

**Yealink**

# Yealink Web App User Guide

Version 10.23.0.40  
Dec.2017

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## About This Guide

The Yealink Web App is available as part of all Yealink Meeting Server deployments. It supports WebRTC to allow users to join conferences from a Web browser, while it does not support the point-to-point single call from a Web browser.

## Intended Audience

This guide provides operations for an enterprise user to use the Yealink Web App.

It is mainly intended for:

- End-users
- Distributor

## Typographic Conventions

You need to know the following basic typographic conventions to distinguish types of in-text information:

Convention	Description
<b>Bold</b>	Highlights the screen items such as menus or tab selections when they are involved in a procedure or user action (e.g., Click <b>SETTINGS</b> >>). Also used to emphasize text.
Blue Text	Used for cross references to other sections within this documentation (e.g., refer to <a href="#">Joining a Conference</a> ).
<i>Blue Text in Italics</i>	Used for hyperlinks to Yealink resources outside of this documentation such as the Yealink documentations (e.g., For more information, refer to <a href="#">Yealink Meeting Server User Guide</a> ).

## Terms

As you read this guide, you'll notice that the same terms are used repeatedly. Make sure you familiarize yourself with these terms.

**Guest:** Receives audio and video, and has limited permissions.

**Participant:** Refers to anyone participating in a conference.

**Moderator:** Controls the conference and has special privilege, including the ability to deal with

the application of speaking and so on.

**Lecturer:** Receives audio and video, can share content.

**Content:** Enables moderators and lecturers to share documents, graphics, or videos on their desktop with other conference participants.

**Scheduled conference:** Scheduled via Yealink Meeting Server or Microsoft outlook software.

**Meet Now conference:** Initiated by Yealink VC devices (VC400/VC120/VC800 video conferencing system, VC110 all in one HD video conferencing endpoint, VC Desktop, VC Mobile and SIP VP-T49G IP phone).

**Permanent Virtual Meeting Room (VMR):** Configured via the Yealink Meeting Server. You can join the permanent VMR at any time, without reservation.

## Hardware and Software Requirements

These hardware and software requirements are determined by the specific test scenarios. Due to different software and hardware, the system's actual performance may vary from one to another.

<b>Operating System</b>	<ul style="list-style-type: none"> <li>Windows 7 or later</li> <li>MacOS X</li> </ul>
<b>Browser</b>	<ul style="list-style-type: none"> <li>Chrome 45 or later (Chrome 52 is recommended)</li> <li>Firebox 45 or later (Firefox 52 is recommended)</li> </ul>
<b>Computer resolution</b>	1920*1080 is recommended

The following content takes Windows 7 and Chrome 56 for example.

## Browser Compatibility

Due to the limit of Chrome and Firefox, you cannot use the following functions:

<b>Firefox</b>	<p>You cannot use the following functions by using Firefox 52 to Firefox 55:</p> <ul style="list-style-type: none"> <li>Share a running application.</li> <li>Microphone and Audio output settings.</li> <li>Switch cameras during a conference.</li> <li>Detect whether audio and video devices are abnormal during a conference.</li> <li>View resolution and codec of conference.</li> </ul> <p>Moreover, you cannot view video frame rate and content frame rate by using Firefox 52.</p>
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<b>Chrome</b>	You cannot detect whether the audio output devices are abnormal by using Chrome 52 to Chrome 61.
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## Icon Instructions

Icons appearing on the Yealink Web App are described in the following table:

Icons	Description
	The conference is locked
	The conference is encrypted
	The microphone is muted
	Hide local video or the content
	Display the content in a new window
	Display the window in full screen
	Restore the window in full screen
	Exit the new window which displays the content
	Audio or video devices are abnormal
	Poor network (Packet lost (%) is more than 10%)

## In This Guide

Topics provided in this guide include:

- Chapter 1 [Basic Operation](#)
- Chapter 2 [Managing Audio and Video Preferences](#)
- Chapter 3 [Participating in Conferences](#)
- Chapter 4 [Troubleshooting](#)



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## Basic Operation

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This chapter provides basic operating instructions for Yealink Web App. Topic includes:

- [Accessing Yealink Web App](#)
- [Joining a Conference](#)
- [Conference Screen Display](#)
- [Changing the Display Language](#)

