you can visit **https://intl.meeting.huaweicloud.com/#/login**. If you cannot visit it, change to another network environment.

6.2 How Do I Obtain Client Logs?

Mobile app

- If you have logged in, touch **Me** > **Feedback**, enable **Upload logs**, and submit your feedback. Logs will be automatically collected and uploaded.
- 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.

Desktop client

- If you have logged in, click your profile picture, choose **Help and feedback** > **Feedback**, and submit your feedback. Logs will be automatically collected and uploaded.
- If you have not logged in, click in the lower right corner of the login screen and choose **Collect logs**. After the collection is complete, the system automatically displays the local path for storing logs.

NOTE

Personal information will not be collected during log collection.

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6.3 How Much Data Is Consumed by the Huawei Cloud Meeting Client in One Minute When I Am in a Meeting?

In a good network condition, 7.5 MB (1 Mbit/s x 60s/8) is consumed in a minute. 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

In the **Meeting settings** window, choose **Video** on the left, and select the camera to be used from the **Device** drop-down list in the **Camera** area.

Mobile App

If you have enabled the camera in a meeting, touch the camera switch button in the upper right corner to switch between the front and rear cameras.

6.5 How Do I Do If the Message Indicating that Setup Files Are Corrupted Is Displayed When I Install the Huawei Cloud Meeting Windows 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.

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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 Do 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 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 **Displaying Participants in Turn**.

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6.10 What Do 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 it again from the meeting list 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 from the **Device** drop-down list in the **Camera** area.

6.13 How Do I Quickly Locate a Network Connection Failure?

Click in the lower right corner of the login screen, choose **Network detection**, and click **Start detection**. The system automatically checks the current network status.

No personal data will be sent during this operation.

6.14 What Do I Do If the Client Breaks Down Due to the Compatibility Issue of the Graphics Driver?

If you encountered this issue on Windows 7, upgrade the graphics driver according to the guide on the official website of the graphics card or using third-party driver upgrade software.

6.15 Which Clients Support Virtual Backgrounds?

- Video meetings

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Client	OS Requirements	Hardware Requirements
Windows	Windows 10	For details, see **Which Windows Devices Support Virtual Backgrounds?**
macOS	macOS 10.12.1 or later	CPU: Intel Core i5 quad-core or above; M1 chip quad-core or above
Android	Android 6.0/ HarmonyOS 2.0	Android phones with Kirin 990 or later, including HUAWEI P30 or later, HUAWEI Mate 30 or later, and HUAWEI Mate Xs
iOS	-	iPhone 8 or later

6.16 Which Windows Devices Support Virtual Backgrounds?

To support virtual backgrounds, the Windows device must meet the following hardware requirements:

- CPU
  - Sixth-generation Intel Core™ processors and later models
  - The processor model can be identified by the number in the model. For example, the processor model Inter(R) Core(TM) i7-**8**700 CPU indicates the **8**th generation Intel Core™ processor.
  - Intel Xeon Scalable processors (formerly Skylake), second-generation Intel Xeon Scalable processors (formerly Cascade Lake), and third-generation Intel Xeon Scalable processors (formerly Cooper Lake or Ice Lake)
  - Pentium processors N4200/5, N3350/5, and N3450/5 with Intel core graphics cards
  - Intel Atom processors that use Streaming SIMD Extensions 4.1 (SSE4.1)

  NOTE

  - To check the CPU of your computer, click the **Start** button in the lower left corner of your computer and choose **Settings**. In the displayed dialog box, choose **System** > **About** and view the information next to **Processor** in the **Device specifications** area.
  - For details about Intel processor models and configurations, visit the Intel official website.
- GPU

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- Sixth-generation to ninth-generation Intel Iris® Plus graphics card, Intel® Atom graphics card, Intel® HD graphics card, or Intel Xe processor

  (The graphics card is integrated on the processor and released after 2010.)
- Intel Iris® Xe MAX (independent graphics card released in 2020)

NOTE

- To view the GPU processor of your computer, right-click **This PC** and choose **Properties** from the shortcut menu. Choose **Device Manager** > **Display adapters**, right-click the graphics card, choose **Properties** from the shortcut menu, and click the **Details** tab.
- For details about Intel graphics models and configurations, visit the Intel official website.

6.17 How Do I Configure SSO Login for My Enterprise?

- **Configuration on the Huawei Cloud Meeting Management Platform**

  After enterprise-owned authentication takes effect, internal accounts of your enterprise will be used to log in to the mobile app, desktop client, and Management Platform. **Ensure that you have tested the enterprise-owned authentication on the configuration page.** (It is recommended that you connect the enterprise-owned authentication to Huawei Cloud Meeting in a test enterprise first. After the connection is successful, configure enterprise-owned authentication in your enterprise.) Save the configuration only after the verification is successful.

  NOTE

  Before the connection, ensure that all parameters have been configured. Otherwise, the login fails.

  a. On the **Huawei Cloud Meeting website**, click **Console**, enter the Huawei Cloud account and password, and click **Access Management Platform** to go to the Huawei Cloud Meeting Management Platform.

  b. In the navigation pane, choose **Advanced Settings** > **Openness**.

  c. Click the **SSO Login** tab.

  d. Set **SSO Login** to **Enabled**.

  Parameter description:

Parameter	Description
Basic Settings	
Enterprise Domain Name	Domain name configured by your enterprise. Enter the domain name when logging in to the app.
Token URL	URL for obtaining a token. Huawei Cloud Meeting uses the temporary code generated during enterprise authentication to obtain the token for accessing enterprise user information.

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Parameter	Description
Authorization Center URL	URL of the enterprise authentication center. After you enter the enterprise domain name in the Huawei Cloud Meeting app, you will be redirected to the page specified by this parameter. You can enter your account and password or scan the QR code on the page.
User Info Query URL	URL for querying user information. Huawei Cloud Meeting obtains user information (such as the name and contact information) using this URL.
App ID	App ID used to identify Huawei Cloud Meeting. Obtain the app ID from the enterprise authentication platform.
• Scheme for Starting PC Client • Scheme for Starting Android App • Scheme for Starting iOS App	Scheme URL for starting the app after the authentication is successful.
Mappings	
Third-Party Account Field Name	Account field in the authentication API.
Third-Party Access Token Field Name	Token field in the API for obtaining a token.
• Third-Party Name Field Name • Third-Party Email Address Field Name • Third-Party Mobile Number Field Name	Mapping between fields in the enterprise user information API and Huawei Cloud Meeting user information.

- **Configuration on your enterprise authentication platform (example: WeChat authentication)**

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a. Apply for an app ID and key on the WeChat Open Platform.

b. Request code to obtain the URL of the authentication center.

   Before using a third-party website application for login authorization, ensure that you have obtained the authorization scope (**scope** = **snsapi_login**) of the corresponding web page. If the authorization scope has been obtained, you can access the following link on the PC:

   https://open.weixin.qq.com/connect/qrconnect?appid=APPID&redirect_uri=REDIRECT_URI&response_type=code&scope=SCOPE&state=STATE#wechat_redirect

   If the system displays a message indicating that the link cannot be accessed, check whether parameters are incorrect. For example, the domain name specified by **redirect_uri** is inconsistent with the authorized domain name entered during the review or the value of **scope** is not **snsapi_login**.

c. Use code to obtain **access_token** (**Token URL**).

   https://api.weixin.qq.com/sns/oauth2/acess_token?appid=APPID&secret=SECRET&code=CODE&grant_type=authorization_code

d. Use **access_token** to call the APIs (**User Info Query URL**).

   Prerequisites:

   - **access_token** is valid.
   - The WeChat user has authorized the corresponding scopes of APIs to the third-party application account.

   The following APIs can be called.

Authorization Scope	API	Description
snsapi_base	/sns/oauth2/access_token	Obtain **access_token**, **refresh_token**, and authorized scopes using code.
snsapi_base	/sns/oauth2/refresh_token	Refresh or renew **access_token**.
snsapi_base	/sns/auth	Check the validity of **access_token**.
snsapi_userinfo	/sns/userinfo	Obtain user information.

6.18 How Do I Enable Intelligent Video Sorting?

During a meeting, choose **More** > **Settings** > **Video**, and select **Intelligent** for **Video sorting**. When intelligent video sorting is enabled, speakers and participants with videos are preferentially displayed.

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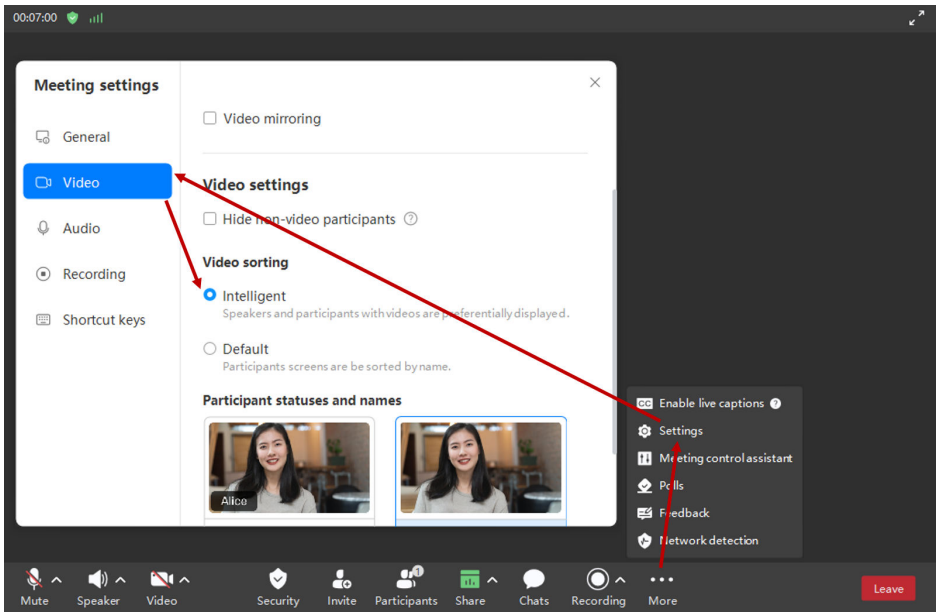
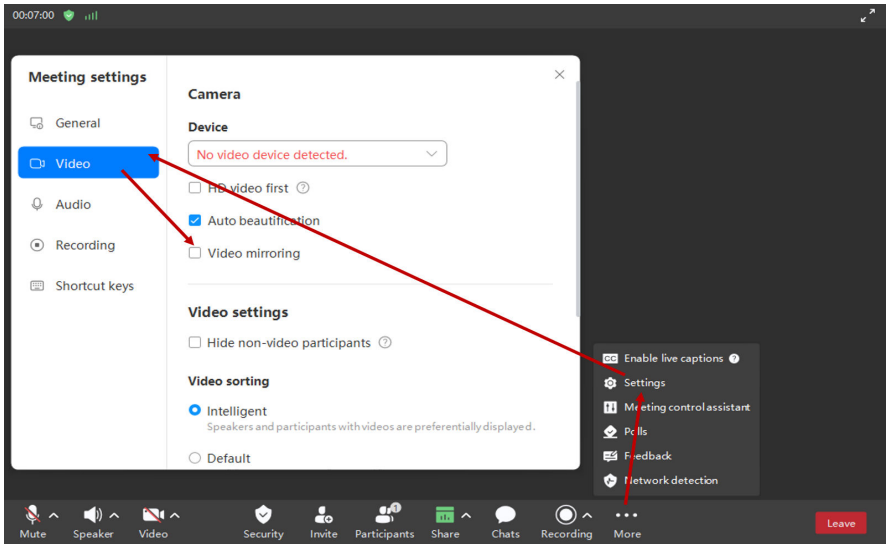


6.19 How Do I Enable or Disable Video Mirroring?

- During a meeting

  Desktop client

  Choose **More** > **Settings** > **Video** and select or deselect **Video mirroring**.



  Mobile app

  Choose **More** > **Meeting settings** and enable or disable **Video mirroring**.

- Before a meeting

  Desktop client

  Choose **Settings** > **Video** and select or deselect **Video mirroring**.

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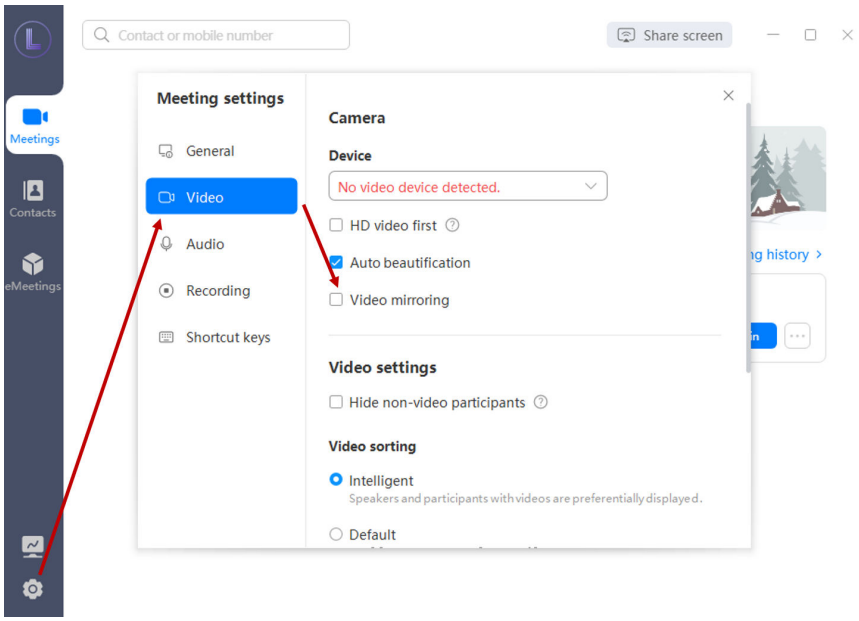

Mobile app

Choose **Me** > **Settings** > **Meeting settings** and enable or disable **Video mirroring**.

6.20 How Do I Obtain Better Audio Experience?

Step 1 Log in to the Huawei Cloud Meeting desktop client.

