

# HUAWEI Box 500, Box 700, and Box 900 V600R019C00 **Operation Guide**



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# About This Document

This guide explains how to use HUAWEI Touch to operate HUAWEI Box 500, Box 700, and Box 900 (Box for short). For further details, see the following documents:

## Product Description

Application scenarios, interfaces, features, and technical specifications.

## Configuration Guide

System settings, common parameter settings, and common troubleshooting methods.

## Maintenance Guide

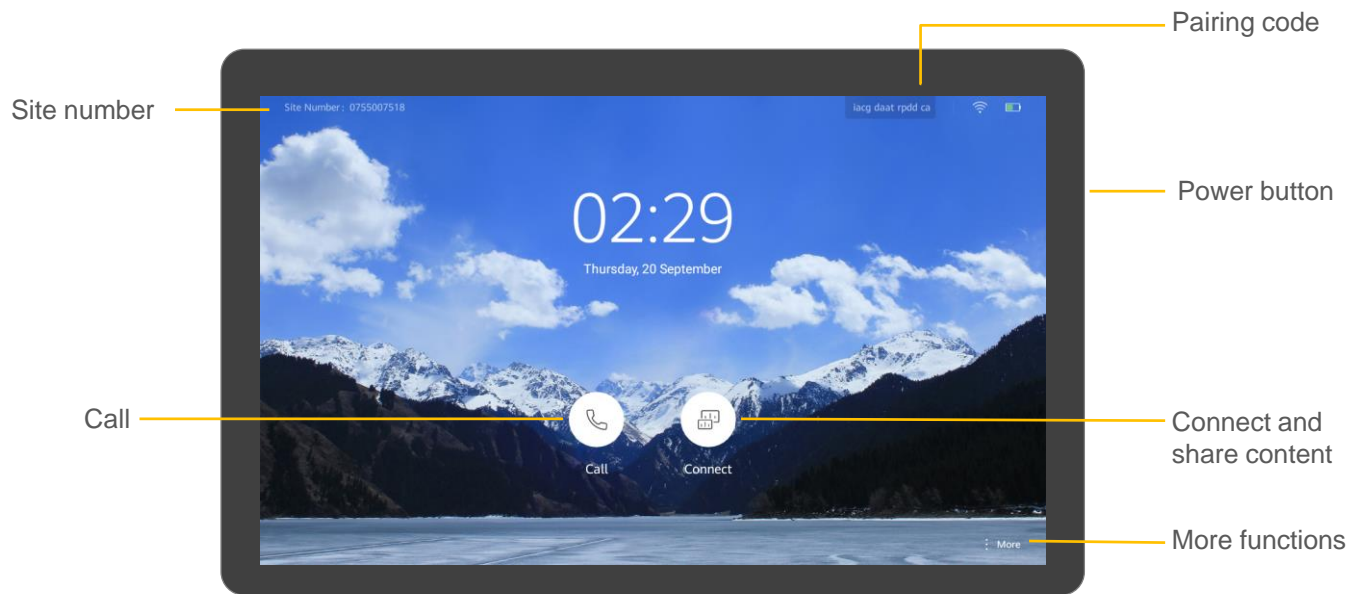
Routine maintenance and security maintenance.

## Web Help

All functions and parameters on the web interface.

If you would like to access more information, visit <http://www.huawei.com> and search for HUAWEI Box 500, Box 700, and Box 900 V600R019C00. You can also contact Huawei technical support for further assistance.

# User Interface and Wake-up



## About Wake-up

The Touch starts up automatically after being powered on.

To wake the system up when it is in sleep mode, press the power button and swipe.

If the voice assistant has been enabled, you can also say "Hey Scotty" to wake the system up.

For details about how to connect the Touch to an endpoint, see **Setting Parameters on the Touch > Connecting the Touch to an Endpoint** in the *Configuration Guide*.

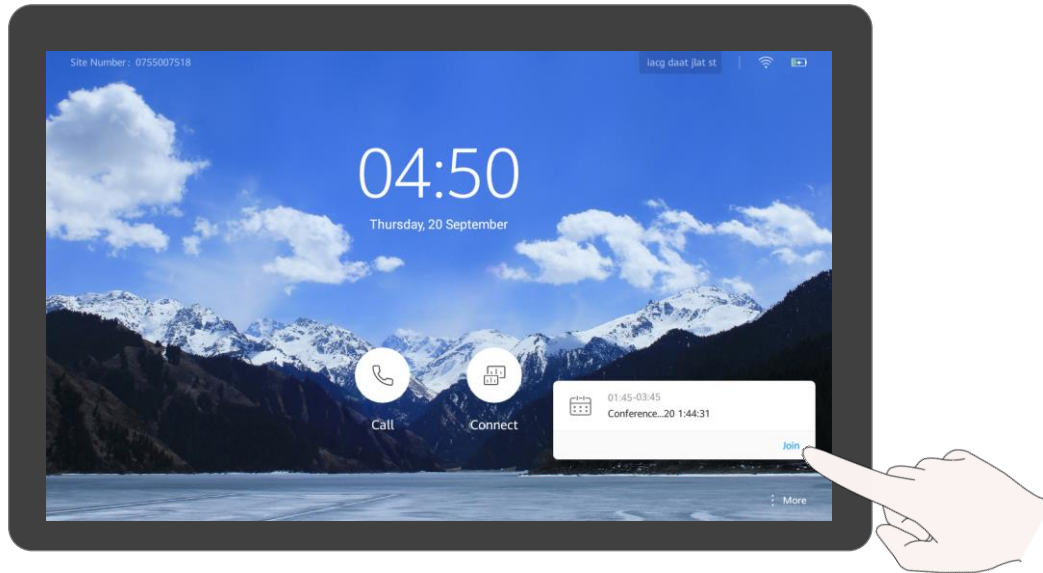


# PART 01

## Joining a Meeting

- Join a Scheduled Meeting
- Join a Meeting Using a Meeting ID

# Join a Scheduled Meeting



When time is due, you will be prompted to join the meeting. Tap **Join**.

## About Scheduled Meetings

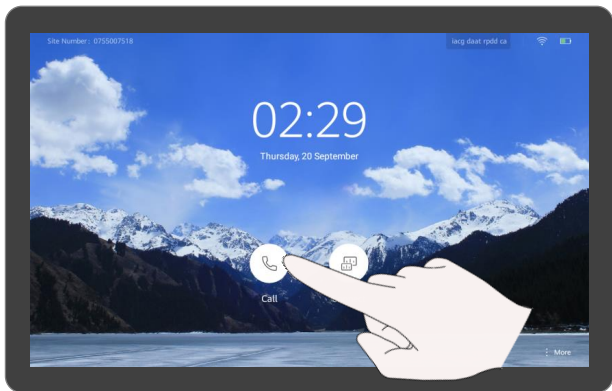
The ongoing or next scheduled meeting is displayed on the Touch home screen.

Q: Why can't I see **Next Meeting** on the home screen?

A: You don't have any ongoing or scheduled meeting.

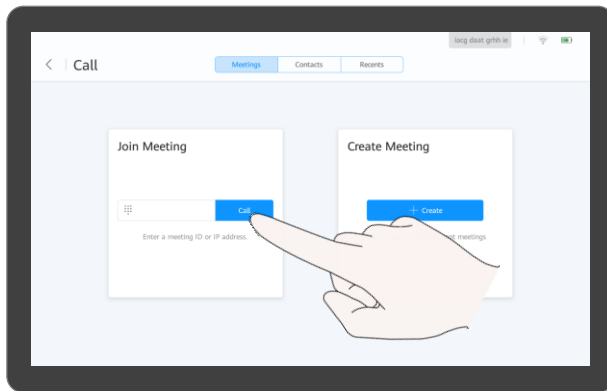
# Join a Meeting Using a Meeting ID

1



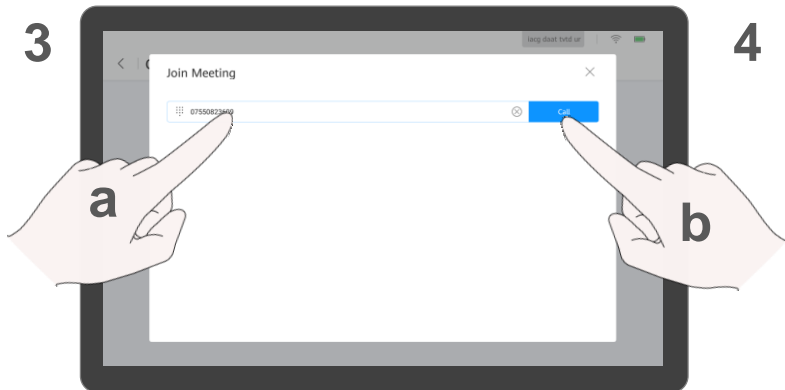
Tap .

2



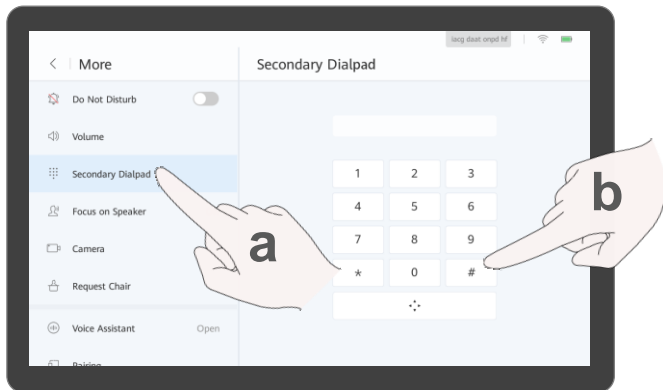
Tap **Call**.

3



a. Enter a meeting ID.  
b. Tap **Call**.

4



(Optional) Where necessary, enter a meeting's password.  
Tap **More**. a. Tap **Secondary Dialpad**. b. Enter the password followed by the pound key (#).

## About Meeting IDs

If you have a meeting ID, you can dial it to join a meeting.

Q: Where do I get the password for my meeting?

A: Ask the organizer of your meeting.

# PART 02

## Holding a Meeting

- **Create a Meeting**
- **Call a Single Site**
- **Call Multiple Sites**
- **Place a Call from Recents**

Create Meeting

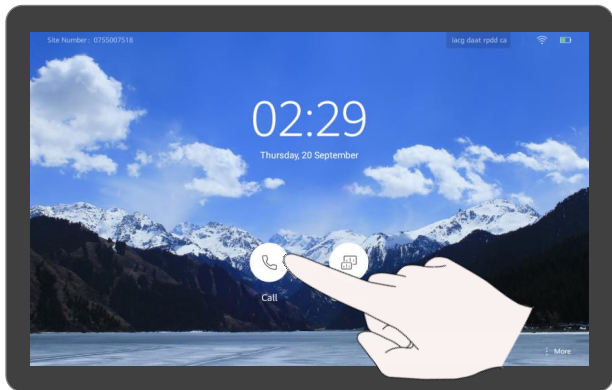
+ Create

Click Create to create instant meetings



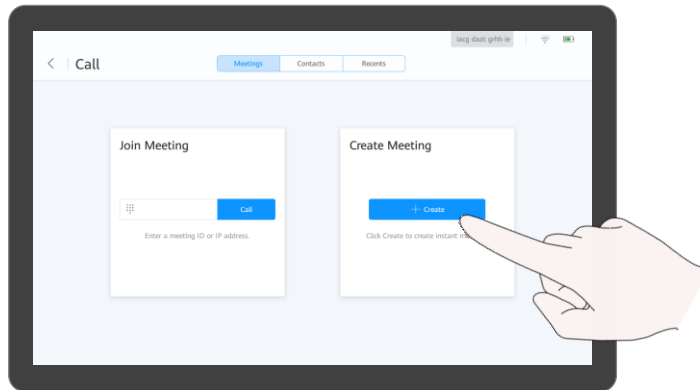
# Create a Meeting

1



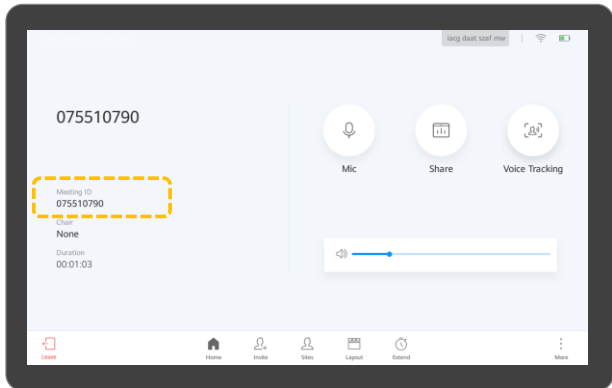
Tap .

2



Tap **Create**.

3



After you create a meeting, you can notify participants of the meeting ID.

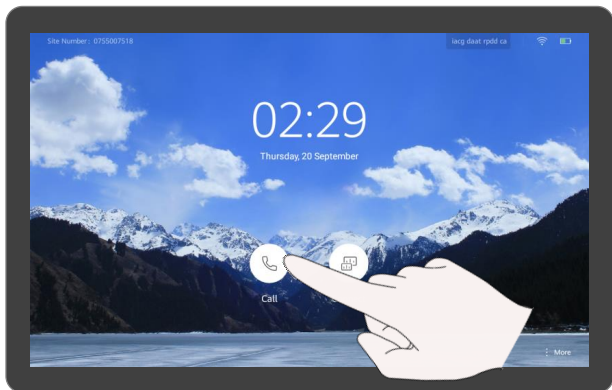
## About Creating a Meeting

When you create a meeting, a meeting ID is generated. You can send this ID to participants to let them join the meeting by dialing this ID.