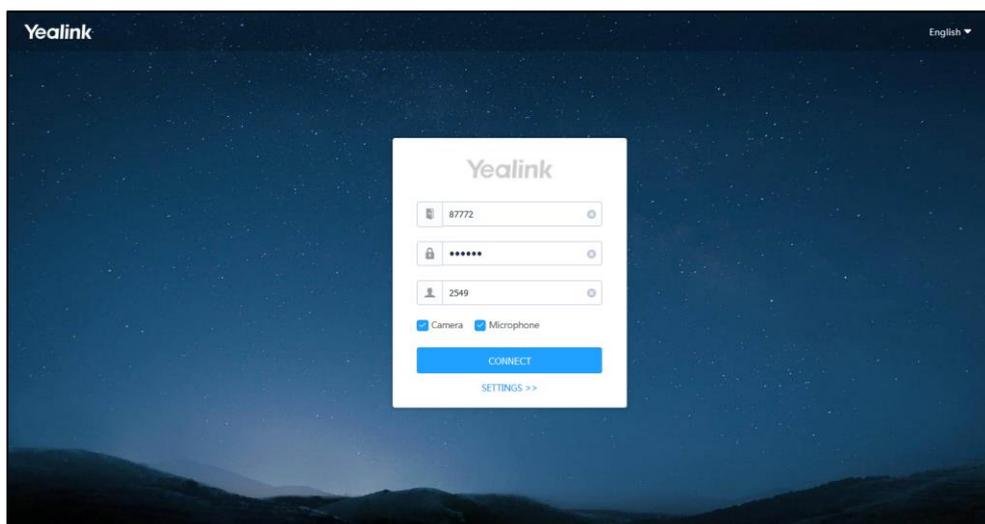
## Accessing Yealink Web App

If you have the URL of the Yealink Web APP or receive a conference invitation, you can access Yealink Web App.

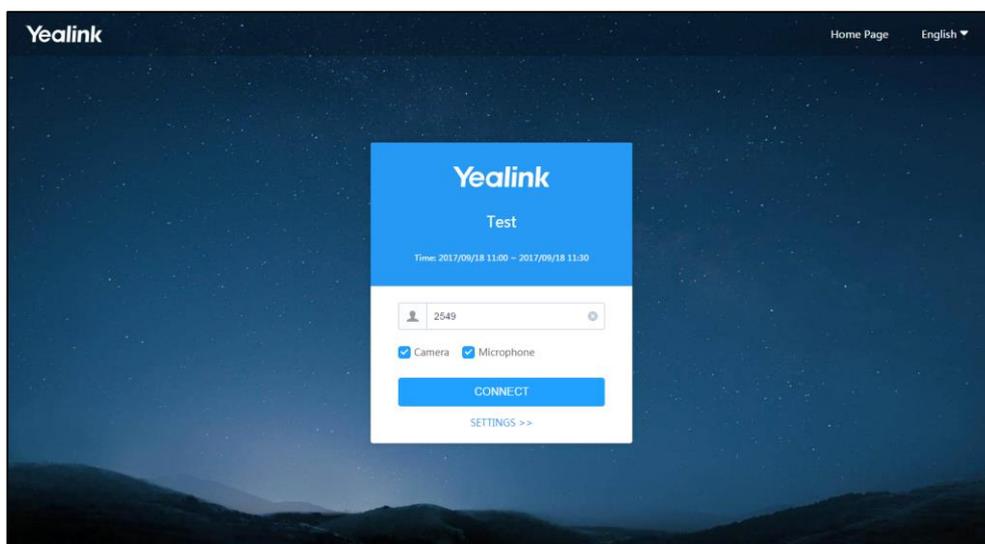
### Procedure

1. Enter the home page of Yealink Web App:
  - If you have the URL of the Yealink Web APP, follow these steps:
    - a. Open a Web browser.
    - b. Enter the URL of Web App in the address bar, and then press the **Enter** key to enter the Web App.
    - c. (Optional.) From the top right of page, select the desired language from the pull-down list.
    - d. Enter the conference ID, password and the display name in the corresponding field.

Obtain the conference ID and password from emails or other conference participants.



- If you receive a conference invitation, follow these steps:
  - a. On a computer, click the web URL in the conference invitation.  
You can also copy the web URL into the address bar of your Web browser, and then and then press the **Enter** key to enter the Web App.
  - b. (Optional.) From the top right of page, select the desired language from the pull-down list.
  - c. Enter your desired name as the display name in the corresponding field.



## Related topics

[Joining a Conference](#)

[Setting Audio and Video Preferences before Conferences](#)

## Joining a Conference

You can join a conference via Yealink Web App and your role is a guest in the conference.

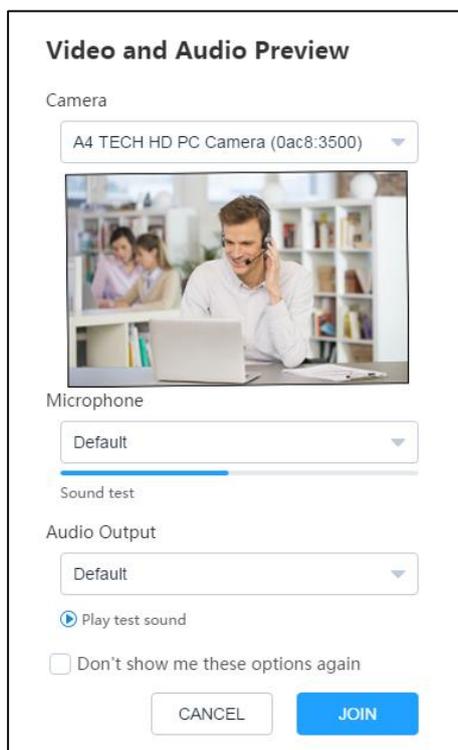
The conferences include scheduled conferences, Meet Now conferences and permanent Virtual Meeting Room (VMR).

