Tencent Meeting

FAQs

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Billing FAQs

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How to purchase Tencent Meeting?

You can go to the Tencent Meeting Official website Purchase Page to buy the required version.

Can Tencent Meeting be purchased monthly or per occurrence?

Purchasing Tencent Meeting monthly or per occurrence can be divided into the following three scenarios:

- Business Edition: Tencent Meeting Business Edition 100/300/500/1000/2000 high-level accounts support annual or monthly purchases, but not per occurrence.
- Enterprise Edition: Currently, only annual purchases are supported, not monthly or per occurrence.
- Member Version: There are 100, 300, and 500 member types. Among them, the 100-member type is divided into Personal Version, Team Version, and Education/Public Welfare Discount Version. It can be purchased monthly, quarterly, or annually.

What are the differences between Tencent Meeting Free Version, Member Version, Business Edition, and Enterprise Edition?

You can go to the Tencent Meeting Official website Purchase Page to view the feature details of each version.

How is Tencent Meeting billed?

You can choose to purchase the Member Version, Business Edition, or Enterprise Edition based on the feature you need. For details, please go to the Tencent Meeting Official website Purchase Page .

How to renew Tencent Meeting?

Renewal for Tencent Meeting Business Edition and Enterprise Edition can be done in the Enterprise Management Backend. For detailed information, please refer to the renewal instructions . Member Version renewal can be done within the client, for details, please refer to Member-related issues .

Joining Online Meetings

Last updated：2024-08-28 15:26:19

Differences between instant video conferences and scheduled meetings?

Name	Description
Schedule a meeting	You need to enter the meeting information. The scheduled meeting will be retained for 30 days, during which you can join the meeting at any time.
Instant video conferences	You don't need to enter the meeting information. The meeting will be retained for only one hour, after which the system will end the meeting if there are no attendees in it.

How to add a meeting to the meeting list?