You can also [invite sites](#).

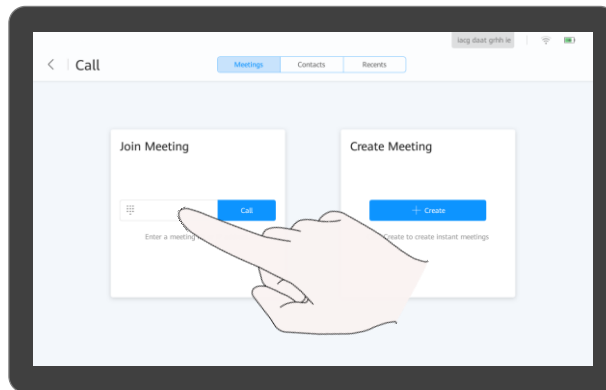
# Call a Single Site

1



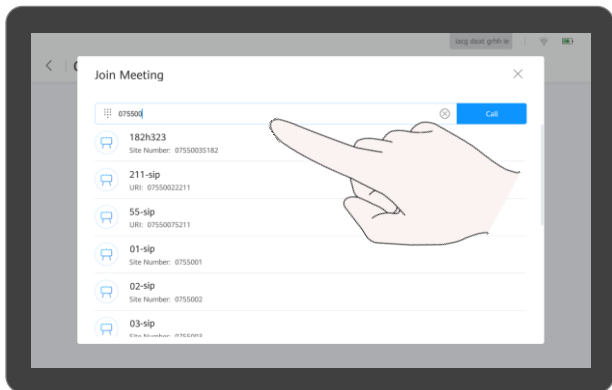
Tap  .

2



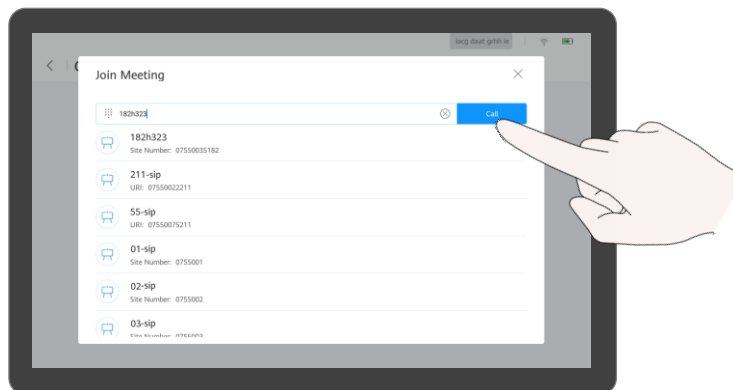
Tap the text box.

3



Enter a keyword and select the site, or enter the site number or IP address.

4



Tap **Call**.

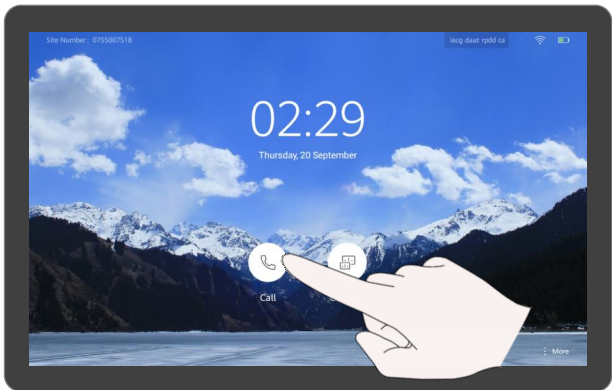
## About Calling a Single Site

If a site name is displayed in the search result, you can tap to select it.

On the **Call** screen, you can tap **Contacts** and call a site from the contact list.

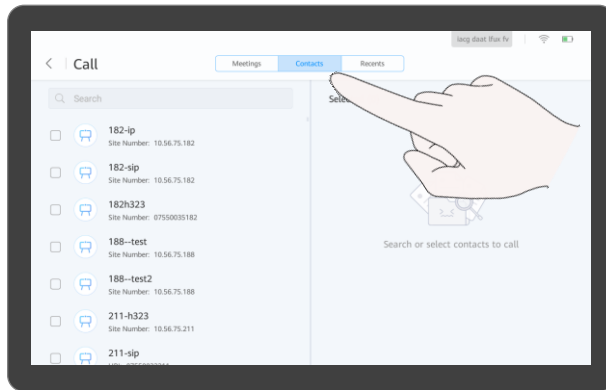
# Call Multiple Sites

1



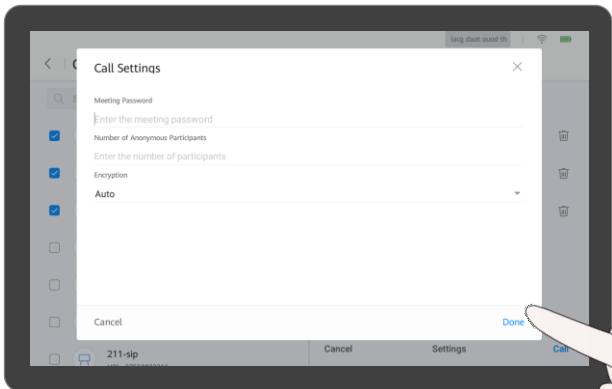
Tap .

2



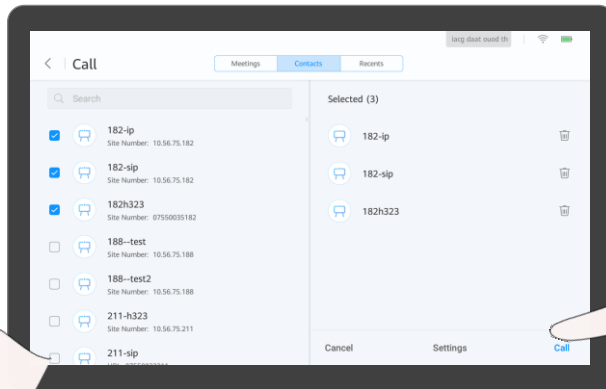
Tap **Contacts**. Search for the sites to call or directly select the sites.

3



(Optional) Tap **Settings**, set parameters such as the meeting password, and tap **Done**.

4



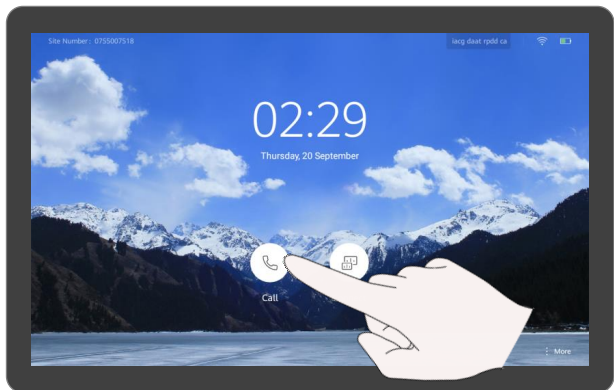
Tap **Call**.

## About Calling Multiple Sites

When you call multiple sites, there is no chair password by default. You can set it on the Touch or web interface of the Box.

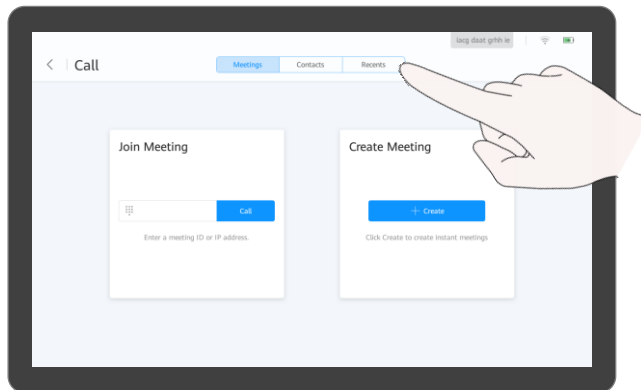
# Place a Call from Recents

1



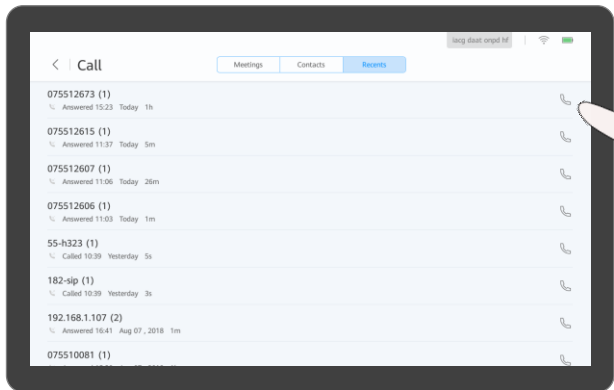
Tap  .


2



Tap **Recents**.

3



Find the site you want to call and tap  .

## About Recents

Recents is a list of calls you have recently placed, received, or missed. You can place a call from Recents.

# PART 03

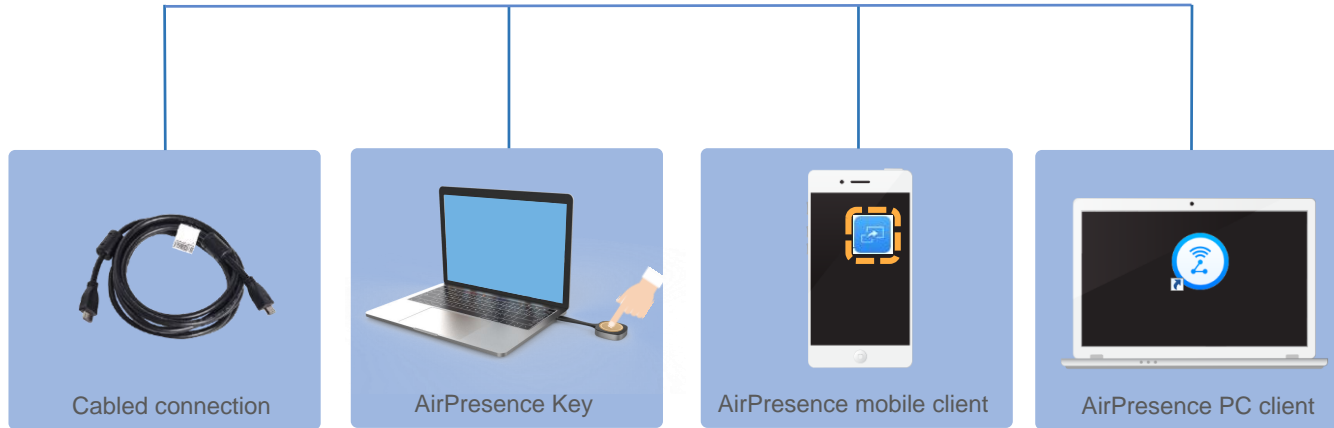
## Sharing Content

- Content Sharing Methods
- Preview Local Content
- Share Content with Remote Sites
- Use the AirPresence Key to Share Content
- Download and Install the AirPresence Mobile Client
- Use the AirPresence Mobile Client to Share Content
- Download and Install the AirPresence PC Client
- Use the AirPresence PC Client to Share Content



# Content Sharing Methods

Selecting one content sharing method



## About Sharing Content

Select one content sharing method based on your needs.

The content source can be connected in either of the following ways:

- **Cable connection**
  - Use a cable to connect the video output port of the content source to the video input port of the Box.
- **Wireless connection**
  - Use the AirPresence Key.
  - Use the AirPresence mobile client.
  - Use the AirPresence PC client.

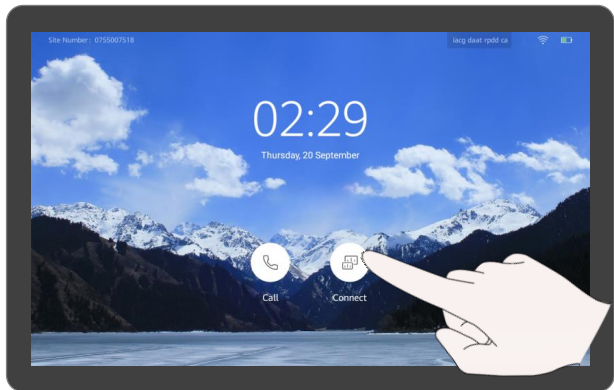
The AirPresence Key is a device used for wireless projection. After it is paired with the Box and then plugged into a PC, you can push the PC desktop to the Box in just one click.

AirPresence is a wireless projection client designed for endpoints. It can be installed on a mobile device or PC.

You can use AirPresence to share content, initiate calls, join meetings, control the speaker and microphone volume, and pan or tilt cameras.

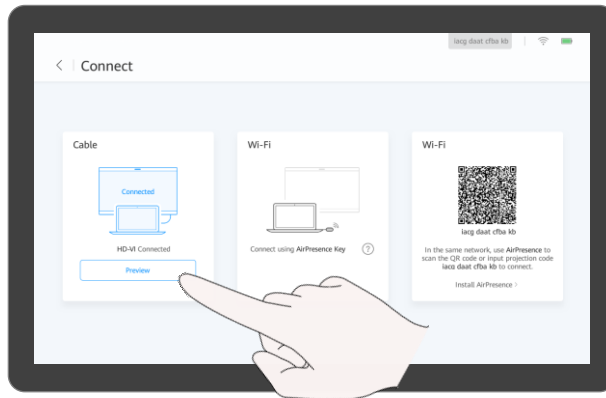
# Preview Local Content

1



Tap .