### Before you begin

1. Access Yealink Web App.
2. Set audio and video preferences.

### Procedure

1. (Optional.) Check the **Camera** and **Microphone** checkbox.  
The **Camera** and **Microphone** checkbox is checked by default.
2. Click **CONNECT**.
3. Select your **Camera**, **Microphone** and **Audio Output**.



**Video and Audio Preview**

Camera  
A4 TECH HD PC Camera (0ac8:3500)

Microphone  
Default

Sound test

Audio Output  
Default

Play test sound

Don't show me these options again

CANCEL JOIN

4. Click  below the audio output settings to make sure it is working before you enter the conference.
5. (Optional.) Check the **Don't show me these options again** checkbox, you do not need to preview the audio and video preferences next time.  
The checkbox is not checked by default.
6. Click **JOIN** to join the conference.

## Related topics

[Accessing Yealink Web App](#)

[Setting Audio and Video Preferences before Conferences](#)

[Why do you fail to join the conference?](#)

## Conference Screen Display

After a conference has started in the Yealink Web App, you can interact with other conference participants and control your own conference experience.

The conference screen is shown next and is described in the table following the graphic.



No.	Function	Available Tasks
1	Microphone	Click to mute or unmute your microphone.
2	Video	Click to turn off or on your video.
3	Content sharing	Click to share content from your screen with other conference participants.
4	Leave conference	Click to leave the conference.
5	Settings	Click to adjust your media settings and view the call statistics.
6	Full screen	Click to maximize the conference screen.
7	Network connection and call duration	Shows the strength of your network connection to the conference and call duration. The bar also displays an encrypted symbol and lock symbol for the conference. For more information, please refer to <a href="#">Icon Instructions</a> on page <a href="#">vii</a> .

No.	Function	Available Tasks
8	Local video	Shows the local video.
9	Remote video	Shows the remote video.

## Changing the Display Language during Conferences

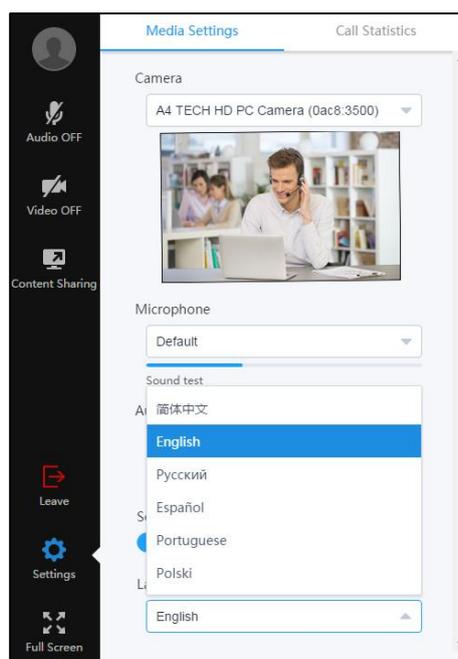
You can customize the display language of Yealink Web App. The languages supported in Yealink Web App are Chinese Simplified, English, Russian, Polish, Spanish and Portuguese.

### Before you begin

1. Join a conference.

### Procedure

1. Click  in the menu bar.
2. Under the **Media Settings** tab, select the desired language from the pull-down list of **Language Setting**.



### Related topics

[Joining a Conference](#)



## Managing Audio and Video Preferences

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You can set your audio and video preferences (select the audio and video devices, mute your microphone and select the video quality and content quality) before the conference.

Moreover, you can adjust audio and video preferences and control audio and video during a conference.

This chapter provides the information on how to manage audio and video preferences. Topics include:

- [Setting Audio and Video Preferences before Conferences](#)
- [Adjusting Audio and Video Settings during Conferences](#)
- [Controlling Audio and Video during Conferences](#)

## Setting Audio and Video Preferences before Conferences

You can select audio and video devices before you enter a conference and mute your microphone before you join the conference.

Moreover, you can set the video quality and content quality for conferences.

