



# Yealink VC Cloud Management Service Administrator Guide

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## About This Guide

Yealink connects award-winning video conferencing systems, IP phones, desktop and mobile apps to a radically simplified cloud video service. Yealink VC Cloud management service provides the cloud video service that let us deploy network of video systems quickly and easily, and ensure interconnection.

This guide provides operations for a cloud enterprise administrator to use the Yealink VC Cloud management service. An enterprise has one cloud enterprise administrator who can access <https://yealinkvc.com/> to manage cloud users. These cloud accounts belong to the same cloud group.

## In This Guide

Topics provided in this guide include:

- Chapter 1 [Yealink VC Cloud Management Service](#)
- Chapter 2 [Basic Operation](#)
- Chapter 3 [Cloud Account Management](#)
- Chapter 4 [Signing In and Out of Endpoints](#)
- Chapter 5 [Troubleshooting](#)



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## Yealink VC Cloud Management Service

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The Yealink VC Cloud Management Service (VCMS) is a value-added cloud-based management platform for Yealink video conferencing services and endpoints, including the VC series of room systems, IP phones and desktop/mobile apps. VCMS offers significant convenience and cost-savings to Yealink service providers, integrators and business customers in terms of deployment, configuration and management.

Yealink VC Cloud management service has three benefits. Firstly, deployment is easier. You can quickly create and distribute a batch of user accounts and log into endpoints via a 9-digit pincode instantly. Secondly, creating a meeting is faster. You can use a 4-digit extension number for internal company calls and user a 9-digit number for external company calls. Moreover, the enterprise directory will update in real time. Thirdly, data are transferred more safely. Media data utilizes the Secure Sockets Layer (SSL) cryptographic protocol. And the data is transferred end-to-end without going through a cloud server.





## Basic Operation

This chapter provides basic operating instructions for Yealink web management service.

Topic includes:

- [Visiting Yealink Web Management Service](#)
- [Registering Cloud Enterprise Account](#)
- [Login](#)
- [Licenses Management](#)
- [Password Management](#)
- [Personal Information Management](#)
- [Logout](#)

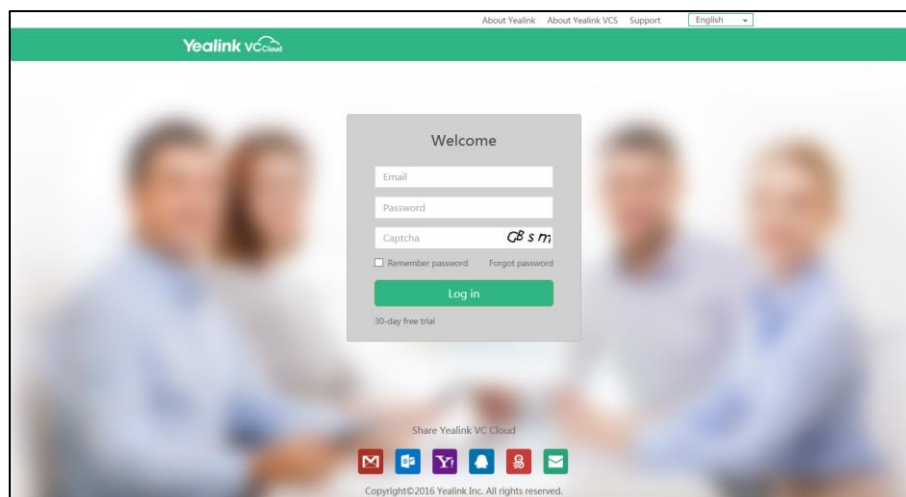
For more information, please contact your system administrator.

## Visiting Yealink Web Management Service

To visit Yealink web management service:

1. Open a web browser on your computer.
2. Enter the access URL "<https://yealinkvc.com/>" in the address bar, and then press the **Enter** key.

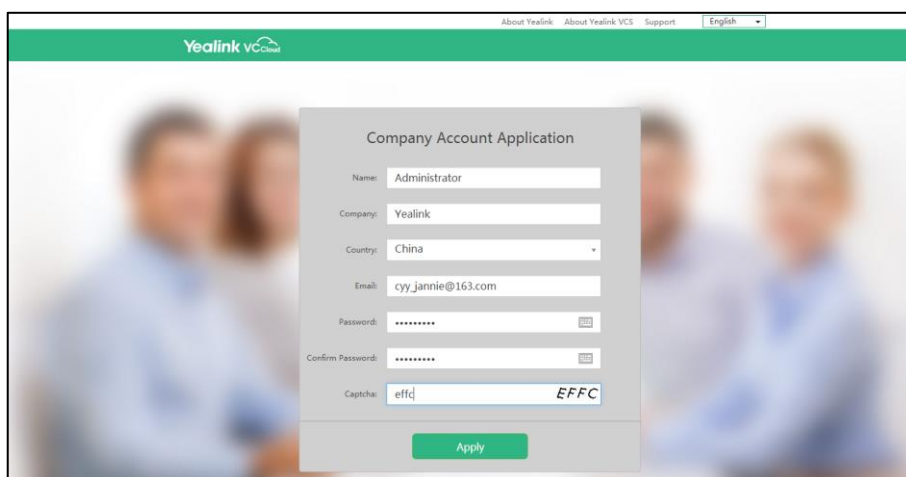
The Yealink web management service is displayed as below:



## Registering Cloud Enterprise Account

To register a cloud enterprise account:

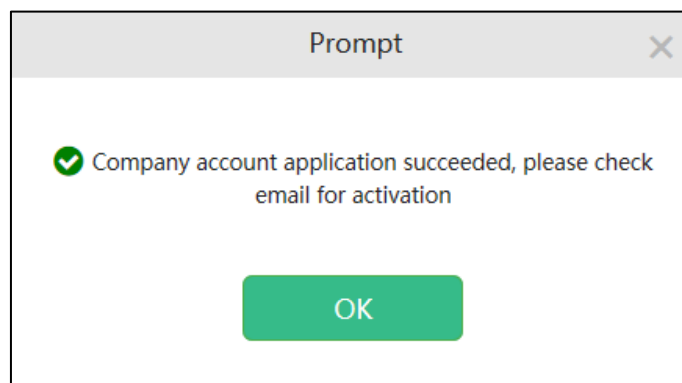
1. Click **30-day free trial**.
2. Enter full name, company, email, password and captcha in corresponding field. Select your country from pull-down list of **Country**.



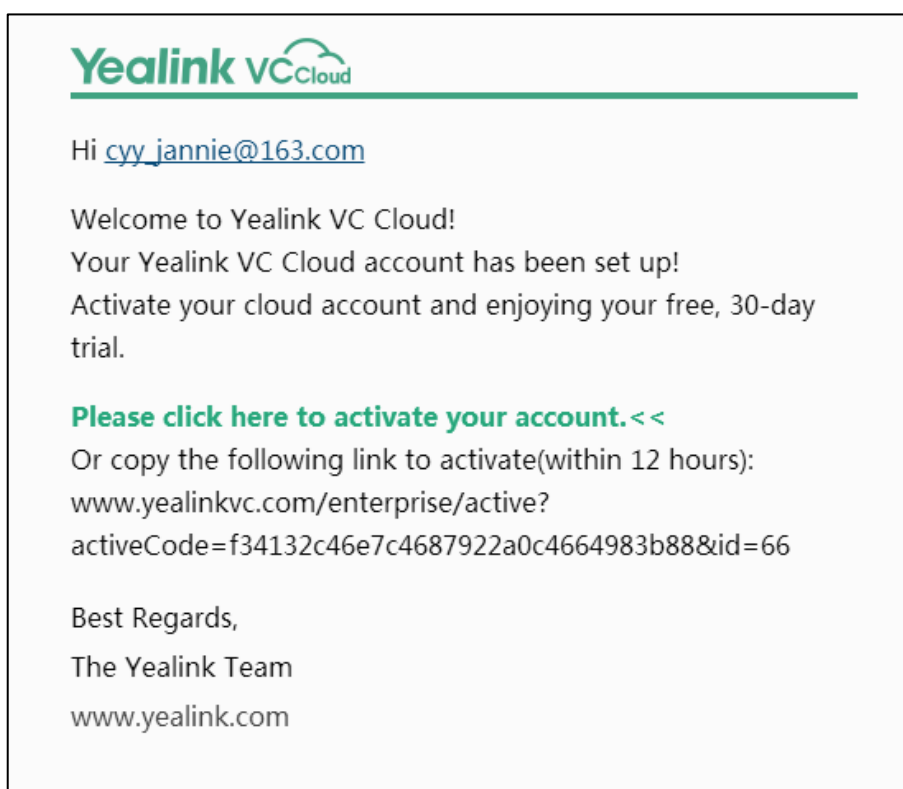
The screenshot shows a web browser window with the Yealink VC Cloud logo at the top. A modal form titled "Company Account Application" is displayed in the center. The form contains the following fields: Name (Administrator), Company (Yealink), Country (China), Email (cyy\_jannie@163.com), Password (masked with dots), Confirm Password (masked with dots), and Captcha (effcj with a visual verification code EFFC). A green "Apply" button is located at the bottom of the form.

3. Click **Apply** to accept the change.

If the account has registered successfully, the page prompts "Company account application succeeded, please check email for activation", click **OK**.



4. Log into your registered email in 12 hours to activate cloud enterprise account.



After activation, you will start a 30-day free trial.

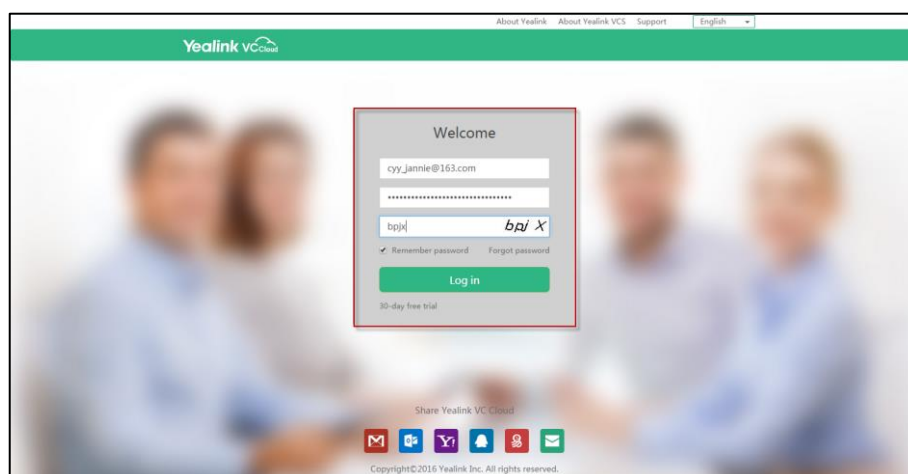
## Login

During 30-day free trial period, you can log into Yealink web management service to manage cloud users. If the trail expires, you need to activate the enterprise administrator account to continue using Yealink VC Cloud management service, the enterprise administrator account and the number will be saved in three months. For more information on activation, refer to [Licenses Management](#) on page 14.

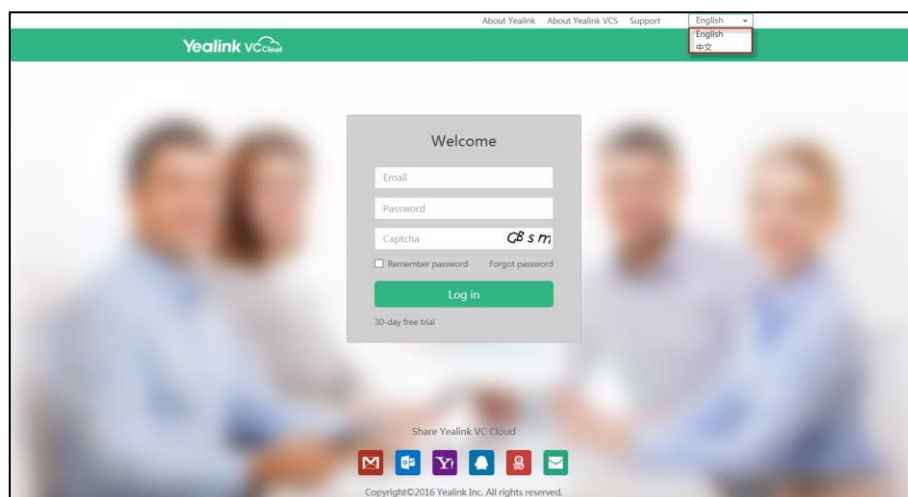
**To log into Yealink web management service:**

1. Enter email address, password and captcha in the corresponding field.
2. To remember password, check the **Remember password** checkbox.

To ensure the security of your account, this action is not recommended on public computer.



3. (Optional.) Select the desired language from the pull-down list.



4. Click **Log in**.

**Note**

If you enter the wrong password 3 times, this account will be frozen for 5 minutes. You can click **Forgot password** to reset the password. For more information on forgetting password, please refer to [Forgetting Password](#) on page 17.

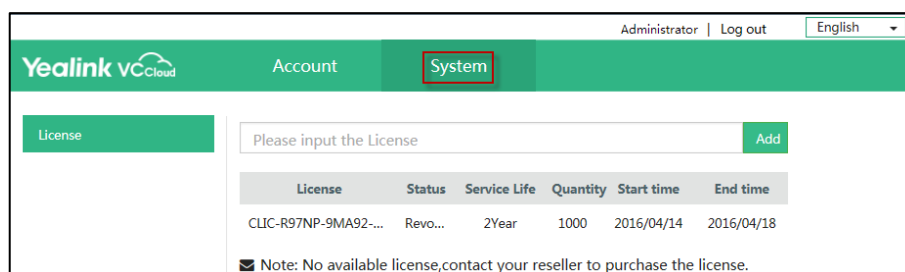
## Licenses Management

When you log into the Yealink web management service to manage the cloud accounts for the first time, you will start a 30-day free trial, and you can add up to 20 accounts during trial period. If the trial is expired, the license is expired, the license is revoked or you want to customize the license, you can consult the distributor, and then obtain new license number to activate enterprise administrator account.

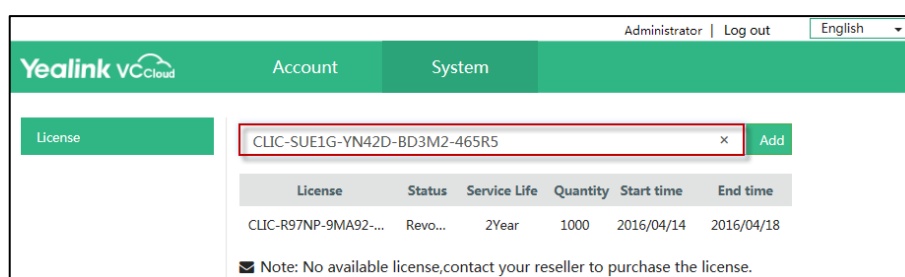
## Activating Cloud Enterprise Accounts

To activate enterprise administrator account:

1. Click on **System->License**.

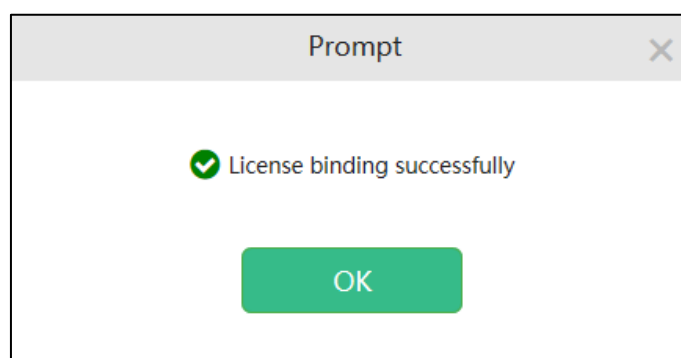


2. Enter the license number.



3. Click **Add**.

If the activation is successful, the page will prompt "License binding successfully", click **OK**.



### Note

You will receive a prompt email from Yealink web management service five days before the expiration of license.

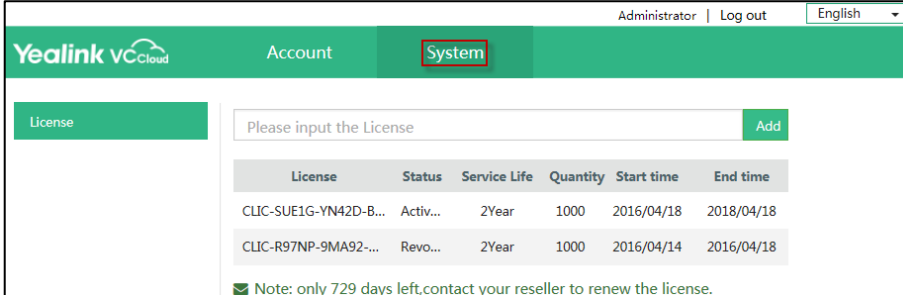
If the activated license has expired, you can still log into Yealink web management service using the cloud enterprise account. After login, the page prompts "Unavailable terminals for invalid license", the enterprise administrator account and the number are saved all the time, but some features will be limited. When you obtain new license number to activate enterprise administrator account, the limit of some features will be released.

## Viewing License Information

To view license information:

1. Click on **System->License**.

You can view the license information.



License	Status	Service Life	Quantity	Start time	End time
CLIC-SUE1G-YN42D-B...	Activ...	2Year	1000	2016/04/18	2018/04/18
CLIC-R97NP-9MA92-...	Revo...	2Year	1000	2016/04/14	2016/04/18

✔ Note: only 729 days left, contact your reseller to renew the license.

The entry reports the following information:

- License number.
- License status, including activated, expired and revoked.
- Service life.
- Account quantity.
- Start time and end time.

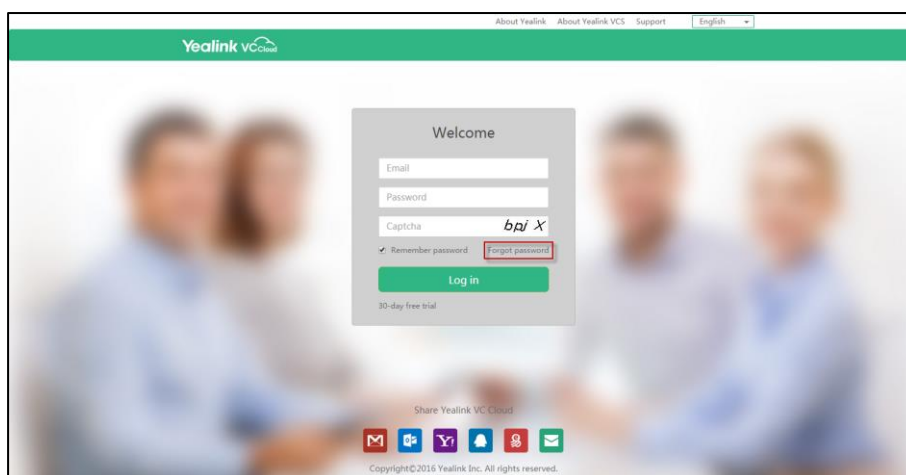
## Password Management

### Forgetting Password

If you forget password, you have to click **Forgot password** to reset password.