WeChat received a meeting invitation

- **Meeting Information:** Invitees can click **Meeting Link or Meeting Number** > In the redirected page, click **Add to My Meetings** to view it in My Meetings List.
- **Invitation Card:** Invitees can click **Meeting Invitation Card** > In the redirected page, click **Add to My Meetings** to view it in My Meetings List.
- **Conference Poster:** Invitees can click or long-press **Conference Poster**, identify the QR Code in the image > In the redirected page, click **Add to My Meetings** to view it in My Meetings List.
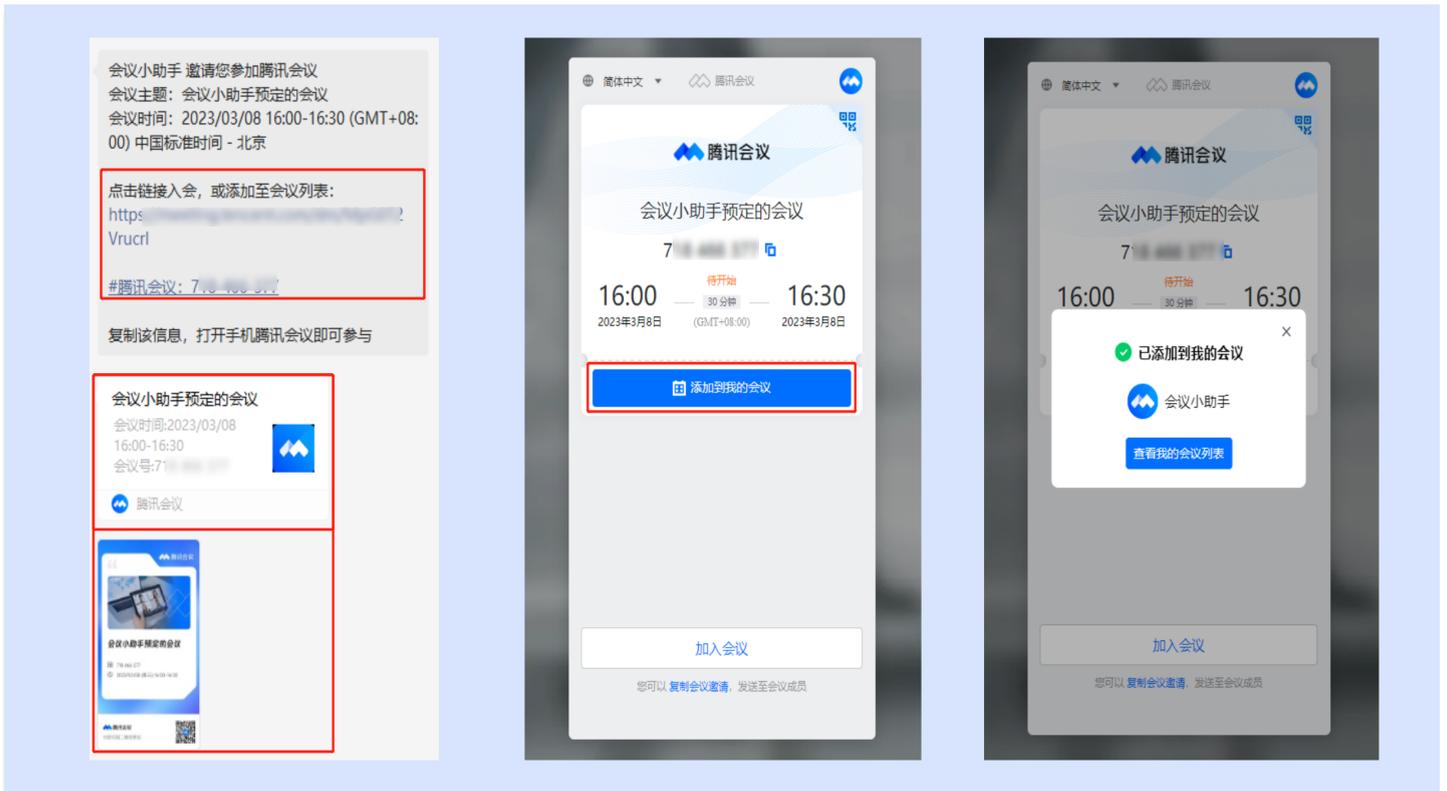
> ⚠️ **Note:**
> Currently, manually entering a meeting number to add it to the meeting list is not supported.

WeCom received a meeting invitation

- **Meeting Information:** Invitees can click **Meeting Link** > In the redirected page, click **Add to My Meetings** to view it in My Meetings List.

- **Invitation Card:** Invitees can click **Meeting Invitation Card** > In the redirected page, click **Add to My Meetings** to view it in My Meetings List.