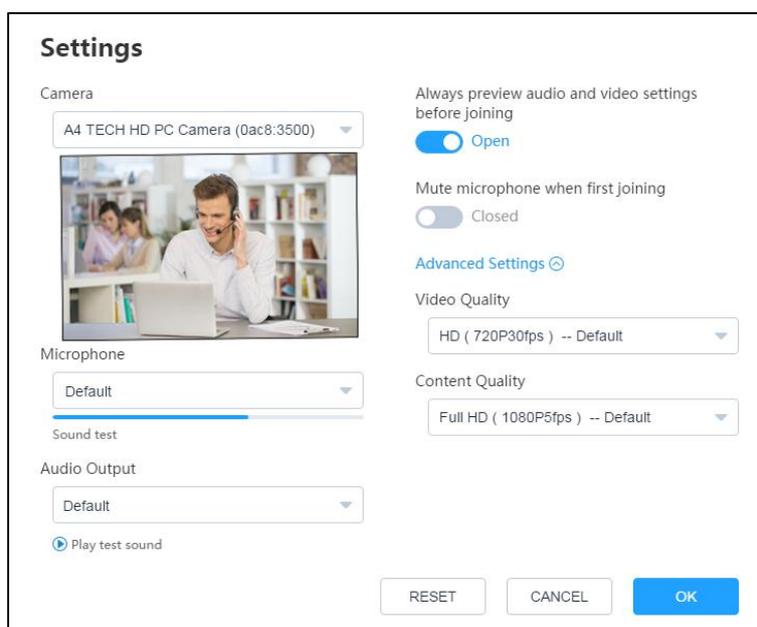
### **Before you begin**

1. Access Yealink Web App.

### **Procedure**

1. Click **SETTINGS**>>.

2. Select your **Camera**, **Microphone** and **Audio Output**.



3. Click  below the audio output settings to make sure it is working before you enter the conference.
4. (Optional.) To preview the audio and video settings before joining a conference, open **Always preview audio and video settings before joining** switch.  
The switch is open by default.
5. (Optional.) Configure **Mute microphone when first joining** switch.  
The **Microphone** checkbox in login page will synchronize the configuration.  
The switch is closed by default.
6. Click **Advanced Settings**, and then select the desired video quality and content quality from the following fields:

Field Name	Description
<b>Video Quality</b>	<ul style="list-style-type: none"> <li>• <b>Full HD (1080P30fps)</b>-Maximum transmitting bandwidth is about 2MB</li> <li>• <b>HD (720P30fps)</b>-Maximum transmitting bandwidth is about 1MB</li> <li>• <b>SD (360P30fps)</b></li> </ul> <p><b>Default:</b> HD (720P30fps)</p>
<b>Content Quality</b>	<ul style="list-style-type: none"> <li>• <b>Full HD (1080P30fps)</b>-Maximum transmitting bandwidth is about 2MB</li> <li>• <b>Full HD (1080P15fps)</b></li> <li>• <b>Full HD (1080P5fps)</b></li> <li>• <b>HD (720P30fps)</b>-Maximum transmitting bandwidth is about 1MB</li> </ul> <p><b>Default:</b> Full HD (1080P5fps)</p>

7. Click **OK**.

### Related topics

[Accessing Yealink Web App](#)

[Why cannot I view the local video?](#)

[Why cannot others hear your voice?](#)

[Why do I hear the echo?](#)

## Adjusting Audio and Video Settings during Conferences

If you connect new audio and video devices, the new devices will not be used automatically. You need manually change the audio and video devices on your computer for the conference you are currently attending via Yealink Web App.

### Before you begin

1. Join a conference.

### Procedure

1. Click  in the menu bar.
2. Under the **Media Settings** tab, select your **Camera**, **Microphone** and **Audio Output**.

### Related topics

[Joining a Conference](#)

[Why cannot I view the local video?](#)

[Why cannot others hear your voice?](#)

[Why do I hear the echo?](#)

## Controlling Audio and Video during Conferences

During conferences, you can mute/unmute your microphone, turn off/on your video and hide/show the local video individually from the conference screen.

### Muting Your Microphone

When you don't want to speak in the conference, you can mute your microphone.

### Before you begin

1. Join a conference.

## Procedure

1. Click  in the menu bar to mute the microphone.

The icon  will appear at the top left of the local video. You can hear the remote voice, while the far site cannot hear you.



## Related topics

[Joining a Conference](#)

[Unmuting Your Microphone](#)

## Unmuting Your Microphone

### Before you begin

1. Join a conference.
2. Mute your microphone.

## Procedure

1. Click  in the menu bar to unmute the microphone.

The icon  disappears at the top left of the local video. The far site can hear you.

## Related topics

[Joining a Conference](#)

[Muting Your Microphone](#)

[Why cannot others hear your voice?](#)

## Turning off the Local Video

When you don't want others to view your video, you can stop Yealink Web App from automatically sending local video.