**To reset password:**

1. Click **Forgot password**.

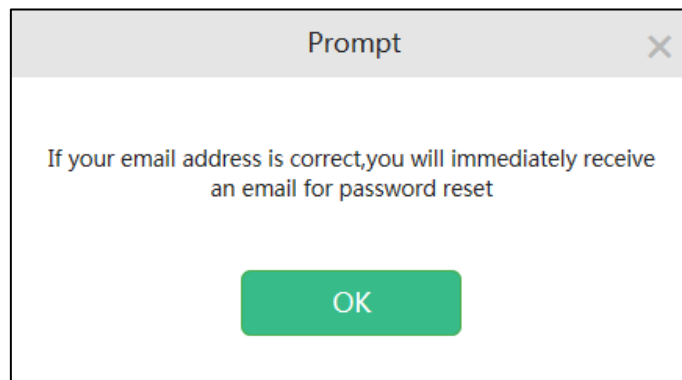


2. Enter your registered email and captcha in the corresponding field.

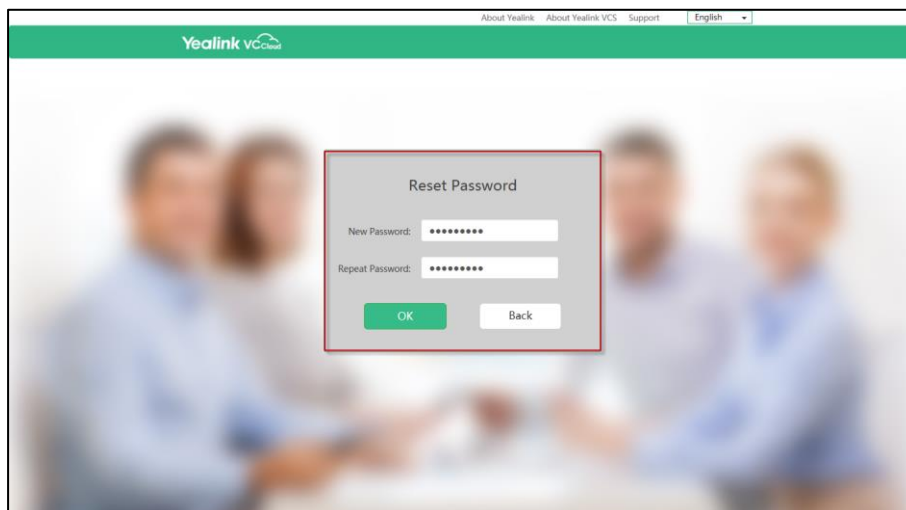
3. Click **OK**.

The page will prompt "If your email address is correct, you will immediately receive

an email for password reset”, click **OK** to confirm the email address.



4. Log into your registered email and click the link to set a new password in 10 minutes.
5. Enter the new password and re-enter the password to confirm.



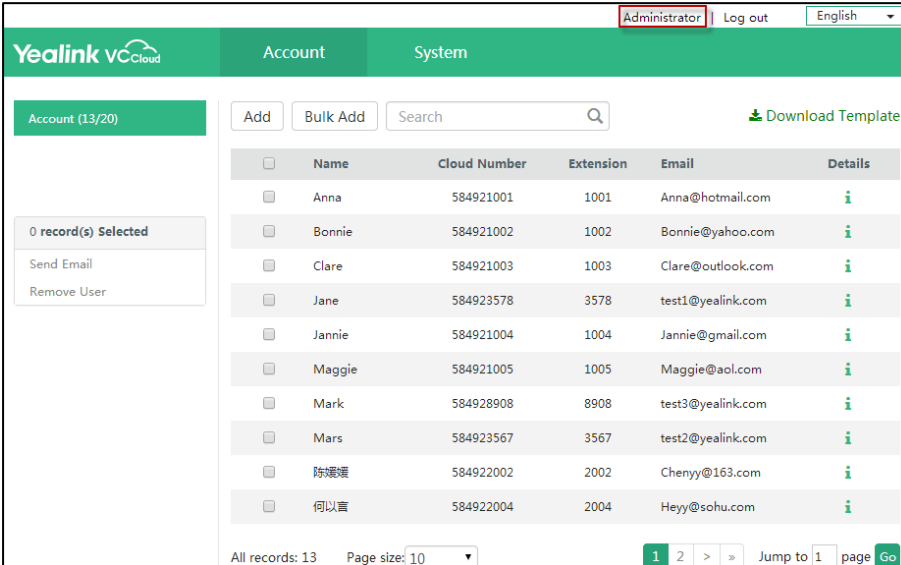
6. Click **OK** to reset the password or click **Back** to cancel the operation.



## Editing Password

To edit password:

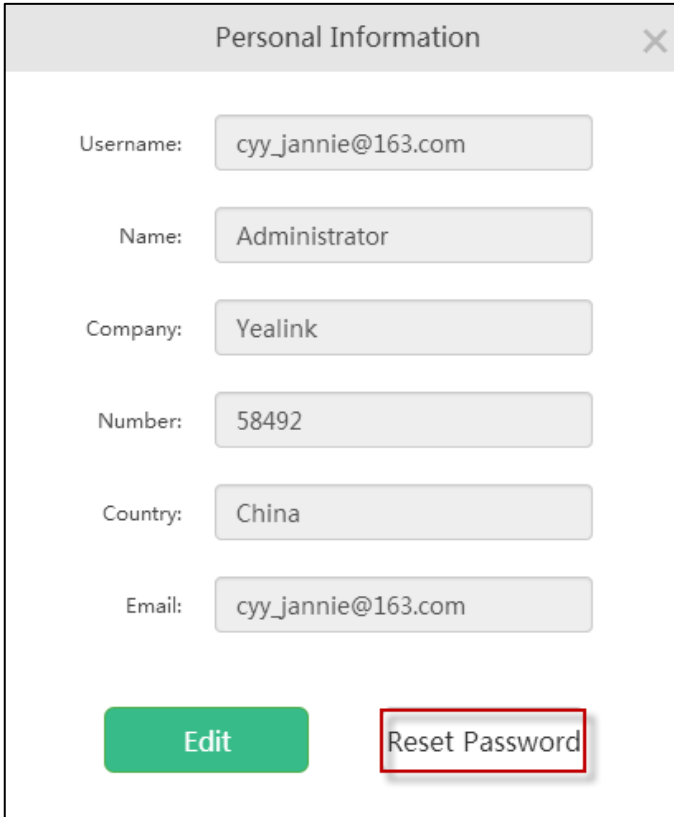
1. Click your user name.



The screenshot shows the Yealink vCcloud Account management interface. The user role 'Administrator' is highlighted in a red box. The interface displays a list of users with the following columns: Name, Cloud Number, Extension, Email, and Details. The user 'Jannie' is selected.

<input type="checkbox"/>	Name	Cloud Number	Extension	Email	Details
<input type="checkbox"/>	Anna	584921001	1001	Anna@hotmail.com	<a href="#">i</a>
<input type="checkbox"/>	Bonnie	584921002	1002	Bonnie@yahoo.com	<a href="#">i</a>
<input type="checkbox"/>	Clare	584921003	1003	Clare@outlook.com	<a href="#">i</a>
<input checked="" type="checkbox"/>	Jannie	584923578	3578	test1@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	Jannie	584921004	1004	Jannie@gmail.com	<a href="#">i</a>
<input type="checkbox"/>	Maggie	584921005	1005	Maggie@aol.com	<a href="#">i</a>
<input type="checkbox"/>	Mark	584928908	8908	test3@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	Mars	584923567	3567	test2@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	陈媛媛	584922002	2002	Chenny@163.com	<a href="#">i</a>
<input type="checkbox"/>	何以言	584922004	2004	Heyy@sohu.com	<a href="#">i</a>

2. Click **Reset Password**.

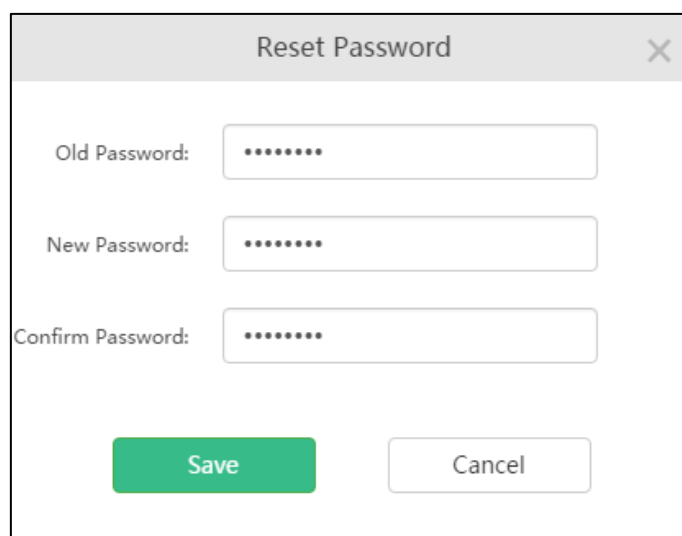


The screenshot shows the 'Personal Information' dialog box with the following fields:

- Username: cyy\_jannie@163.com
- Name: Administrator
- Company: Yealink
- Number: 58492
- Country: China
- Email: cyy\_jannie@163.com

Buttons: Edit, Reset Password (highlighted in a red box).

3. Enter the old password, new password and re-enter the new password to confirm.



The image shows a 'Reset Password' dialog box with three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Each field contains seven dots representing masked text. At the bottom, there are two buttons: a green 'Save' button and a white 'Cancel' button with a grey border.

4. Click **Save** to accept the change or click **Cancel** to cancel the change.

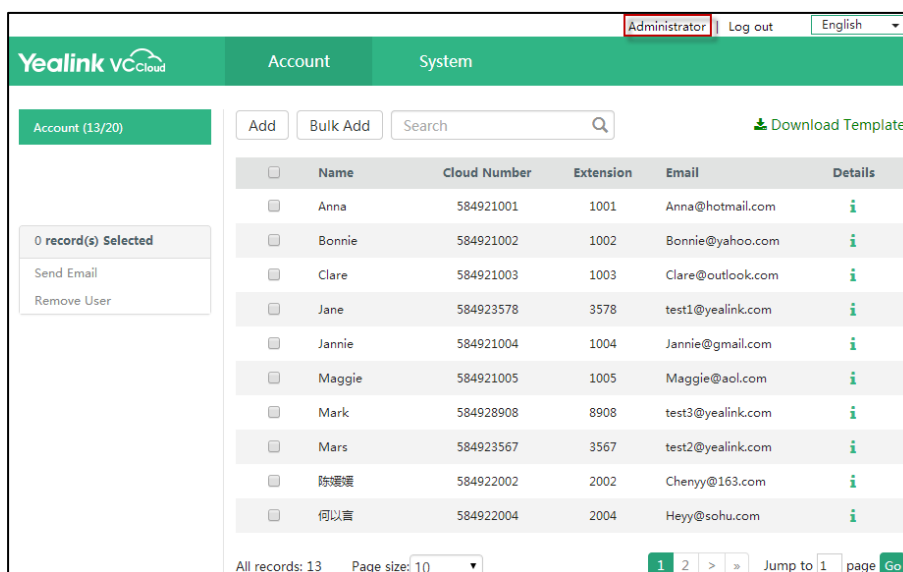
## Personal Information Management

After login, click your user name, you can view or edit the personal information.

## Viewing Information

To edit information:

1. Click your user name.



The image shows the 'Account Management' interface in the Yealink VC Cloud Management Service. The top navigation bar includes 'Yealink VC Cloud', 'Account', and 'System'. The 'Account' section is active, showing a list of 13 accounts. The interface includes a search bar, 'Add' and 'Bulk Add' buttons, and a 'Download Template' link. A table lists the accounts with columns for Name, Cloud Number, Extension, Email, and Details. The 'Administrator' user is highlighted in the top right corner.

Name	Cloud Number	Extension	Email	Details
Anna	584921001	1001	Anna@hotmail.com	<a href="#">i</a>
Bonnie	584921002	1002	Bonnie@yahoo.com	<a href="#">i</a>
Clare	584921003	1003	Clare@outlook.com	<a href="#">i</a>
Jane	584923578	3578	test1@yealink.com	<a href="#">i</a>
Jannie	584921004	1004	Jannie@gmail.com	<a href="#">i</a>
Maggie	584921005	1005	Maggie@aol.com	<a href="#">i</a>
Mark	584928908	8908	test3@yealink.com	<a href="#">i</a>
Mars	584923567	3567	test2@yealink.com	<a href="#">i</a>
陈媛媛	584922002	2002	Chenyi@163.com	<a href="#">i</a>
何以言	584922004	2004	Heyi@sohu.com	<a href="#">i</a>

You can view personal information.

Personal Information ✕

Username:

Name:

Company:

Number:

Country:

Email:

Edit
Reset Password

## Editing Information

**To edit information:**

1. Click your user name.

Yealink VCloud
Account
System
Administrator
Log out
English

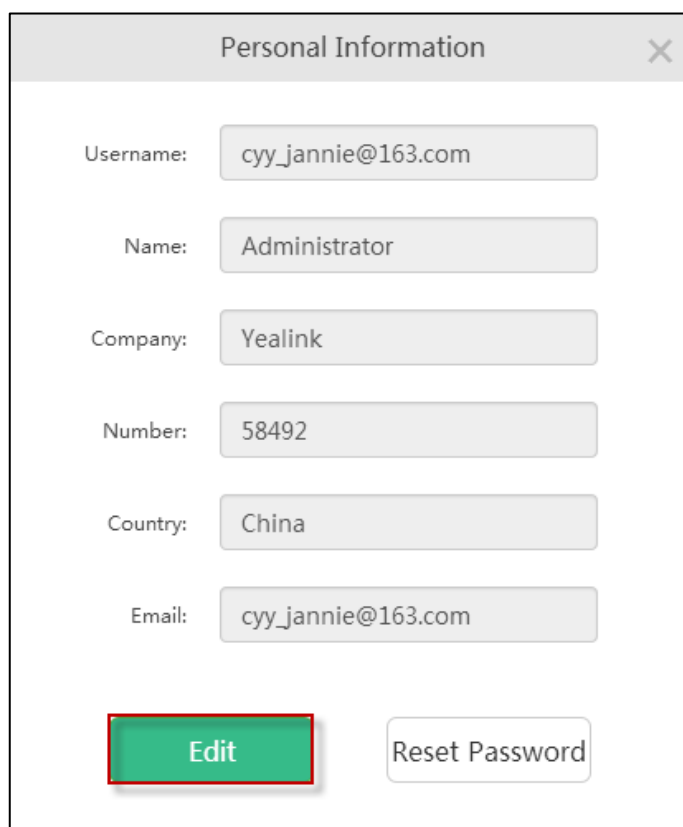
Account (13/20)
Add
Bulk Add

Download Template

<input type="checkbox"/>	Name	Cloud Number	Extension	Email	Details
<input type="checkbox"/>	Anna	584921001	1001	Anna@hotmail.com	<a href="#">i</a>
<input type="checkbox"/>	Bonnie	584921002	1002	Bonnie@yahoo.com	<a href="#">i</a>
<input type="checkbox"/>	Clare	584921003	1003	Clare@outlook.com	<a href="#">i</a>
<input type="checkbox"/>	Jane	584923578	3578	test1@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	Jannie	584921004	1004	Jannie@gmail.com	<a href="#">i</a>
<input type="checkbox"/>	Maggie	584921005	1005	Maggie@aol.com	<a href="#">i</a>
<input type="checkbox"/>	Mark	584928908	8908	test3@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	Mars	584923567	3567	test2@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	陈媛媛	584922002	2002	Chenyy@163.com	<a href="#">i</a>
<input type="checkbox"/>	何以言	584922004	2004	Heyy@sohu.com	<a href="#">i</a>

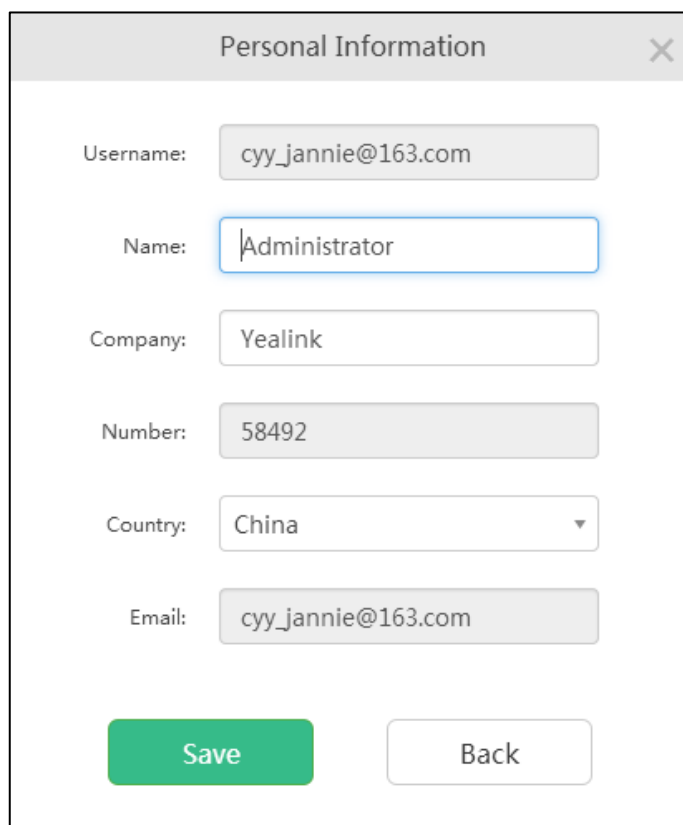
All records: 13
Page size: 10
1 2 > >> Jump to 1 page Go

2. Click **Edit**.



A screenshot of a 'Personal Information' form. The form has a title bar with a close button (X). The fields are: Username: cyy\_jannie@163.com, Name: Administrator, Company: Yealink, Number: 58492, Country: China, and Email: cyy\_jannie@163.com. At the bottom, there are two buttons: 'Edit' (highlighted with a red border) and 'Reset Password'.