Step 2 Click in the lower left corner of the home screen.

Step 3 In the **Meeting settings** window, choose **Audio** on the left, scroll down to the **Others** area, and set **Audio mode**.

- **PC**: Select this mode if you use a personal laptop or desktop computer to hold a meeting.
- **Normal meeting room with whiteboards**: Select this mode if you are in a small-, medium-, and large-sized meeting room with an area of 5 to 25 m^2. This type of meeting room can accommodate 2 to 25 people.
- **Ultra-large meeting room with sound amplification devices**: Select this mode if you are in a meeting room with an area of more than 30 m^2 and sound amplification devices. This type of meeting room can accommodate over 30 people.
- **Auto-adaptive**: Select this mode to let your device intelligently detect the audio environment and automatically switch to the most appropriate audio mode.

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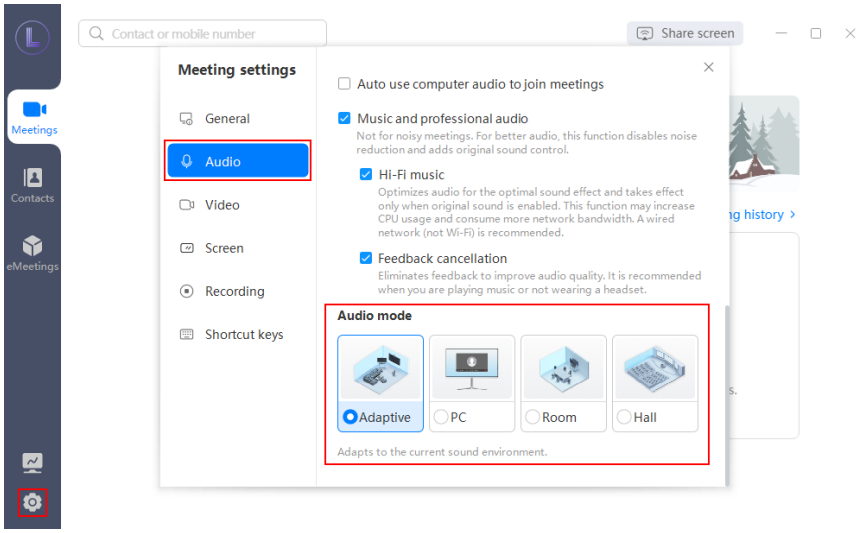
Figure 6-1 Audio mode



----End

6.21 What Do I Do If Huawei Cloud Meeting Cannot Be Installed on My MacBook?

Symptom: When you install the macOS installation package downloaded from the official website, the following message is displayed, indicating that Huawei Cloud Meeting cannot be opened because the developer identity cannot be confirmed.

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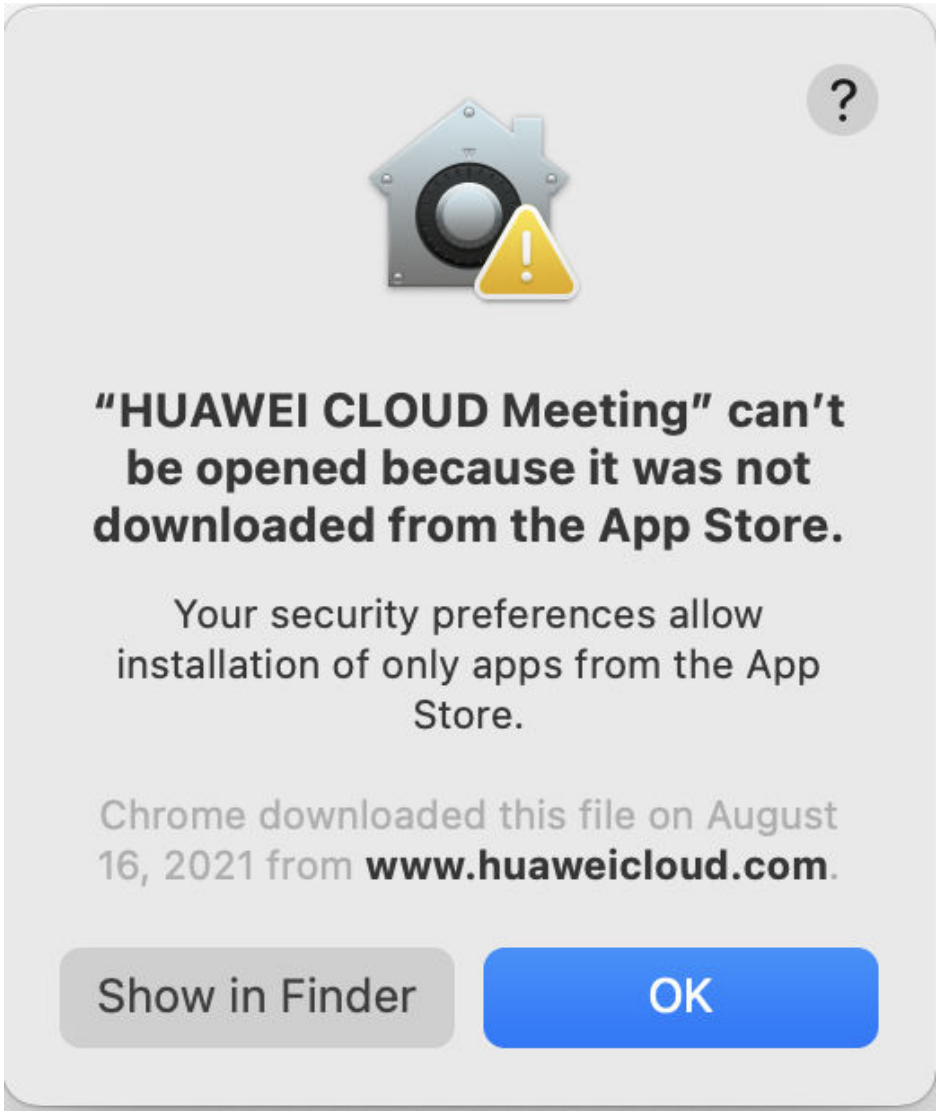

To solve this issue, perform the following steps:

Step 1 Choose **System Preferences** > **Security & Privacy**.

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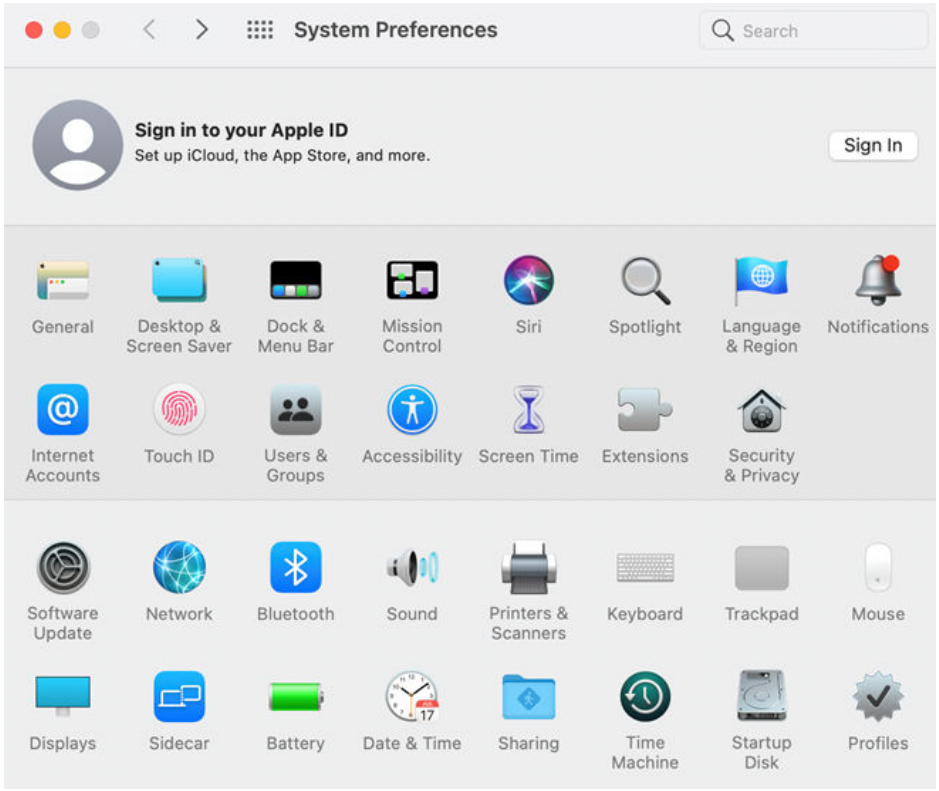

Step 2 Click the **General** tab. In the **Allow apps downloaded from** area, select **App Store and identified developers**. (Click the lock icon in the lower left corner, complete identity authentication, and change this configuration item.)

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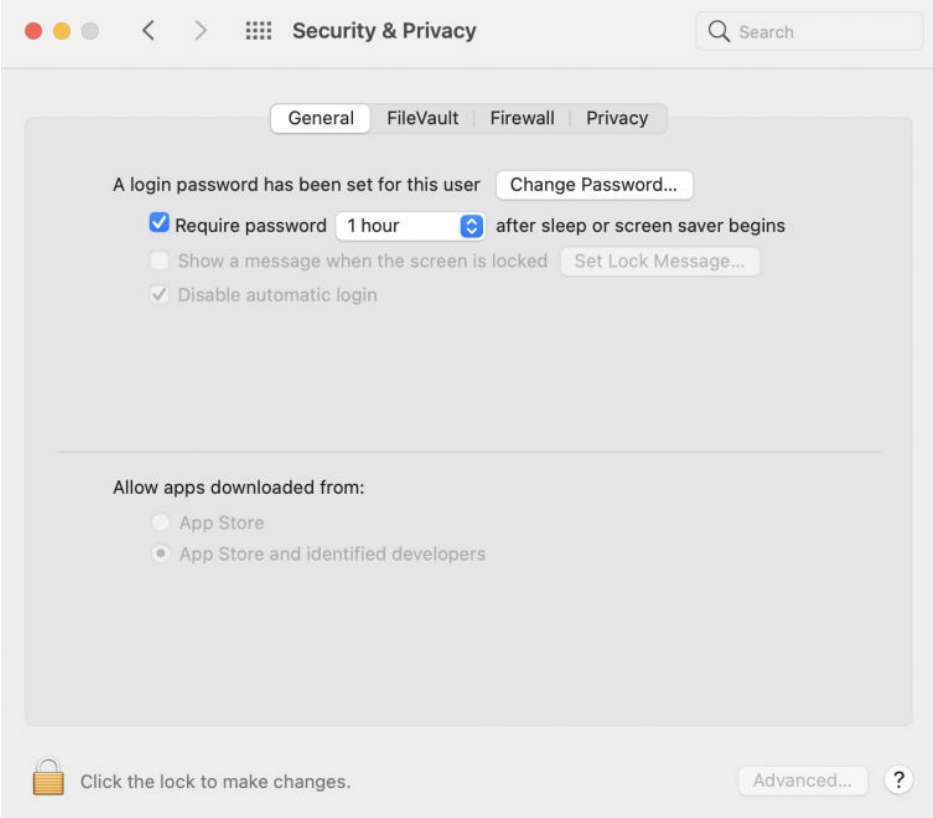

----End

6.22 How Many Screens Can Be Displayed When I Hold a Meeting on a Tablet?

During a video meeting, the speaker view is displayed by default. The large screen displays the speaker, and the small screen displays your video. Alternatively, the large screen displays the shared screen, and the small screen displays the loudest speaker. You can focus on a participant. You can slide right to switch to the gallery view.

NOTE

The gallery view is available when there are at least two participants in the meeting.

Android Tablet

In the gallery view:

- The 2 GHz, 4 GB memory or higher model supports the 3 x 3 layout, and other models support only the 2 x 2 layout.
- Models with Kirin 990, Kirin 9000, and Kirin 9000E chips support the 4 x 4 layout.

Apple iPad

Table 6-1 shows the screen layouts that can be displayed in the gallery view.

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Table 6-1 Screen layouts of iPad

Layout	Model
4 x 4	• iPad Pro 12.9" 3, iPad Pro 12.9" 4, iPad Pro 12.9" 5, or later • iPad Pro 11" 1, iPad Pro 11" 2, iPad Pro 11" 3, or later • iPad Air 3, iPad Air 4, or later • iPad 8 or later
3 x 3	• iPad Pro 12.9" 1 or iPad Pro 12.9" 2 • iPad Pro 10.5" • iPad Pro 9.7" • iPad 5, iPad 6, or iPad 7 • iPad mini 4 or iPad mini 5 **NOTE** iPad mini supports the 3 x 3 layout at most.
2 x 2	• iPad 1, iPad 2, iPad 3, or iPad 4 • iPad Air 1 or iPad Air 2 • iPad mini 1, iPad mini 2, iPad mini 3, or iPad mini 4

6.23 Which Devices Can Share Device Audio?

Currently, you can share device audio using the following devices.

Client	Device Model
Android	Android 10 or later
iOS	Devices running iOS 13 or later. The supported models are as follows: • iPhone 8 or later • iPad Pro 12.9" 3, iPad Pro 12.9" 4, iPad Pro 12.9" 5, or later • iPad Pro 11" 1, iPad Pro 11" 2, iPad Pro 11" 3, or later • iPad Air 3, iPad Air 4, or later • iPad 8 or later • iPad Pro 12.9" 2 or later • iPad Pro 10.5" or later • iPad mini 5 or later

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6.24 What Do I Do If the Message Indicating that My OS Version Is Too Early Is Displayed When I Start the PC Client?

Symptom: When you start the Huawei Cloud Meeting PC client, the message indicating that your OS version is too early is displayed.

Solution

1. If your OS has not been patched for a long time, update security patches before running Huawei Cloud Meeting.
2. If your OS is Windows 10 or Windows 11 of the latest version and has security patches installed, download the client from the **Huawei Cloud Meeting website** and install it.
3. If your OS is Windows 7 or Windows 10 that has not been upgraded to the latest version or patched, and you do not want to upgrade the OS, click **Run anyway** to use the client when the client is downloaded from the **Huawei Cloud Meeting website**.