## Before you begin

1. Join a conference.

## Procedure

1. Click  in the menu bar to turn off the local video.



## Related topics

[Joining a Conference](#)

[Turning on the Local Video](#)

## Turning on the Local Video

### Before you begin

1. Join a conference.
2. Turn off the local video.

### Procedure

1. Click  in the menu bar to turn on the local video.

## Related topics

[Joining a Conference](#)

[Turning off the Local Video](#)

[Why cannot I view the local video?](#)

## Hiding the Local Video

For better visual experience of viewing the remote video, you can hide the local video.

## Before you begin

1. Join a conference.

## Procedure

1. Click the local video or click  at the top right of the local video to hide the local video.



## Related topics

[Joining a Conference](#)

[Showing the Local Video](#)

## Showing the Local Video

### Before you begin

1. Join a conference.
2. Hide the local video.

## Procedure

1. Click **Local Video** at the bottom right of the conference screen to display the local video.



## Related topics

[Joining a Conference](#)

[Hiding the Local Video](#)

[Why cannot I view the local video?](#)



## Participating in Conferences

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After you join the conference, you can control your own conference experience. For example, you can apply for speaking, share content, scale video automatically and so on.

This chapter provides basic operating instructions for controlling your own conference experience via Yealink Web App. Topic includes:

- [Applying for Speaking](#)
- [Sharing Content](#)
- [Scaling Video Automatically](#)
- [Changing the Video Layout during Conferences](#)
- [Maximizing the Conference Screen](#)
- [Restoring the Conference Screen](#)
- [Leaving Conferences](#)

### Applying for Speaking

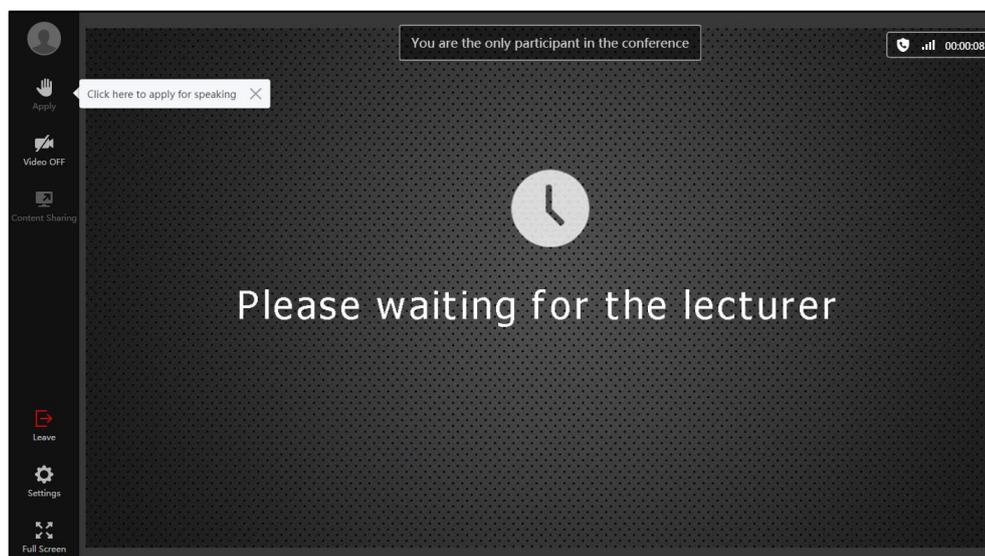
If you join the **Training mode** scheduled conferences/permanent VMRs as a guest via Yealink Web APP, you are muted automatically. You need to wait for the moderator to appoint lecturers. If you want to speak, you should apply for speaking. After the moderator allows the application, you can speak freely.

#### **Before you begin**

1. Join a conference.

## Procedure

1. During the **Training mode** scheduled conference/the permanent VMR, click  in the menu bar to apply for speaking.



The moderator will deal with the application on Yealink Meeting Server. For more information, please refer to [Yealink Meeting Server User Guide](#).

## Related topics

[Joining a Conference](#)

[Why cannot others hear your voice?](#)

## Sharing Content

To enhance the collaboration experience, the Yealink Web App enables you to share documents, presentations, and other content with other conference participants during a conference.

However, not all conference participants can share content. If you join the **Training mode** scheduled conference/permanent VMRs as a guest via Yealink Web APP, you cannot share content. If you want to share content, your administrator need promote you to be a lecturer. For more information, please refer to [Yealink Meeting Server User Guide](#).

Before you can use Yealink Web App via Google Chrome to share content, you must install the Yealink Content Sharing Extension.