3. Enter the information in the corresponding field.  
The input box in gray is not writable.



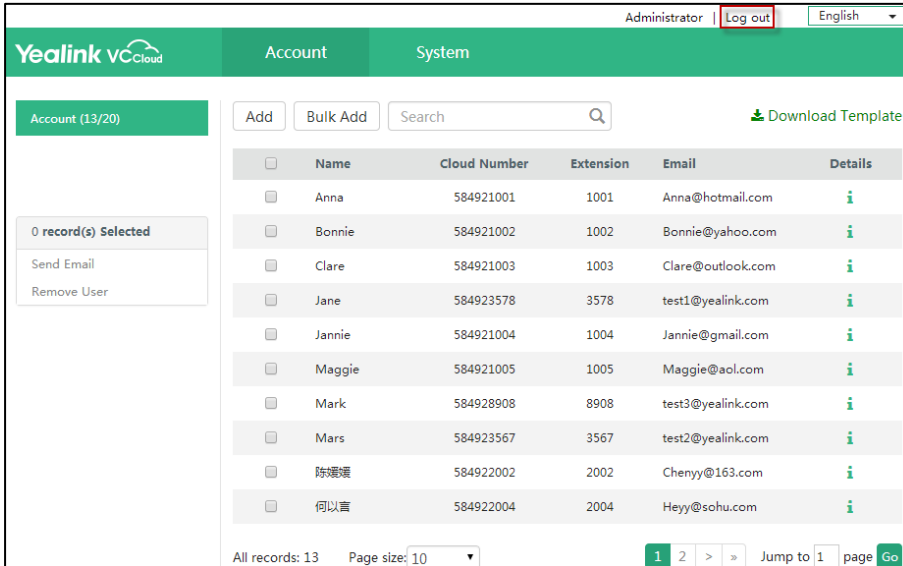
A screenshot of the 'Personal Information' form. The 'Name' field is active, indicated by a blue border and a cursor. The other fields are: Username: cyy\_jannie@163.com, Company: Yealink, Number: 58492, Country: China (dropdown menu), and Email: cyy\_jannie@163.com. At the bottom, there are two buttons: 'Save' and 'Back'.

- Click **Save** to accept the change or click **Back** to cancel the change.

## Logout

You can log out of the current account.

Click **Log out** to log out of the current cloud enterprise account.



Administrator | **Log out** | English

Yealink VCloud Account System

Account (13/20) Add Bulk Add Search Download Template

<input type="checkbox"/>	Name	Cloud Number	Extension	Email	Details
<input type="checkbox"/>	Anna	584921001	1001	Anna@hotmail.com	i
<input type="checkbox"/>	Bonnie	584921002	1002	Bonnie@yahoo.com	i
<input type="checkbox"/>	Clare	584921003	1003	Clare@outlook.com	i
<input type="checkbox"/>	Jane	584923578	3578	test1@yealink.com	i
<input type="checkbox"/>	Jannie	584921004	1004	Jannie@gmail.com	i
<input type="checkbox"/>	Maggie	584921005	1005	Maggie@aol.com	i
<input type="checkbox"/>	Mark	584928908	8908	test3@yealink.com	i
<input type="checkbox"/>	Mars	584923567	3567	test2@yealink.com	i
<input type="checkbox"/>	陈媛媛	584922002	2002	Chenyy@163.com	i
<input type="checkbox"/>	何以言	584922004	2004	Heyy@sohu.com	i

0 record(s) Selected  
Send Email  
Remove User

All records: 13 Page size: 10 1 2 > > Jump to 1 page Go



# Cloud Account Management

You can use Yealink web management service to manage your cloud accounts. In the account lists, you can add, view, edit, removing and searching for cloud accounts.

Cloud users can use the cloud accounts to log into endpoints. A cloud account can log into five endpoints at most simultaneously.

This chapter provides the management of cloud accounts, Topics include:

- [Adding Cloud Accounts](#)
- [Viewing Cloud Accounts Details](#)
- [Editing Cloud Accounts Information](#)
- [Searching for Cloud Accounts](#)
- [Removing Cloud Accounts](#)

## Adding Cloud Accounts

### Adding Cloud Accounts Manually

To add cloud accounts manually:

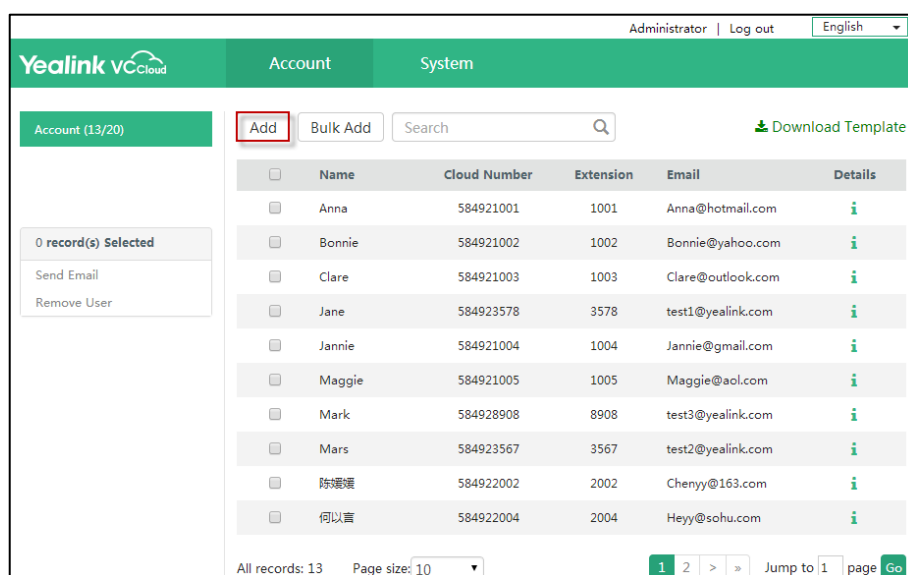
1. Click on **Account->Account**.

The screenshot shows the Yealink vCCloud web management interface. The top navigation bar includes 'Administrator | Log out' and a language dropdown set to 'English'. The main header has 'Yealink vCCloud' and 'System' tabs, with 'Account' highlighted. Below the header, there are buttons for 'Add', 'Bulk Add', and a search bar. A 'Download Template' link is also present. The main content area displays a table of cloud accounts with the following data:

<input type="checkbox"/>	Name	Cloud Number	Extension	Email	Details
<input type="checkbox"/>	Anna	584921001	1001	Anna@hotmail.com	<a href="#">i</a>
<input type="checkbox"/>	Bonnie	584921002	1002	Bonnie@yahoo.com	<a href="#">i</a>
<input type="checkbox"/>	Clare	584921003	1003	Clare@outlook.com	<a href="#">i</a>
<input type="checkbox"/>	Jane	584923578	3578	test1@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	Jannie	584921004	1004	Jannie@gmail.com	<a href="#">i</a>
<input type="checkbox"/>	Maggie	584921005	1005	Maggie@aol.com	<a href="#">i</a>
<input type="checkbox"/>	Mark	584928908	8908	test3@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	Mars	584923567	3567	test2@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	陈媛媛	584922002	2002	Chenyy@163.com	<a href="#">i</a>
<input type="checkbox"/>	何以言	584922004	2004	Heyy@sohu.com	<a href="#">i</a>

At the bottom of the page, it shows 'All records: 13', 'Page size: 10', and a pagination control with '1' selected, '2' next, and 'Jump to 1 page Go'.

2. Click **Add**.



3. Enter full name, extension and email in the corresponding fields.

The screenshot shows the 'Add user' dialog box. The dialog has a title bar with 'Add user' and a close button. Below the title bar, it says '188 can be added'. There are three input fields: 'Full Name' with the value 'Candy', 'Extension' with the value '2345', and 'Email' with the value 'Candy@yealink.com'. Below the input fields are three buttons: 'Save', 'Save & Send Email', and 'Cancel'. The 'Save' button is a green button with white text. The 'Save & Send Email' button is a green button with white text. The 'Cancel' button is a white button with a grey border and grey text.

4. Click **Save** to accept the change.

You can click **Save & Send Email** to accept the change and send an email to the cloud account's registered email immediately, the registered email will receive the email which contains the cloud account information.

You can also click **Cancel** to cancel the change.

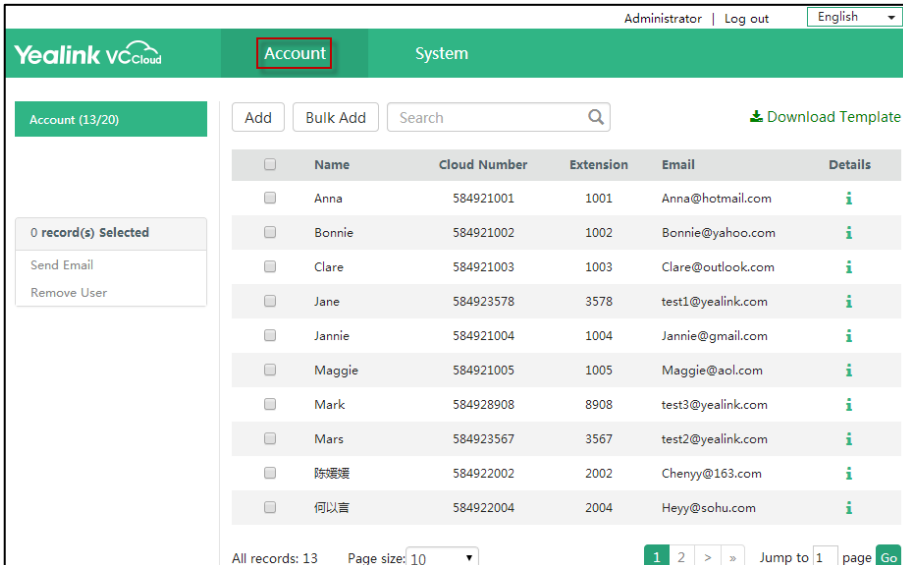


## Importing Cloud Accounts

Before you import cloud accounts, you should download a blank template, and then enter the cloud account information in the blank template. After you finish editing, you can import the template to import cloud accounts.

**To download a template:**

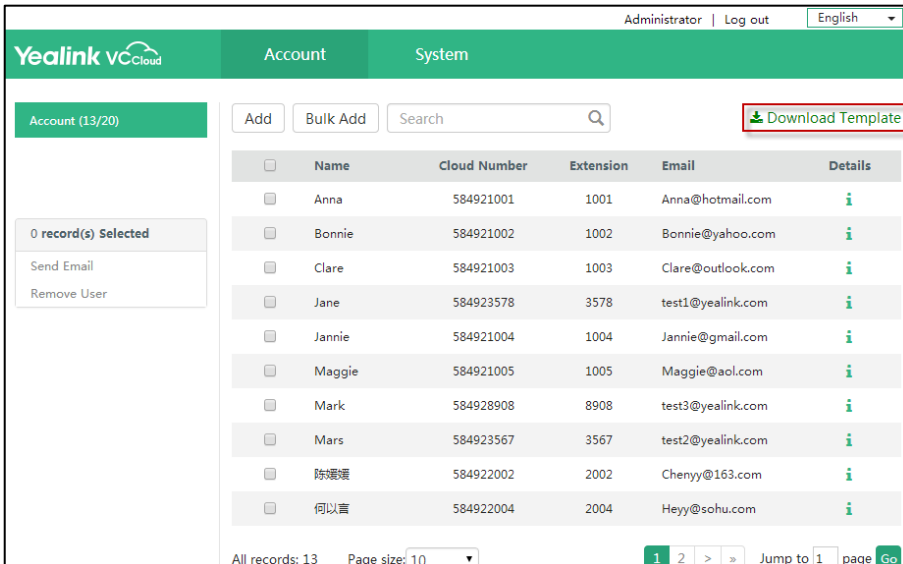
1. Click on **Account->Account**.



The screenshot shows the Yealink vCloud interface. The top navigation bar includes the Yealink vCloud logo, the 'Account' tab (highlighted with a red box), and the 'System' tab. The main content area is titled 'Account (13/20)' and contains a table of accounts. The table has columns for Name, Cloud Number, Extension, Email, and Details. The 'Download Template' button is located in the top right corner of the main content area.

<input type="checkbox"/>	Name	Cloud Number	Extension	Email	Details
<input type="checkbox"/>	Anna	584921001	1001	Anna@hotmail.com	<a href="#">i</a>
<input type="checkbox"/>	Bonnie	584921002	1002	Bonnie@yahoo.com	<a href="#">i</a>
<input type="checkbox"/>	Clare	584921003	1003	Clare@outlook.com	<a href="#">i</a>
<input type="checkbox"/>	Jane	584923578	3578	test1@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	Jannie	584921004	1004	Jannie@gmail.com	<a href="#">i</a>
<input type="checkbox"/>	Maggie	584921005	1005	Maggie@aol.com	<a href="#">i</a>
<input type="checkbox"/>	Mark	584928908	8908	test3@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	Mars	584923567	3567	test2@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	陈媛媛	584922002	2002	Chenyy@163.com	<a href="#">i</a>
<input type="checkbox"/>	何以言	584922004	2004	Heyy@sohu.com	<a href="#">i</a>

2. Click **Download Template** to download a blank .xls file.



The screenshot shows the Yealink vCloud interface. The top navigation bar includes the Yealink vCloud logo, the 'Account' tab, and the 'System' tab. The main content area is titled 'Account (13/20)' and contains a table of accounts. The 'Download Template' button is highlighted with a red box in the top right corner of the main content area.

<input type="checkbox"/>	Name	Cloud Number	Extension	Email	Details
<input type="checkbox"/>	Anna	584921001	1001	Anna@hotmail.com	<a href="#">i</a>
<input type="checkbox"/>	Bonnie	584921002	1002	Bonnie@yahoo.com	<a href="#">i</a>
<input type="checkbox"/>	Clare	584921003	1003	Clare@outlook.com	<a href="#">i</a>
<input type="checkbox"/>	Jane	584923578	3578	test1@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	Jannie	584921004	1004	Jannie@gmail.com	<a href="#">i</a>
<input type="checkbox"/>	Maggie	584921005	1005	Maggie@aol.com	<a href="#">i</a>
<input type="checkbox"/>	Mark	584928908	8908	test3@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	Mars	584923567	3567	test2@yealink.com	<a href="#">i</a>
<input type="checkbox"/>	陈媛媛	584922002	2002	Chenyy@163.com	<a href="#">i</a>
<input type="checkbox"/>	何以言	584922004	2004	Heyy@sohu.com	<a href="#">i</a>

The template as the following figure shows:

*Name	*Extension	Email

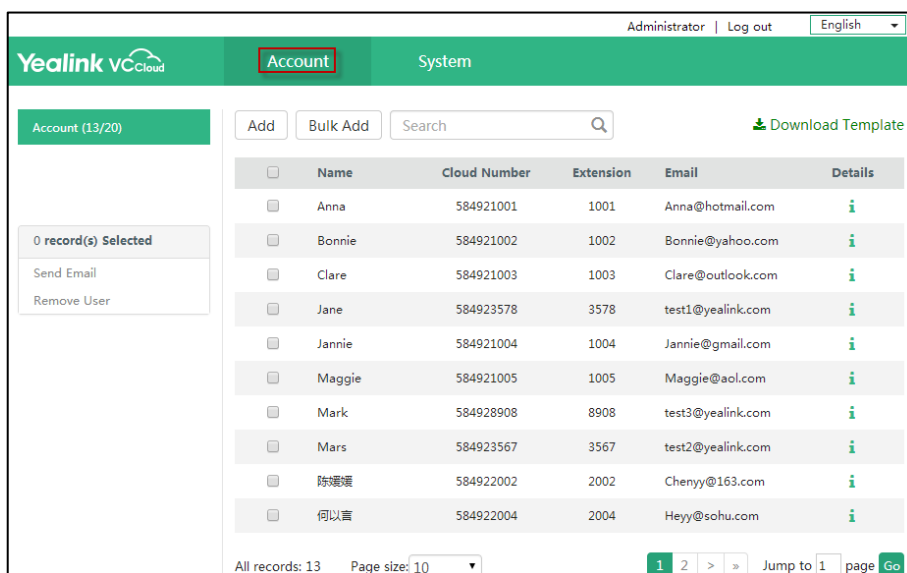
Add the corresponding cloud account information to the template.

*Name	*Extension	Email
Ann	7865	<a href="mailto:Ann@163.com">Ann@163.com</a>
Micheal	4567	<a href="mailto:Micheal@sina.com">Micheal@sina.com</a>
William	9087	<a href="mailto:William@yealink.com">William@yealink.com</a>

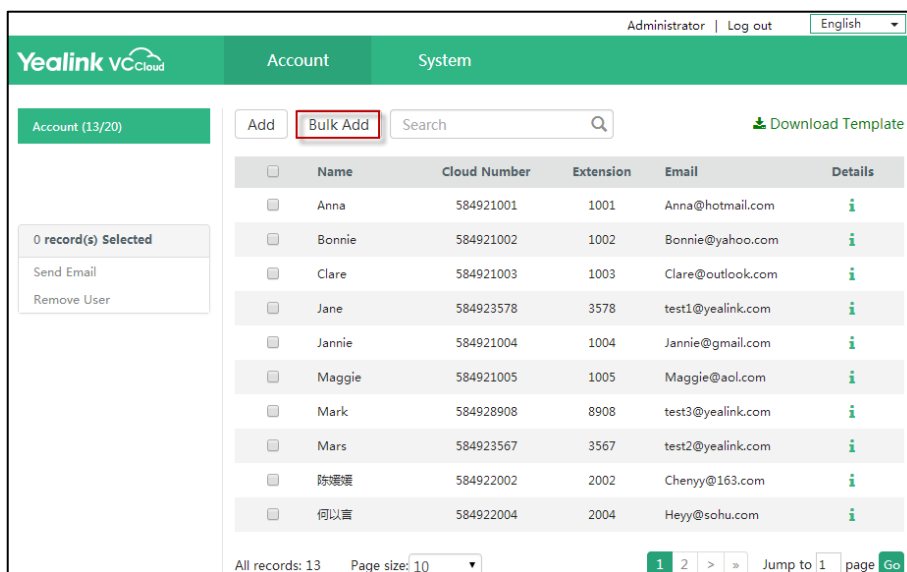
3. After you adding the corresponding description to the template, save it in your local computer.

**To import cloud accounts:**

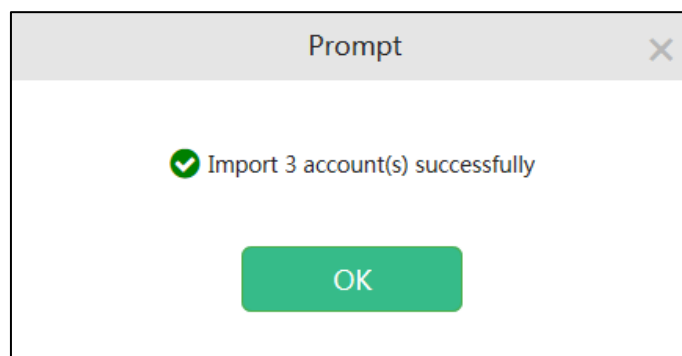
1. Click on **Account->Account**.