2



- To preview the content using a cable connection, tap **Preview**.
- To preview the content using a wireless connection, use the AirPresence Key or AirPresence.

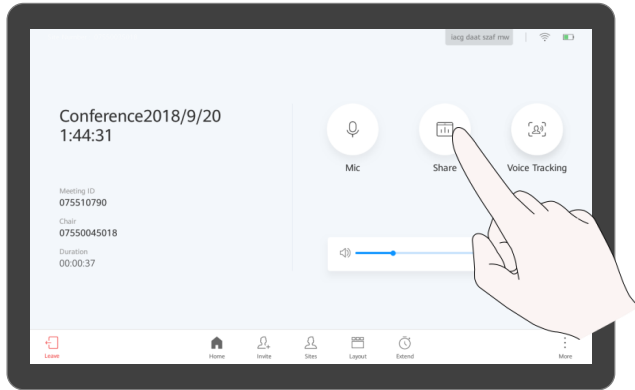
For details, see [Use the AirPresence Key to Share Content](#), [Use the AirPresence Mobile Client to Share Content](#), or [Use the AirPresence PC Client to Share Content \(Page 1 of 2\)](#).

## About Previewing Local Content

Before previewing local content, ensure that the content source has been connected.

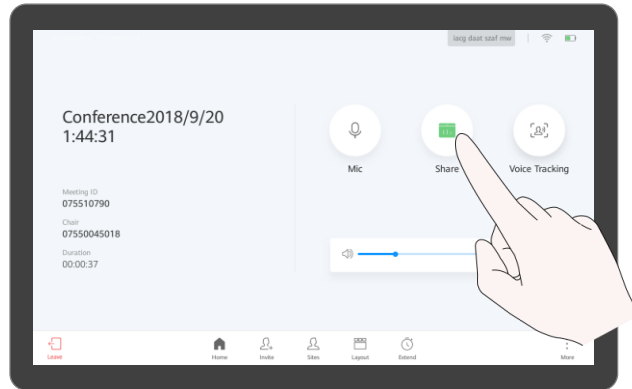
# Share Content with Remote Sites

1



Tap **Share** to share content with remote sites.

2



Tap **Share** again to stop sharing the content.

## About Content Sharing

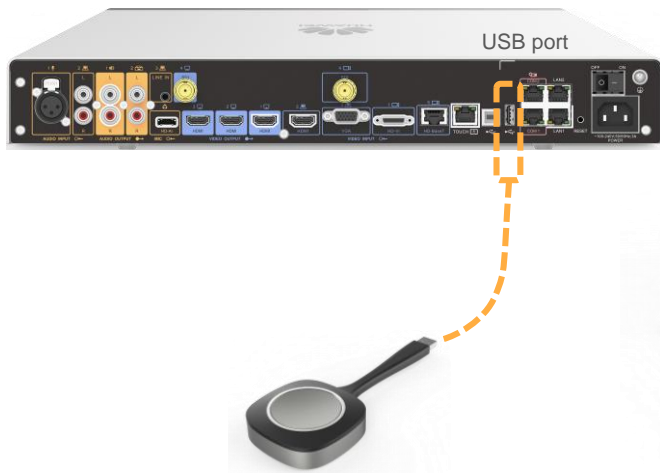
If you are in a meeting, you can share content with remote sites.

Before sharing content, ensure that the content source has been connected. If the content source is not connected, the **Share** icon is unavailable.



# Use the AirPresence Key to Share Content

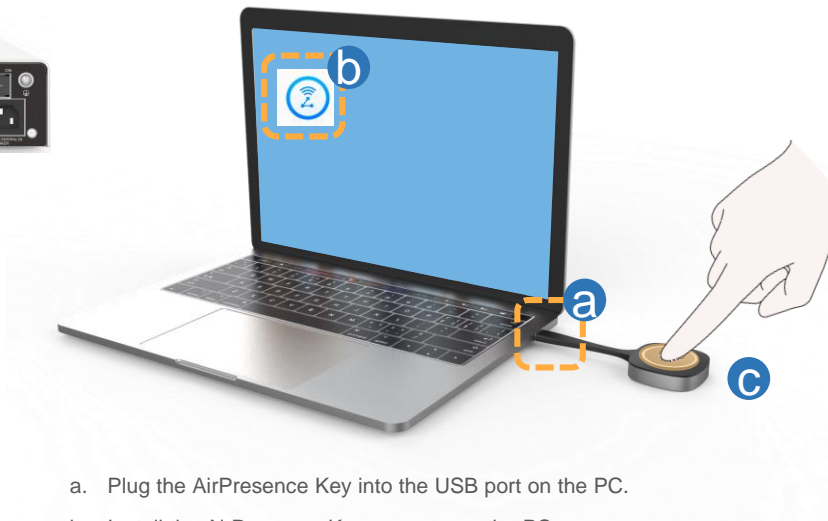
- 1 Plug the AirPresence Key into the USB port on the Box.



Pair an AirPresence Key with the Box when they are used together for the first time. HUAWEI Box 700 is used as an example.

After the pairing is successful, remove the AirPresence Key from the Box.

- 2 Share content.




- a. Plug the AirPresence Key into the USB port on the PC.
- b. Install the AirPresence Key program on the PC.  
*Run the AirPresence Key installation program on the PC and complete the installation as instructed. After the installation is complete, a message is displayed indicating that the connection was successful and that you can press the button to start sharing.*
- c. Press the button on the AirPresence Key to share the PC desktop.

*To stop sharing, press the button again.*

## About the AirPresence Key

When you pair an AirPresence Key with the Box of a later version, the AirPresence Key will be upgraded automatically. The upgrade takes about 1 to 3 minutes. After the upgrade is complete, they will be paired automatically.

For details about how to configure, install, and operate the AirPresence Key and its indicator description, see the *AirPresence Key Quick Start*.

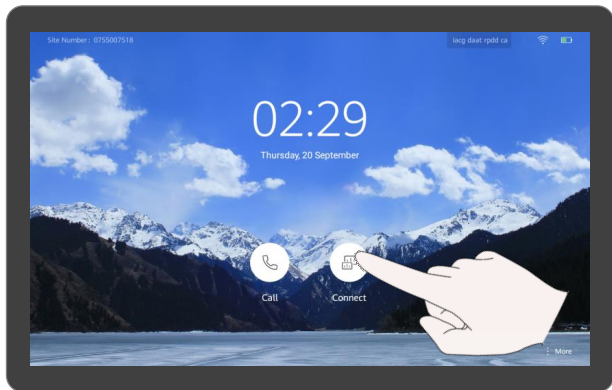
Before using the AirPresence Key to share content, right-click  on the PC, choose **Properties** > **Compatibility**, and select **Disable display scaling on high DPI settings**.

Q: The Box is running properly, but the PC desktop is displaying a message that says no Box could be found and the connection has failed. What is the problem?

A: The pairing between the AirPresence Key and the Box is invalid. Pair them again.

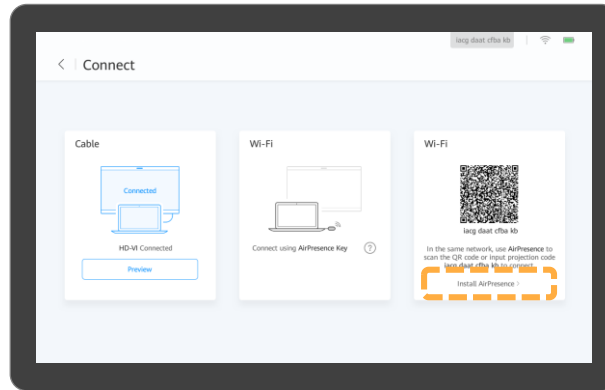
# Download and Install the AirPresence Mobile Client

1



Tap .

2



Tap **Install AirPresence**.

3



Use your mobile device to scan the QR code and install AirPresence as instructed.

## About the AirPresence Mobile Client

Before installing or using the AirPresence mobile client, ensure that the mobile device resides in the same wireless network as the Box and is reachable to the Box.

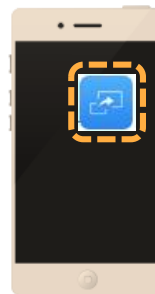
A maximum of three mobile devices can be connected to the Box and can perform control operations.

If multiple control operations take place on the mobile devices, the most recent one will take effect.

AirPresence supports:

- Android 4.0 and later
- iOS 7.0 and later

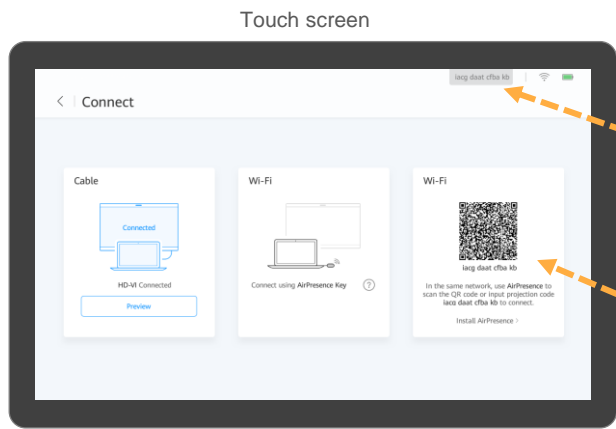
4



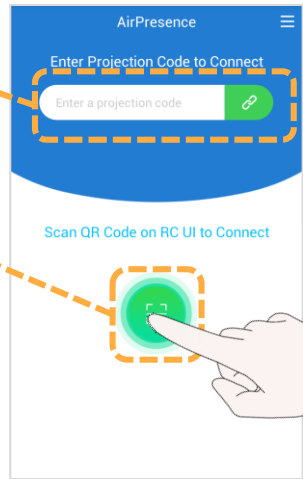
After you finish installing AirPresence, tap the icon to start it.

# Use the AirPresence Mobile Client to Share Content

1

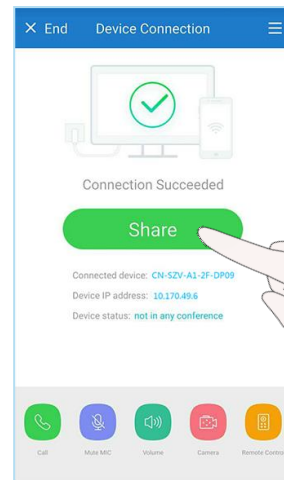


AirPresence UI



Start AirPresence, scan the QR code, or enter the projection code.

2



Tap **Share** and select a file you want to share.

## About Sharing Content Using AirPresence

Using AirPresence on an Android device, you can share PDF, PNG, JPG, and BMP files.

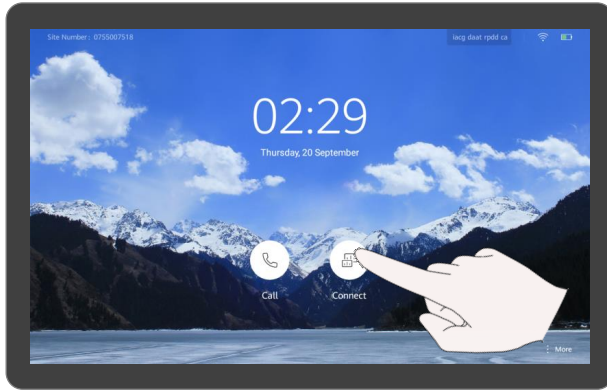
Using AirPresence on an iOS device, you can share PDF, DOC/DOCX, XLS/XLSX, PPT/PPTX, PNG, JPG, and BMP files.

Size limit for each shared file:

- Document: 30 MB
- Image: 8 MB

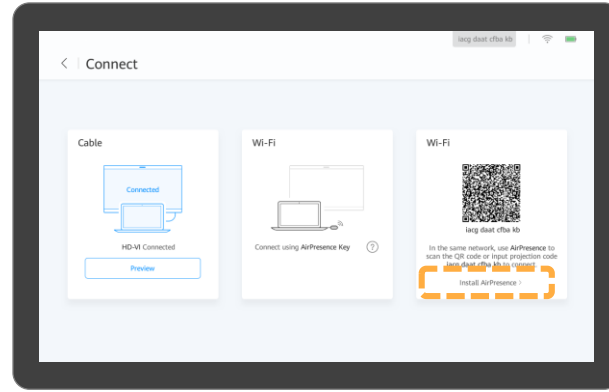
# Download and Install the AirPresence PC Client (Page 1 of 2)

1



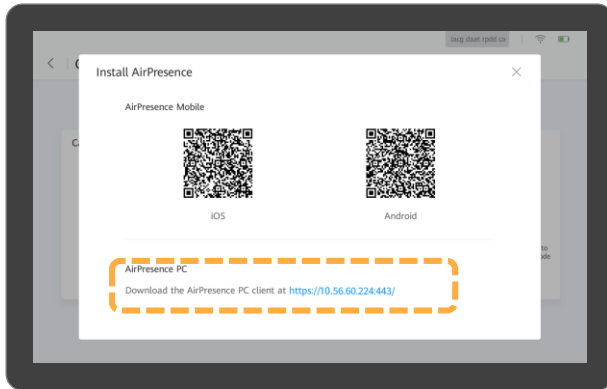
Tap .

2



Tap **Install AirPresence**.

3



View the IP address of the Box.

4



Start a browser on your PC, enter the IP address of the Box in the address box, and press **Enter**.

## About the AirPresence PC Client

After AirPresence is installed on your PC, you can use AirPresence to share the PC desktop or documents on the PC.