6.25 What Do I Do If the Message "Installation package has a problem. Continue to install it?" Is Displayed During the PC Client Upgrade?

Symptom: The message "Installation package has a problem. Continue to install it?" is displayed when you upgrade the Huawei Cloud Meeting PC client after receiving an upgrade notification.

Solution

1. If your OS has not been patched for a long time, update security patches before running Huawei Cloud Meeting.
2. If you connect to an untrusted network, for example, an unknown public network, you may be hijacked. Connect to a trusted network and upgrade the client.
3. If your OS is Windows 7 or Windows 10 that has not been upgraded to the latest version or patched, and you do not want to upgrade the OS, or your OS is Windows 10 or Windows 11 of the latest version and has security patches installed, perform the following steps to check whether the client installation package is reliable:
   a. Go to the **%appdata %\HuaweiMeeting\update** directory, right-click the upgrade package (.exe file), and choose **Properties** from the shortcut menu.
   b. If the values of **Issued to**, **Issued by**, and validity period in the displayed certificate information is the same as those shown in the preceding figure, the upgrade package is reliable. If they are inconsistent, click **Cancel** to stop the upgrade.

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4. If the certificate information is inconsistent, download the latest client installation package from the **Huawei Cloud Meeting website**.

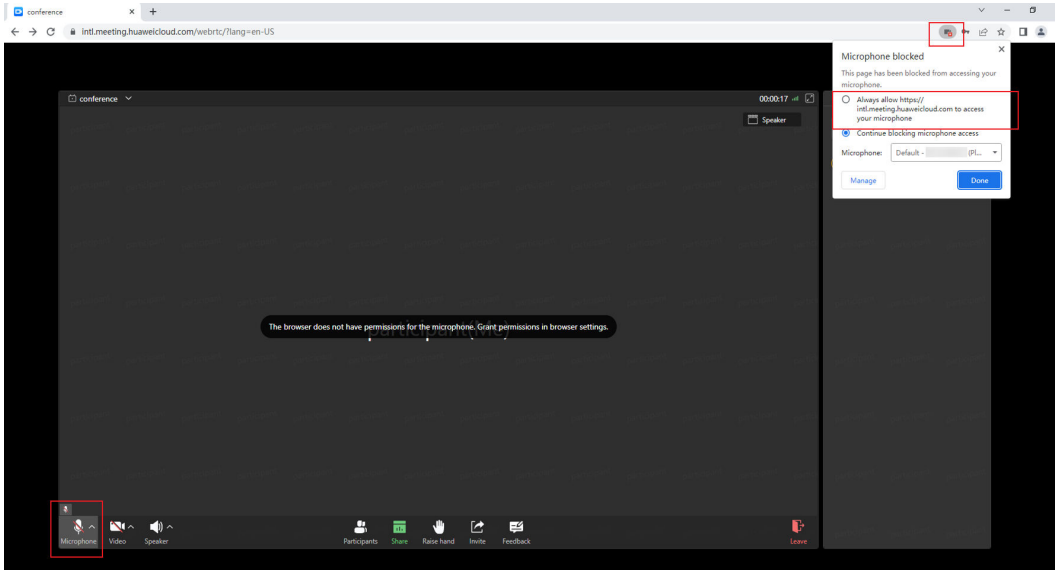
6.26 How Do I Grant the Microphone, Camera, and Screen Sharing Permissions to the Huawei Cloud Meeting Web Client?

6.26.1 Windows Chrome

How Do I Grant the Microphone Permission to Windows Chrome?

If the message "The browser does not have permissions for the microphone. Grant permissions in browser settings." is displayed when you enable the microphone or are invited to enable it, click the camera icon in the upper right corner of the browser and select **Always allow** *https://xxx* **to access your microphone**. *https://xxx* indicates the meeting website.

Figure 6-2 Granting the microphone permission to Windows Chrome



How Do I Grant the Camera Permission to Windows Chrome?

If the message "The browser does not have permissions for the camera. Grant permissions in browser settings." is displayed when you enable the camera or are invited to enable it, click the camera icon in the upper right corner of the browser and select **Always allow** *https://xxx* **to access your camera**. *https://xxx* indicates the meeting website.

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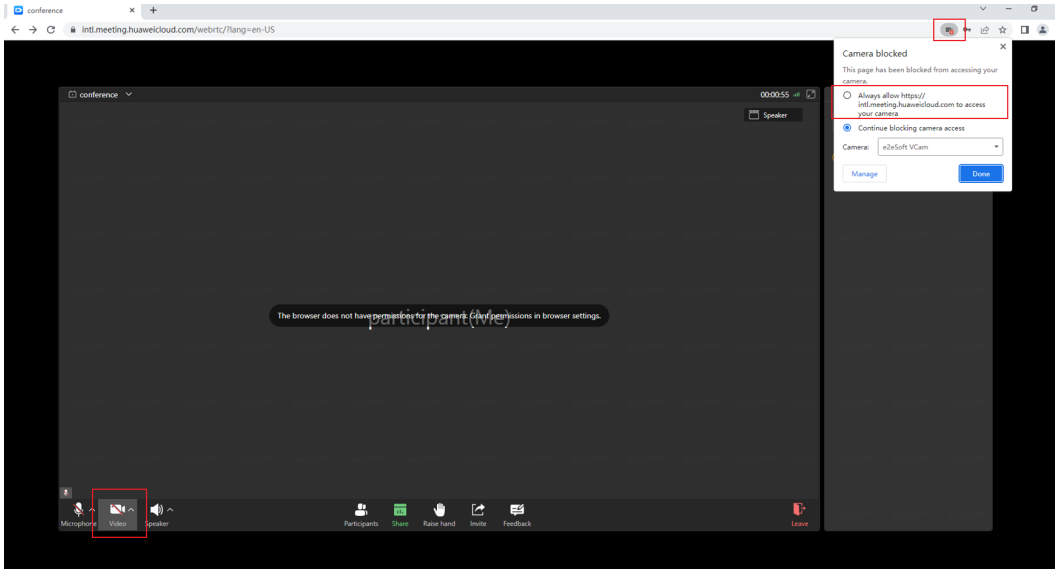
Figure 6-3 Granting the camera permission to Windows Chrome



6.26.2 macOS Chrome

How Do I Grant the Screen Sharing Permission to macOS Chrome?

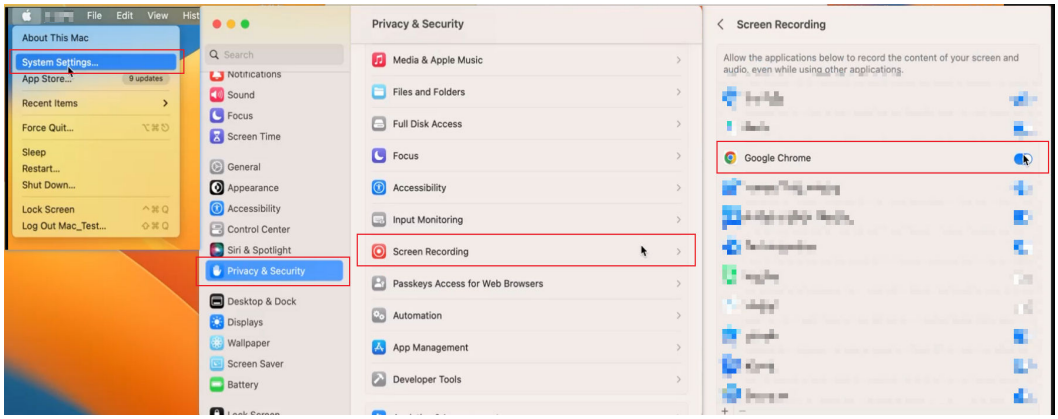
You can click **Share** and share a tab page, program, or entire screen in a meeting.

When you share a Chrome tab or the Chrome window, no permission is required.

If you share other content and a message indicating that sharing fails is displayed, perform the following operations:

1. Go to **Settings** > **Security & Privacy** > **Screen Recording** and enable the switch for Chrome.
2. Restart Chrome, join the meeting, and share the content again.

Figure 6-4 Granting the screen sharing permission to macOS Chrome



How Do I Grant the Microphone Permission to macOS Chrome?

If the message "The browser does not have permissions for the microphone. Grant permissions in browser settings." is displayed when you enable the microphone or

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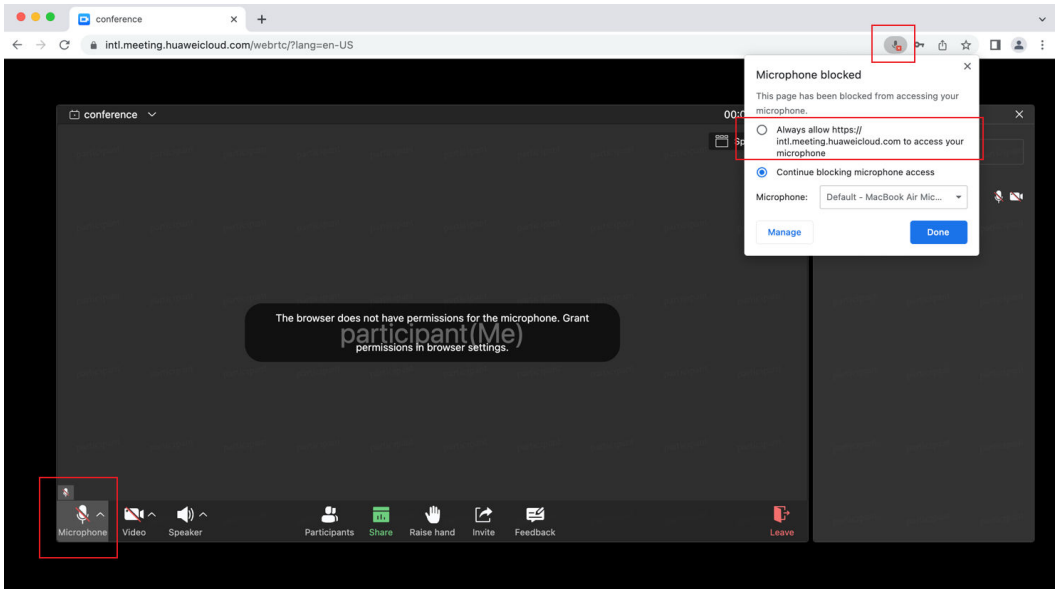
are invited to enable it, click the microphone icon in the upper right corner of the browser and select **Always allow** *https://xxx* **to access your microphone**. *https://xxx* indicates the meeting website.

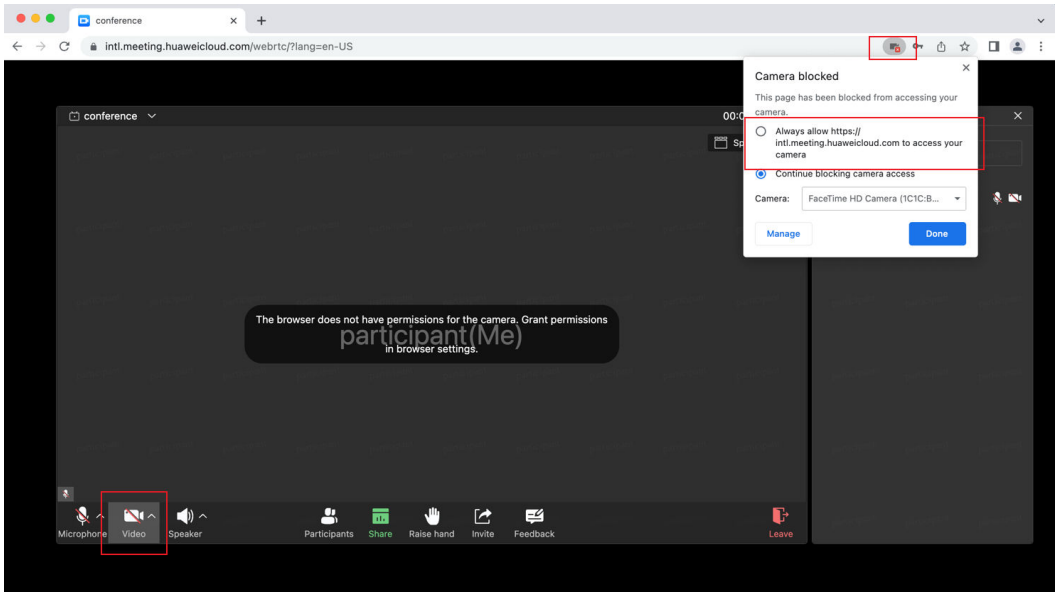
Figure 6-5 Granting the microphone permission to macOS Chrome



How Do I Grant the Camera Permission to macOS Chrome?

If the message "The browser does not have permissions for the camera. Grant permissions in browser settings." is displayed when you enable the camera or are invited to enable it, click the camera icon in the upper right corner of the browser and select **Always allow** *https://xxx* **to access your camera**. *https://xxx* indicates the meeting website.