2. Click **Bulk Add** to import the file saved in your computer.



3. The page prompts “Import N account(s) successfully”, click **OK** to complete the import.



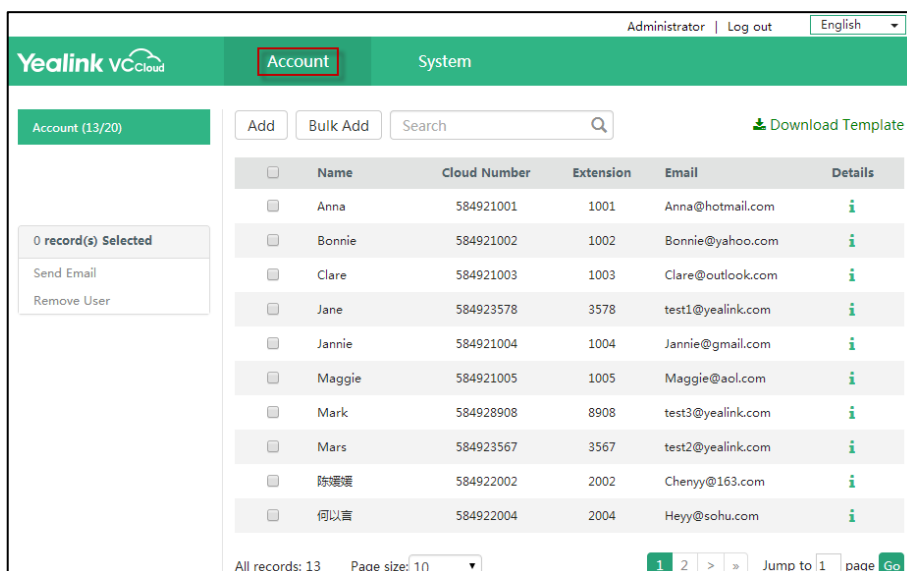
**Note**

Edit the content of .xls files based on the prompt message, if you require more information, contact your cloud system administrator.

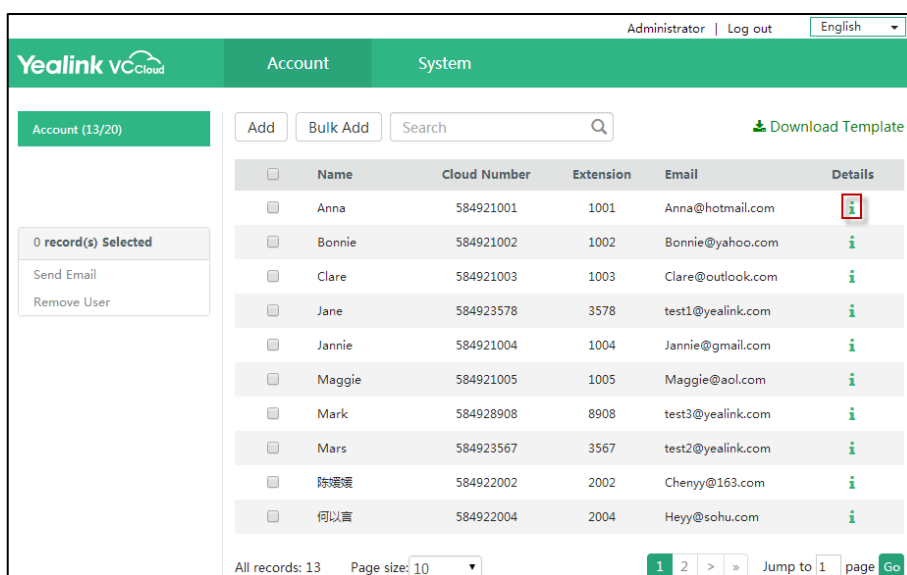
## Viewing Cloud Accounts Details

To view the accounts details:

1. Click on **Account->Account**.



2. Click the icon [i](#) to view the desired cloud account.



3. You can view full name, cloud number, password, login pincode, email and register status.

If the cloud account has logged into the endpoint, the endpoint and status are shown as below:

The screenshot displays the 'Account Details' page in the Yealink vCcloud interface. The page header includes 'Yealink vCcloud', 'Account', and 'System' tabs. The user is logged in as 'Administrator' and the language is set to 'English'. The main content area shows the following details:

Name:	Anna
Cloud Number:	584921001
Password:	rq4p4u0n
Login Pincode:	102615055
Email:	Anna@hotmail.com
Status:	Registered successfully

Binding machine	Status
Yealink VCDesktop 1.0.50.16	Registered(TLS-NAT)

At the bottom of the page, there are four buttons: 'Edit', 'Reset Password', 'Reset Pincode', and 'Send Email'.

#### Note

The cloud number is the combination of the number and extension. The number is not revisable, but you can edit the extension. After the extension is edited, the cloud number changes synchronously. For more information, please refer to [Editing Information](#) on page 21.

The pincode is valid for 7 days. And you can only use pincode once. If it has passed its expiry date, you have to reset pincode to log into cloud terminal using pincode. For more information on how to reset pincode, please refer to [Resetting Pincode](#) on page 43.

## Sending Emails to Cloud Accounts

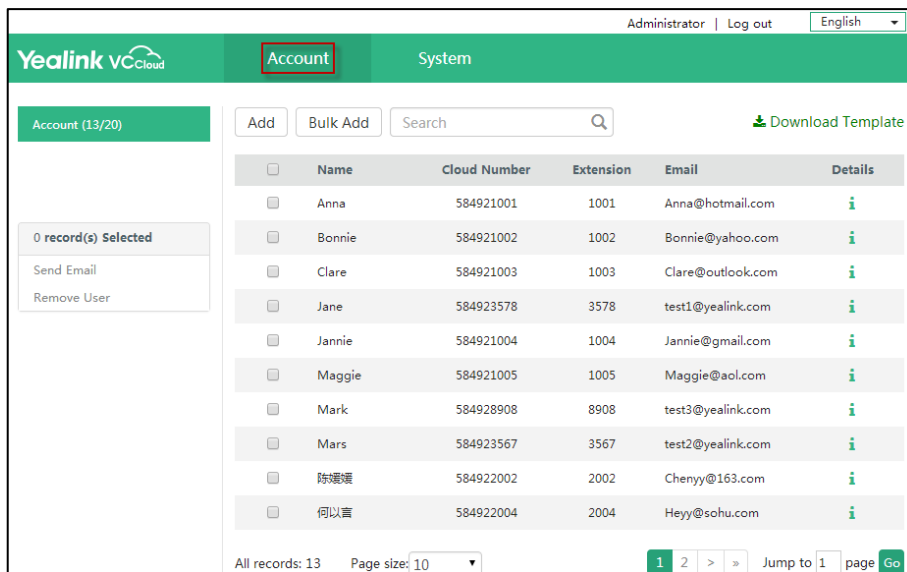
Emails contain the cloud account information. The cloud enterprise administrator can send emails to tell their users about the cloud account information.

You can send an email to a cloud user from the home page or Account Details page.

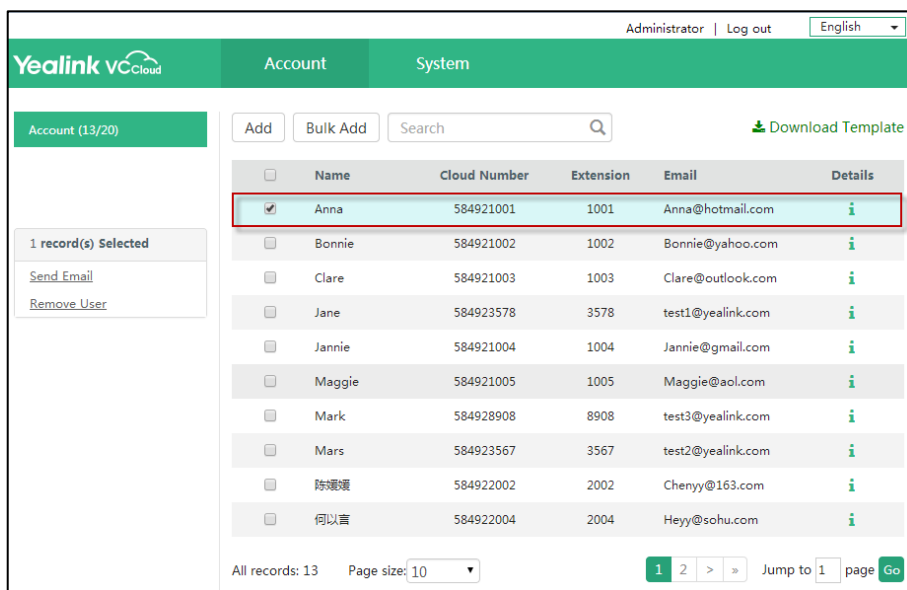
From home page, Yealink web management service supports sending emails to cloud users in the batch.

**To send emails from the home page:**

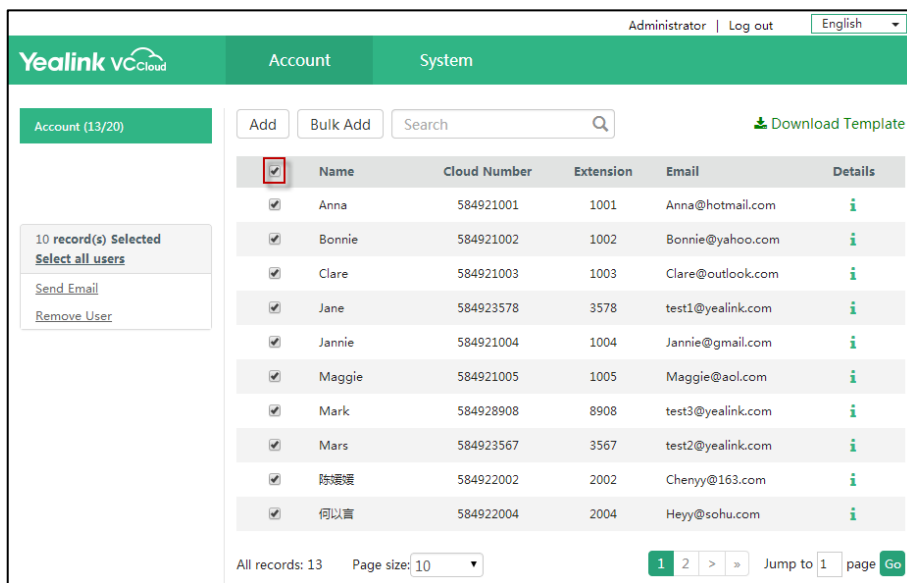
1. Click on **Account->Account**.



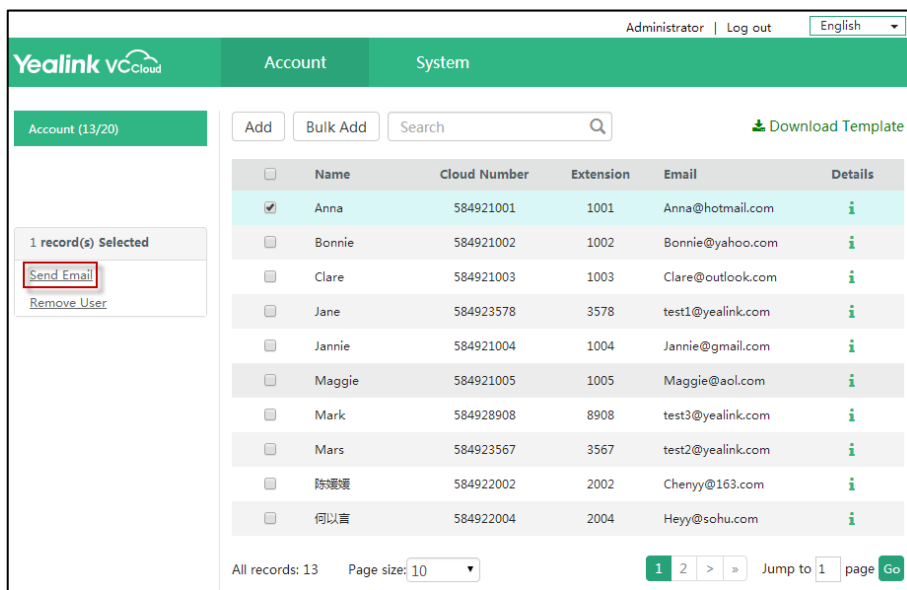
2. Check the checkbox beside the user name or the multiple checkboxes.



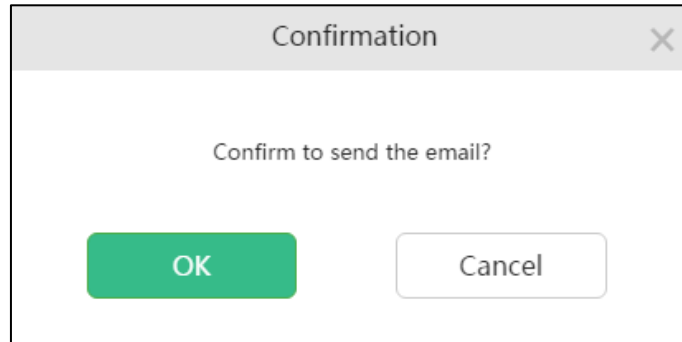
If you want to check all checkboxes to send emails to cloud accounts in the batch, you can check the checkbox as following:



3. Click Send Email.

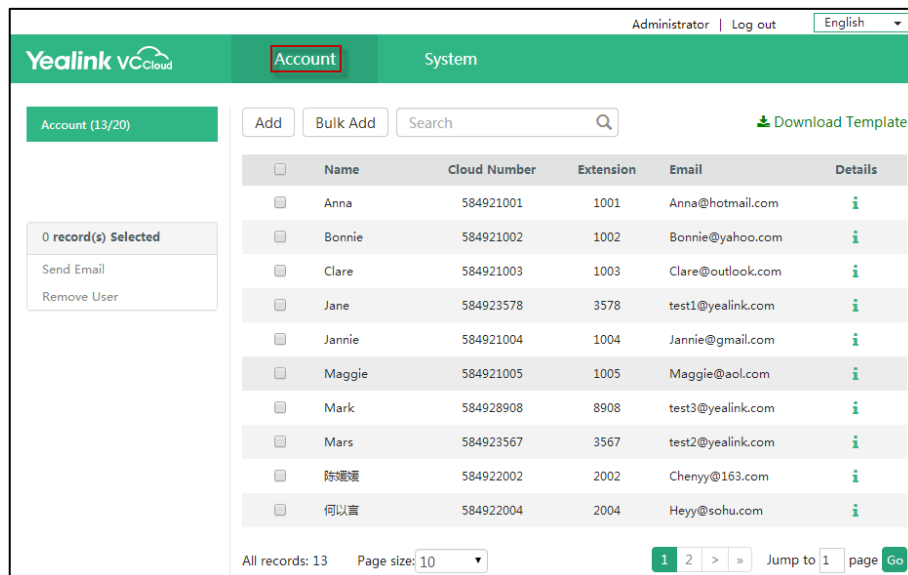


The page will prompt "Confirm to send the email?", click **OK** to confirm to send the email or click **Cancel** to cancel the operation.



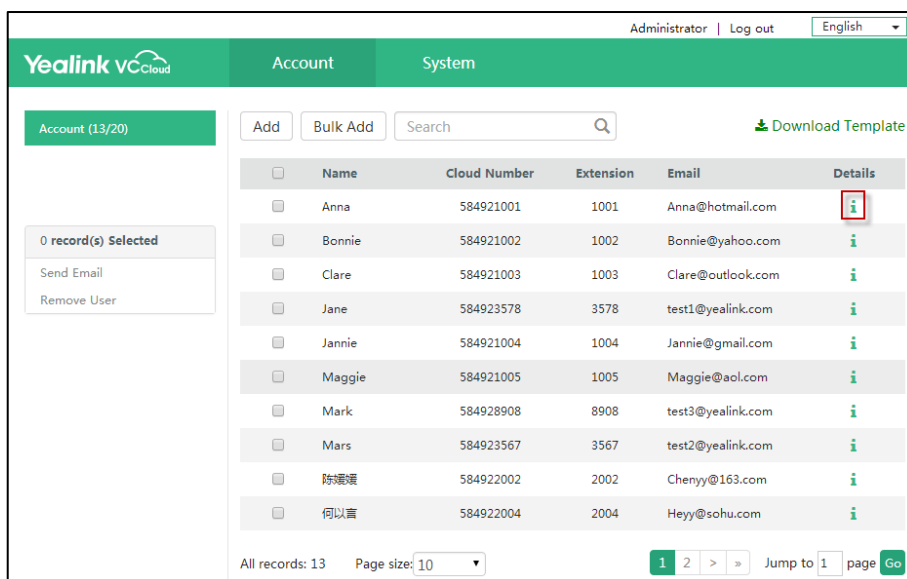
To send an email from the Account Details page:

1. Click on **Account->Account**.

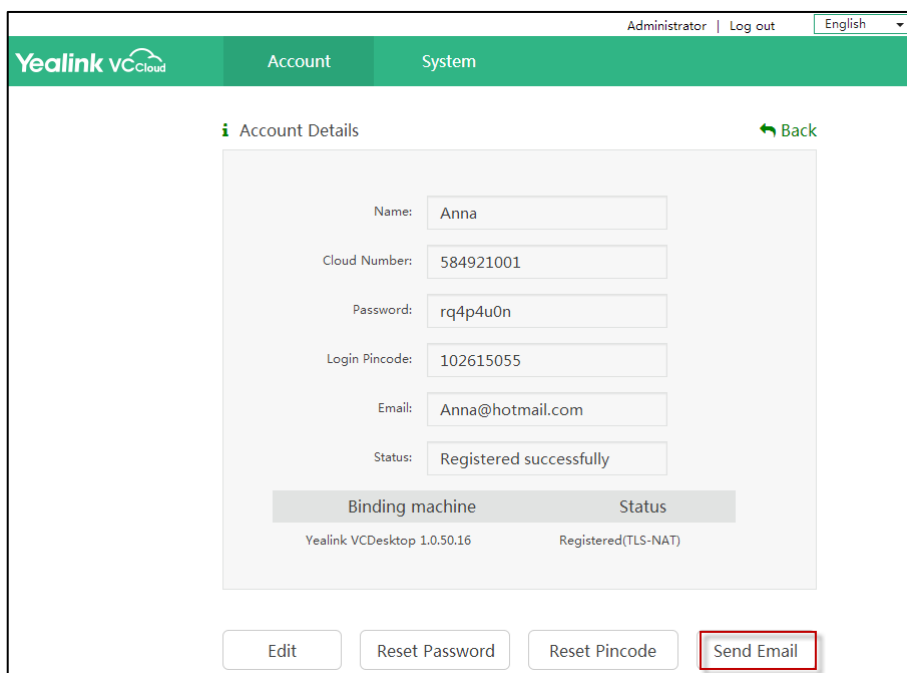




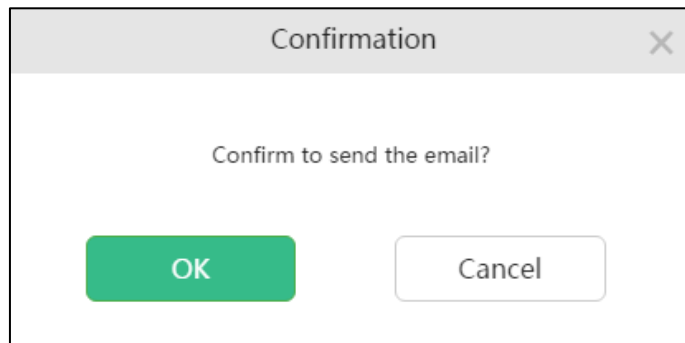
2. Click the icon  to view the desired cloud account.