### Note

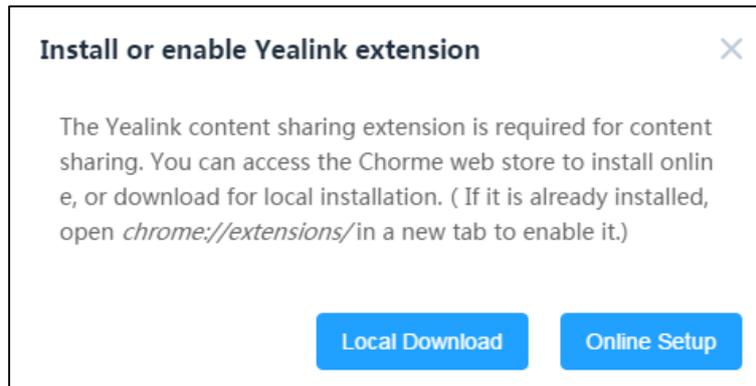
If you use Yealink Web App via Firefox to share your computer screen, you do not need install the Yealink Content Sharing Extension.

## Before you begin

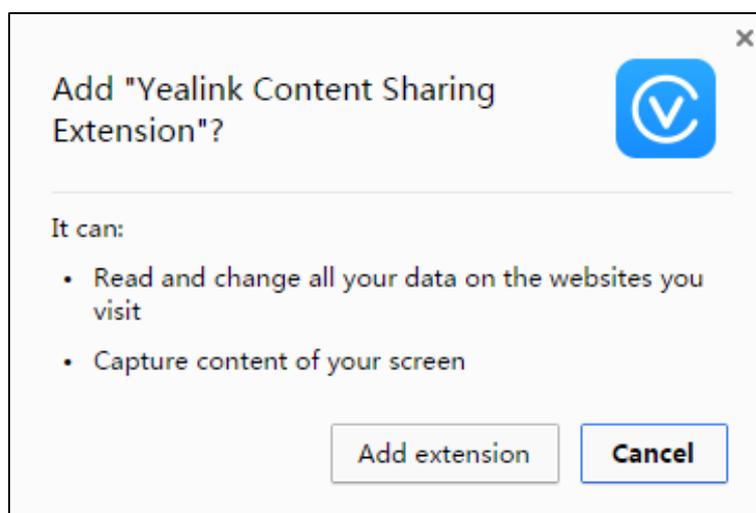
1. Join a conference.

## Procedure

1. Click  in the menu bar.
2. If the extension is not already installed, you will see the following message:



- a. Do one of the following:
  - Click **Local Download** to download the Yealink Content Sharing Extension, and then save it in your computer.  
Enter "**chrome://extensions/in**" in Chrome browser's address bar and press the **Enter** key to the extension page.  
Install the Yealink Content Sharing Extension saved in your computer by dragging to the extension page.
  - Click **Online Setup**. It will take you to the Yealink Content Sharing Extension on the Chrome web store.  
Install the extension by clicking  at the top right of the page.  
The following confirmation will appear:



Click **Add extension**.

You are now ready to share your screen.

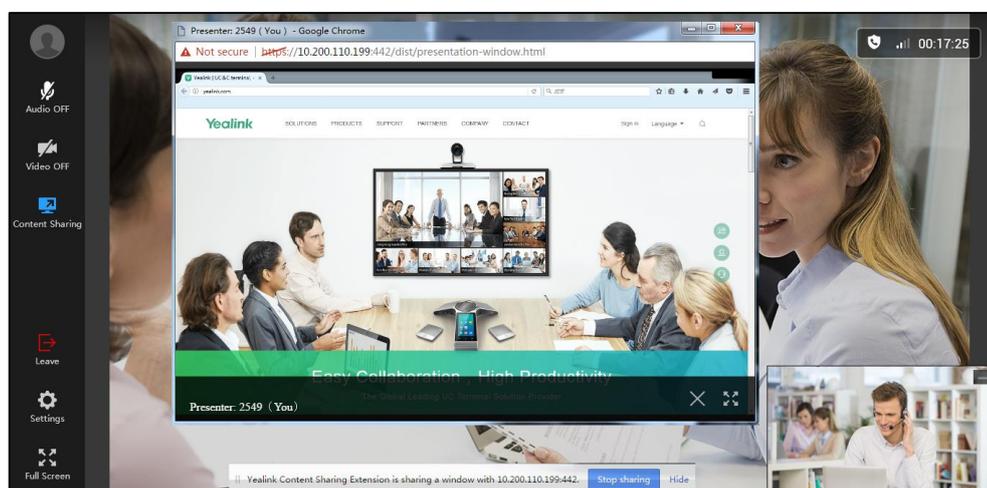
- b. Click  in the menu bar.
3. Do one of the following:
    - To share your computer screen, click **Your Entire Screen**.  
When your computer uses multiple monitors, you can also select any one of the monitors to share the screen.
    - To share a running application, click **Application Window**.  
Select a running application.

Click **Share**.

The content you are sharing displays at the bottom left of the conference screen by default.

In the process of sharing contents, you can do the following:

- To display the content in a new window, click  .