Figure 6-6 Granting the camera permission to macOS Chrome



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6.26.3 macOS Safari

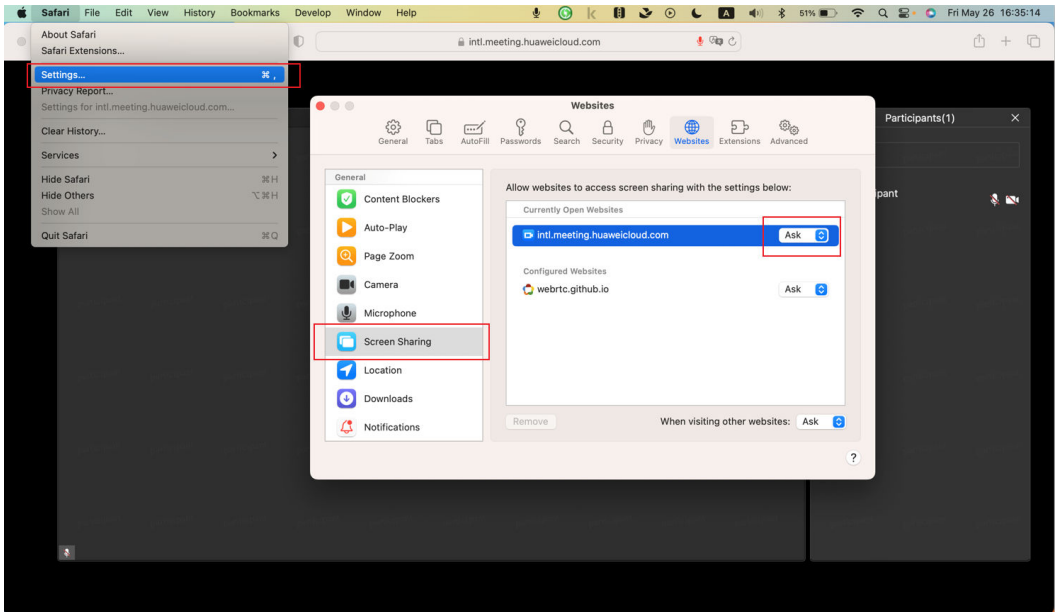
How Do I Grant the Screen Sharing Permission to macOS Safari?

After you click **Share**, a window is displayed. You can share a program or screen, or cancel sharing.

If the system does not display the window but displays the message "Unable to share. Grant screen sharing permission in the browser and try again.", perform the following operations:

1. Choose **Safari** > **Settings** > **Websites** > **Screen Sharing** and set the screen sharing settings of the meeting website to **Ask**.
2. Restart Safari.

Figure 6-7 Granting the screen sharing permission to macOS Safari



How Do I Grant the Microphone Permission to macOS Safari?

If the message "The browser does not have permissions for the microphone. Grant permissions in browser settings." is displayed when you enable the microphone or are invited to enable it, choose **Safari** > **Settings** > **Websites** > **Microphone** and set the screen sharing settings of the meeting website to **Allow**.

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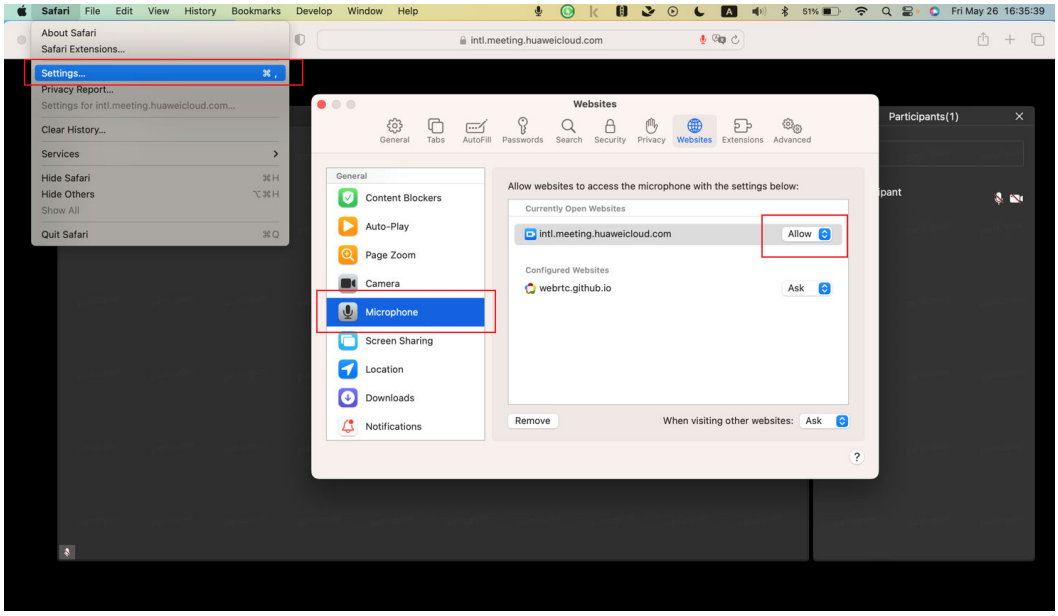
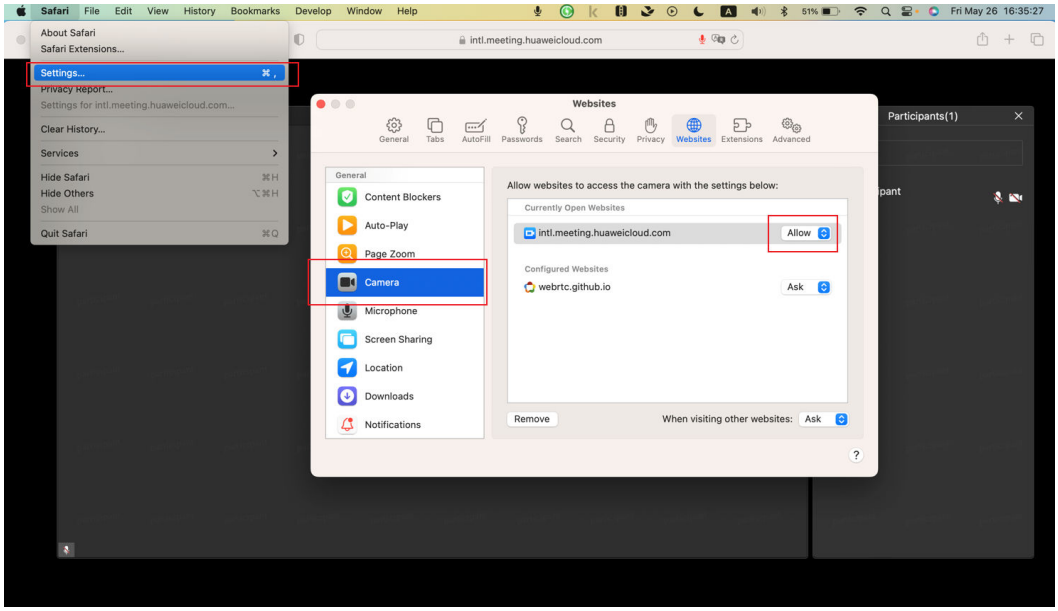
Figure 6-8 Granting the microphone permission to macOS Safari



How Do I Grant the Camera Permission to macOS Safari?

If the message "The browser does not have permissions for the camera. Grant permissions in browser settings." is displayed when you enable the camera or are invited to enable it, choose **Safari** > **Settings** > **Websites** > **Camera** and set the screen sharing settings of the meeting website to **Allow**.

Figure 6-9 Granting the camera permission to macOS Safari



6.27 How Do I Check Audio Devices on the Huawei Cloud Meeting Desktop Client?

Perform the following operations to check your audio devices.

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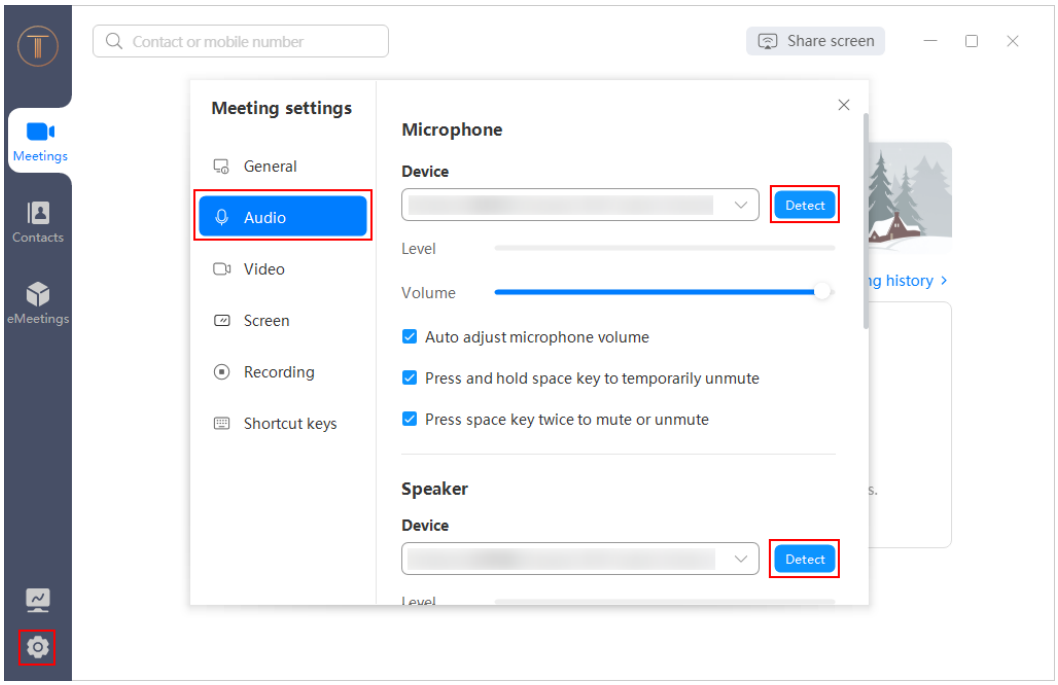
Step 1 Log in to the Huawei Cloud Meeting desktop client.

Step 2 Click in the lower left corner of the home screen.

Step 3 In the **Meeting settings** window, choose **Audio** on the left, click **Detect** in the **Microphone** or **Speaker** area, check the device output level, and adjust the device volume if necessary.

Figure 6-10 Checking audio devices



----End

NOTE

In a meeting, you can click next to **Mute** or **Speaker** in the meeting control bar, select **Device settings**, and check devices in the displayed **Meeting settings** window.

6.28 How Do I Display the Meeting Screen in a Floating Window?

You can display the meeting screen in a floating window.

- **Desktop client**

  In a meeting, click in the upper right corner to minimize the meeting screen to a floating window.

  In the floating window, you can hide the feed, enable or disable the microphone, speakers, or camera, and restore the main window.

- **Mobile app**

  In a meeting, touch in the upper left corner to minimize the meeting screen to a floating window.

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You can touch the floating window to restore to the main window.

6.29 How Do I Set Audio and Video on the Huawei Cloud Meeting Mobile App?

Before or during a meeting, you can set the audio and video as required.

- **Before a meeting**

  When using the meeting ID and password to join a meeting, toggle on or off the switch next to **Microphone** or **Camera**.

- **During a meeting**

  Touch **Mute** or **Video** in the meeting control bar to change the microphone or camera status.

6.30 How Do I Change My Profile Picture?

You can change the profile picture on the Huawei Cloud Meeting client or Management Platform as required.

Notes

- By default, the initial letter of your name is used as the profile picture.
- If you use a custom profile picture, you can change it to the default one.
- Custom profile pictures are displayed only to members in your enterprise.

Change the Profile Picture on the Desktop Client

Step 1 Log in to the Huawei Cloud Meeting desktop client.

Step 2 Click the profile picture in the upper left corner of the home screen.

Step 3 On the displayed menu bar, click your profile picture to access the **Change profile picture** window.

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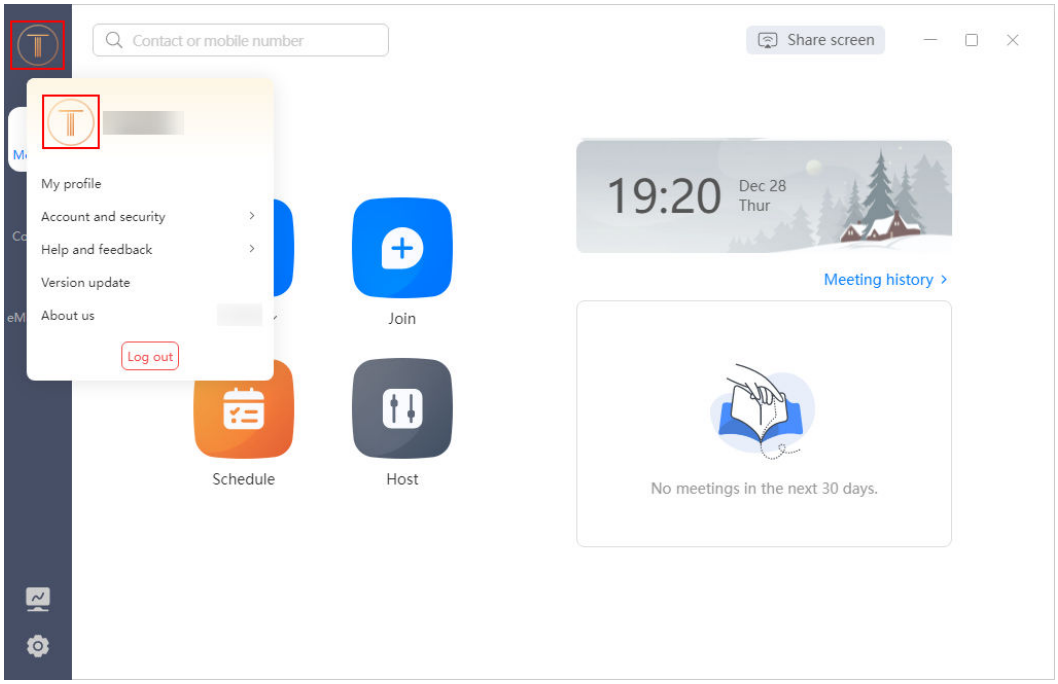
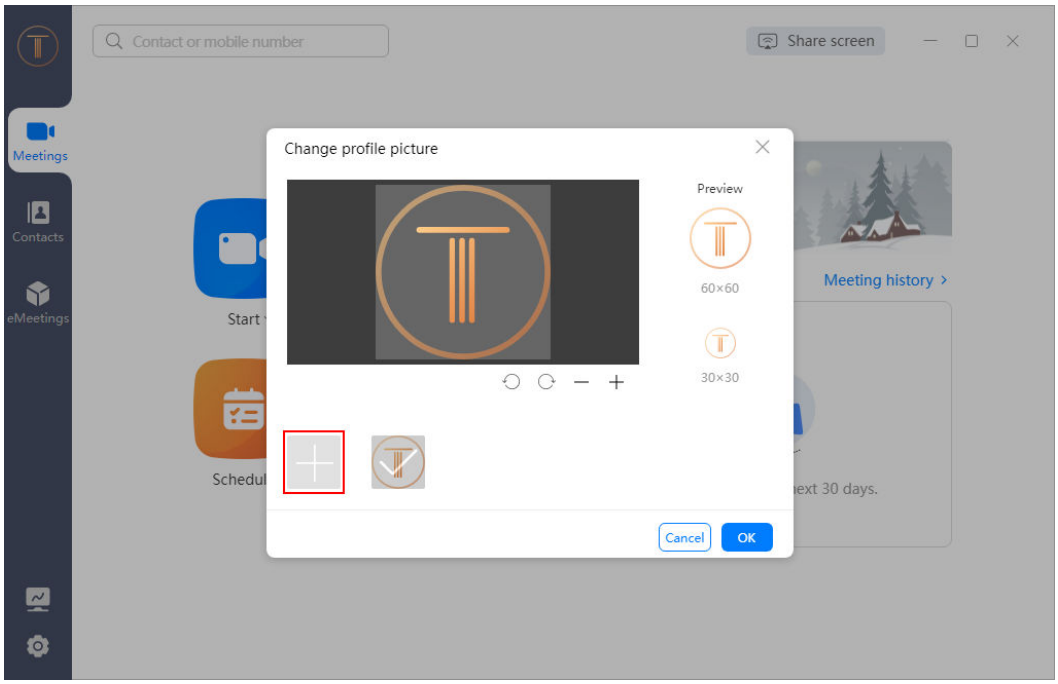
Figure 6-11 Accessing the Change profile picture window



Step 4 In the lower left corner of the displayed window, click **+** and select and add a profile picture.