3. From the Account Details page, click **Send Email**.



The page will prompt "Confirm to send the email?", click **OK** to confirm to send the emails or click **Cancel** to cancel the operation.

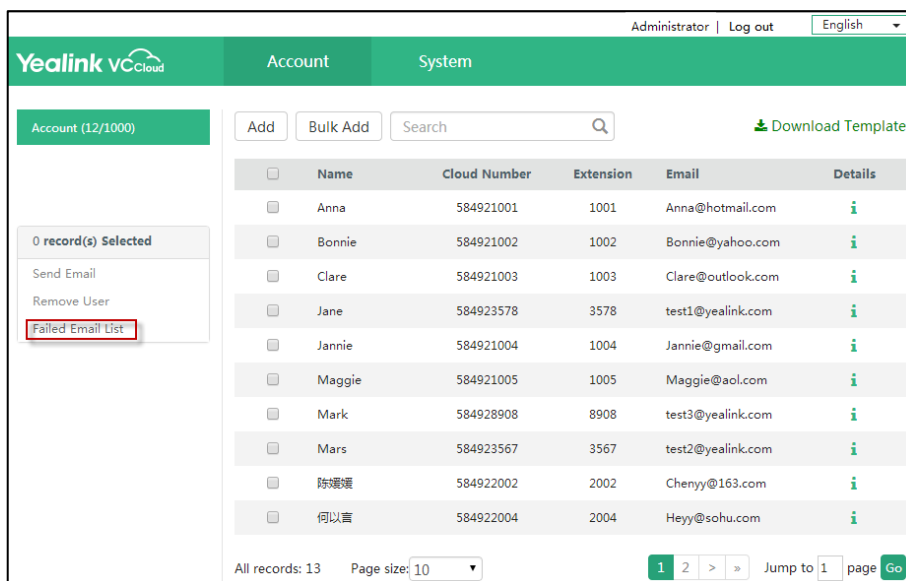


## Viewing Failed Email List


After you send emails in the batch, the failed email list may appear. Failed mails will be recorded in the failed email list. In the failed email list, you can view failed email list, resend emails or delete the records.

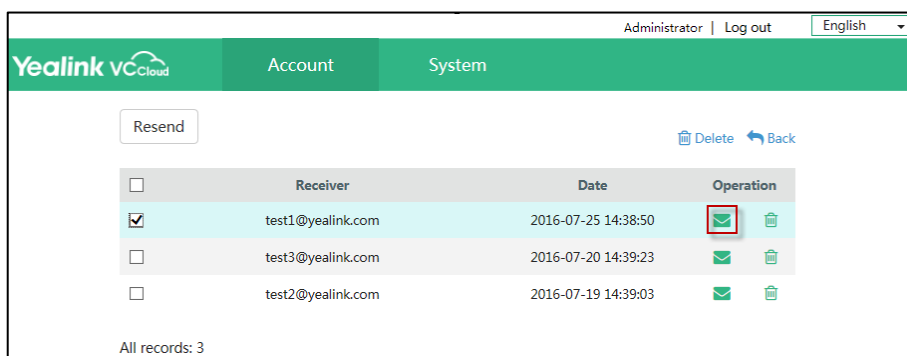
**To view failed email list:**

1. Click on **Account->Account->Failed Email List**.

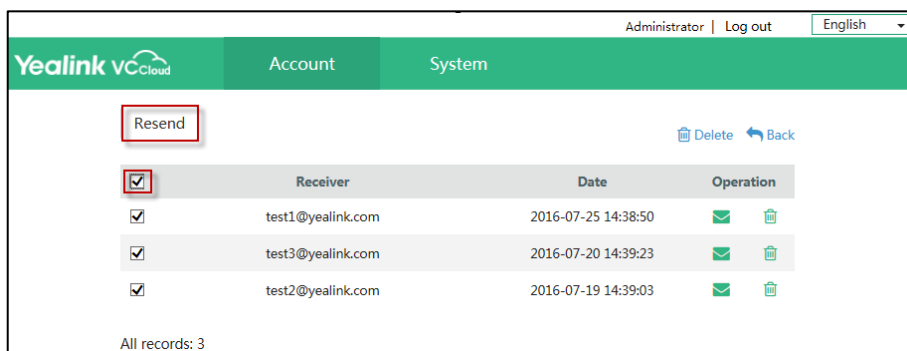



You can do the following:

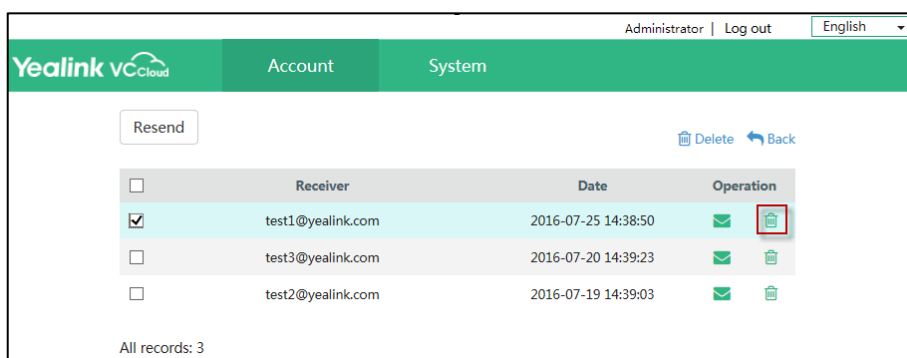
- Check the checkbox beside the user name, and then click  to resend emails.



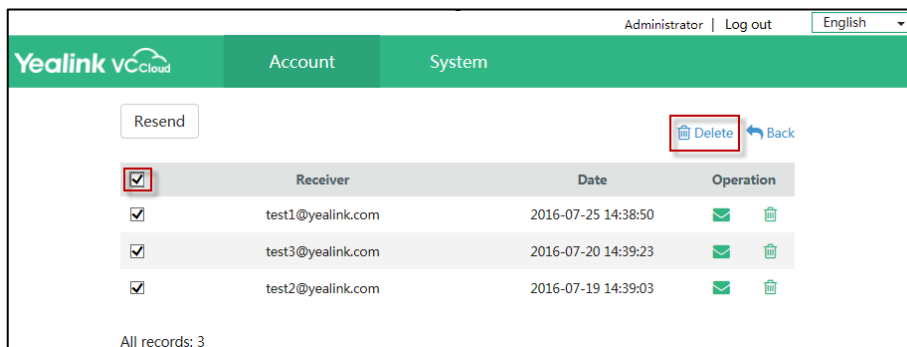
You can also check the multiple checkboxes or all checkboxes to resend failed mails in the batch, and then click **Resend**.



- Check the checkbox beside the user name, and then click  to delete record.



You can also check the multiple checkboxes or all checkboxes to delete failed mails in the batch, and then click **Delete**.



## Editing Cloud Accounts Information

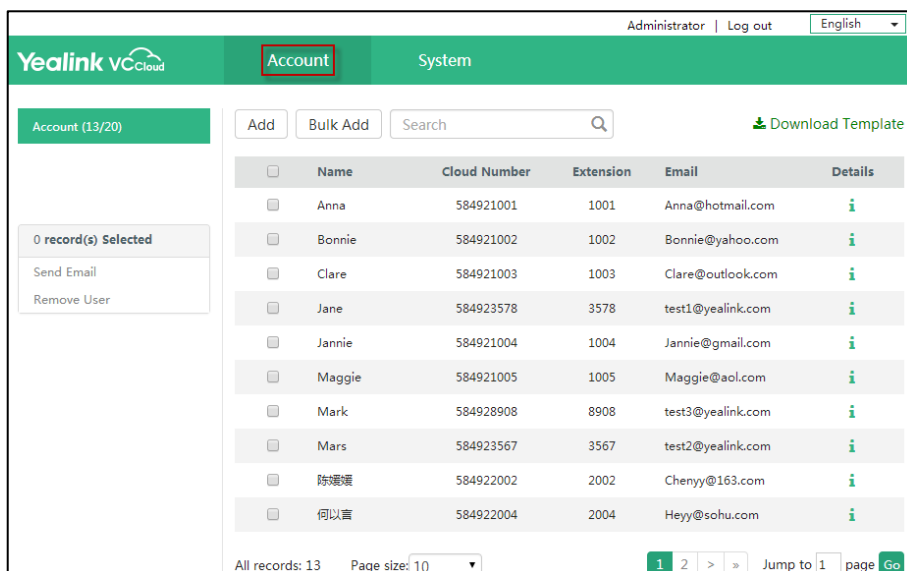
You can edit cloud accounts information.

## Editing Cloud Accounts Details

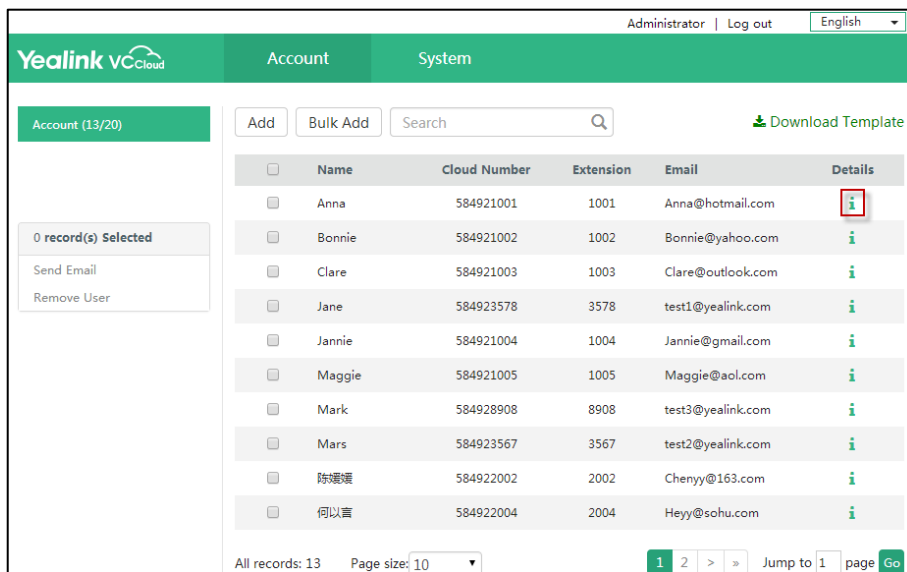
You can edit cloud accounts information from Account Details page. If you import cloud accounts, you can also edit cloud accounts information in the .xls file which is used to be imported to Yealink web management service.

**To edit cloud accounts details from the Account Details page:**

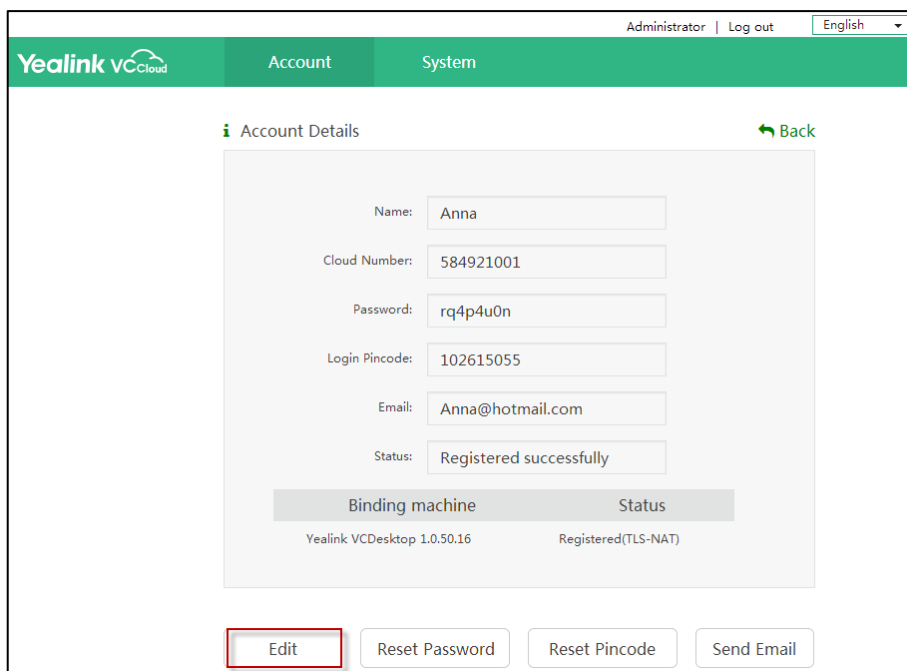
1. Click on **Account->Account**.



2. Click the icon  to view the desired cloud account.



3. From the Account Details page, click **Edit**.



4. Enter the full name, extension or email in the corresponding field you want to edit.

The screenshot shows a dialog box titled "Edit" with a close button (X) in the top right corner. It contains three input fields:
 

- \* Name: A text box containing "Anna".
- \* Extension: A text box containing "1001".
- Email: A text box containing "Anna@hotmail.com".

 At the bottom, there are two buttons: a green "Save" button and a white "Cancel" button with a grey border.

5. Click **Save** to accept the change or click **Cancel** to cancel the operation.

**To edit cloud accounts details in the batch:**

1. Edit cloud accounts information in the .xls file which is used to be imported to Yealink web management service.

For example, you change Ann@yealink.com to Ann@163.com and change Micheal@yealink.com to Micheal@sina.com.

Original file:

*Name	*Extension	Email
Ann	7865	<a href="mailto:Ann@yealink.com">Ann@yealink.com</a>
Micheal	4567	<a href="mailto:Micheal@yealink.com">Micheal@yealink.com</a>
William	9087	<a href="mailto:William@yealink.com">William@yealink.com</a>

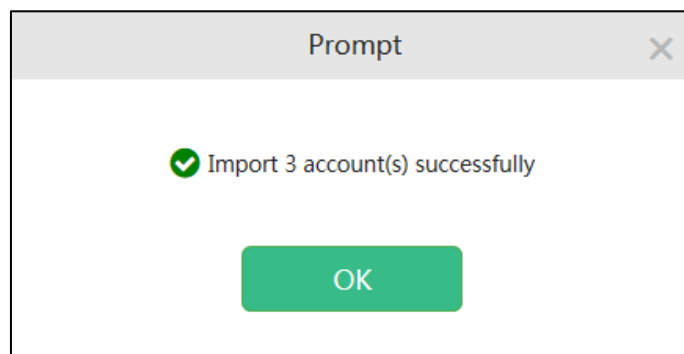
After you edit the corresponding description in the .xls file, you should save it in your local computer.

*Name	*Extension	Email
Ann	7865	<a href="mailto:Ann@163.com">Ann@163.com</a>
Micheal	4567	<a href="mailto:Micheal@sina.com">Micheal@sina.com</a>
William	9087	<a href="mailto:William@yealink.com">William@yealink.com</a>

2. Import the file saved in your local computer to Yealink web management service.

For more information on importing cloud accounts, please refer to [Editing Cloud Accounts Details](#) on page 38.

- The page prompts "Import N account(s) successfully", click **OK** to complete the import.

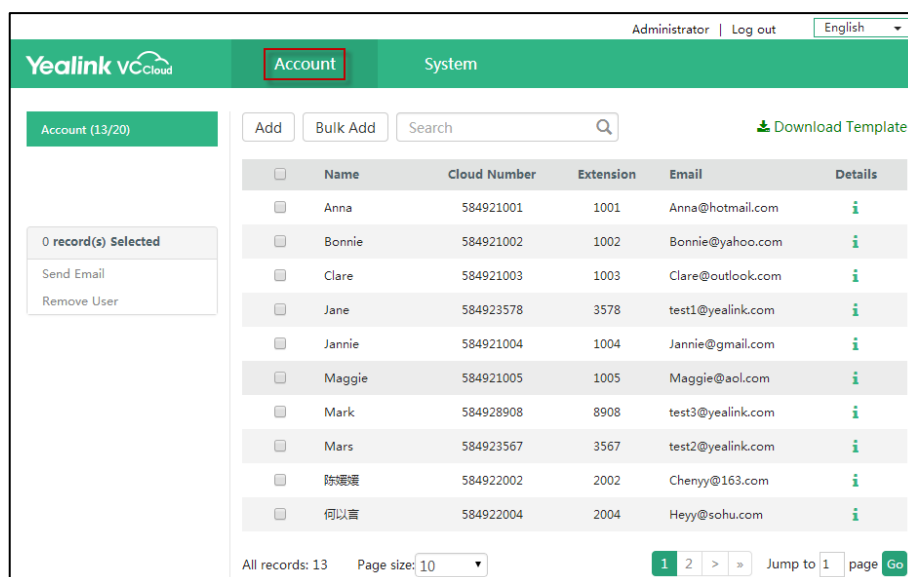


The corresponding descriptions of cloud accounts in account list are edited.

## Resetting Password

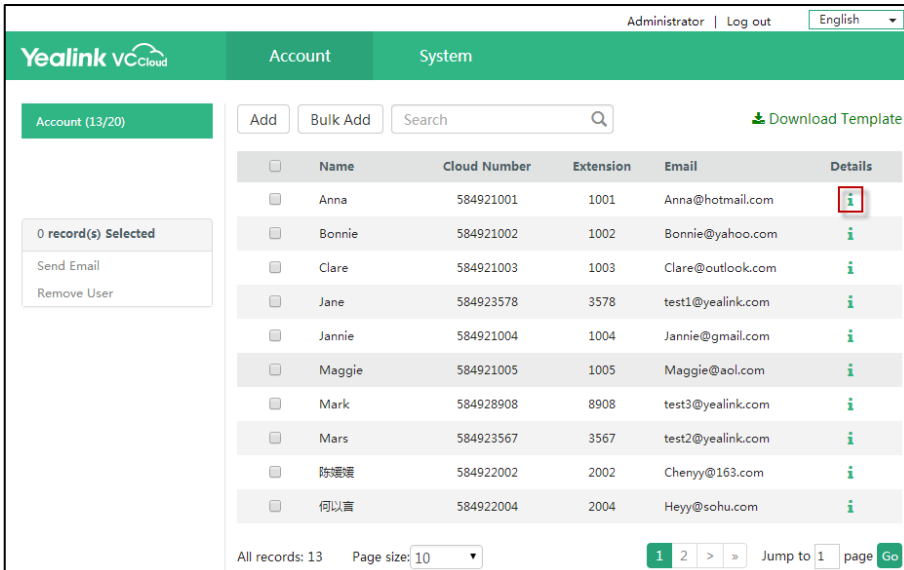
To reset password from the Account Details page:

- Click on **Account->Account**.