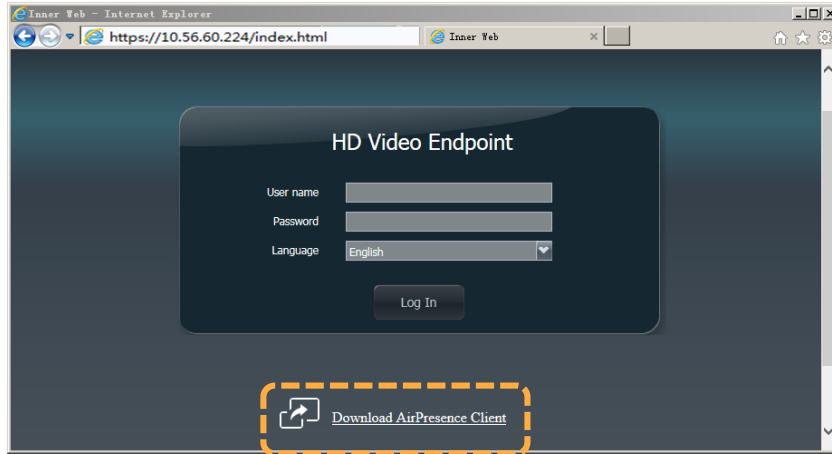
Before installing or using AirPresence on your PC, ensure that your PC resides in the same LAN as the Box and is reachable to the Box.

AirPresence supports:

- Windows XP (32-bit), Windows 7, Windows 8, and Windows 10
- macOS 10.7 to 10.11


# Download and Install the AirPresence PC Client (Page 2 of 2)

5




Click **Download AirPresence Client** to download **AirPresence.exe** to your PC.

## About the AirPresence PC Client

Before using the AirPresence PC client to share content, right-click  on the PC, choose **Properties** > **Compatibility**, and select **Disable display scaling on high DPI settings**.

6

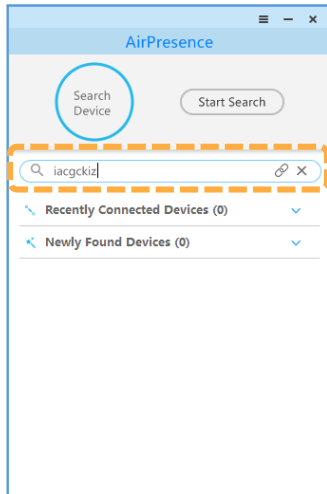


Double-click  on your PC and install AirPresence as instructed.

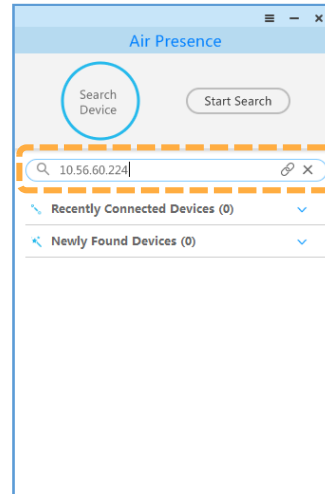
# Use the AirPresence PC Client to Share Content (Page 1 of 2)


1

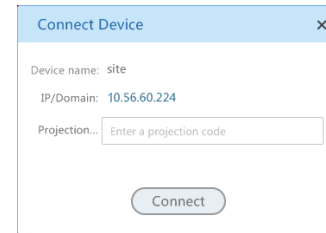
Connect to the Box in either of the following ways.



Enter the projection code and click .



1. Enter the IP address of the Box and click .



2. Enter the projection code and click **Connect**.

# Use the AirPresence PC Client to Share Content (Page 2 of 2)

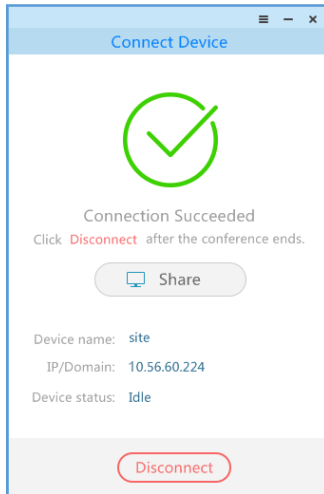
## About Sharing Content

Size limit for each shared file:

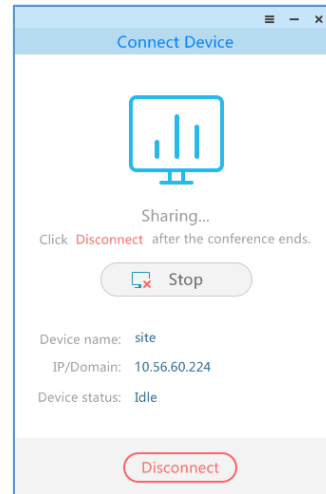
- Document: 30 MB
- Image: 8 MB

## 2

Share the desktop and stop sharing.



Click **Share**.



Click **Stop** or **Disconnect** to stop sharing.

# PART 04

## Managing a Meeting

- Available Operations for the Chair and Participants
- View the Participant List
- View a Site or Continuous Presence
- Change the Layout (Dual-Screen Mode Disabled)
- Change the Layout (Dual-Screen Mode Enabled)
- Set Continuous Presence
- Apply for Chair Control
- Invite Sites
- Broadcast a Site or Continuous Presence
- Enable Focus on Speaker
- Call an Unconnected Site
- Disconnect a Site
- Mute One or All Sites
- Delete a Site
- Extend a Meeting
- Leave a Meeting



Leave



Home



Invite



Sites



Layout



Extend



More



# Available Operations for the Chair and Participants

Chair	Participant
View the participant list	View the participant list
View a site or continuous presence	View a site or continuous presence
Change the layout (dual-screen mode disabled) Change the layout (dual-screen mode enabled)	Change the layout (dual-screen mode disabled) Change the layout (dual-screen mode enabled)
Set continuous presence	-
Release chair control	Apply for Chair Control
Invite sites	Invite sites
Broadcast a site or continuous presence	-
Enable Focus on Speaker	-
Call an unconnected site	Call an unconnected site
Disconnect or delete a site	-
Mute one or all sites	Mute or unmute the local microphone
Extend a meeting	Extend a meeting
End or leave a meeting	Leave a meeting

## About the Chair

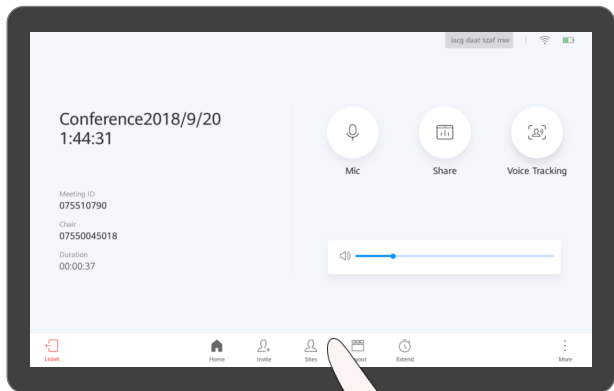
Only multi-party meetings support chair control.

A participant can call an unconnected site, invite a site, or extend a meeting only when the service platform on the network supports specific meeting control by participants or after the participant obtains chair control.

The meeting control functions available in a meeting may be different from those listed here.

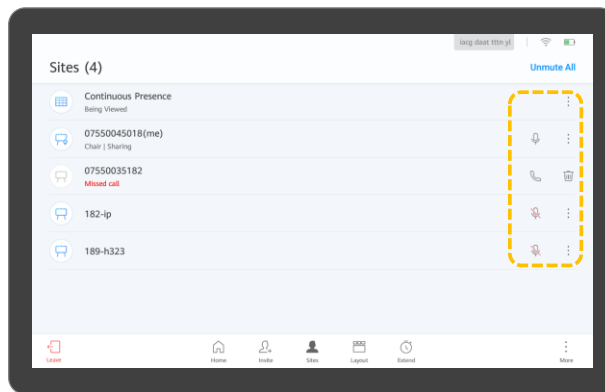
# View the Participant List

1



Tap  .

2



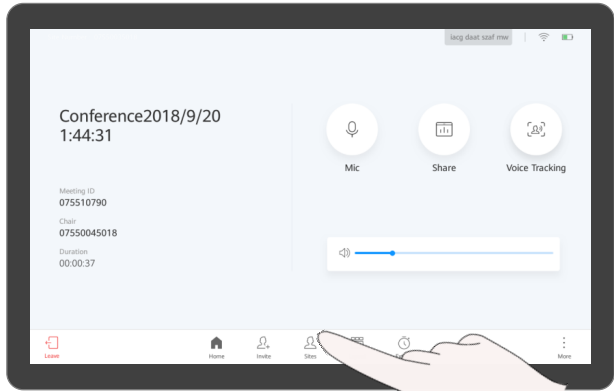
You can click the corresponding icon to control sites.

## About Viewing the Participant List

The chair and participants in a meeting can view the participant list.

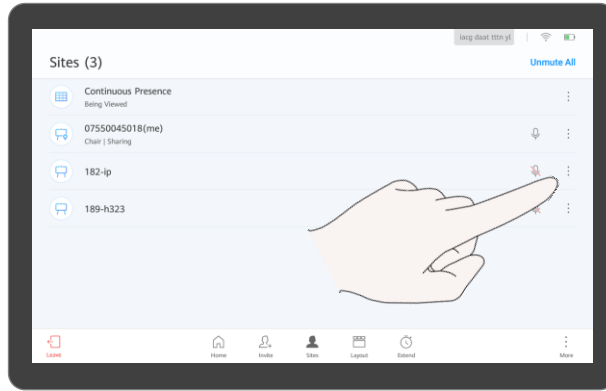
# View a Site or Continuous Presence

1



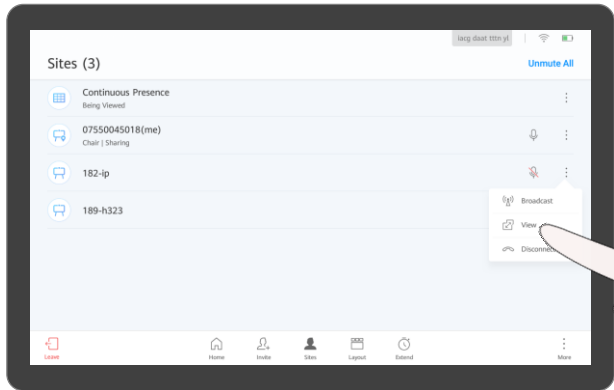
Tap  .


2

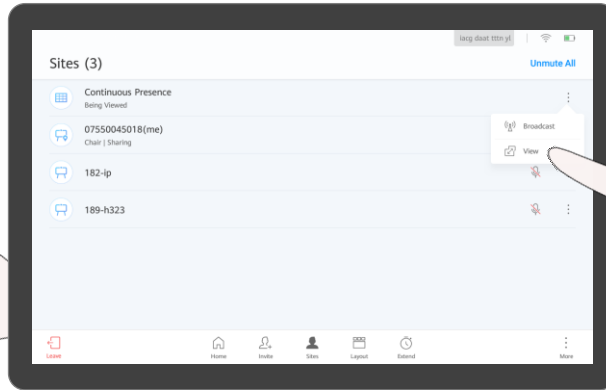



Tap  next to continuous presence or a site.

3



Tap  to view the site.



Tap  to view the continuous presence.

## About Viewing a Site or Continuous Presence

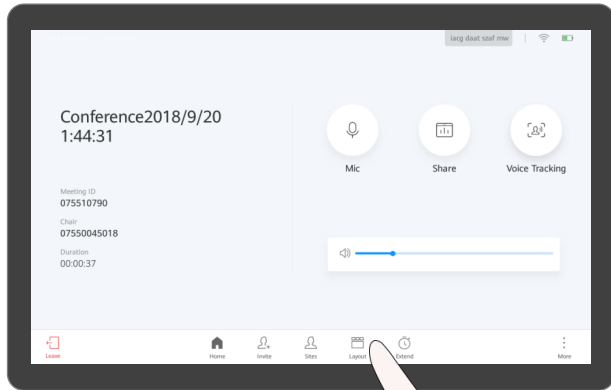
If the chair does not broadcast a site or continuous presence, both the chair and participants can view any site or continuous presence.

Continuous presence is used to display the video of two or more sites on the same device simultaneously. The layout determines the number and positions of the sites displayed in continuous presence mode.

Continuous presence is available only when a multi-party meeting is being held.

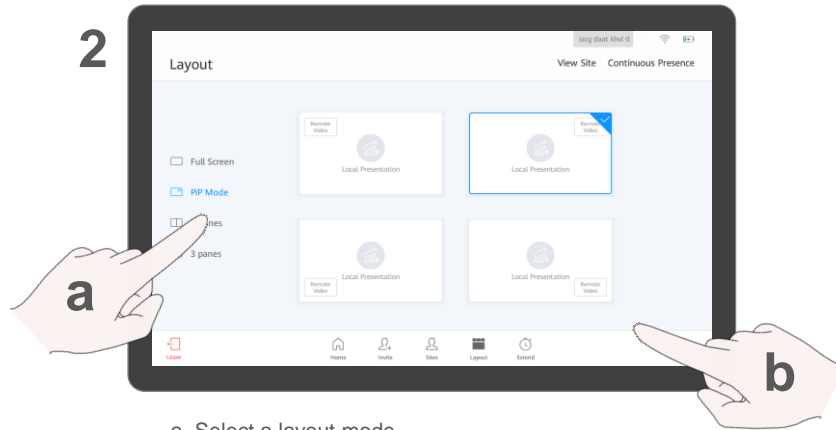
# Change the Layout (Dual-Screen Mode Disabled)

1



Tap .