You can click  to display the window in full screen or click  to exit the new window.

- To stop sharing content, click  in the menu bar or click  at the bottom of the conference screen.

**Note** During sharing a running application, if you minimize the application, the process of sharing content may be stopped.

## Related topics

[Joining a Conference](#)

[Hiding the Content](#)

## Scaling Video Automatically

When you click  in the menu bar to enter the details pane, the details pane will cover the part of video. For better visual experience, you can enable the **Scale Video to Fit View** feature to scale video automatically.

### Before you begin

1. Join a conference.

### Procedure

1. Click  in the menu bar.
2. Under the **Media Settings** tab, open the **Scale Video to Fit View** switch to scale video automatically.

The switch is closed by default.

**Note** If the conference screen displays in full screen, you cannot configure the Scale Video to Fit feature.

### Related topics

[Joining a Conference](#)

## Changing the Video Layout during Conferences

During conferences, local and remote video are displayed in the Picture-in-Picture (the PIP) mode. By default, the remote video displays in a large window, while the local video displays in a small window at the bottom right of the conference screen.

## Hiding the Content

For better visual experience of viewing the remote video, you can hide the content.

### Before you begin

1. Share content with other conference participants.

## Procedure

1. Click  at the top right of the content.



## Related topics

[Sharing Content](#)

[Showing the Content](#)

## Showing the Content

### Before you begin

1. Hide the content you are sharing.

### Procedure

1. Click **Content** at the bottom left of the conference screen to display the content.

## Related topics

[Hiding the Content](#)

## Hiding the Remote Video

For better visual experience of viewing the content, you can hide the remote video.

If other conference participants are sharing contents, by default, the content sent by others displays in a large window, while the remote video displays in a small window at the bottom left of the conference screen.

### Before you begin

1. Join a conference.

## Procedure

1. When other participants are sharing contents, click  at the top right of the remote video.



## Related topics

[Joining a Conference](#)

[Showing the Remote Video](#)

## Showing the Remote Video

### Before you begin

1. Hide the remote video.

## Procedure

1. During other participants are sharing contents, click **Remote Video** at the bottom left of the conference screen to display the remote video.

## Related topics

[Hiding the Remote Video](#)

## Swapping the Remote Video and Content

For better visual experience of viewing the remote video, you can swap the remote video and content.

If other conference participants are sharing contents, by default, the content sent by others displays in a large window, while the remote video displays in a small window at the bottom left of the conference screen.

## Before you begin

1. Join a conference.

## Procedure

1. When other participants are sharing contents, click the remote video in a small window to swap the windows that the remote video and content display in.

The remote video appears in a large window. While the content appears in a small window at the bottom left of the conference screen.

## Related topics

[Joining a Conference](#)

# Maximizing the Conference Screen

For better visual experience, you can maximize the conference screen to display in full screen.

By default, the conference screen displays in windowed mode.

## Before you begin

1. Join a conference.

## Procedure

1. Do one of the following:
  - Click  in the menu bar.
  - Double-click the conference screen.

## Related topics

[Joining a Conference](#)

[Restoring the Conference Screen](#)

# Restoring the Conference Screen

You can restore the conference screen in full screen via Yealink Web App.

## Before you begin

1. Maximize the conference screen to display in full screen.

## Procedure

1. Do one of the following:
  - Click  in the menu bar.
  - Double-click the conference screen.
  - Press **ESC**.

## Related topics

[Maximizing the Conference Screen](#)

# Leaving Conferences

You can leave the conference at any moment.