- **Conference Poster:** Invitees can click or long-press **Conference Poster**, identify the QR Code in the image > In the redirected page, click **Add to My Meetings** to view it in My Meetings List.
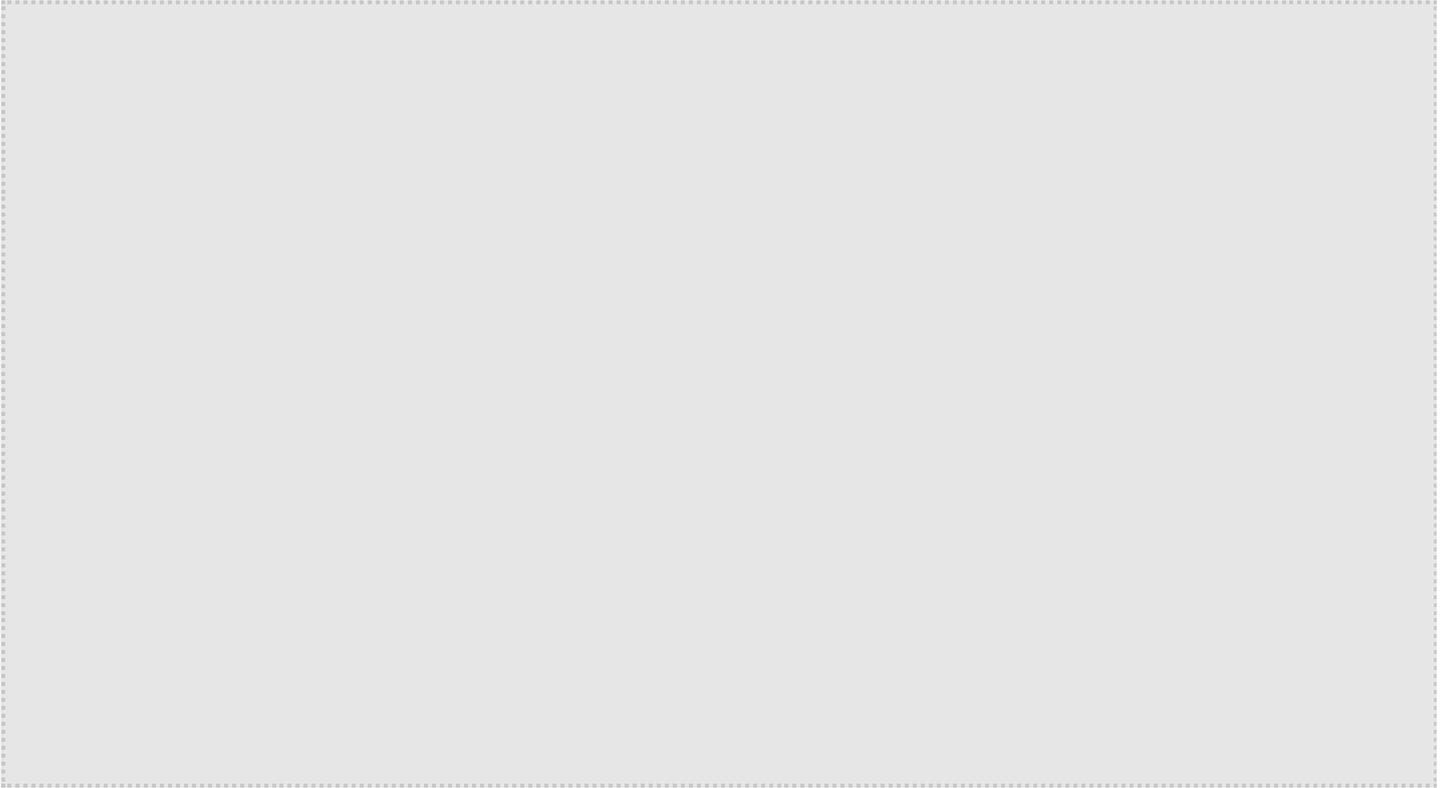
> ⚠ **Note:**
> Currently, WeCom does not support adding a meeting to the meeting list by clicking the meeting number.

Email received a meeting invitation

Invitees can click **Meeting Link** > In the redirected page, click **Add to My Meetings** to view it in My Meetings List.

Meeting Invitation Notification

Invitees can click **Meeting Link** > In the redirected page, click **Add to My Meetings** to view it in My Meetings List.