2



- Select a layout mode.
- Tap a layout pattern. The new layout pattern takes effect immediately.

## About the Layout

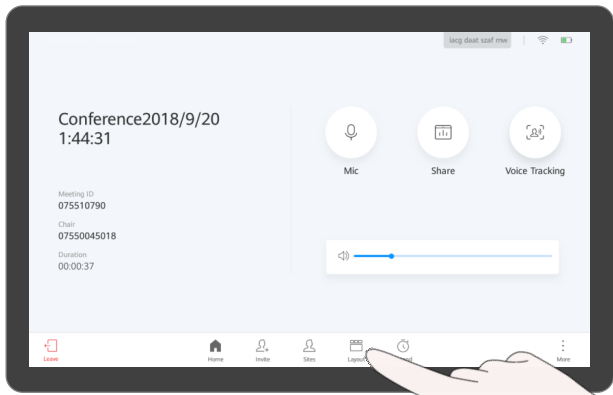
Layout modes depend on the number of participants in a meeting.

Icons displayed on the layout screen depend on the Box's status. For example, **Share** is available only when the content source is connected.

To view other sites in full screen, see [View a Site or Continuous Presence](#).

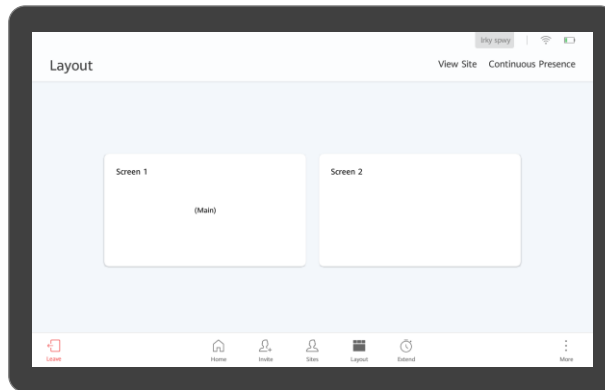
# Change the Layout (Dual-Screen Mode Enabled)

1



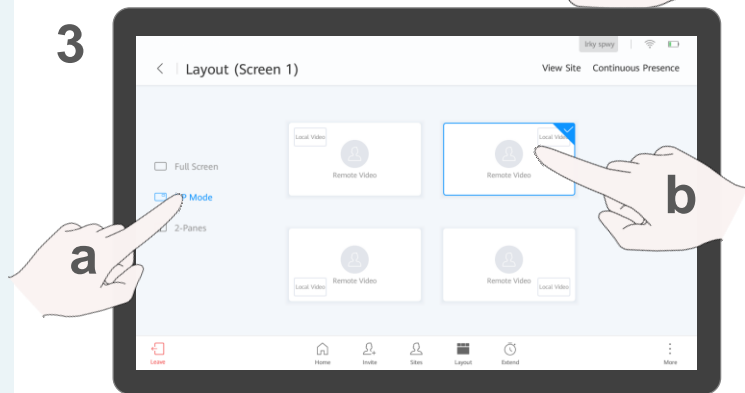
Tap .

2



Select a screen, for example, **Screen 1**.

3



a. Select a layout mode.

b. Tap a layout pattern. The new layout pattern takes effect immediately.

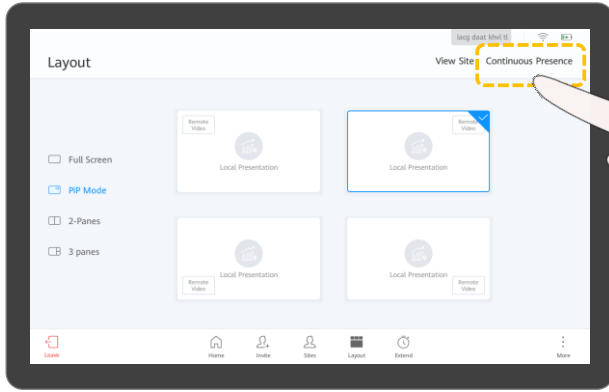
## About the Layout

When the dual-screen mode is enabled, the content is displayed on the secondary screen by default. You can set the video layout of the primary screen on the Touch.

To enable the dual-screen mode on the Touch, go to **More > Advanced Settings > Input/Output** and set **Dual-Screen Mode** to **Enabled**.

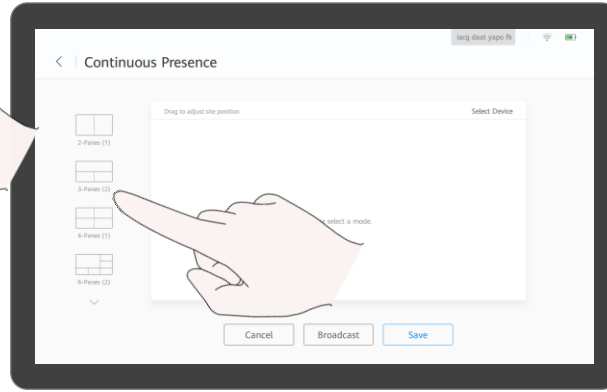
# Set Continuous Presence

1



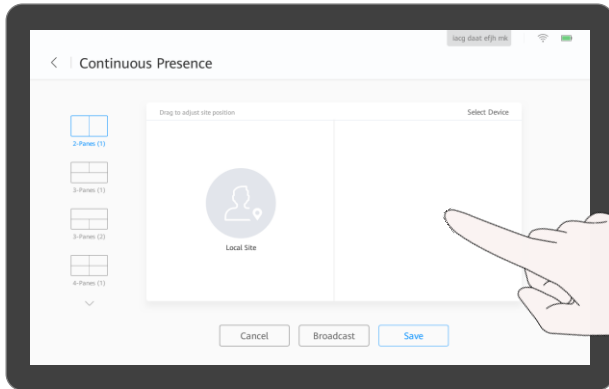
On the layout screen, tap **Continuous Presence**.

2



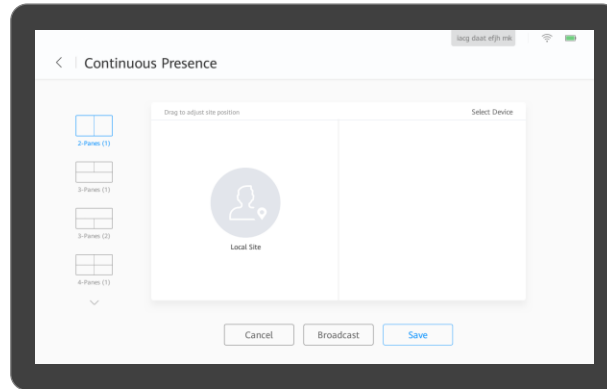
Select a continuous presence mode.

3



Drag the site to your desired position.

4



Tap **Save** or **Broadcast**.

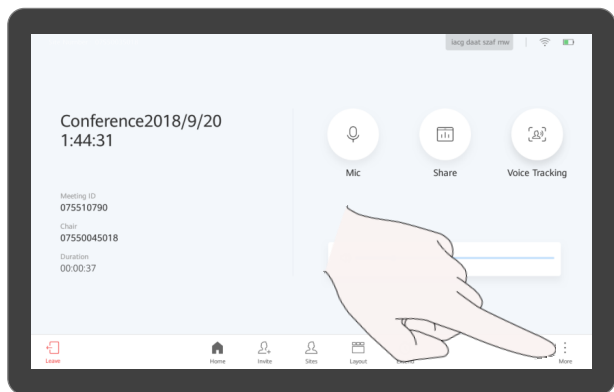
## About Setting Continuous Presence

The chair can select a site to be viewed, set the continuous presence mode, and adjust the position of the site in continuous presence.

For details about how to broadcast and view continuous presence, see [View a Site or Continuous Presence](#).

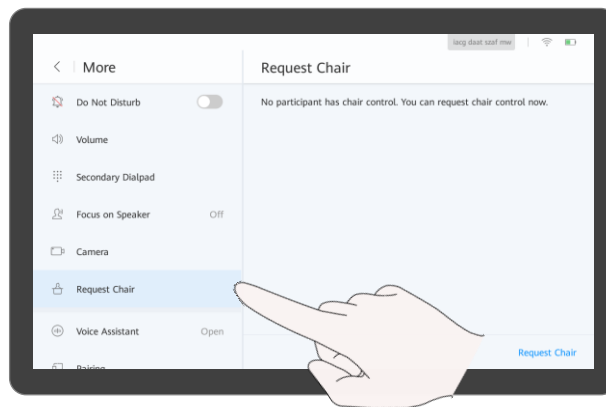
# Apply for Chair Control

1



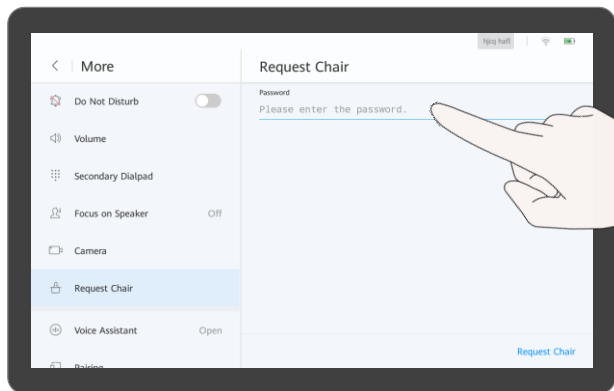
Tap  .

2



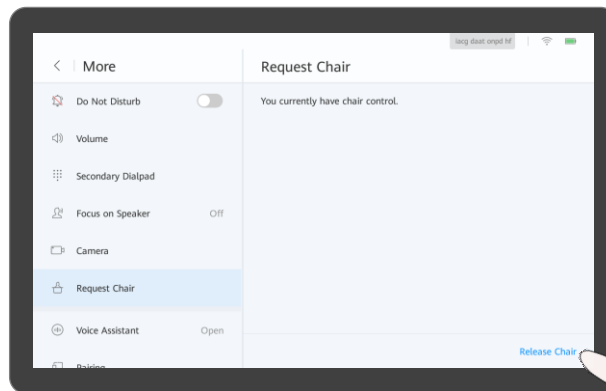
Tap **Request Chair** > **Request Chair**.

3



(Optional) Enter the chair password and tap **Request Chair**.

4



Tap **Release Chair** to release chair control.

## About Applying for Chair Control

If there is no chair in a meeting, you can apply for chair control.

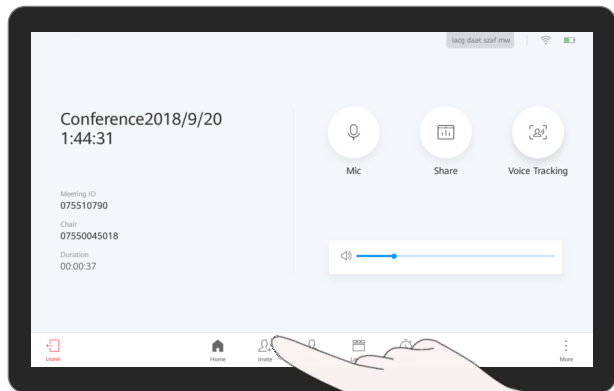
A two-party meeting does not support the chair role.

If a chair password is set when a meeting is created, you need to enter the password when applying for chair control.

If you do not know the password, ask the organizer of your meeting.

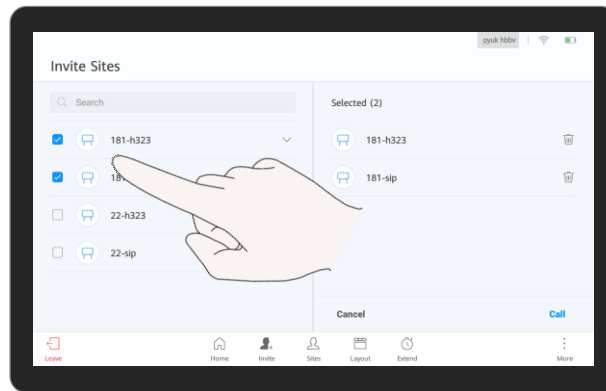
# Invite Sites

1



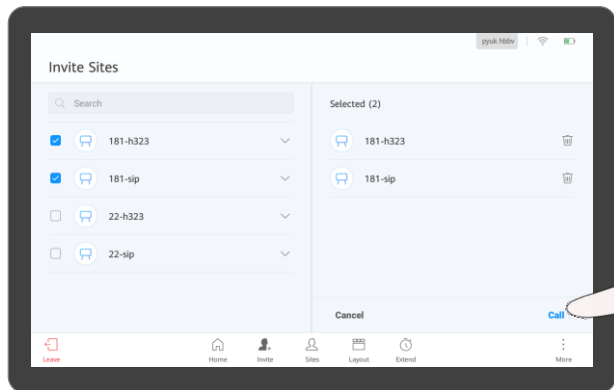
Tap .

2



Select one or more sites.

3



Tap **Call**.

## About Inviting Sites

If a site needs to be added to a meeting, you can invite the site.

Q: I can't see the video sent by a site that was added successfully. Why?