<input type="checkbox"/>	Name	Cloud Number	Extension	Email	Details
<input type="checkbox"/>	Anna	584921001	1001	Anna@hotmail.com	i
<input type="checkbox"/>	Bonnie	584921002	1002	Bonnie@yahoo.com	i
<input type="checkbox"/>	Clare	584921003	1003	Clare@outlook.com	i
<input type="checkbox"/>	Jane	584923578	3578	test1@yealink.com	i
<input type="checkbox"/>	Jannie	584921004	1004	Jannie@gmail.com	i
<input type="checkbox"/>	Maggie	584921005	1005	Maggie@aol.com	i
<input type="checkbox"/>	Mark	584928908	8908	test3@yealink.com	i
<input type="checkbox"/>	Mars	584923567	3567	test2@yealink.com	i
<input type="checkbox"/>	陈媛媛	584922002	2002	Cheny@163.com	i
<input type="checkbox"/>	何以言	584922004	2004	Heyy@sohu.com	i

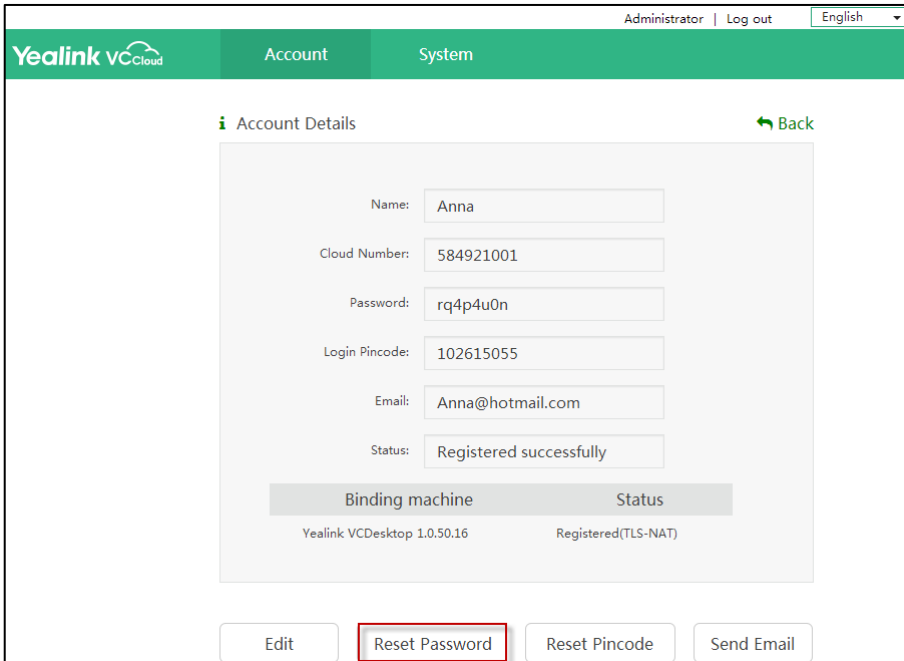
2. Click the icon  to view the desired cloud account.



The screenshot shows the 'Account' management page. At the top, there are tabs for 'Account' and 'System'. Below the tabs, there are buttons for 'Add', 'Bulk Add', and a search field. A 'Download Template' link is also present. The main area contains a table of accounts with columns for Name, Cloud Number, Extension, Email, and Details. The 'Details' column for the first row, 'Anna', has an information icon (i) highlighted with a red box. Below the table, there are pagination controls showing 'All records: 13' and 'Page size: 10'. At the bottom right, there are page navigation buttons (1, 2, >, >>) and a 'Jump to 1 page Go' button.

Name	Cloud Number	Extension	Email	Details
Anna	584921001	1001	Anna@hotmail.com	
Bonnie	584921002	1002	Bonnie@yahoo.com	
Clare	584921003	1003	Clare@outlook.com	
Jane	584923578	3578	test1@yealink.com	
Jannie	584921004	1004	Jannie@gmail.com	
Maggie	584921005	1005	Maggie@aol.com	
Mark	584928908	8908	test3@yealink.com	
Mars	584923567	3567	test2@yealink.com	
陈珊珊	584922002	2002	Cheny@163.com	
何以言	584922004	2004	Heyy@sohu.com	

3. From the Account Details page, click **Reset Password**.

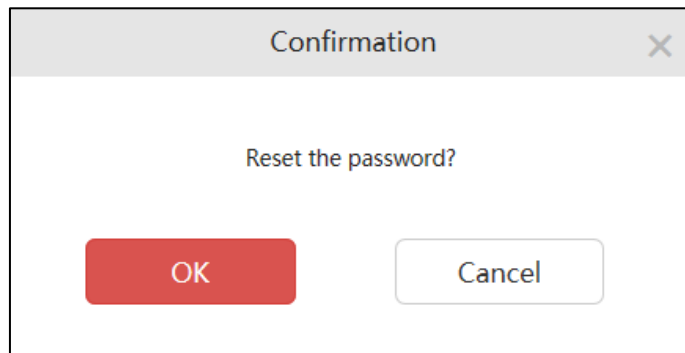


The screenshot shows the 'Account Details' page for the user 'Anna'. The page displays various fields for account information: Name (Anna), Cloud Number (584921001), Password (rq4p4u0n), Login Pincode (102615055), and Email (Anna@hotmail.com). The status is 'Registered successfully'. Below this information, there is a table for 'Binding machine' and 'Status'. The 'Binding machine' is 'Yealink VCDesktop 1.0.50.16' and the 'Status' is 'Registered(TLS-NAT)'. At the bottom of the page, there are four buttons: 'Edit', 'Reset Password' (highlighted with a red box), 'Reset Pincode', and 'Send Email'. A 'Back' button is located at the top right of the details section.

Binding machine	Status
Yealink VCDesktop 1.0.50.16	Registered(TLS-NAT)



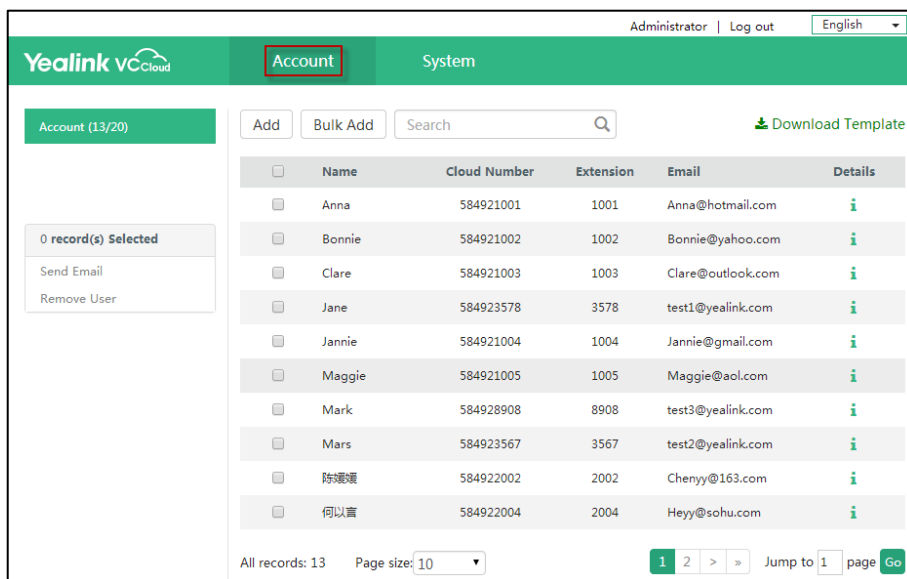
The page will prompt “Reset the password?”, click **OK** to reset the password or click **Cancel** to cancel the operation.



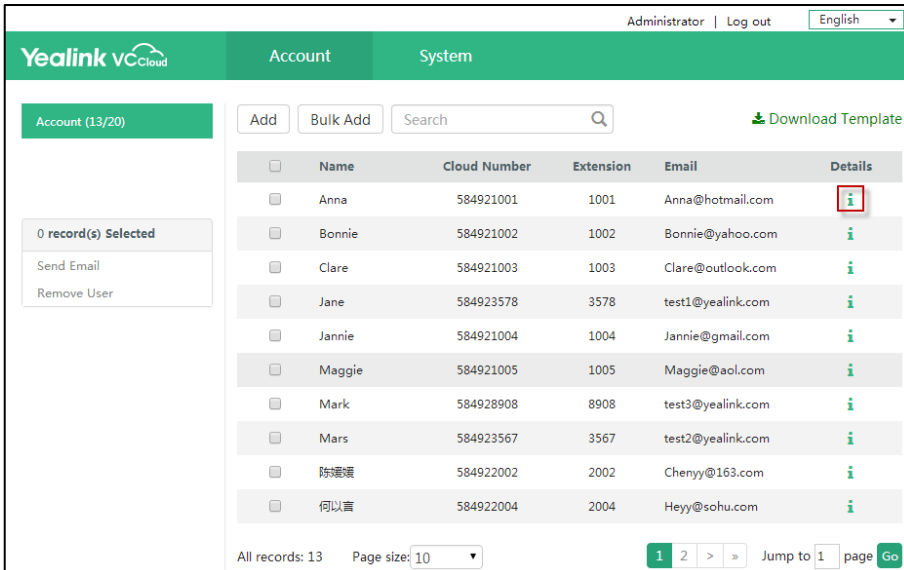
## Resetting Pincode

To reset pincode from the Account Details page:











1. Click on **Account->Account**.



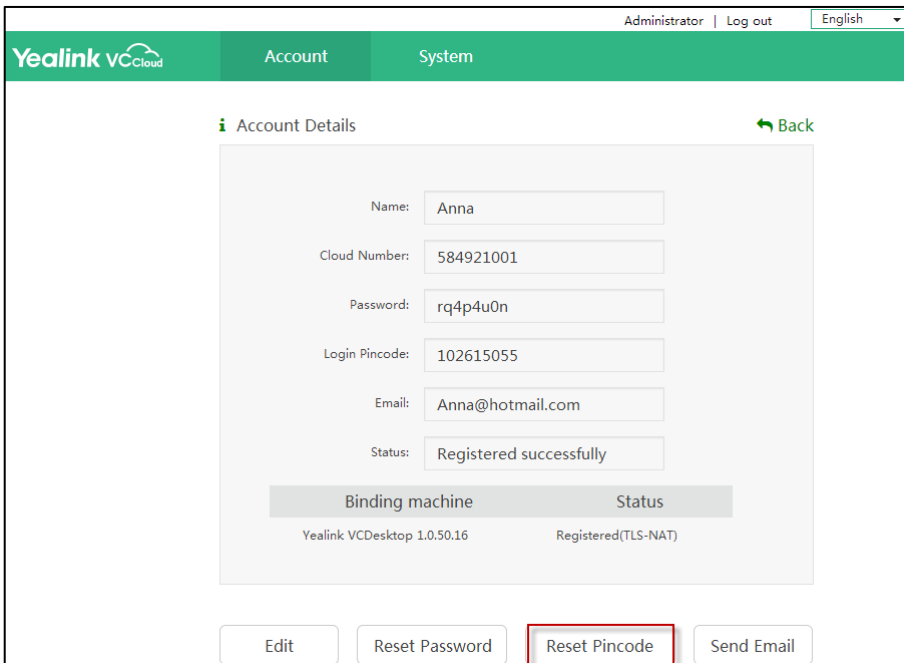
- Click the icon  to view the desired cloud account.



The screenshot shows the 'Account' management page. At the top, there are tabs for 'Account' and 'System'. Below the tabs, there are buttons for 'Add', 'Bulk Add', and a search field. A 'Download Template' link is also present. The main area contains a table with columns: Name, Cloud Number, Extension, Email, and Details. The first row, 'Anna', has an information icon in the 'Details' column highlighted with a red box. Below the table, there are pagination controls showing 'All records: 13' and 'Page size: 10'.

Name	Cloud Number	Extension	Email	Details
Anna	584921001	1001	Anna@hotmail.com	
Bonnie	584921002	1002	Bonnie@yahoo.com	
Clare	584921003	1003	Clare@outlook.com	
Jane	584923578	3578	test1@yealink.com	
Jannie	584921004	1004	Jannie@gmail.com	
Maggie	584921005	1005	Maggie@aol.com	
Mark	584928908	8908	test3@yealink.com	
Mars	584923567	3567	test2@yealink.com	
陈珊珊	584922002	2002	Cheny@163.com	
何以言	584922004	2004	Heyy@sohu.com	

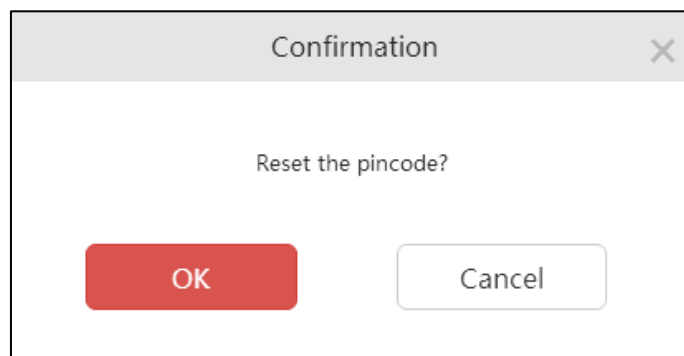
- From the Account Details page, click **Reset Pincode**.



The screenshot shows the 'Account Details' page for the user 'Anna'. The page displays various fields: Name (Anna), Cloud Number (584921001), Password (rq4p4u0n), Login Pincode (102615055), Email (Anna@hotmail.com), and Status (Registered successfully). Below these fields, there is a table for 'Binding machine' and 'Status'. The 'Binding machine' is 'Yealink VCDesktop 1.0.50.16' and the 'Status' is 'Registered(TLS-NAT)'. At the bottom of the page, there are four buttons: 'Edit', 'Reset Password', 'Reset Pincode' (highlighted with a red box), and 'Send Email'.

Binding machine	Status
Yealink VCDesktop 1.0.50.16	Registered(TLS-NAT)

The page will prompt “Reset the pincode?”, click **OK** to reset the pincode or click **Cancel** to cancel the operation.

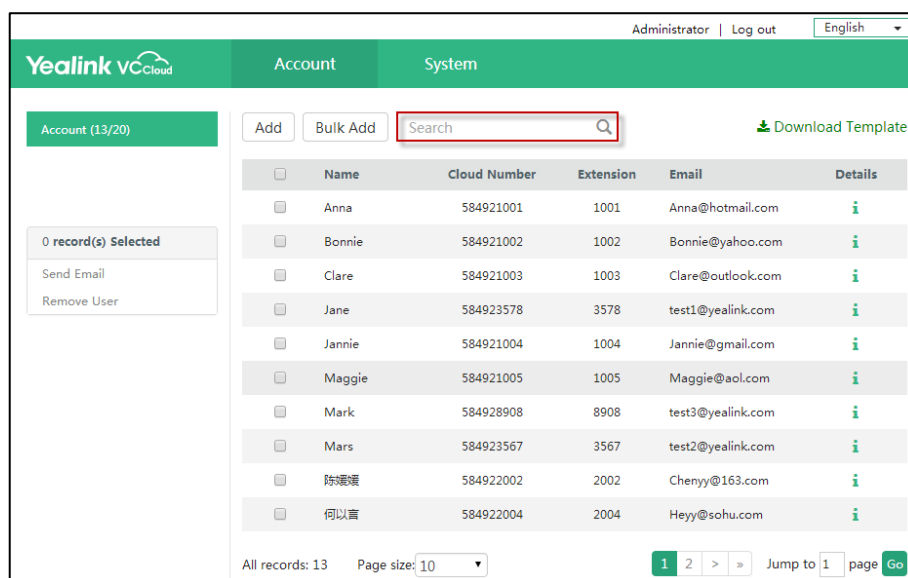


## Searching for Cloud Accounts

Yealink web management service provides the powerful search function, you can search by name, cloud number, extension, email.

**To search for cloud accounts:**

1. Click on **Account->Account**.
2. Enter a few or all characters of the cloud accounts' name, cloud number, extension and email in the Search box.



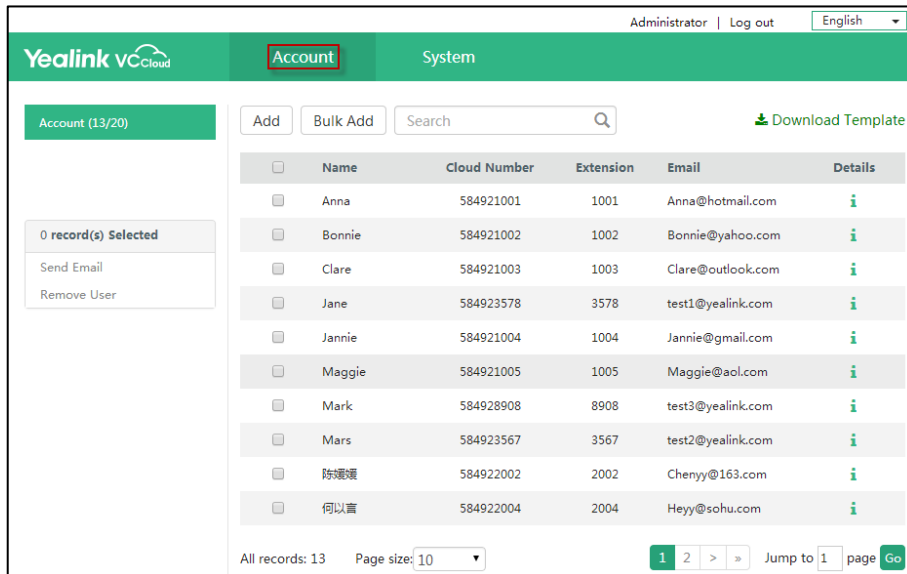
3. Click **Q** or press **Enter** to perform a search. The page will display the search results.