I want to join the meeting via telephone. How is the charging calculated?
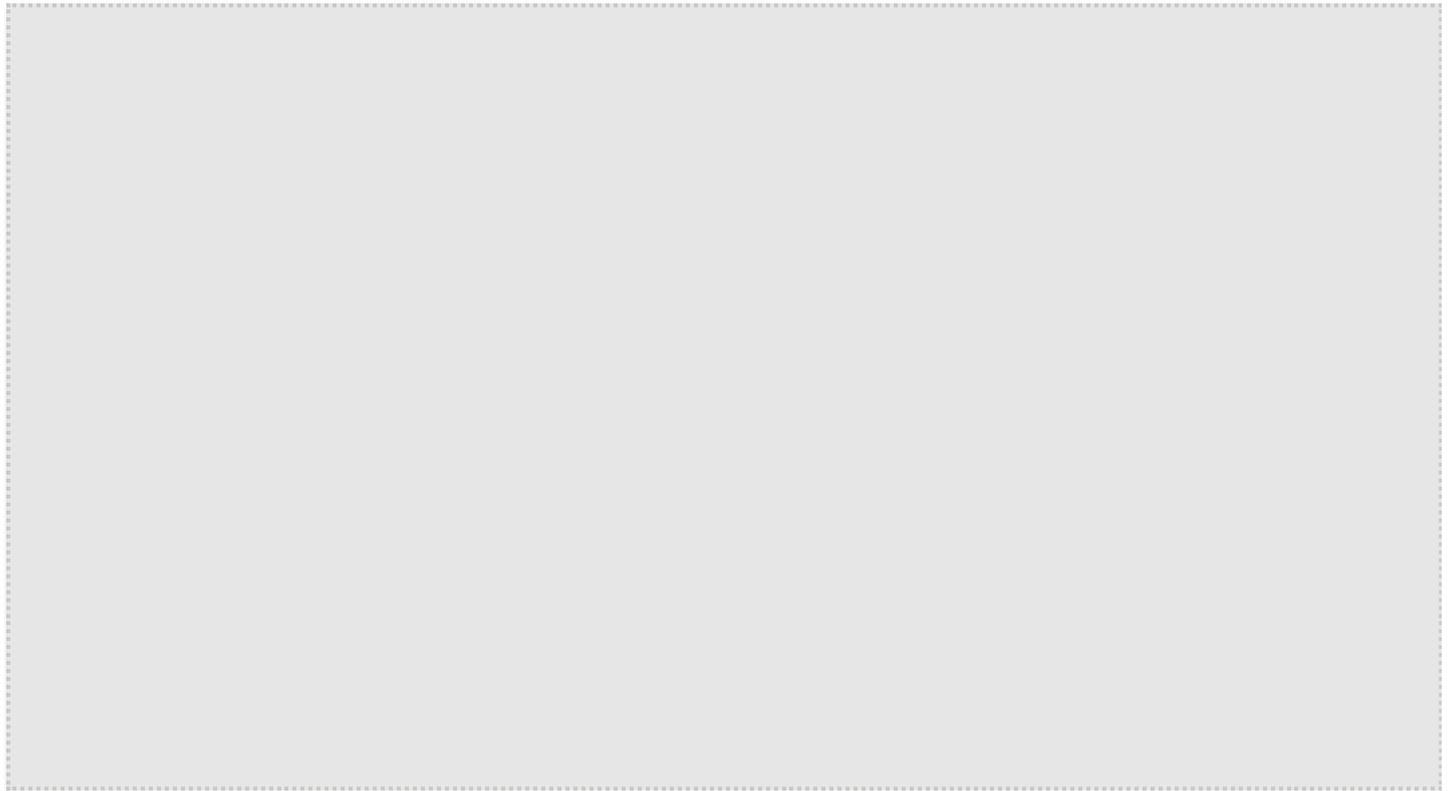
Telephone access to a meeting is charged according to local call rates; international long-distance calls are charged according to international roaming rates.

Why can't my WeCom log in to Tencent Meeting?

WeCom login to Tencent Meeting is only available to users who have purchased the Tencent Meeting Enterprise Edition. If your WeCom cannot log in to Tencent Meeting, please report this to your enterprise administrator.

I am the host, how do I transfer the host identity?

In the meeting interface, click **Manage Members**, select the member to whom you want to transfer the host identity, and click **More**. In the pop-up options, select **Transfer Host**.

What should I do if my network condition is poor but I need to attend the meeting?

You can click **Settings** in the meeting, select to enable Voice Mode to reduce network-related pressure. However, you should move to a place with a better network environment as soon as possible to avoid missing your meeting.

Is there a limit on the number of attendees who can join Tencent Meeting by scanning the Mini Program QR Code?

There is no attendee limit.

How do I view the meeting records?

You can log in to the Tencent Meeting official website , click the avatar in the top right corner to enter the user center, then click Meeting List on the left to view the records.

How do I export the list of attendees?

If you are the creator of the meeting, after the meeting ends, you can log in to the Tencent Meeting official website , click My Meetings, enter the Meeting List, and in the ended meetings, click Export Attendees.

How to rename?