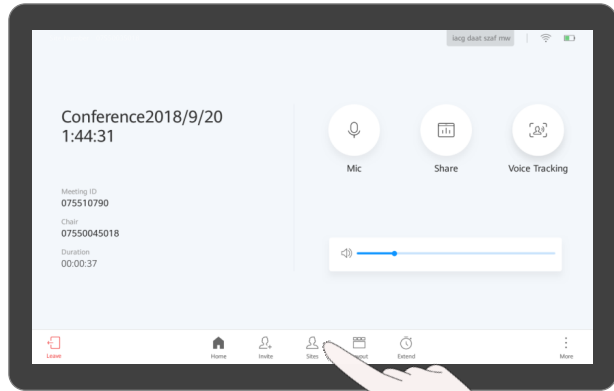
A: The site is not connected.

1. [View the participant list](#) to check whether the site is connected.
2. If the site is not connected, call it. For details, see [Call an Unconnected Site](#).



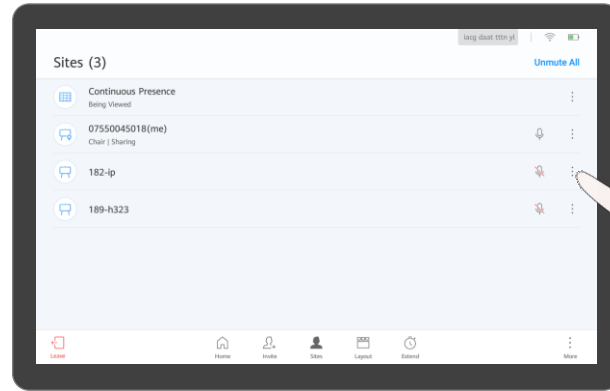
# Broadcast a Site or Continuous Presence


1



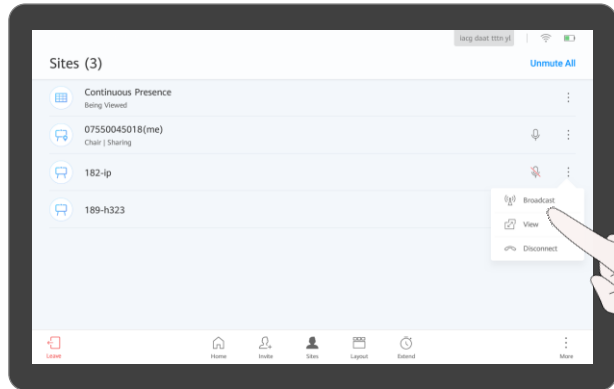
Tap  .

2

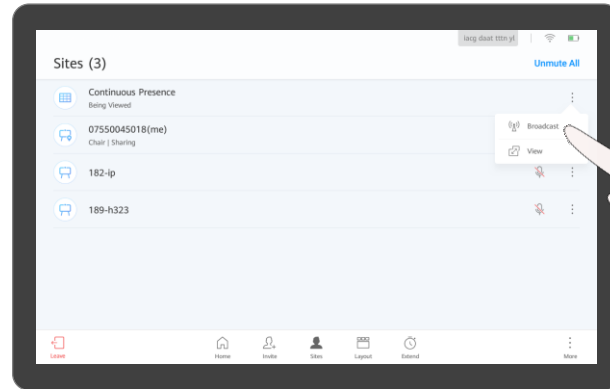


Tap  next to a site or continuous presence.

3



Tap **Broadcast** to broadcast the site.



Tap **Broadcast** to broadcast the continuous presence.

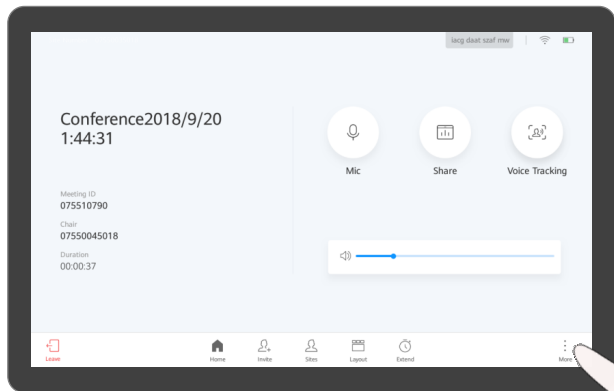
## About Broadcasting a Site or Continuous Presence

When the chair site broadcasts a site or continuous presence, all other sites have to view it. The chair site can choose to view other sites.

The chair site can broadcast any site, including the chair site.

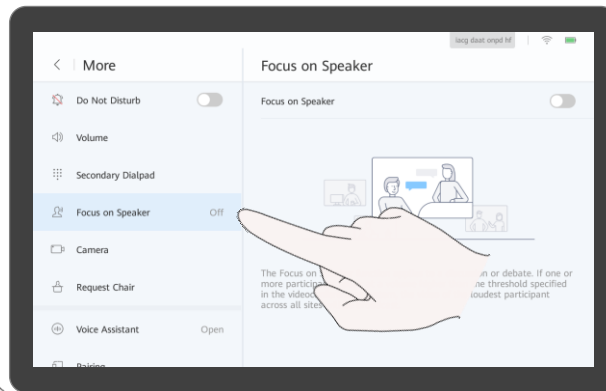
# Enable Focus on Speaker

1



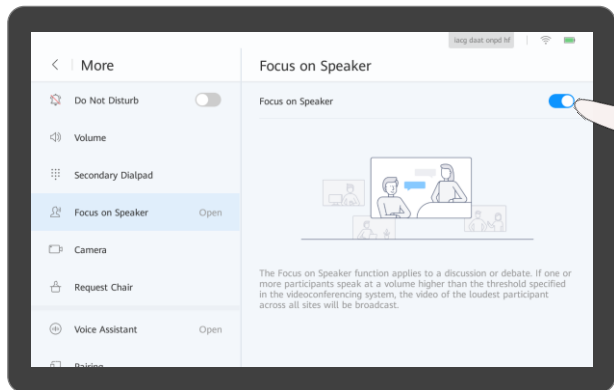
Tap 

2



Tap **Focus on Speaker**.

3



Tap the switch next to **Focus on Speaker** to enable it.

## About Focus on Speaker

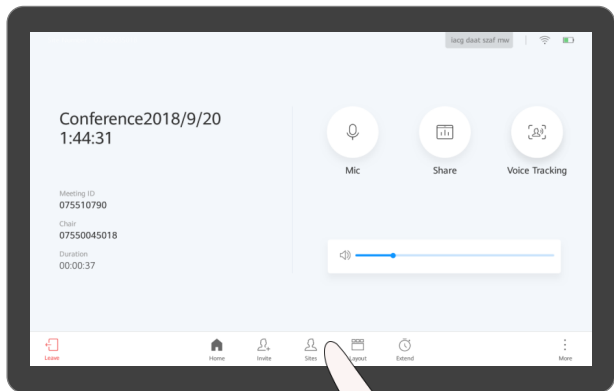
The Focus on Speaker function applies to a discussion or debate. After the chair site enables this function:

- If one or more participants speak at a volume higher than the threshold, the video of the participant speaking the loudest among multiple sites will be broadcast.
- If no participant speaks at a volume higher than the threshold, the original site is still broadcast.

To adjust the threshold for Focus on Speaker, log in to the web interface and choose **Conference > Conference Control > Voice Activation**. If the Box is in a meeting, you need to disable Focus on Speaker before adjusting the threshold.

# Call an Unconnected Site

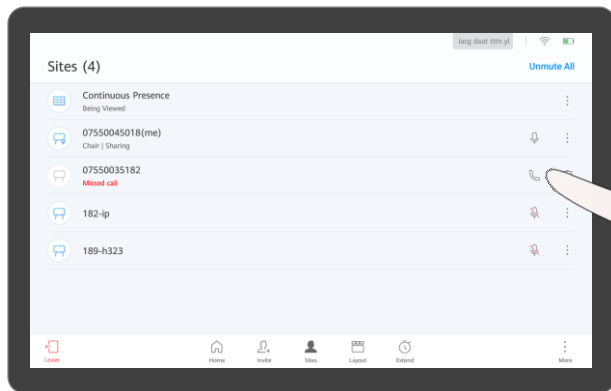
1




Tap  .



2



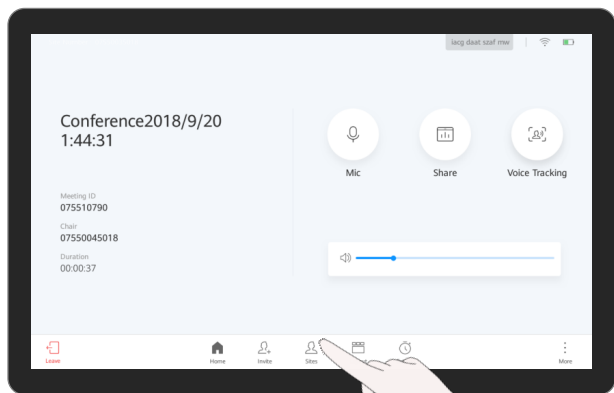
Tap  next to an unconnected site.

## About Calling an Unconnected Site

Only the on-premises network scenario supports calling an unconnected site.

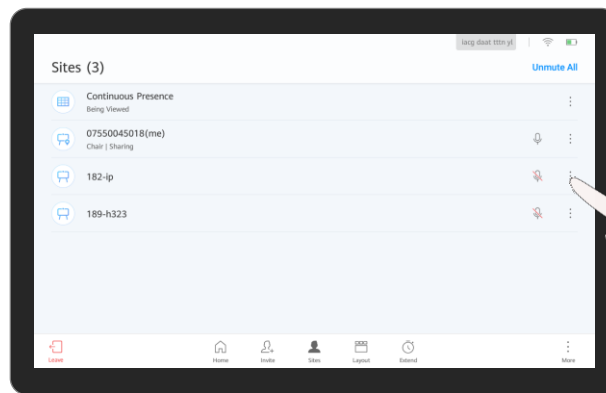
# Disconnect a Site


1



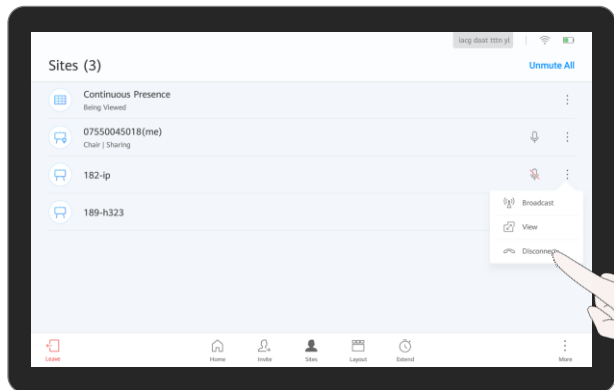
Tap  .

2



Tap  next to a site.

3



Tap **Disconnect**.

## About Disconnecting a Site

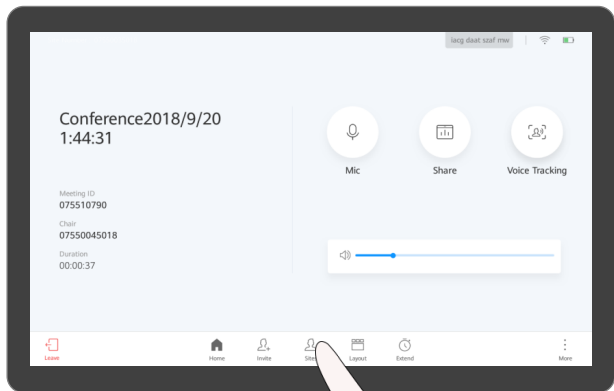
The chair site can disconnect a site that has joined a meeting.

After the site is disconnected, the site automatically leaves the meeting.

In the on-premises network scenario, the disconnected site is displayed in the participant list as unconnected. The chair site can call the site again. For details, see [Call an Unconnected Site](#).

# Mute One or All Sites

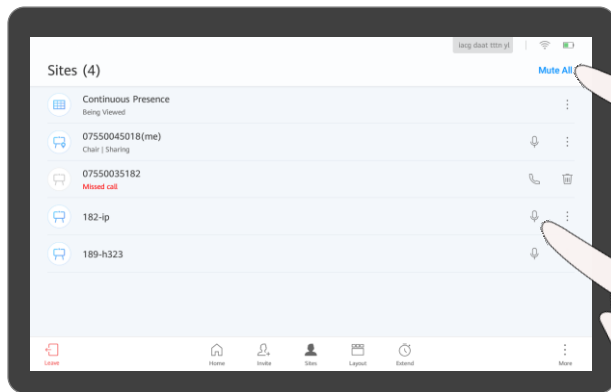
1



Tap  .




2



## About Muting Sites

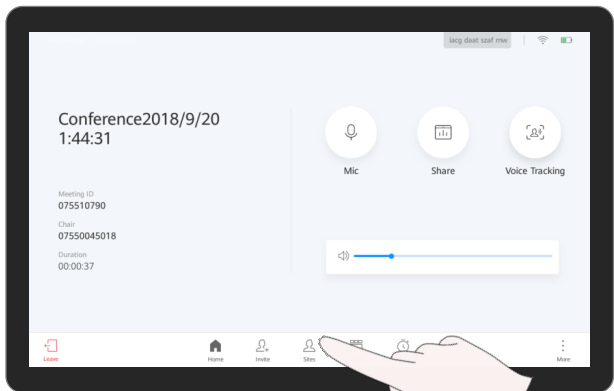
The chair site can mute all sites or a specific site.

If a site is muted, the site cannot be heard by other sites.

- Tap **Mute All** to mute the microphones of all sites except the chair site.
- Tap  next to a site to mute its microphone.