Figure 6-12 Adding a profile picture



Step 5 Adjust the profile picture and click **OK**.

----End

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Changing the Profile Picture on the Mobile App

Step 1 Log in to the Huawei Cloud Meeting mobile app.

Step 2 Touch **Me** at the bottom of the home screen.

Step 3 Touch your name or profile picture to access the **My profiles** screen.

Step 4 Touch **Profile picture**, select **Choose from albums** or **Take photo**, adjust the profile picture, and touch **Select**.

----End

Changing the Profile Picture on the Huawei Cloud Meeting Management Platform

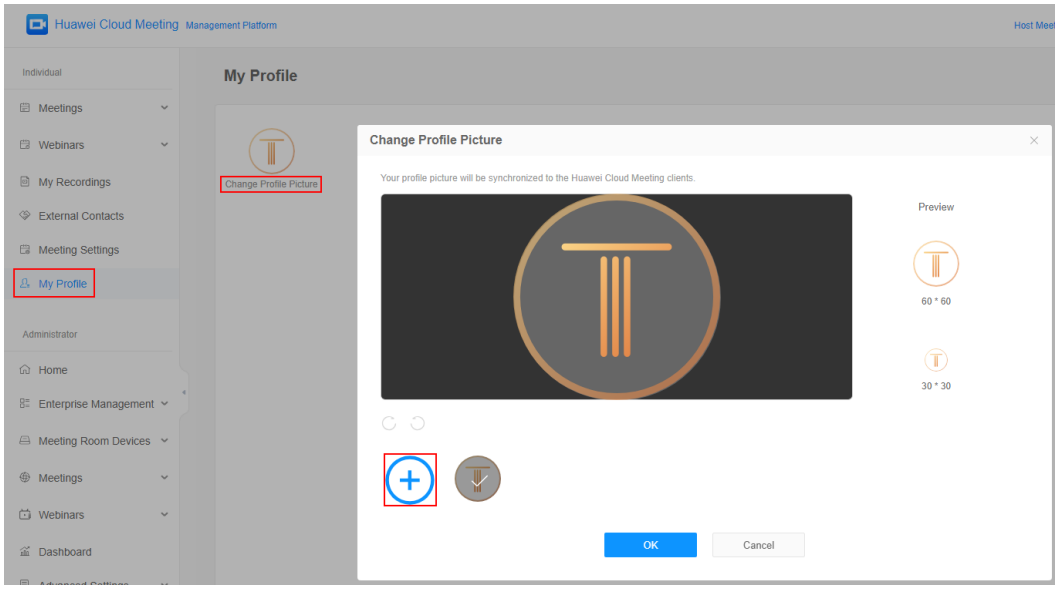
Step 1 Log in to the **Huawei Cloud Meeting Management Platform**.

Step 2 In the navigation pane, choose **My Profile**.

Step 3 Click **Change Profile Picture**.

Step 4 In the lower left corner of the dialog box, click **+** and select and add a profile picture.

Figure 6-13 Changing the profile picture



Step 5 Adjust the profile picture and click **OK**.

----End

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7 Hard Terminal Configuration Faults

7.1 Why Can't a TE Terminal Join a Meeting?

Log in to the web interface using the IP address of the terminal and choose **Maintenance** > **System Status** to check the line status.

- Check whether the ACS is connected.
- Check whether the terminal is registered with the SIP server of Huawei Cloud.

NOTE

For details about ACS troubleshooting and SIP registration, see **What Do I Do If the ACS Is Acting Abnormal?** and **What Do I Do If My Hard Terminal Fails to Be Registered on the SIP Server?**

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

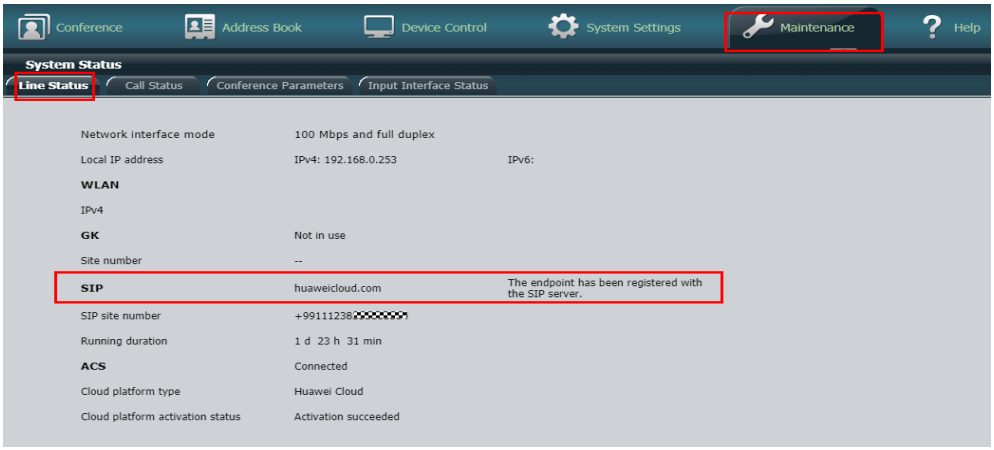
Do as follows for troubleshooting:

1. 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 network cables, connect the terminal to a mobile hotspot, and check whether the ACS is normal.

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

Do as follows for troubleshooting:

1. 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.
2. 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**, click 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.

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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 network cables, connect the terminal to a mobile hotspot, and check whether the SIP server status is normal.

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 Do 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.

  NOTE

  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.

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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.

     NOTE

     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 Do 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.

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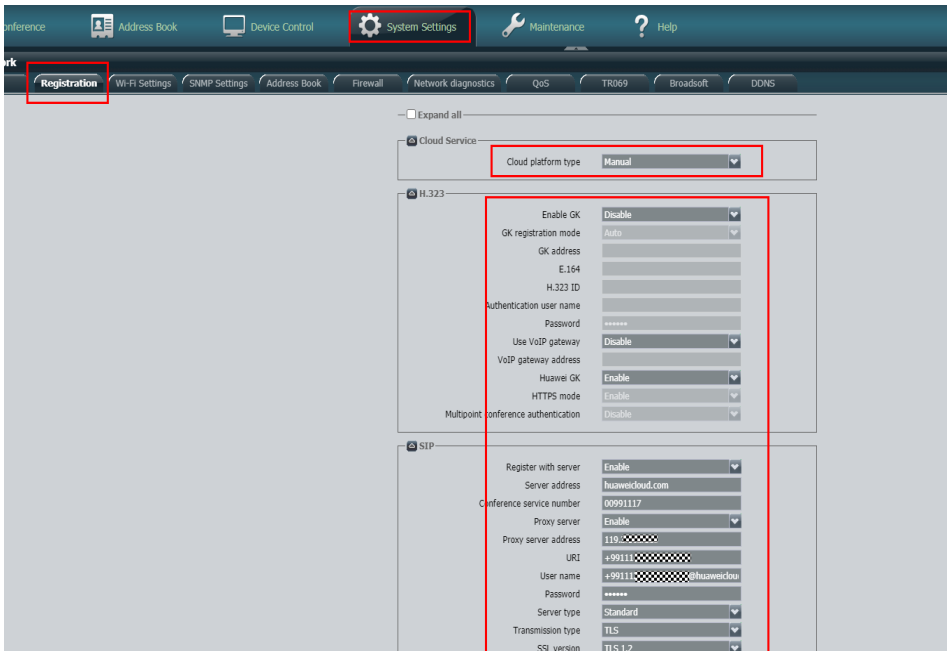
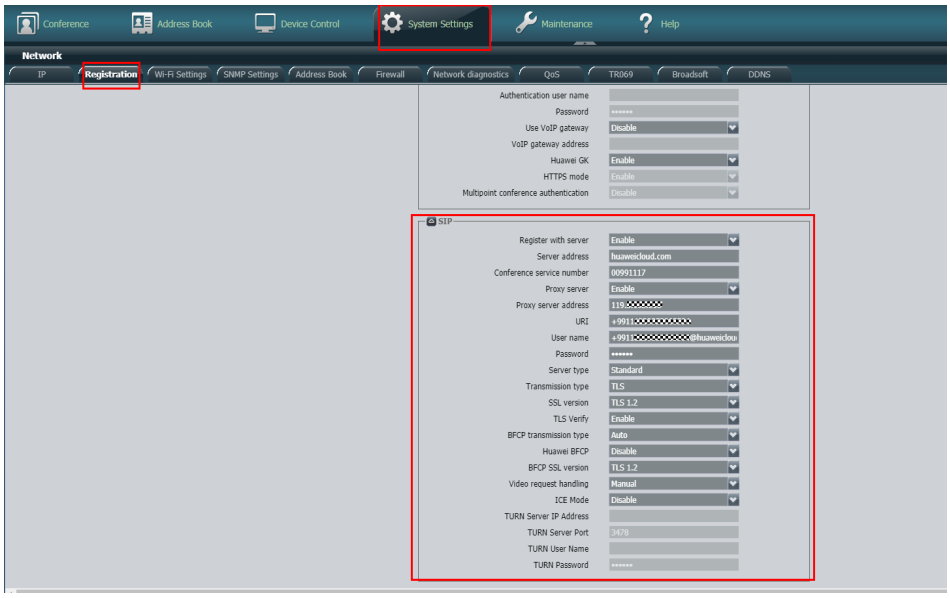


- **TE30/TE40/TE50/TE60**
  a. Log in to the web interface of the hard terminal.
  b. Choose **System Settings** > **Network**, click the **Registration** tab, and check whether the SIP information is complete.



  c. 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.

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NOTE

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 Do I Obtain Hard Terminal Logs and Diagnosis Information?

Enter the IP address of a terminal in the address box of the browser, press **Enter**, log in to the terminal, and perform the following operations to obtain logs and diagnosis information.

- 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 V600R019C00SPCe00. 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.

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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 Do 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 20.0.1.SPC4. 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 **114.114.114.114**.

7.13 What Do 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 terminal version is old. Upgrade the version to 20.0.1.SPC4 or later.

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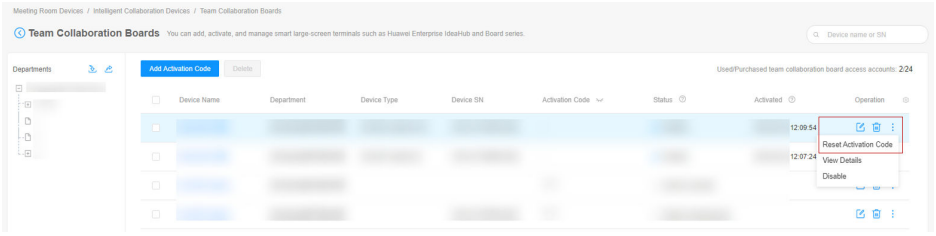
7.14 How Do I Reset the Activation Code of a Hard Terminal?

Log in to the Huawei Cloud Meeting Management Platform as an enterprise administrator, choose **Meeting Room Devices** > **Intelligent Collaboration Devices** > **Team Collaboration Boards**, point to ⋮ on the right of the hard terminal, and click **Reset Activation Code**.



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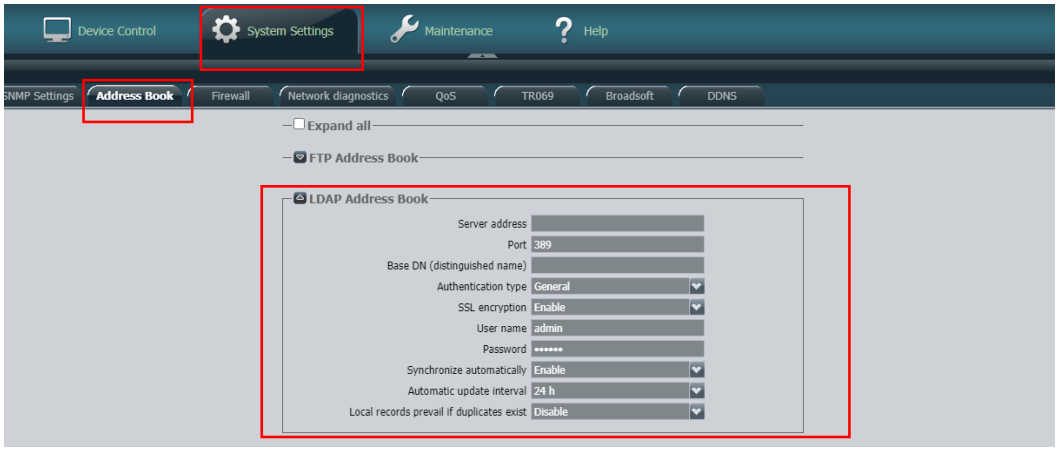
8 Hard Terminal Service Faults

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

1. Check whether the network is normal and whether the network cable is loose.
2. 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 terminal is activated. For details, see **Managing Hard Terminals**.