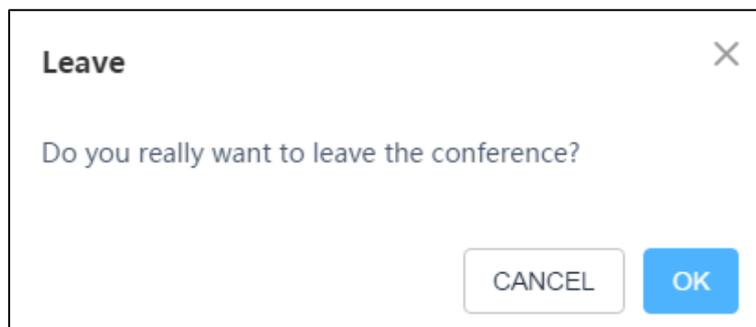
## Before you begin

1. Join a conference.

## Procedure

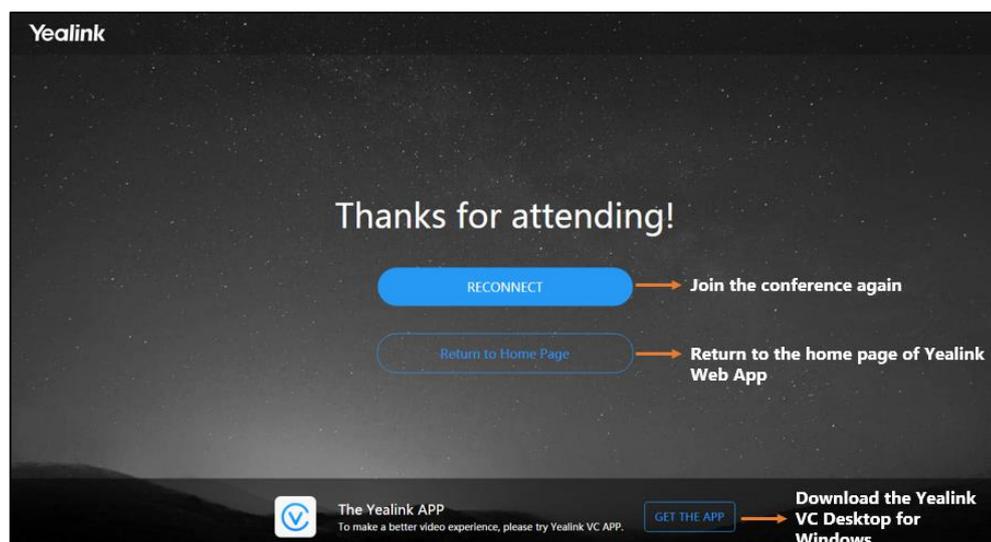
1. Click  in the menu bar.

You will see the following message:



2. Click **OK** to leave the conference.

The page displays as below:



## Related task

[Joining a Conference](#)

# Troubleshooting

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This chapter provides general troubleshooting information to help you solve problems you might encounter when using Yealink Web App.

If problems you encounter are not mentioned in this chapter, you can contact distributor or Yealink FAE.

## Viewing Call Statistics

If voice quality is poor during a conference, you can view the current status of the conference to find out the reason.

The call statistics mainly contain the parameters about audio, video and share. You can know about the call quality by viewing codec, bandwidth, total packet lost and other parameters. For example, when a delay occurs or the video has a 'mosaic' look, you can view the total packet loss to check whether the packet has been lost.

### Before you begin

1. Join a conference.

### Procedure

1. Click  in the menu bar.

2. Click the **Call Statistics** tab to view the call statistics.

The screenshot shows the 'Call Statistics' tab selected. The interface includes a sidebar with various controls and a main content area displaying conference details and statistics.

	Incoming	Outgoing
Total bandwidth	926kbps	--
Device information	Yealink Web App 1.0.13	
<b>Video</b>		
Resolution	1280 * 720	0 * 0
Codec	H264	H264
Bandwidth	857kbps	unavailable
Frame rate	30fps	0fps
Packets lost	0	0
Percentage lost	0%	--
<b>Audio</b>		
Codec	G722	G722
Bandwidth	69kbps	unavailable
Packets lost	0	--
Percentage lost	0%	--
<b>Content</b>		

The  icon changes according to your network signal strength.

Information includes:

- The conference subject.
- The conference ID.
- The conference time.
- **Total Bandwidth:** Receive Bandwidth and Send Bandwidth.
- The version information of Yealink Web App.
- **Video:** Resolution, Codec, Bandwidth, Frame Rate, Total Packet Lost, Packet Lost (%).
- **Audio:** Codec, Bandwidth Total Packet Lost, Packet Lost (%)
- **Content:** Resolution, Codec, Bandwidth, Frame Rate.

## Related topics

[Joining a Conference](#)

# Troubleshooting Solutions

## Why do you fail to join the conference?

- Check whether the conference is locked. If the conference is locked, the icon  displays at the network connection and call duration bar.

## Related topics

[Joining a Conference](#)

[Conference Screen Display](#)

## Why cannot I view the local video?

- Check whether the camera is connected to your computer successfully.
- Check whether the browser allows you to access the camera.
- Check whether the camera is used by other applications. Turn off those applications and refresh the page.

## Related topics

[Setting Audio and Video Preferences before Conferences](#)

[Adjusting Audio and Video Settings during Conferences](#)

[Turning on the Local Video](#)

[Showing the Local Video](#)

## Why cannot others hear your voice?

- Check whether the microphone is connected to your computer successfully.
- Check whether the recorded sound of microphone is muted.

## Related topics

[Setting Audio and Video Preferences before Conferences](#)

[Adjusting Audio and Video Settings during Conferences](#)

[Unmuting Your Microphone](#)

[Applying for Speaking](#)

## Why do I hear the echo?

- Check only one microphone is used currently and other microphones are disabled.
- Check whether the property of microphone is configured properly.

### **Related topics**

[Setting Audio and Video Preferences before Conferences](#)

[Adjusting Audio and Video Settings during Conferences](#)