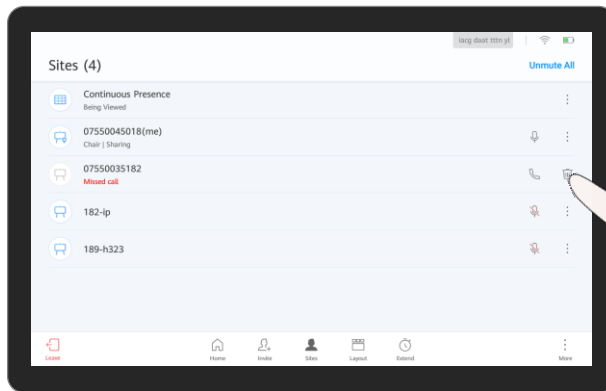
# Delete a Site


1



Tap  .

2

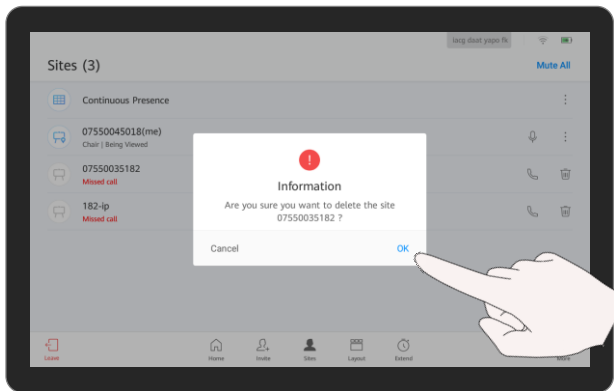


Tap  next to an unconnected site.

## About Deleting a Site

The chair site can delete an unconnected site. After the site is deleted, it is not displayed in the participant list.

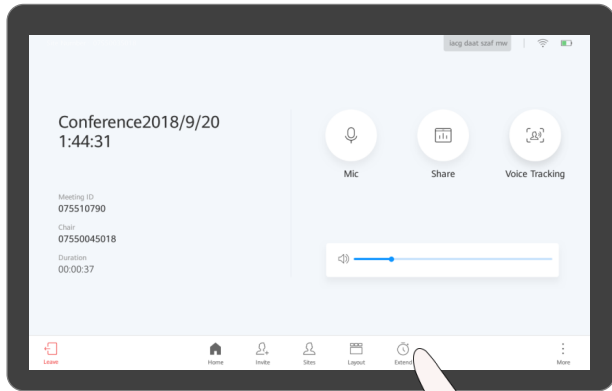
3



Tap OK.

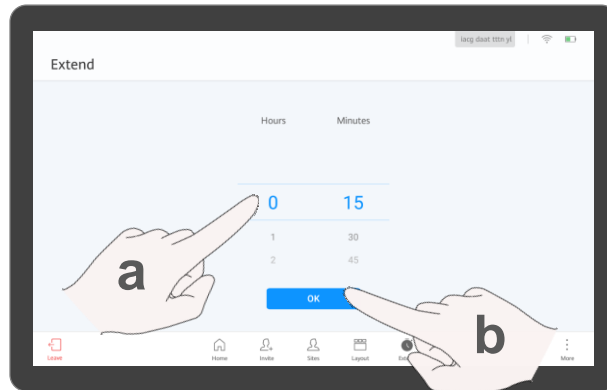
# Extend a Meeting

1



Tap  .

2



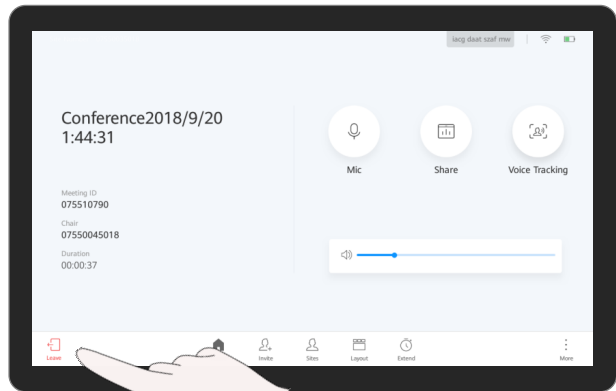
- Scroll up or down to select the desired extension time.
- Tap **OK**.

## About Extending a Meeting

You can extend a meeting.

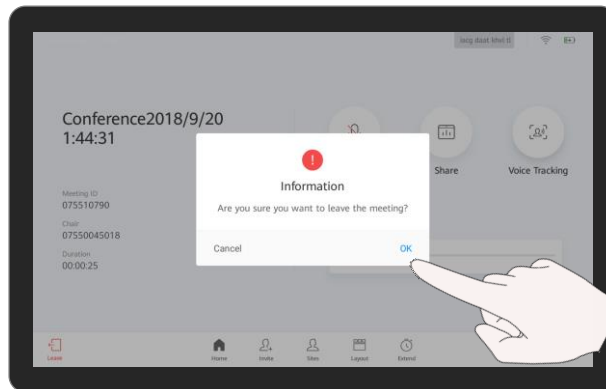
# Leave a Meeting

1

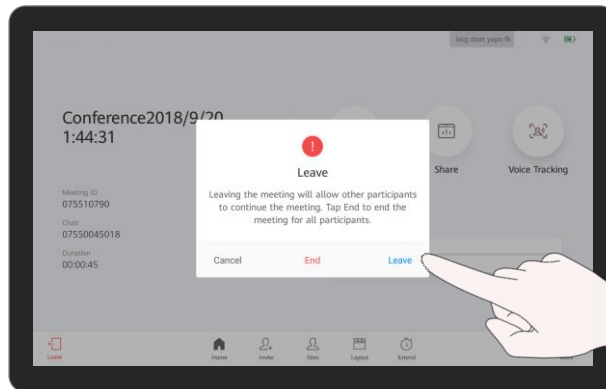


Tap  .

2



Tap **OK** to leave the meeting.



If the local site is the chair site or the only participant, you can:

- Tap **Leave** to leave the meeting.
- Tap **End** to end the meeting.

## About Ending or Leaving a Meeting

The chair site can choose to leave a meeting or end it.

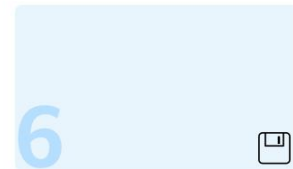
Leaving the meeting indicates that the chair site releases chair control and exits the meeting. If the meeting has not ended, you can tap **Join** in the next meeting pop-up box on the home screen to join the meeting again as a participant.



# PART 05

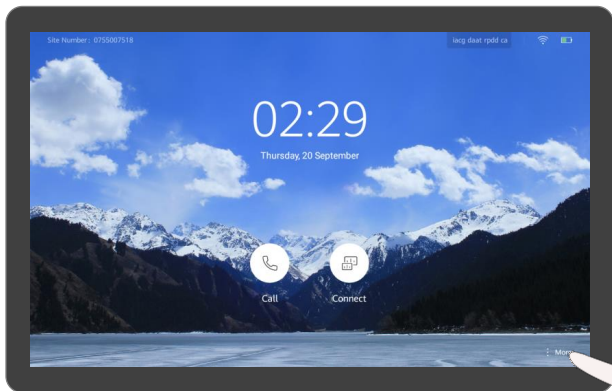
## Controlling a Camera

- Control the Local Camera
- Control a Remote Camera
- Save/Switch Camera Presets



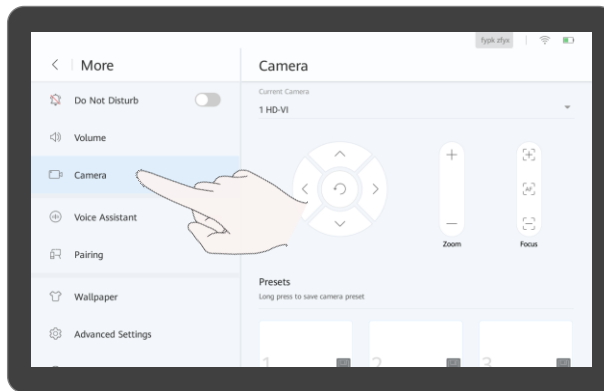
# Control the Local Camera

1



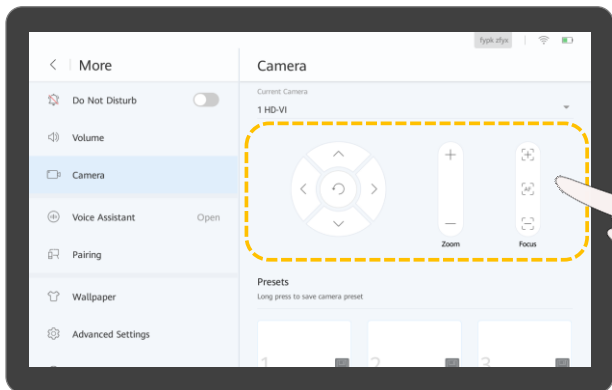
Tap  .

2







Tap **Camera**.

3



Tap arrow keys, +, -,  ,  , and  to adjust the camera.

## About Controlling the Local Camera

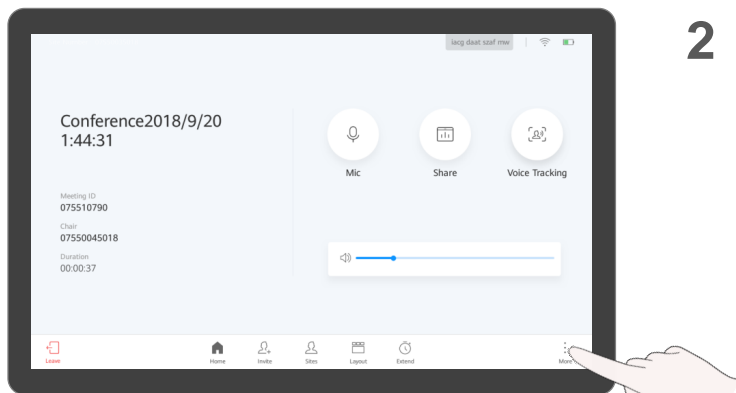
- Tap arrow keys to pan or tilt the local camera.
- Tap  to restore the camera to its initial position.
- Tap + to zoom in.
- Tap - to zoom out.
- Tap  and  to adjust the focal length.
- Tap  for the camera to automatically adjust the focal length.

Voice tracking is supported only when an endpoint is connected to the VPT300 intelligent camera. If voice tracking is enabled, the system automatically tracks and shows a close-up image of the person speaking.

The actual camera control screen may differ.

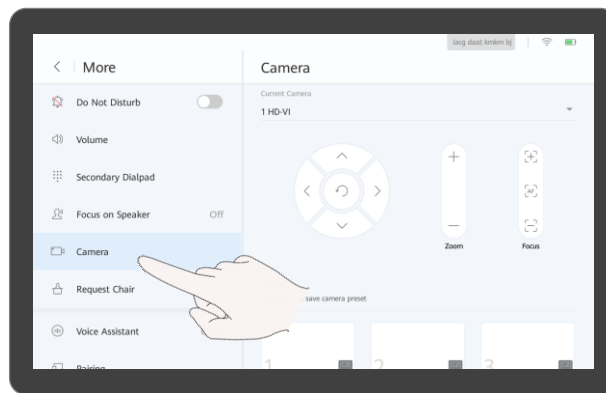
# Control a Remote Camera

1



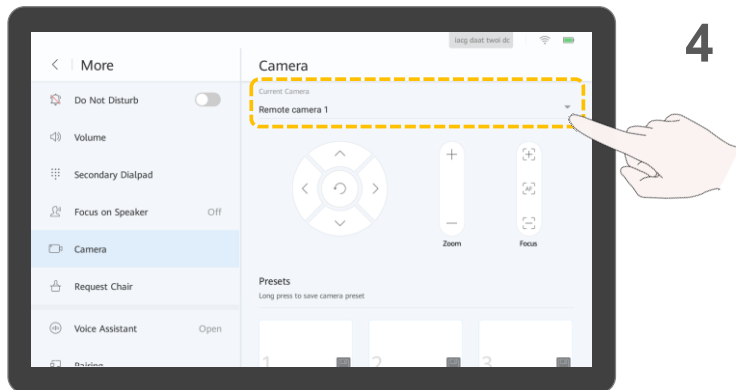
Tap  .

2



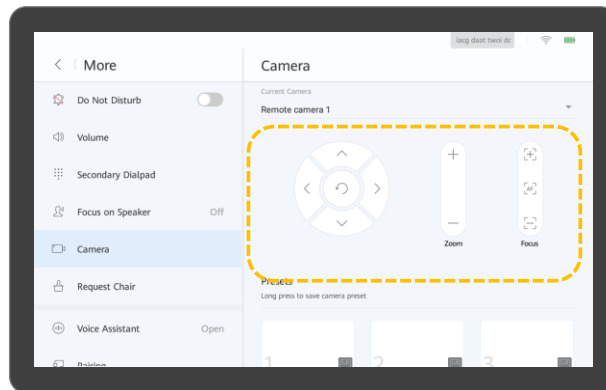
Tap **Camera**.

3







Tap  and select **Remote camera 1**.

4



Tap arrow keys, +, -,  ,  , and  to adjust the camera.

## About Controlling a Remote Camera

- Tap arrow keys to pan or tilt a remote camera.
- Tap  to restore the camera to its initial position.
- Tap + to zoom in.
- Tap - to zoom out.
- Tap  and  to adjust the focal length.
- Tap  for the camera to automatically adjust the focal length.

You can only control a remote camera during a meeting.