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- Check the system status of the terminal. In normal cases, the ACS is connected and the SIP server is registered with Huawei Cloud. For details, see **Why Can't a TE Terminal Join a Meeting?**

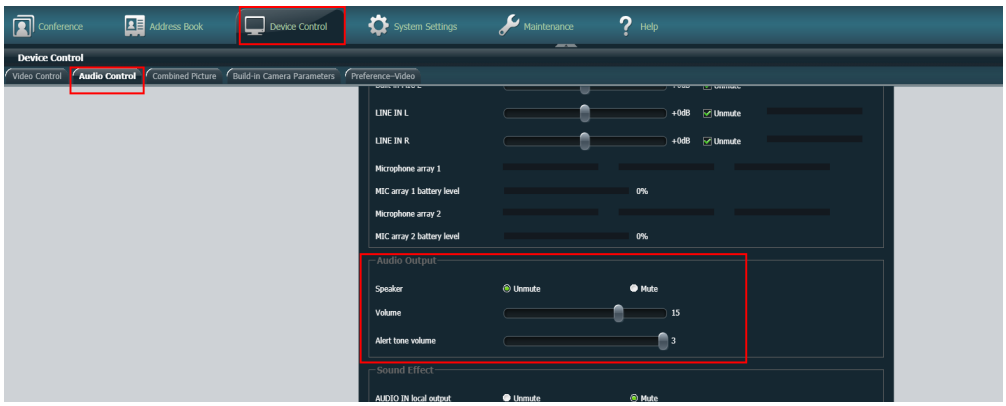
8.3 What Can I Do When a Message Indicating that the User Does Not Answer the Call Is Displayed on the Meeting Control Page When I Call a Hard Terminal?

- 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 Do I Do When Other Participants Cannot Hear My Voice After I Use 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.

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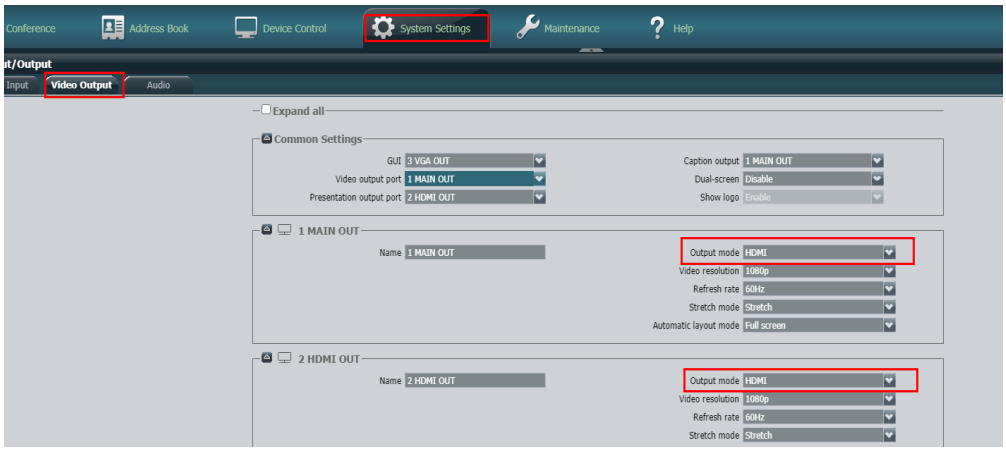

8.5 Why Does Echo Occur on a Hard Terminal?

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

Switch the network (such as the mobile hotspot) to check whether the network is normal.

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 **Why Can't a TE Terminal Join a Meeting?**

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9 Hard Terminal Network Faults

9.1 What Do 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 V600R019C00SPCe00. 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.

9.2 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.

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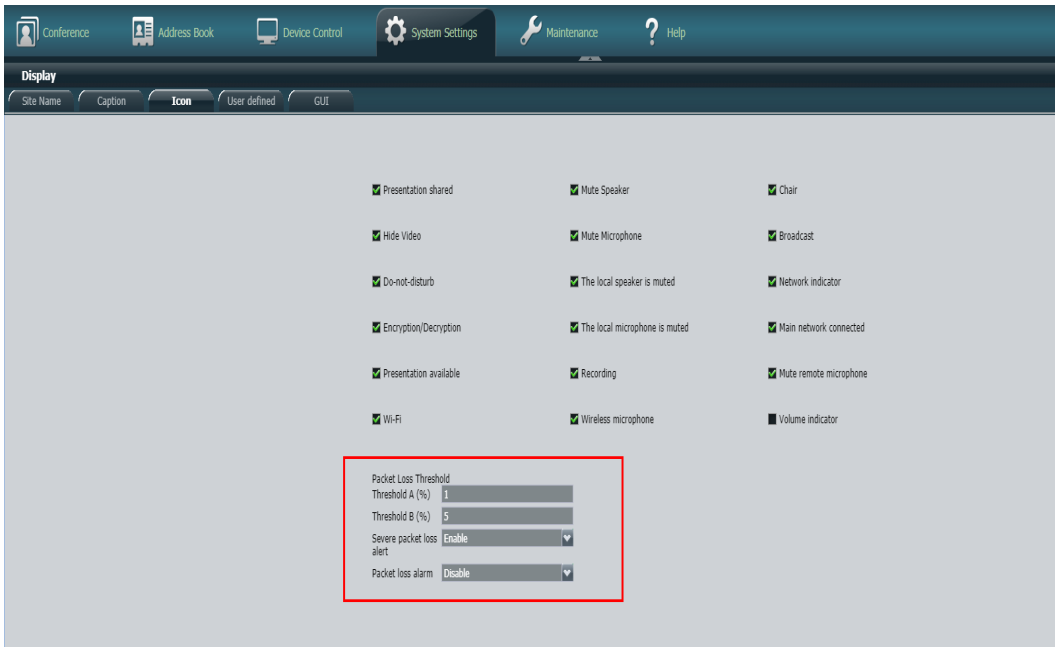

9.3 What Is the Difference Between the Packet Loss Rate Displayed During the Ping Test and That Displayed on a Hard Terminal? How Does the System Detect the Packet Loss Rate of a Hard Terminal?

- 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.

9.4 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

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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.

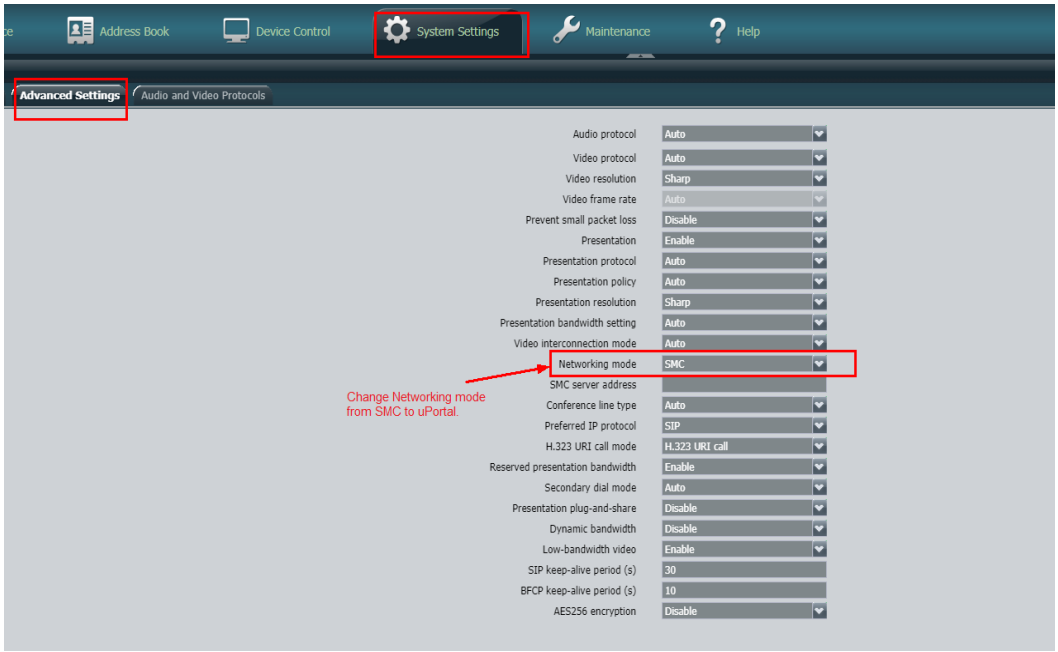
– If the IP address can be pinged, check other problems.

- 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. In this case, restart the hard terminal.
- The terminal time is incorrect. Log in to the web interface of the terminal, choose **System Settings** > **General** > **Time and Time Zone**, and check whether the time is correct. If the time is incorrect, change **System time** to the local time.

9.5 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 Settings**, and change **Networking mode** from **SMC** to **uPortal**.



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9.6 What Do 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?

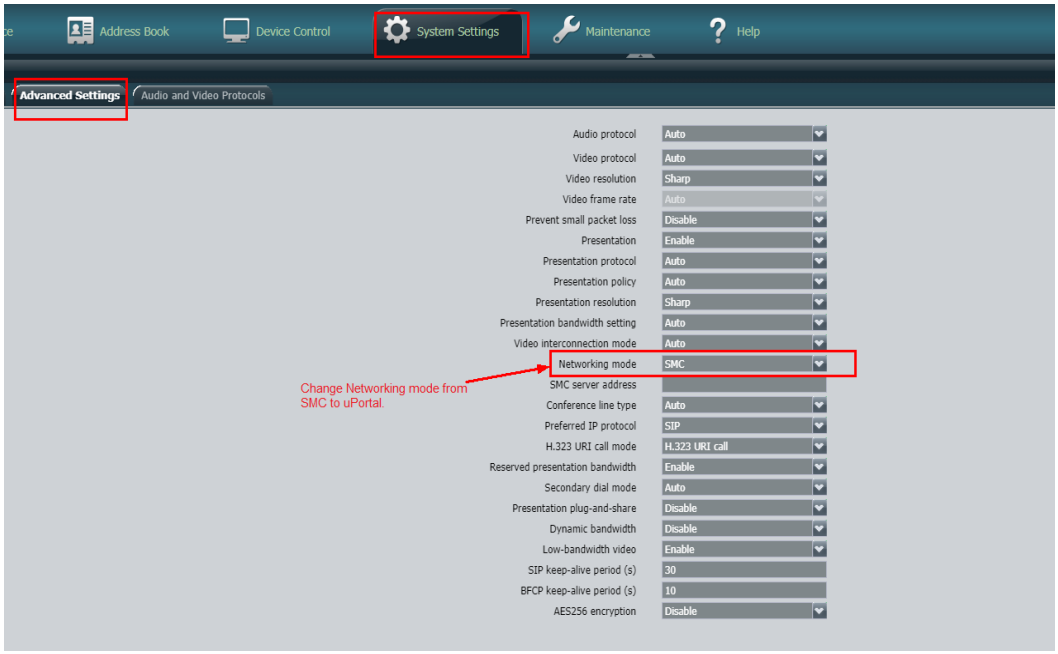
Do as follows:

- 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 **114.114.114.114**.
- The terminal version is old. Upgrade the version to 20.0.1.SPC4.

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

The networking mode is incorrect. Change it to **uPortal**.

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



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10 Hard Terminal Service Usage Problems

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, 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.

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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 seven days after the terminal was added.
  - If the parameters are not set within the seven days, 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:

  a. Log in to the web interface of the terminal.

  b. Choose **System Settings** > **Network** > **TR069** and set the parameters as shown in **Figure 10-1**. **Table 10-1** describes the parameters.

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Figure 10-1 TR069 parameters

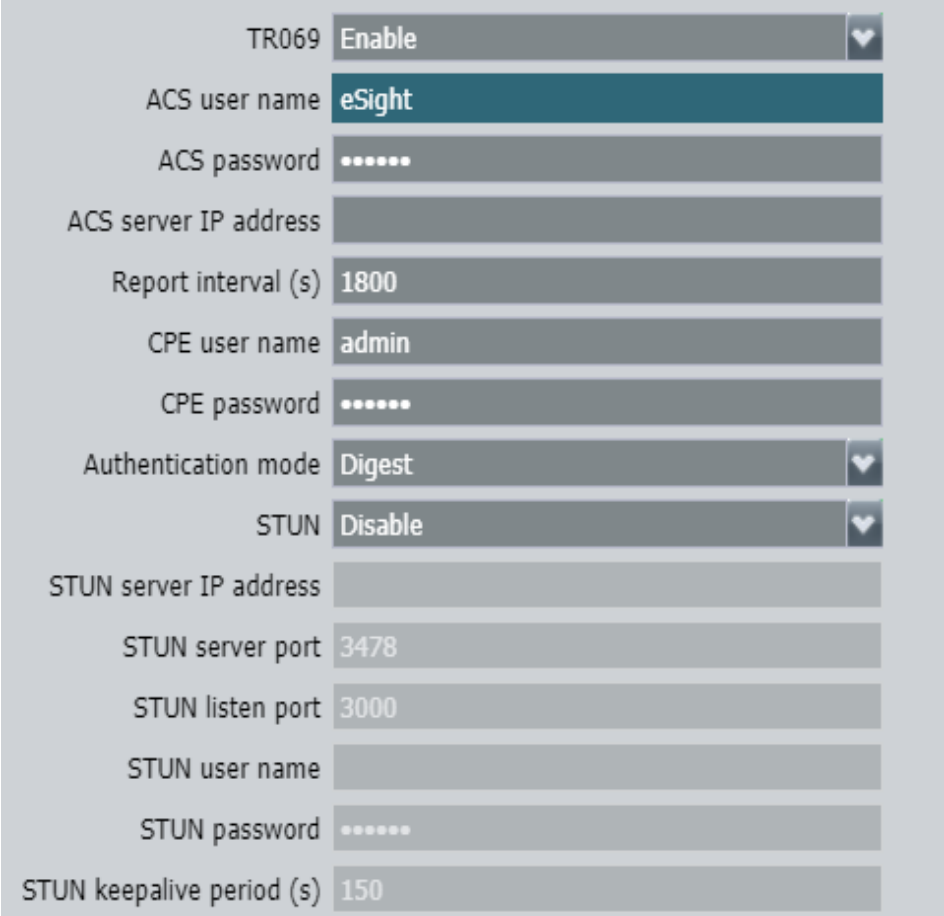

Table 10-1 TR069 parameters

Parameter	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 password	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.