Rename before joining the meeting:
When joining a meeting by meeting ID, apart from entering the 9-digit meeting ID, you also need to input your nickname, which will be displayed during the meeting. The first time you join, it will default to the name shown on your homepage, but you can change your nickname before joining. Once renamed and successfully joined, the system will remember this nickname for future meetings.
Rename during the meeting:

1. If you want to change your currently displayed nickname, you can click Member/Manage Members in the bottom operation bar, find your information bar, click Rename, and enter the new nickname.

2. If it's inconvenient for you to operate, you can also ask the host to change it for you.

How to solve the crash problem when renaming?

Crashes may be caused by the operating system or network anomalies. It's recommended to update your system or improve your network environment. If it still crashes after optimization, please use Online Support for assistance.

How to use Emojis?

In the new version, 21 emojis are provided (more will be available in future) to allow attendees to quickly express their opinions.

- PC Terminal: During the meeting, click the emoji icon in the bottom left corner, 21 emojis will be displayed, then click to send an emoji.

- Mobile Terminal: During the meeting, click the emoji icon in the bottom left corner, 21 emojis will be displayed, then click to send an emoji.

How to switch Hands-free/Earpiece Mode?

Open the Tencent Meeting app on your phone, you can see the "Speaker/Ear" icon in the top left corner of the meeting interface:

- The speaker icon represents "Hands-free Mode".
- The ear icon represents "Earpiece Mode".
- Bluetooth Mode.
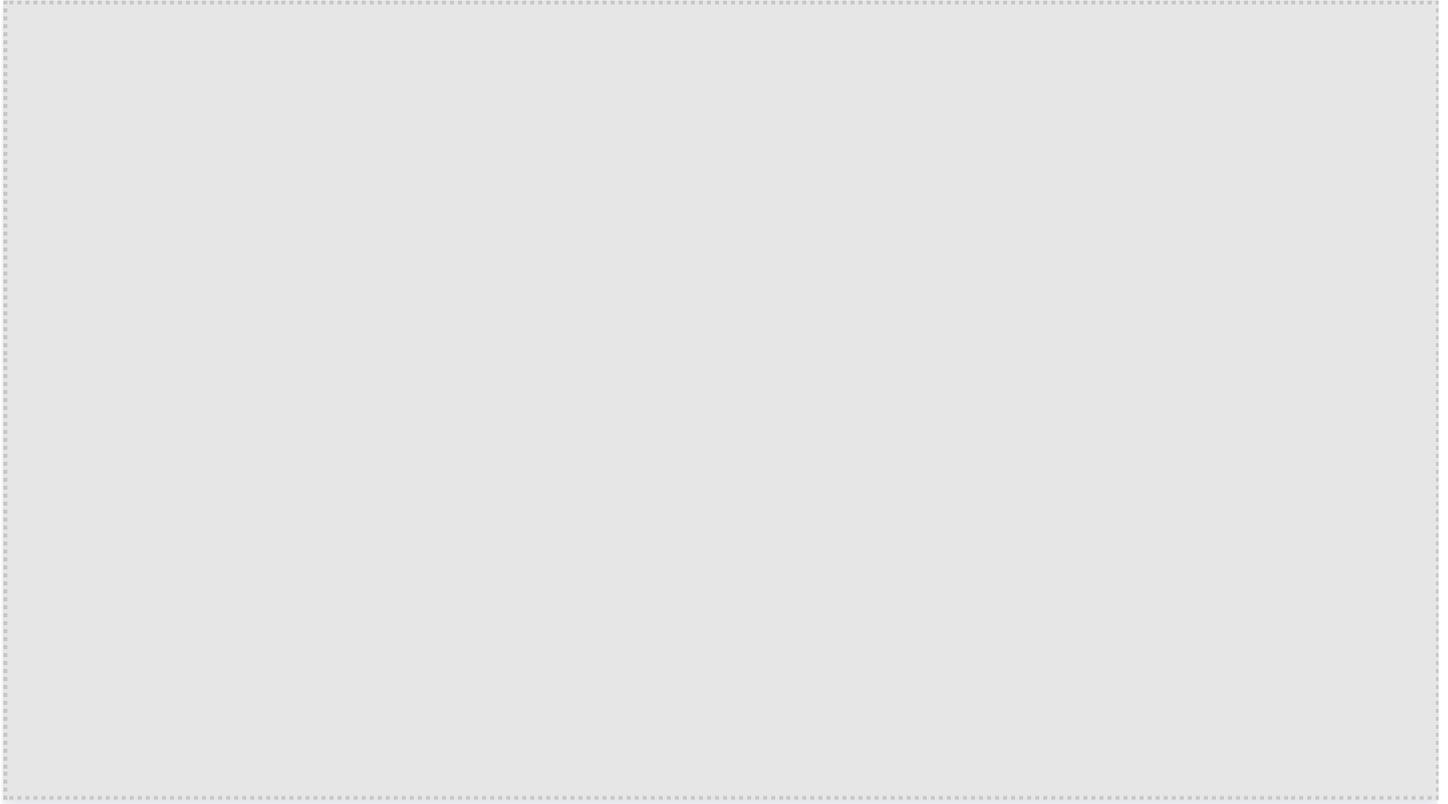
How many participants can join Tencent Meeting simultaneously?