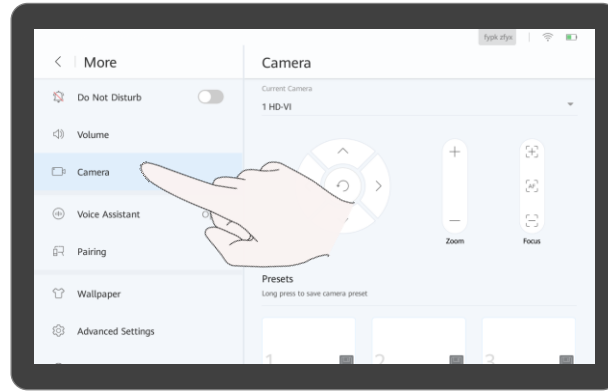
# Save/Switch Camera Presets

1



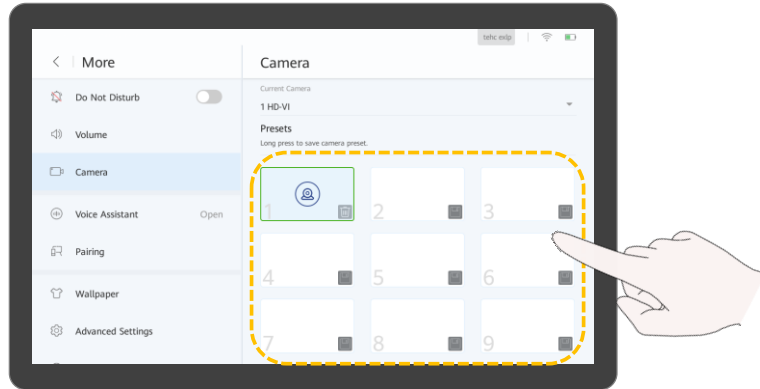
Tap 

2



Tap **Camera**.

3



- Touch and hold a number box to save the current preset.
- Tap a camera preset to start using it.

## About Camera Presets

Camera presets are camera positions you store ahead of time. Each camera preset stores the camera PTZ settings. You can easily control the camera in a meeting by switching between its presets.

You can touch and hold an existing preset to replace it with a new one.

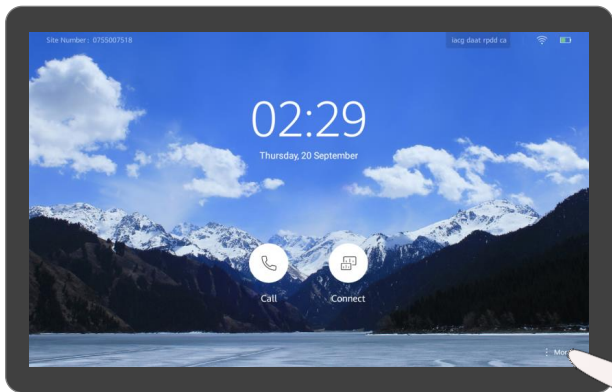
# PART 06

## FAQs

- **How Do I Enable the Voice Assistant?**
- **What Should I Do If the Local Site Can't Be Heard by Remote Sites?**
- **How Do I Adjust the Speaker Volume at the Local Site?**
- **How Do I Check the Device's Status Before a Meeting?**
- **How Do I Unpair AirPresence or the AirPresence Key from an Endpoint?**

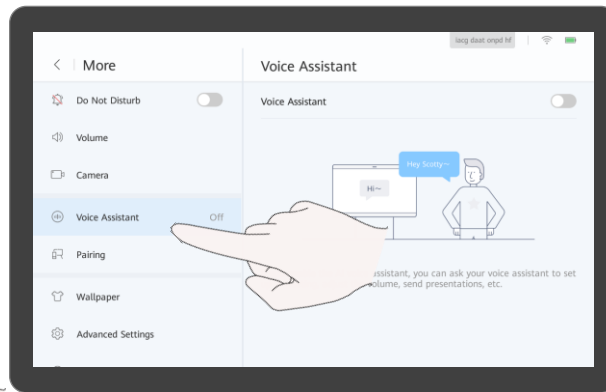
# How Do I Enable the Voice Assistant?

1



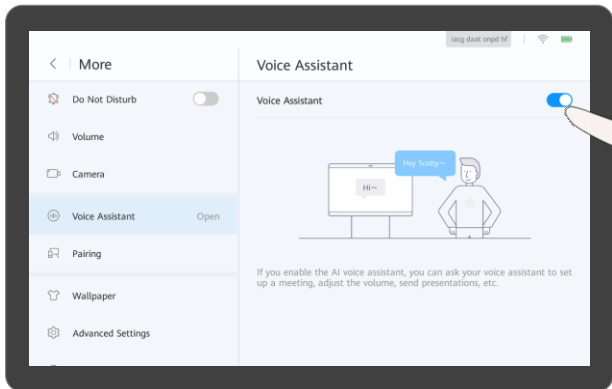
Tap 

2



Tap **Voice Assistant**.

3



Tap the switch next to **Voice Assistant**.

4

Say "Hey Scotty" to the microphone to wake your voice assistant up.

## About the Voice Assistant

You can use your voice assistant to:

- Place and cancel a call.
- Create a meeting.
- Join a meeting.
- Extend a meeting.
- Add a site.
- View a site or continuous presence.
- Share or stop sharing content.
- Open the whiteboard.
- Increase or decrease the volume.
- Mute or unmute microphones.
- Start intelligent diagnostics.

For the system to be able to identify your voice correctly, pay attention to the following:

- Speak clearly and enunciate.
- Stand or sit within 6 m of the Box.

Your voice assistant can:

- Call sites in Contacts and online.

Note:

The site name cannot contain special characters (such as @, #, and %) and the maximum length is 64 characters.

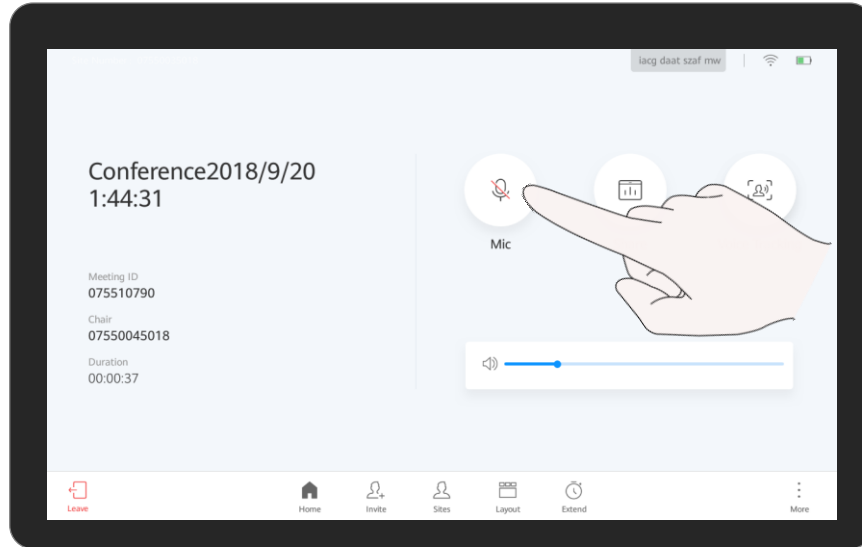
- Join ongoing meetings.
- Join meetings in Recents.


The Box can recognize words, letters, and digits.

# What Should I Do If the Local Site Can't Be Heard by Remote Sites?

## About the Local Microphone

If the local microphone is muted, remote sites cannot hear the local site.

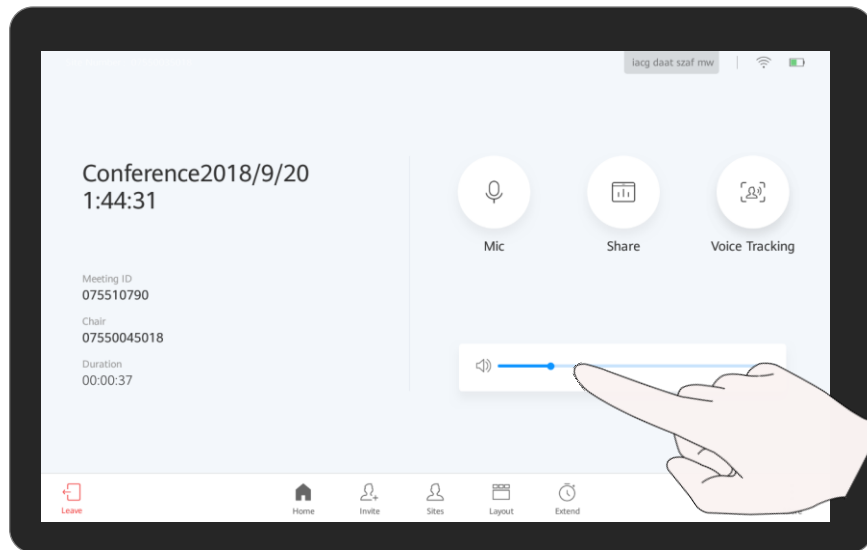


Tap  to unmute the local microphone.

# How Do I Adjust the Speaker Volume at the Local Site?

## About Adjusting the Speaker Volume at the Local Site

If you have enabled your voice assistant, you can say "Hey Scotty, increase the volume."



Drag the volume slider.



# How Do I Check the Device's Status Before a Meeting?

## About Intelligent Diagnostics

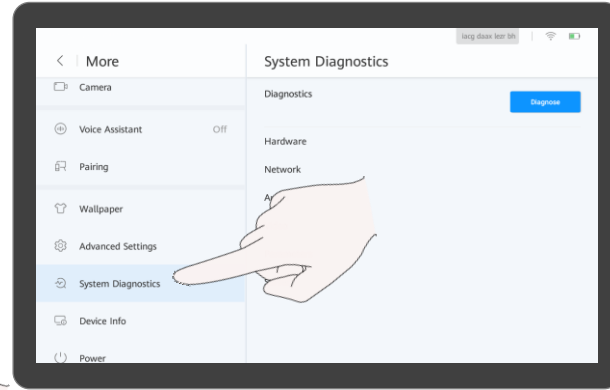
The diagnostic items available on the screen depend on the system settings.

1



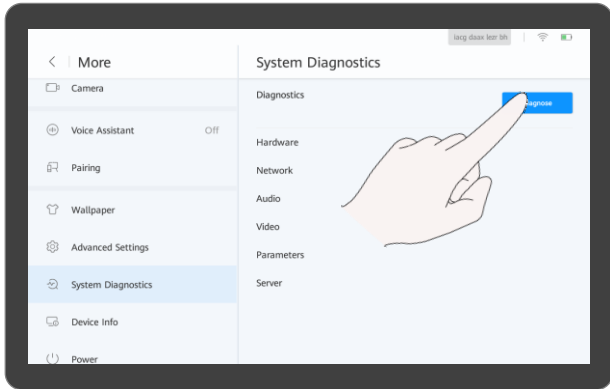
Tap 

2



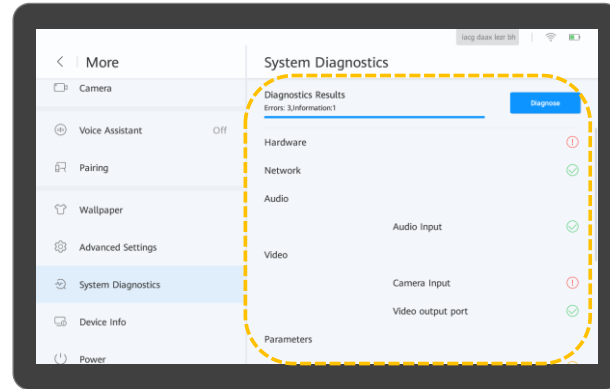
Tap System Diagnostics.

3



Tap Diagnose.

4



View the diagnostic result.

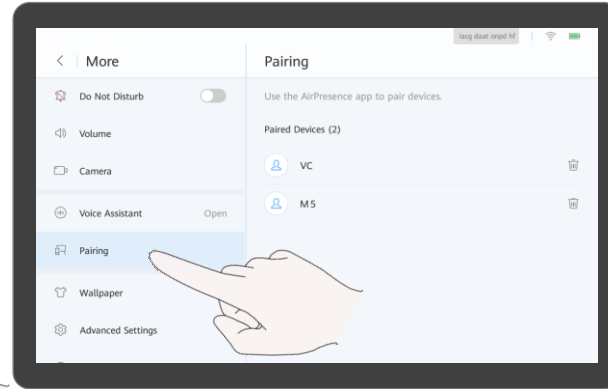
# How Do I Unpair AirPresence or the AirPresence Key from an Endpoint?

1



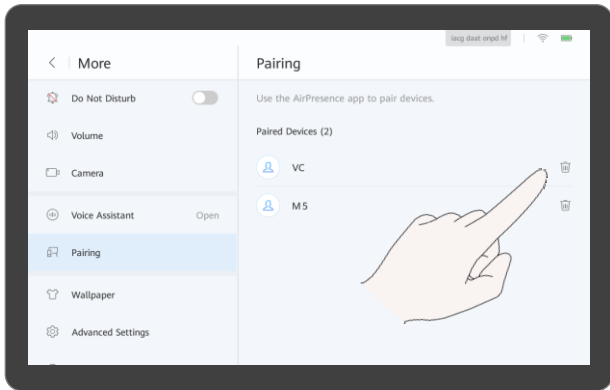
Tap .

2



Tap **Pairing**.

3



Tap  to delete the paired client.



To learn more, visit the information center.



Scan QR Code or Click [Here](#)

The UI screenshots provided in this guide are for your reference only.

Actual UIs may differ in appearance.

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