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Parameter	Description	Configuration Method
ACS server IP address	Address of the ACS.	Enter **https://114.116.102.212:8444/tr069/services/acs**.

c. 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**.

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

The hard terminal is already bound with a Huawei Cloud account. Unbind them and then bind the terminal 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 Do 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.

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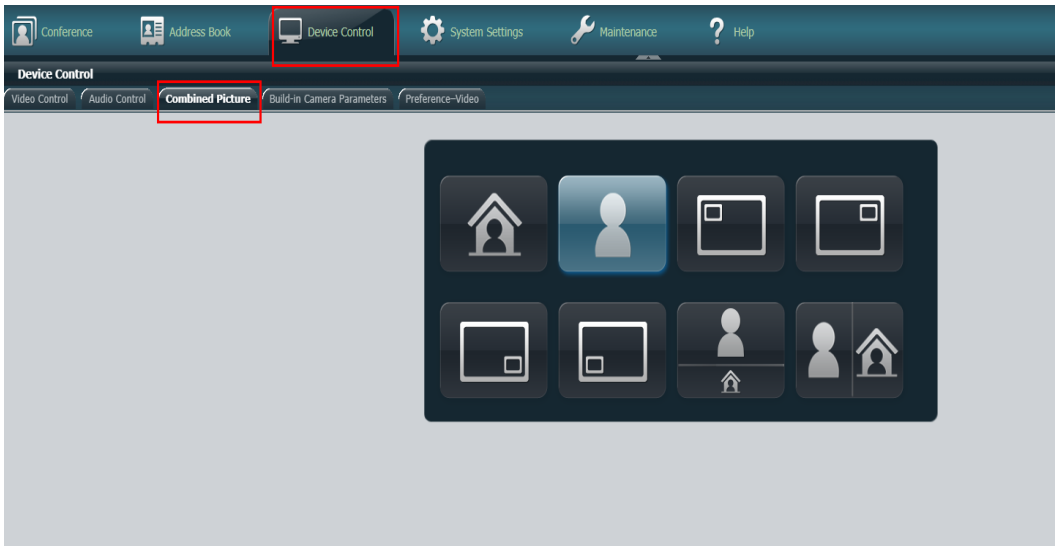
10.10 How Can I Set a Combined Picture on a Hard Terminal?

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

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.

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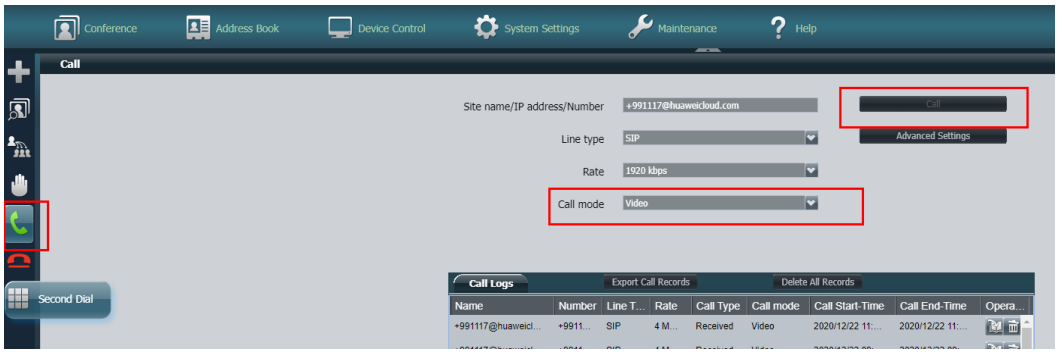

10.13 How Do I Share Materials?

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.

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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 Do 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.

  a. Select **Conference Control** and press **OK**.
  b. Select **Continuous presence** and press **OK**.
  c. Select the desired screen layout.
  d. Select and press **OK**.
  e. Select a site as the main site and press **OK**.

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

    i. Press to bring up the menu bar.
    ii. Select on the toolbar and press **OK**.
    iii. Select **Continuous Presence** and press **OK**.
    iv. Select the desired screen layout and press **OK**.
    v. Select a site to display its video in a screen and press **OK**.
  - Use the touch panel to set continuous presence.

    i. Touch **More** > **Edit Continuous Presence**.
    ii. Select a screen layout and touch a screen.

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NOTE

On the **Edit Continuous Presence** screen, touch and hold a screen and then move it by dragging and dropping.

iii. Scroll to select the site you want to view and touch **OK**.

10.18 How Do I Connect and Use the TE50?

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

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

Purchase recording storage space of Huawei Cloud Meeting, so that you can record meetings and play recordings.

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.

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.

To change the enterprise for a hard terminal, unbind the hard terminal from the existing enterprise on the Huawei Cloud Meeting Management Platform. Then 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**.

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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 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**, **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 Do 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**.

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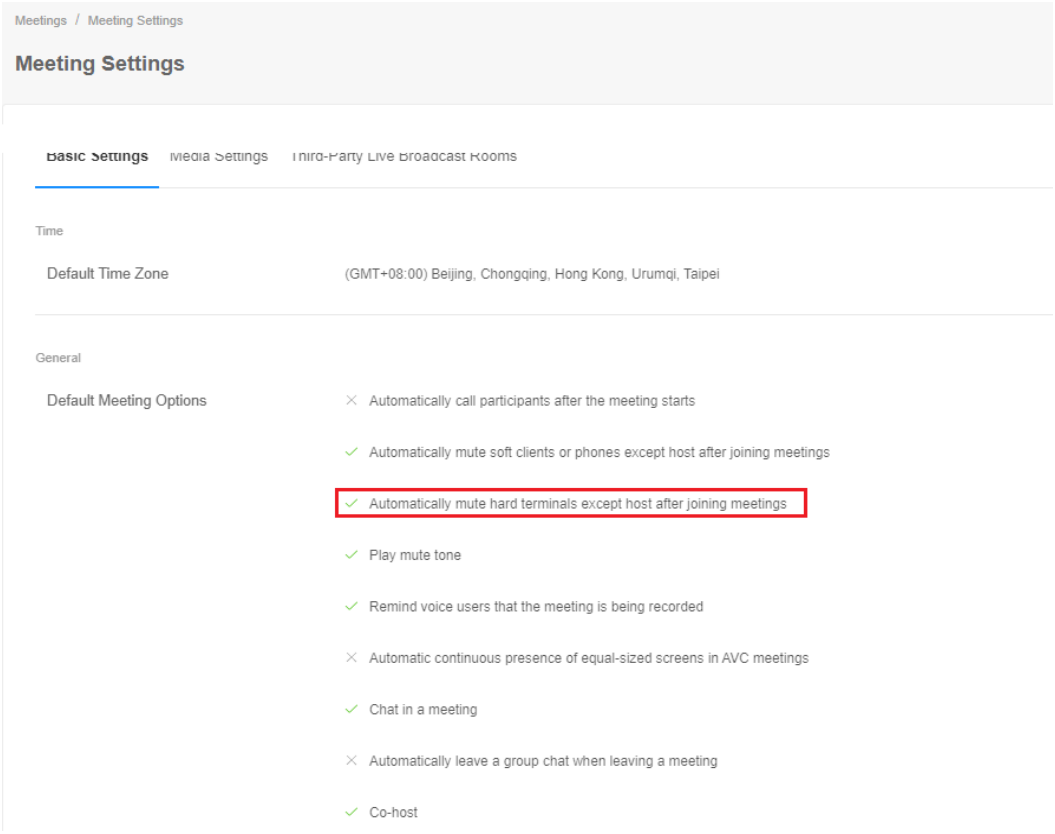
Step 4 Select **Automatically mute hard terminals except host after joining meetings** and click **OK**.



----End

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, enable the recording function under **Advanced Parameters**.

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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 a CloudLink Board Send Presentation Using the AirPresence?

It depends on the CloudLink Board version. CloudLink Board 20.0.1.SPC4 can use AirPresence to send presentation.

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.

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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.

10.34 What Are Hard Terminal Access Accounts?

To connect a hard terminal to Huawei Cloud Meeting, purchase a hard terminal access account.

- Use an access account to register a hard terminal with Huawei Cloud Meeting. Then you can use cloud meeting resources in your enterprise on the hard terminal for conferencing. If meeting functions cannot be used after the hard terminal is connected, check whether your enterprise has sufficient cloud meeting resources.
- Purchase access accounts based on the device type and quantity. If the number of access accounts in your enterprise is less than the number of devices, some devices cannot be connected to Huawei Cloud Meeting.

10.35 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.

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11 Audio and Video Device Faults

11.1 What Do 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.

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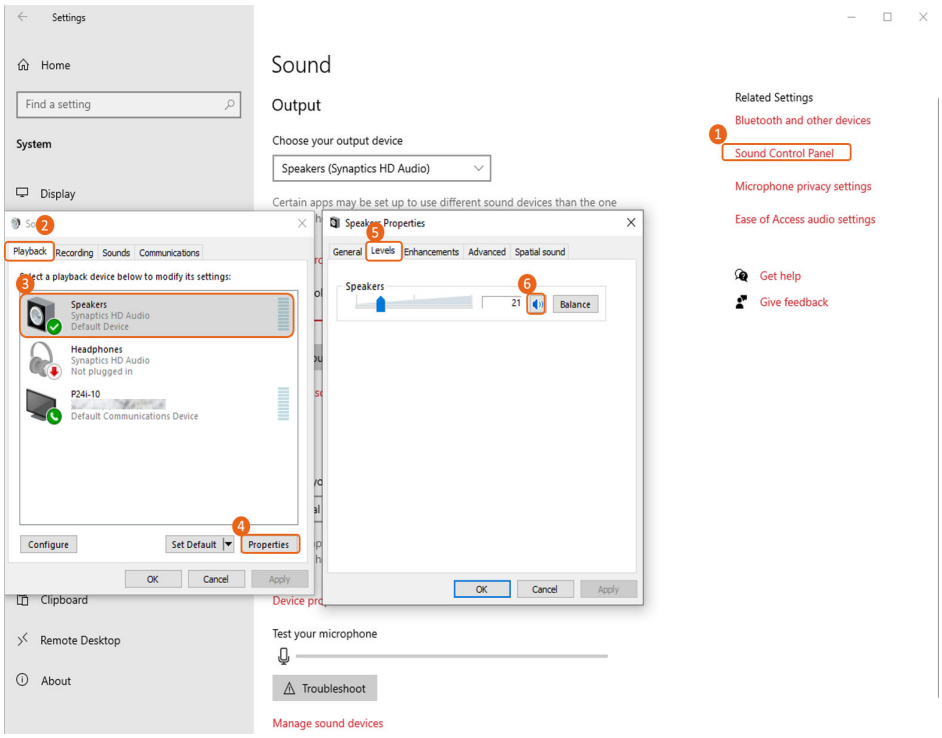
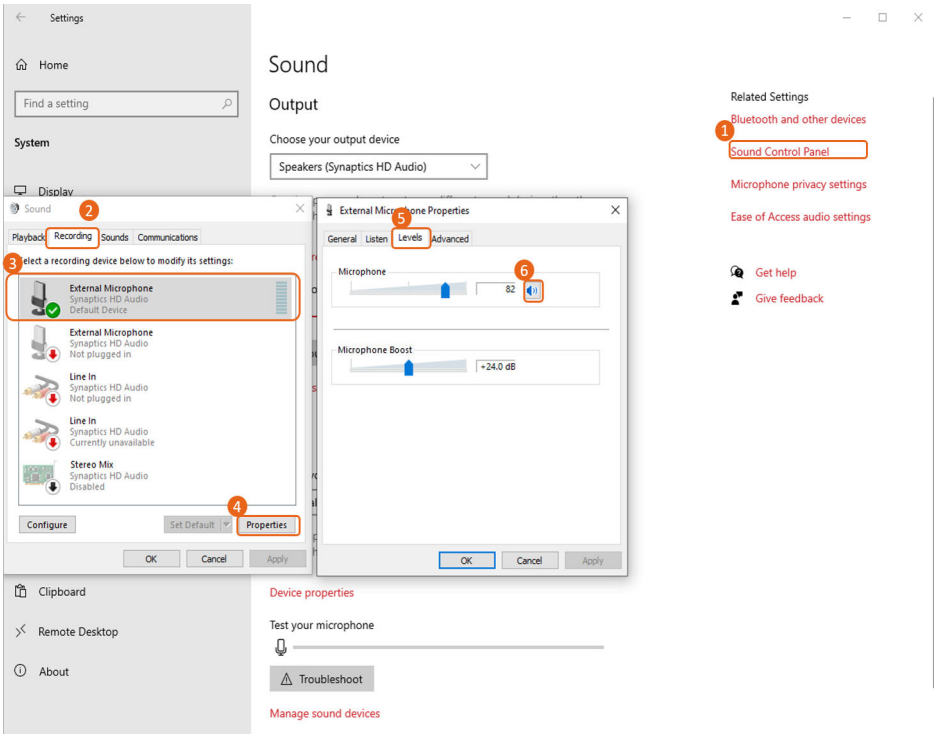


- Microphone

  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.