The free version of Tencent Meeting supports up to 100 participants. The membership version can upgrade the meeting size to support up to 500 participants. The business and enterprise versions can purchase an extra-large room to support up to 2000 participants. For meetings with more than 300 participants, such as training sessions, online public classes, forums, etc., it is recommended to use the Live Streaming feature. There is no limit on the number of viewers. The meeting creator can select any 4 participants' video or screen sharing windows to form the live streaming interface. Viewers can watch the live stream by opening the live stream link on their computer or mobile browser.

In a meeting, can the host see the private chat content of other participants?

The host cannot see the private chat content between other participants.

How do I add a meeting to My Meetings?

If the meeting creator has created a scheduled meeting, click the meeting link to enter the meeting details page, then click "Add to My Meetings" to add the meeting to your meeting list, preventing you from forgetting the meeting ID when you join.

How do I receive meeting reminders?

After binding your WeChat account, follow the "Tencent Meeting" official account. You will receive a message reminder from the official account 5 minutes before the start of the meeting, reminding you to join on time. You can also open "Receive Message Notifications" in the mobile App by clicking on the top left corner **avatar** > **settings** to receive timely meeting reminders.
You can follow the Tencent Meeting official account by scanning the QR code below with WeChat.

How do I enable the screen watermark?

- **PC Client**: If you want to protect the content you are about to share, you can enable the screen sharing watermark in scheduled meetings and in the meeting itself by going to **More > Settings > General Settings > Enable Screen Sharing Watermark**, preventing unauthorized screenshots of your shared content.
- **Mobile Client**: If you want to protect the content you are about to share, you can enable the screen sharing watermark in scheduled meetings and in the meeting itself by going to **More > Settings > Enable Screen Sharing Watermark**, preventing unauthorized screenshots of your shared content.

How do I lock the meeting?

- **PC Client**: If you do not want unrelated personnel to join the meeting during the session, you can lock the meeting after all participants have joined by going to **Manage Members > More** and selecting **Lock Meeting** to prevent anyone else from joining the ongoing meeting.

- **Mobile Client**: If you do not want unrelated personnel to join the meeting during the session, after all participants have joined, click **Manage Members**, then click the settings icon in the upper left corner of the pop-up page, and in the settings page select **Lock Meeting** to prevent others from joining the ongoing meeting.

How do I remove members from the meeting?

- **PC Client**: If a stranger joins the meeting, you can click on their avatar and select **Remove from Meeting**, then select **Do not allow users to rejoin the meeting.**
- **Mobile Client**: If a stranger joins the meeting, you can click on their avatar and select **Remove from Meeting**, then select **Do not allow users to rejoin the meeting**.

How do I search for members during the meeting?

Search for members during the meeting: If you need to locate a specific member in the meeting, you can open **Manage Members** and use the search box in the member list to search.

Is there a limit to the number of people in the Waiting Room feature of Tencent Meeting?

The waiting room can accommodate up to 3,000 people.

How to configure proxy access for Tencent Meeting on PC?