## Removing Cloud Accounts

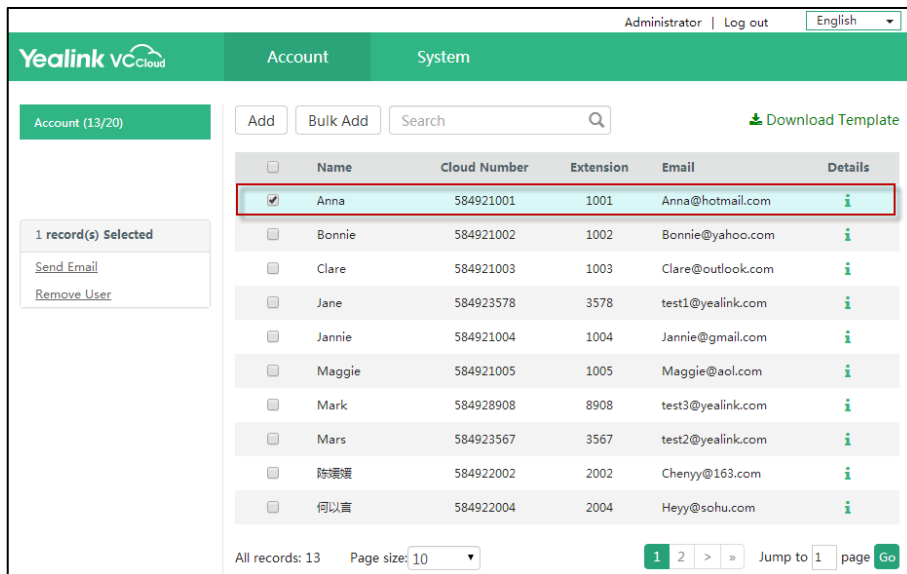
You can remove cloud accounts in account list.

To remove cloud accounts:

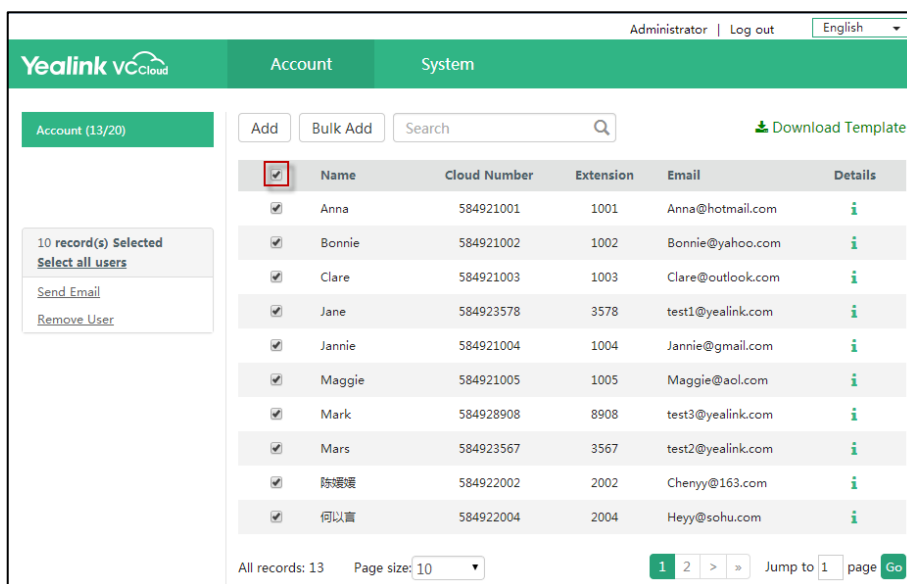
- 1. Click on Account->Account.



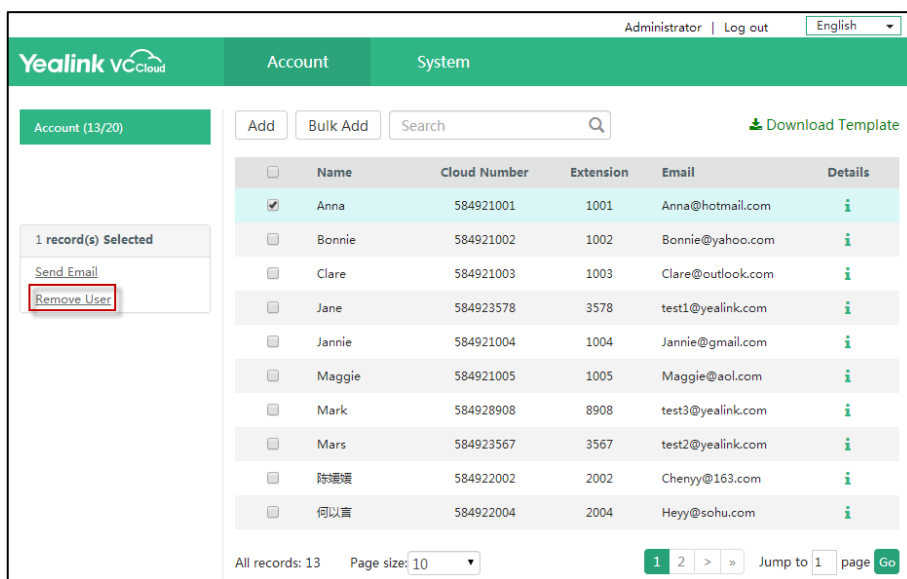
- 2. Check the checkbox beside the user name or the multiple checkboxes.



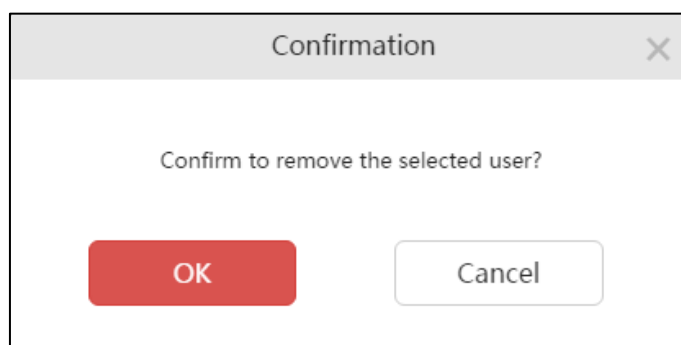
If you want to check all checkboxes to remove cloud accounts in the batch, you can check the checkbox as following:



3. Click Remove User.



The page will prompt “Confirm to revoke the selected user?”, click **OK** to confirm to revoke the selected user or click **Cancel** to cancel the operation.





## Signing In and Out of Endpoints

The Yealink VC Cloud management service supports Yealink VC400 video conferencing system, Yealink VC120 video conferencing system, Yealink VC110 all in one HD video conferencing endpoint, SIP VP-T49G IP phone, Yealink VC Desktop and Yealink VC Mobile for Android.

For more information, please refer to specific product user guide at <http://support.yealink.com/documentFront/forwardToDocumentFrontDisplayPage?BaseInfoCateld=1313&NewsCateld=1313&Cateld=1313>.

The endpoints support two methods to log into Yealink VC Cloud management service: pincode login and username/password. According to different login methods, you select the corresponding cloud account information. The following table lists the relationship:

Login Method	Cloud Account Information
Pincode Login	Pincode
Username/Password	Cloud number and password

This chapter provides cloud account registration and exit on endpoints, Topics include:

- [Signing In and Out of Yealink Video Conference Systems](#)
- [Signing In and Out of SIP VP-T49G IP Phone](#)
- [Signing In and Out of Yealink VC Desktop](#)
- [Signing In and Out of Yealink VC Mobile for Android](#)

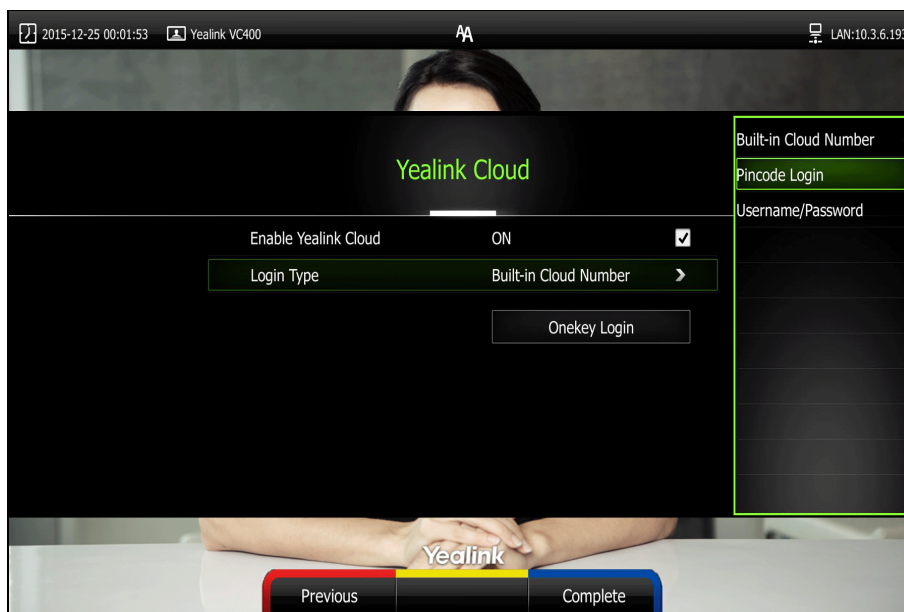
## Signing In and Out of Yealink Video Conference Systems



### Signing in Cloud Account

**To sign in cloud account via the remote control:**

1. Select **Menu->Advanced** (default password: 0000) ->**Cloud**.
2. Check the **Enable Yealink Cloud** checkbox.

3. Select desired sign-in method from the pull-down list of **Login Type**.



- If you select **Pincode Login**:  
Enter your PIN code, press ▲ or ▼ to scroll to **Login**, and then press **OK**.
  - If you select **Username/Password**:  
Enter your cloud number and password. The **Remember me** checkbox is checked by default to remember your password.  
Press ▲ or ▼ to scroll to **Login**, and then press **OK**.
  - If you select **Build-in Cloud Number**:  
Press ▲ or ▼ to scroll to **Onekey Login**, and then press **OK**.
4. Press the **Save** soft key to accept the change.  
After successful registration, the display device displays , and the LCD screen of the video conferencing phone displays .

## Signing out of Cloud Account

To sign out of cloud account via the remote control:

1. Select **Menu->Advanced** (default password: 0000) ->**Cloud**.
2. You can do one of the followings:
  - Uncheck the **Enable Yealink Cloud** checkbox.  
The **Enable Yealink Cloud** checkbox is checked by default.
  - Select **Log out**.



A dialog box pops up to ask if you confirm to determine the exit cloud account, shown as below:




3. Tap **Yes** to exit the cloud account.  
You can also tap **No** to cancel the operation.

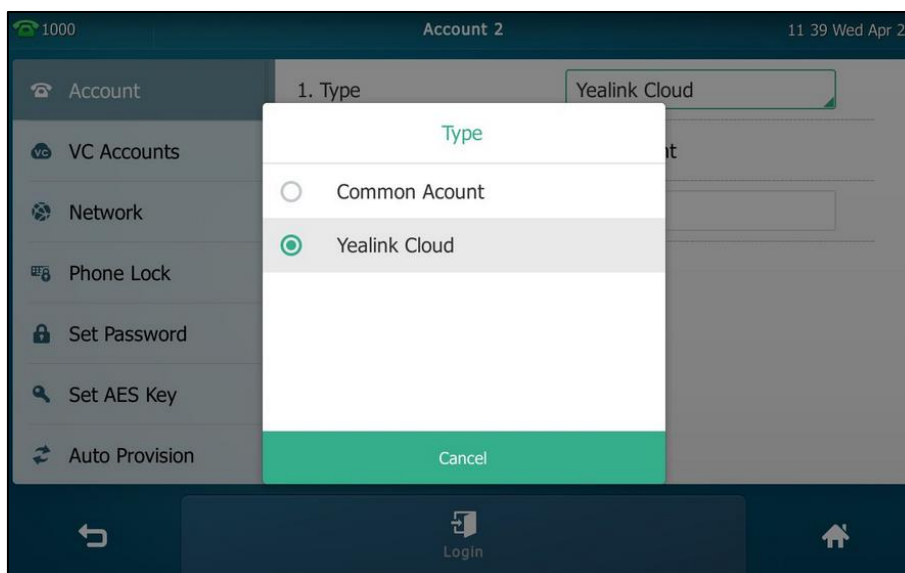
## Signing In and Out of SIP VP-T49G IP Phone

### Signing in Cloud Account

#### Pincode

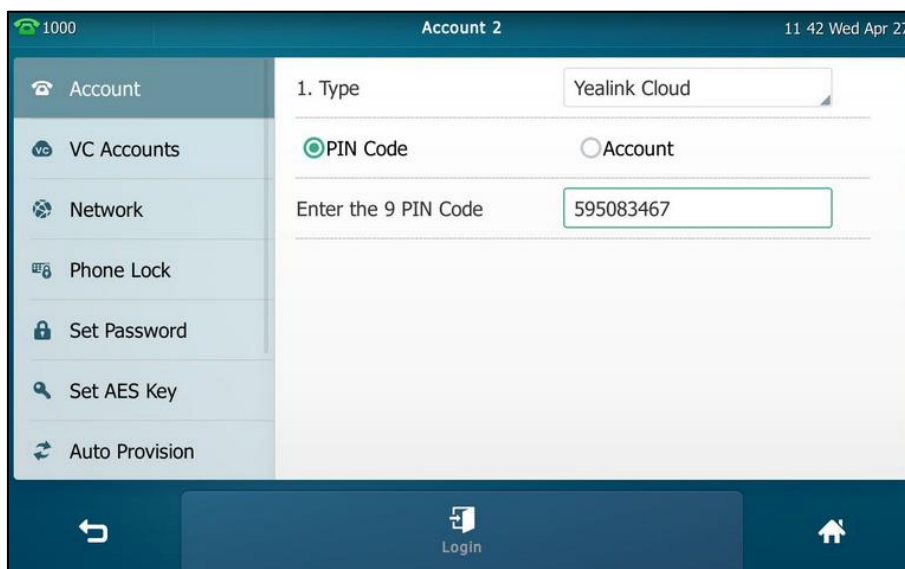
To sign in cloud account using pincode:

1. Tap  -> **Advanced** (default password: admin) -> **Account**.
2. Tap the desired account.
3. Tap the **Type** field.
4. Tap **Yealink Cloud** in the pop-up dialog box.



5. Tap the **PIN Code** radio box.


6. Enter the PIN code in the **Enter the 9 PIN Code** field.

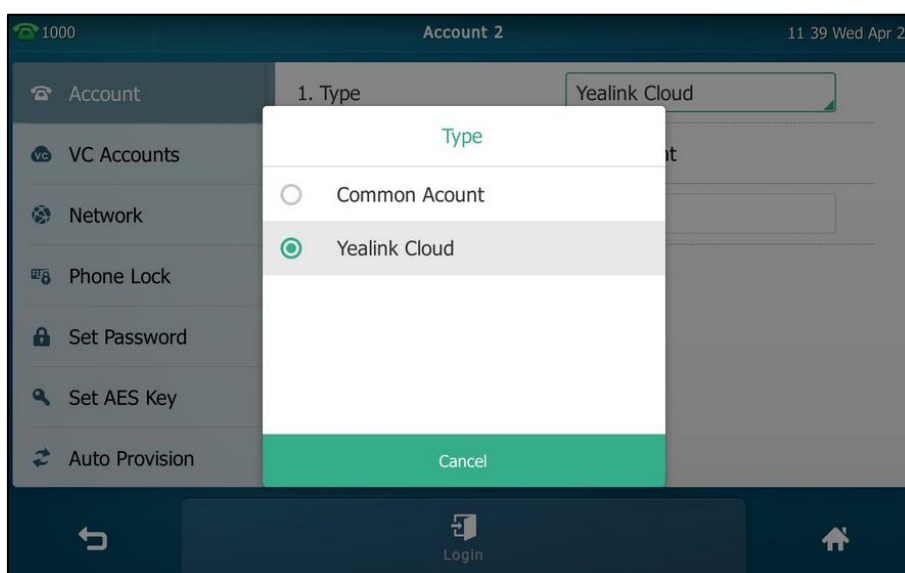


7. Tap the **Login** soft key.

## Username/Password

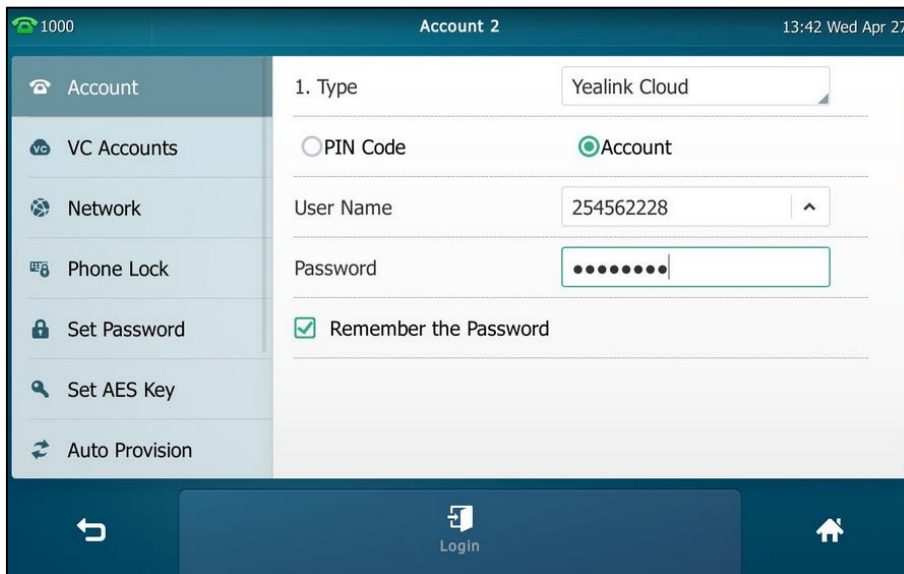
To sign in cloud account using username/password:

1. Tap  -> **Advanced** (default password: admin) -> **Account**.
2. Tap the desired account.
3. Tap the **Type** field.
4. Tap **Yealink Cloud** in the pop-up dialog box.



5. Tap the **Account** radio box.
6. Enter the username (Cloud number) in the **User Name** field.
7. Enter the password in the **Password** field.


- (Optional.) Tap the **Remember the Password** checkbox.

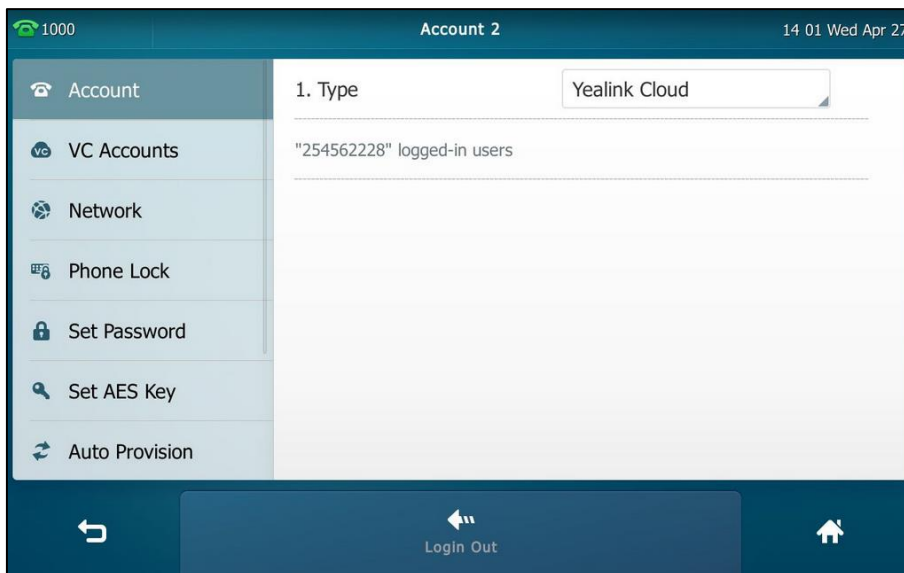


- Tap the **Login** soft key.