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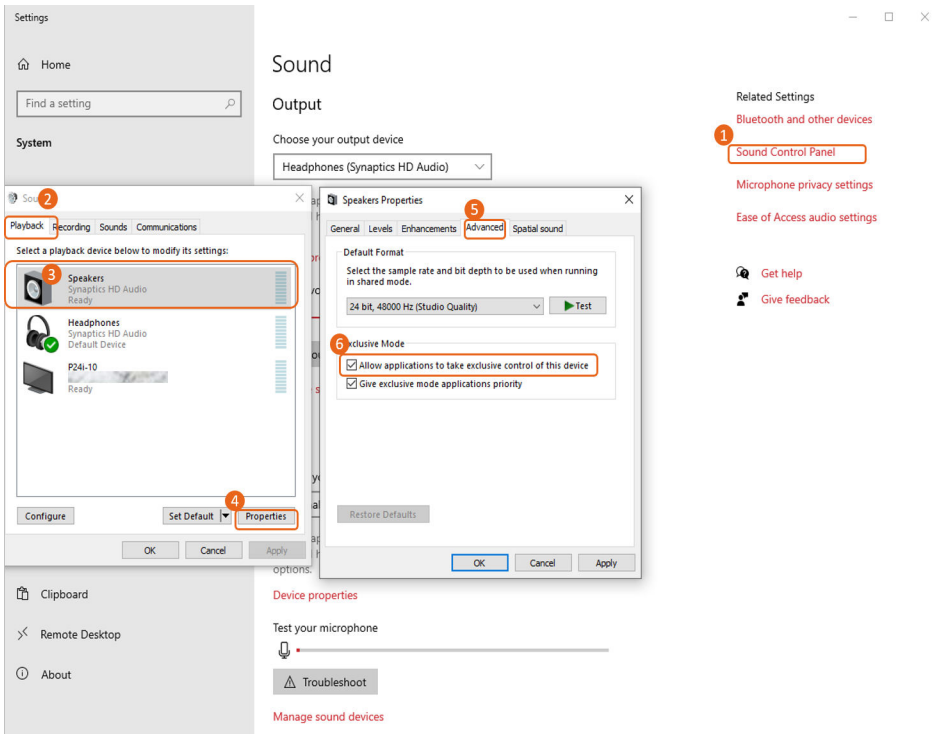
11.3 What Can I Do If the Huawei Cloud Meeting Client Cannot Start the Microphone or Speaker Because the Microphone or Speaker Is Exclusively Occupied?

- 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**.

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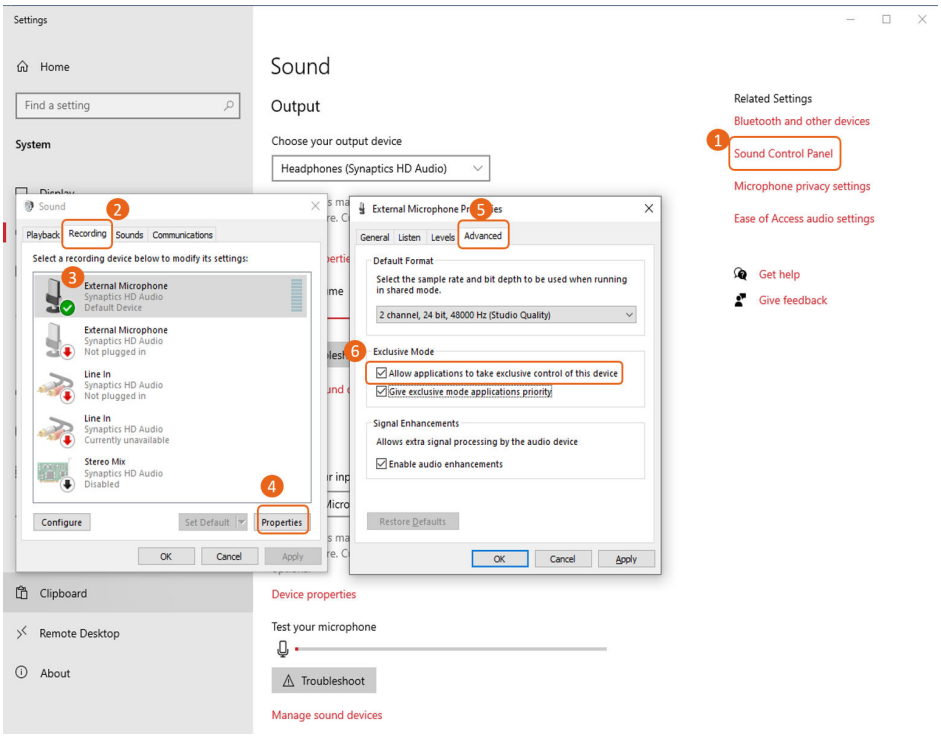

11.4 What Do I Do If the Huawei Cloud Meeting Client Cannot Start the Microphone or Speaker Due to a Sound Card Driver Exception?

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.

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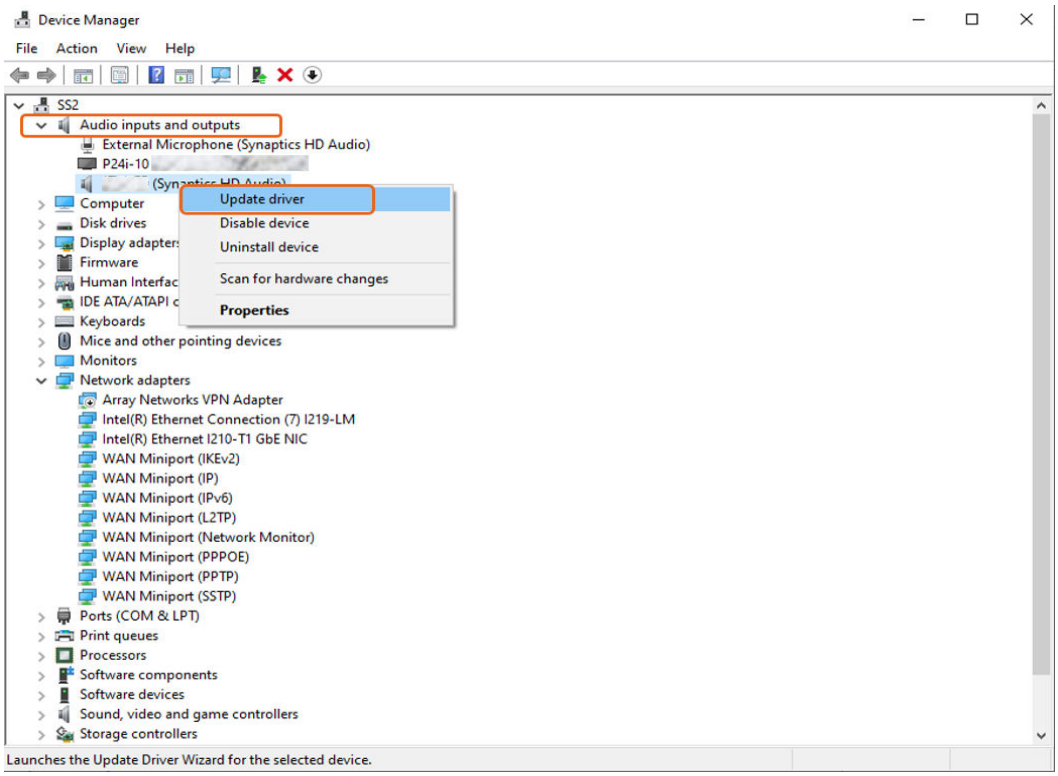
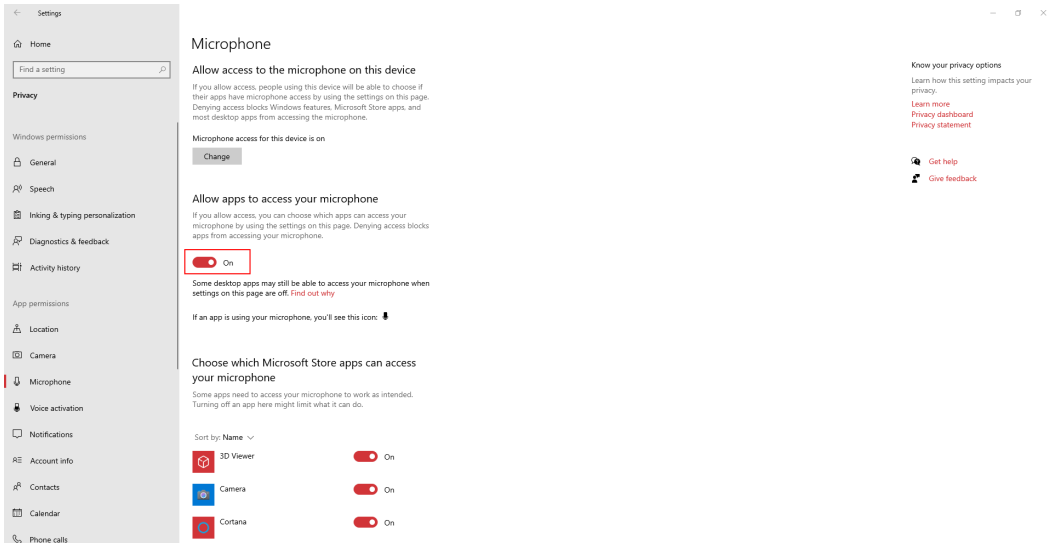


11.5 What Do I Do If the Huawei Cloud Meeting Client Cannot Start the Microphone or Speaker Due to Permissions Settings?

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**.



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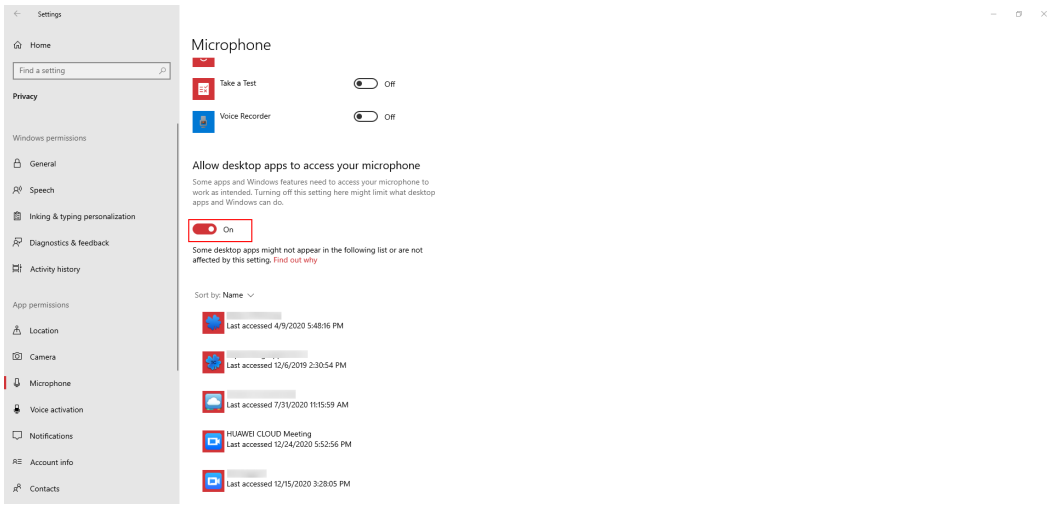

11.6 What Can I Do If the Huawei Cloud Meeting PC Client Cannot Receive Audio of Other Participants After I Join a Meeting?

- 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.

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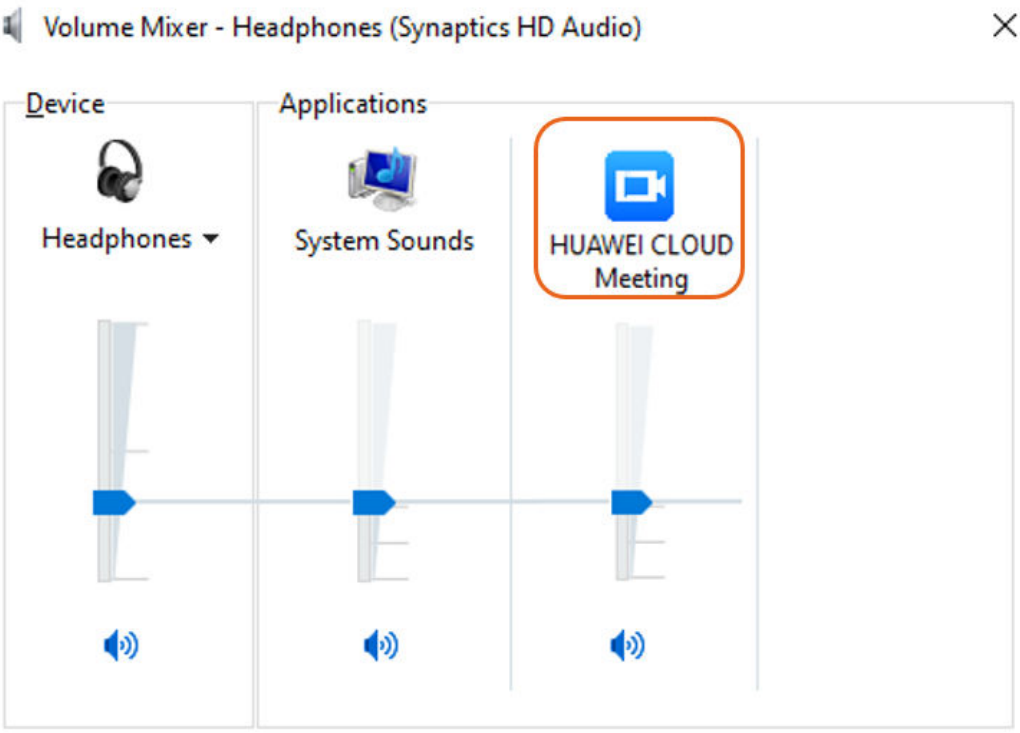

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