After logging in to Tencent Meeting on PC, click **Personal avatar > Settings > Proxy settings** to configure the proxy.
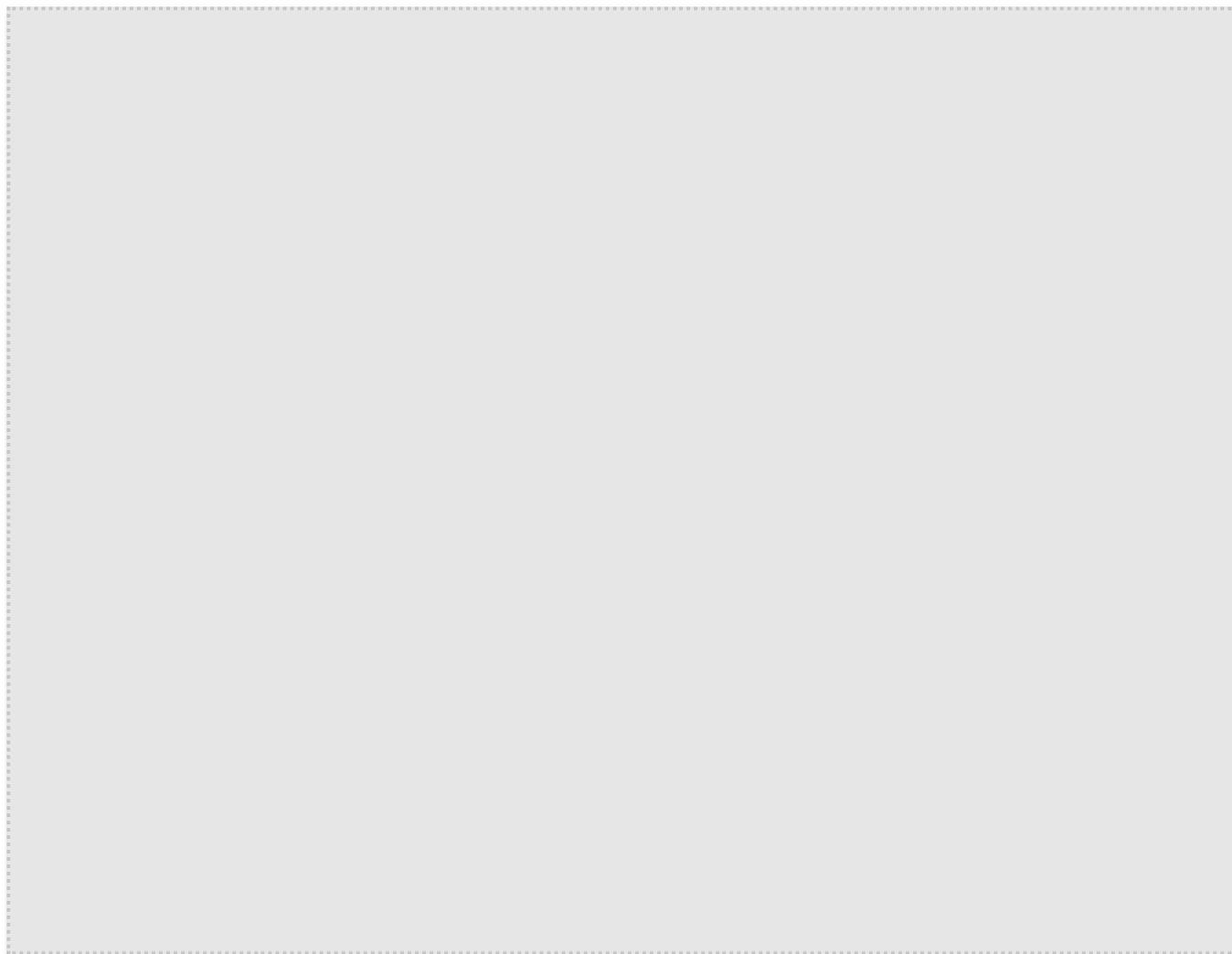
Why can't members join the meeting before the host enters?

Please check if the host has enabled the option **Allow members to join the meeting before the host enters** when scheduling the meeting. If not, enable this option.