## Signing out of Cloud Account

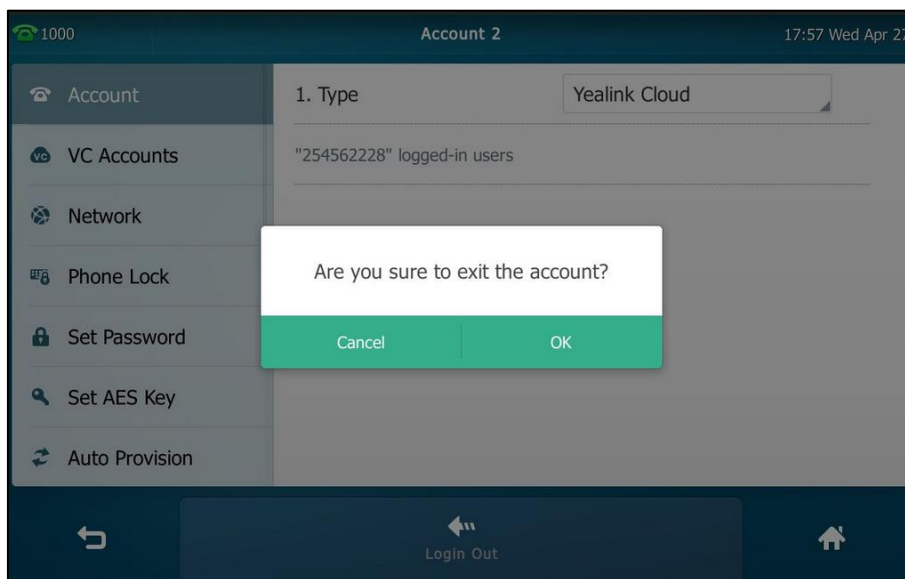
To sign out of cloud account:

- Tap  -> **Advanced** (default password: admin) -> **Account**.
- Tap the cloud account.



- Tap the **Login out** soft key.

The touch screen prompts the following warning:



4. Tap **OK**.

## Signing In and Out of Yealink VC Desktop

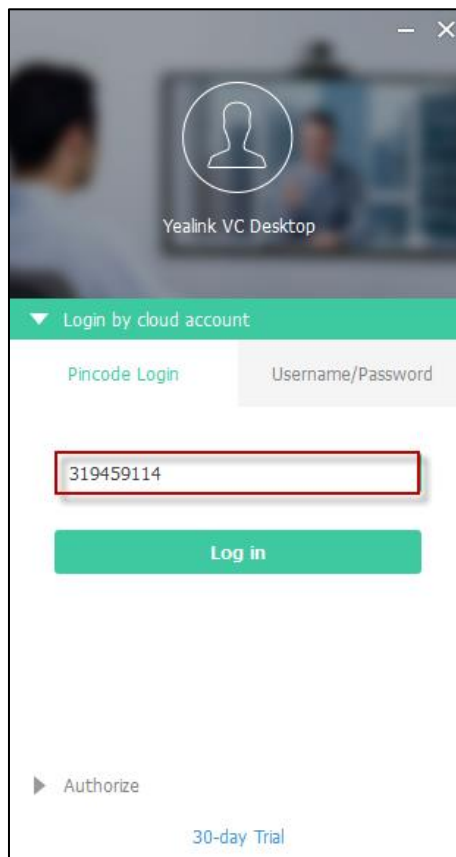
### Signing in Cloud Account

#### Pincode

To sign in cloud account using pincode in the login interface:


1. Click **Login by cloud account->Pincode Login**.

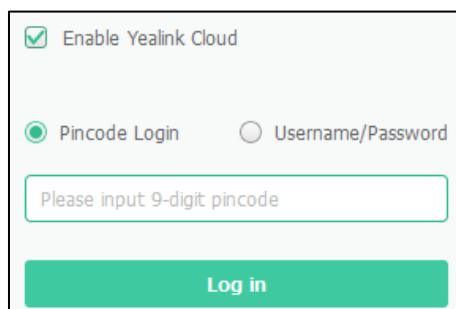
2. Enter the pincode.



3. Click **Log in**.

To sign in cloud account using pincode in the settings menu:

1. Click  -> **Yealink Cloud**.
2. Check the **Enable Yealink Cloud** checkbox.  
It is checked by default.
3. Mark the radio box of **Pincode Login**.



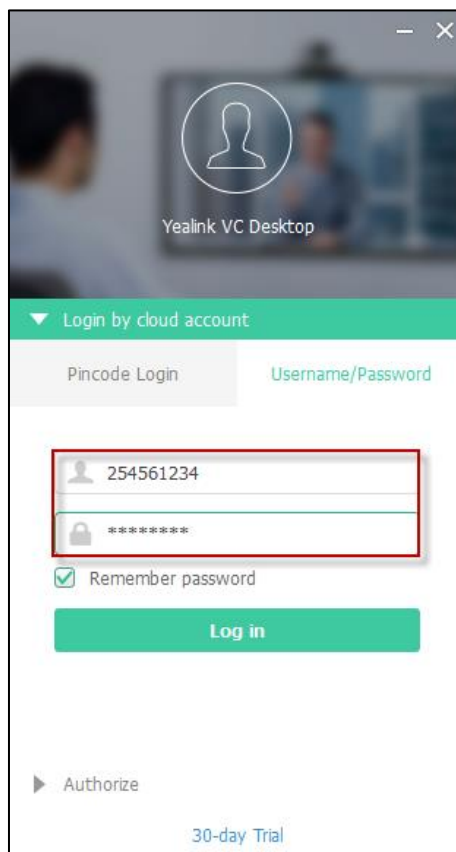
4. Enter the pincode.
5. Click **Log in**.

## Username/Password

To sign in cloud account using username/password in the login interface:

1. Click **Login by cloud account**->**Username/Password**.
2. Enter the cloud number and password in the corresponding field.
3. To remember the password, check the **Remember password** checkbox, you do not need to enter the password next time.

It is checked by default.



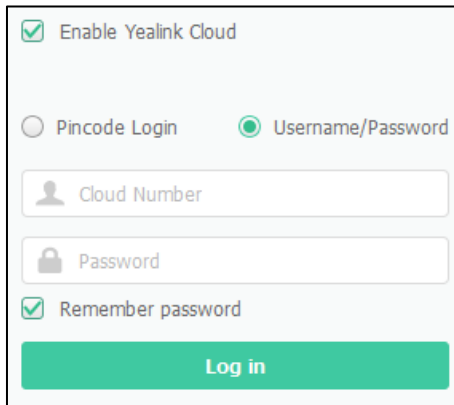
4. Click **Log in**.

To sign in cloud account using username/password in the settings menu:

1. Click ->**Yealink Cloud**.
2. Check **Enable Yealink Cloud** checkbox.

It is checked by default.

3. Mark the radio box of **Username/Password**.




The screenshot shows a login interface with the following elements:

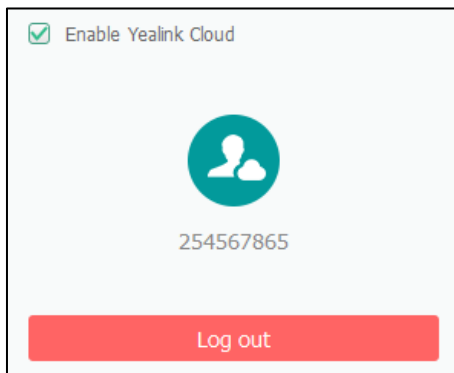
- Enable Yealink Cloud
- Pincode Login     Username/Password
- Input field:  Cloud Number
- Input field:  Password
- Remember password
- Green button: Log in

4. Enter the cloud number and password in the corresponding field.
5. To remember the password, check the **Remember password** checkbox, you do not need to enter the password next time.  
It is checked by default.
6. Click **Log in**.


## Signing out of Cloud Account

To sign out of the cloud accounts:

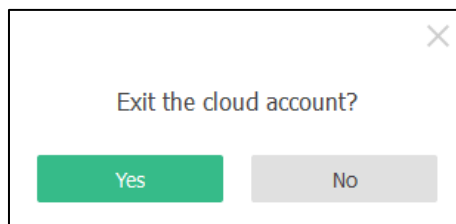
1. Click  -> **Yealink Cloud**.
2. You can do one of the followings:
  - Uncheck the **Enable Yealink Cloud** checkbox to log out of the cloud account.  
It is checked by default.
  - Click **Log out**.



The screenshot shows the account management interface with the following elements:

- Enable Yealink Cloud
- Profile icon: 
- Cloud Number: 254567865
- Red button: Log out

A dialog box pops up to ask if you confirm to exit the cloud account, shown as below:




3. Click **Yes** to exit the cloud account.  
You can also click **No** to cancel the operation.

## Signing In and Out of Yealink VC Mobile for Android

### Signing in Cloud Account

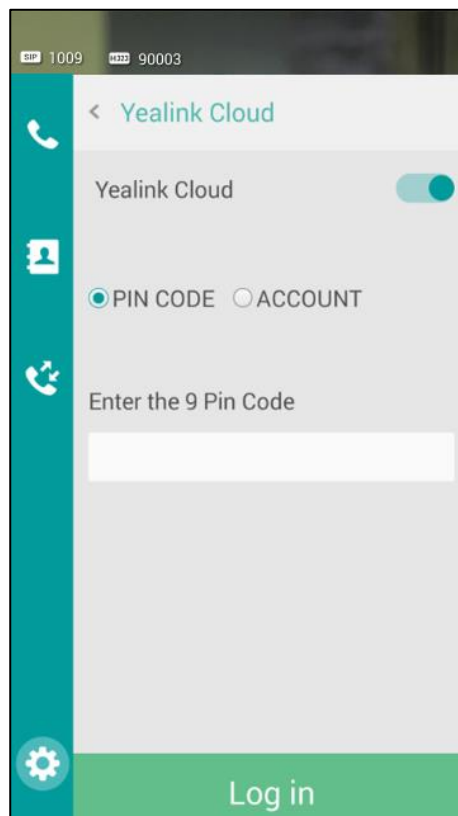
#### Pincode

To sign in cloud account using pincode:

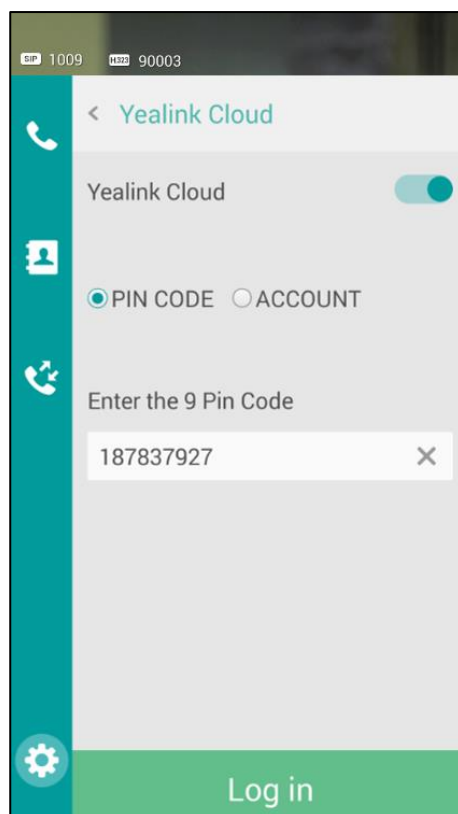
1. Tap  -> **Yealink Cloud**.
2. Swipe the **Yealink Cloud** switch right to On.  
The **Yealink Cloud** is on by default.



3. Tap **PIN CODE** radio box.




4. Enter the pincode in the **Enter the 9 Pin Code** field.

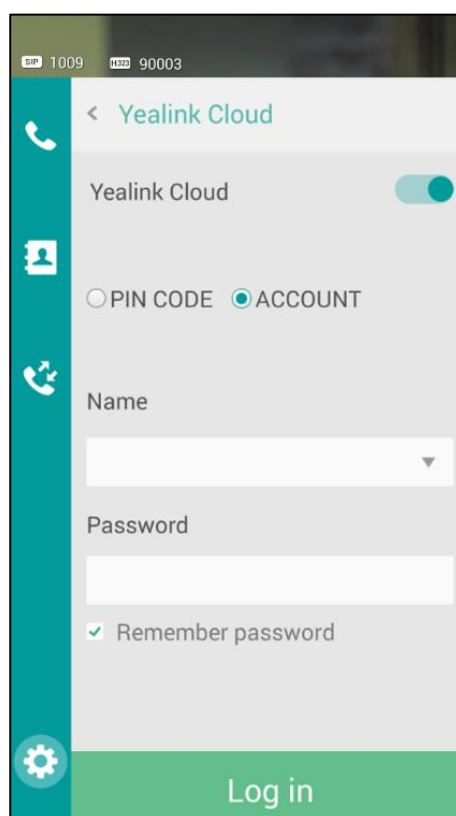


5. Tap **Log in**.

### Username/Password

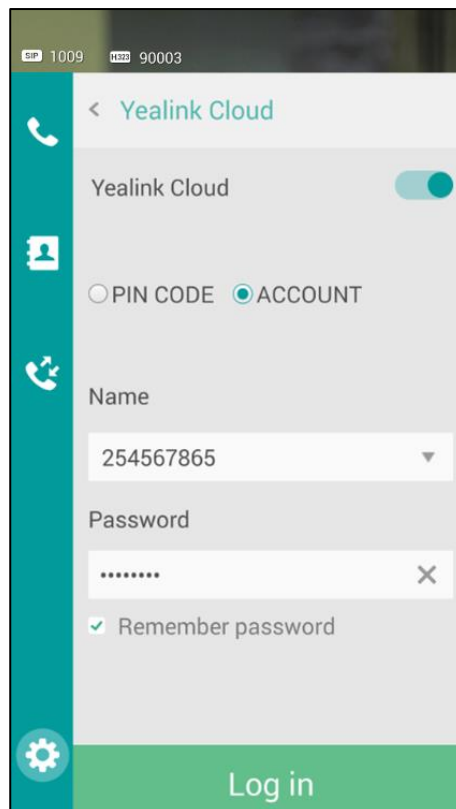
To sign in cloud account using user/password:

1. Tap  -> **Yealink Cloud**.
2. Swipe the **Yealink Cloud** switch right to On.  
The **Yealink Cloud** is on by default.
3. Tap **ACCOUNT** radio box.



4. Enter the cloud number in the **Name** field.
5. Enter the password in the **Password** field.


6. To remember the password, tap the **Remember password** checkbox, you do not need to enter the password next time.



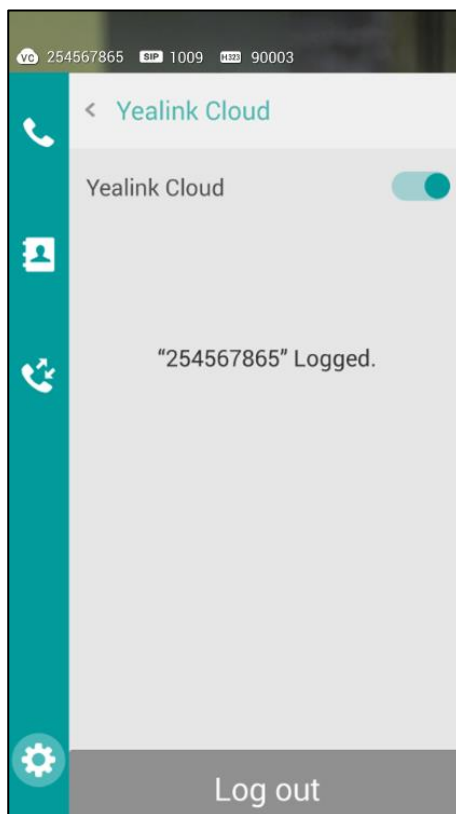
7. Tap **Log in**.

## Signing out of Cloud Account

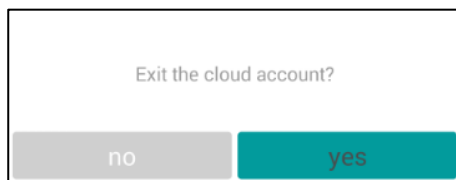
To sign out of the cloud accounts:

1. Tap  -> **Yealink Cloud**.
2. You can do one of the followings:
  - Swipe the **Yealink Cloud** switch left to Off.  
The **Yealink Cloud** is on by default.

- Tap **Log out**.



A dialog box pops up to ask if you confirm to determine the exit cloud account, shown as below:



3. Tap **yes** to exit the cloud account.  
You can also tap **no** to cancel the operation.

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# Troubleshooting

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This chapter provides general troubleshooting information to help you solve problems you might encounter when using Yealink web management service.

## Troubleshooting Solutions

This chapter provides general troubleshooting solutions to help you solve the problems you might encounter when using your VC Cloud management service.

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


## General Issues

### Why does web page prompt error message when you enter data?

- Check whether the data follow the rules.

The rules are as following:

- About password, the number of password ranges from 8 to 32, it must be the combination of numbers and letters. The characters are case sensitive.

If you use Internet Explorer 11 or newer version, you can long-click  to show the password in plaintext.

- About emails, <, >, ", ', & are illegal characters, the correct format of email address is <user>@<domain.com/IP address>. For example, Jane@yealink.com. The characters are case-insensitive. The max length of email address is 128.

When you use the email to log into the Yealink web management service, the characters are case sensitive.

- About names, the max length of name is 64.
- About extension, it can only be 4 digits.
- About company, the max length of company is 128.
- About the license number, it contains 24 characters. The characters are case-insensitive.

### Why do you fail to add cloud accounts?

- Check whether the network of the local is available.

- Check whether the quantity of cloud accounts reaches the limit.
- Check whether the cloud account information is correct.
- Check whether the license has expired.

### **Why do you fail to send emails to cloud accounts?**

- Check whether the email address is valid.

### **Why do not cloud accounts receive emails?**

- Ask cloud accounts to check spam folders.
- Contact the enterprise staff in IT department to check the back-end server, the back-end server may intercept emails.

### **Why does the Yealink web management service go back to the login page?**

- Check whether the page has been idle more than 30 minutes.
- Check whether you log into multiple Yealink web management service using one account in the same browser.

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