How do I join different meetings at the same time?

- For Free and Business Edition accounts, you can only join one meeting at a time with the same account.
- Free and Business Edition accounts can join up to 5 different meetings initiated by others simultaneously by logging in from five different clients.
- Enterprise Edition accounts can initiate and join up to five different meetings simultaneously or join up to five different meetings initiated by others simultaneously by logging in from five different clients.
  (The five clients include: Windows, Mac, Android, iOS, iPad)

How to schedule a recurring meeting?

After logging in to Tencent Meeting, you can go to the "Main Interface", click **Schedule Meeting**, then select **Recurring Meeting** and fill in the necessary information to schedule the recurring meeting.

How long does it take for a Red Packet to be returned?

Unclaimed Red Packets will be returned to your payment account within 24 hours.

How to start a meeting using Personal PMI?

Currently, only Instant Meetings support using PMI to start a meeting. On the desktop client, you can click **Instant Meeting** dropdown, and select **Use Personal Meeting ID**.

Exception Prompt FAQs

Last updated：2024-08-28 15:26:39

Why does the prompt "You have already joined the meeting on another device, continuing will remove other devices" appear?

When you join a meeting and see this prompt, it means your account is logged in on another device and already in the meeting. If you continue to join, the other device's meeting permissions will be removed.

Why does the prompt "Meeting has ended" appear?

When you join a meeting and see this prompt, it means the meeting has ended.

Why does the prompt "Meeting does not exist" appear?

1. When you join a meeting and see this prompt, please verify if your 9-digit meeting ID is entered correctly.
2. If the above prompt continues to appear, please contact the meeting organizer to confirm if they are using Tencent Meeting.

Why does the prompt "Meeting has expired" appear?

When you join a meeting and see this prompt, it means the meeting has ended. Please contact the meeting organizer for more information.

Why does the prompt "Network issue, please check network settings" appear?

1. When you use Tencent Meeting and see this prompt, please check your network status and ensure Tencent Meeting is allowed to use mobile data.
2. If the network is fine, please reopen Tencent Meeting and try again.

Why do the following error codes appear?

Error code	Issues	Reason	Recommended Practices
−1	All media agents	Streaming Media Server connection failed	We recommend checking your firewall settings and lowering firewall requirements

	failed to connect		
−16 1	All media agents failed to connect	• Network error • There is a firewall or internet policy control on the network • Install the Fengxing Accelerator to perform LSP hijacking	You can troubleshoot based on the above information. If the issue persists, you can use Online Support to assist with development inspection
−15 3	An abnormality occurred, please rejoin the meeting	Failed to enter the room, media conference join failed	You need to use Online Support to assist with development inspection
161	Communication error	Tencent Meeting software has a communication error with the Cloud Server	Please check whether the relevant network ports are open or switch to a 4G/5G network
500 2	Network timeout	More information is needed to pinpoint the cause of the problem	You need to use Online Support to assist with development inspection

log in to shows a network error. How can this be resolved?

You can click on your avatar, go to **Settings**, select **Network check** for detection. If your problem is not resolved, you can use Online Support for assistance.

Screen Sharing

Last updated：2024-08-28 15:27:23

Screen Recording Permission Issues in Tencent Meeting Mac Version

Why is it always prompting for authorization, but Tencent Meeting is not found in the permissions list?

This pop-up window only guides users to the authorization interface, but whether Tencent Meeting appears in the authorization list is determined by the system. The behavior that triggers the authorization is a system-encapsulated black box logic, and ordinary apps cannot intervene. Therefore, the problem is usually a system issue.

- **Possibility 1:** Other apps in the current system have applied for screen recording permissions, preventing Tencent Meeting from triggering the screen recording permission request.

  Click the button on the keyboard or TouchBar to ⬚ view all windows. If you see a system screen recording authorization pop-up, complete the authorization or rejection based on the actual situation.
- **Possibility 2:** System issue.

  After ruling out Possibility 1, if it still prompts to **open screen recording permissions**, you can open Activity Monitor, close the Tencent Meeting process, then restart the app to trigger

the screen recording permission request.
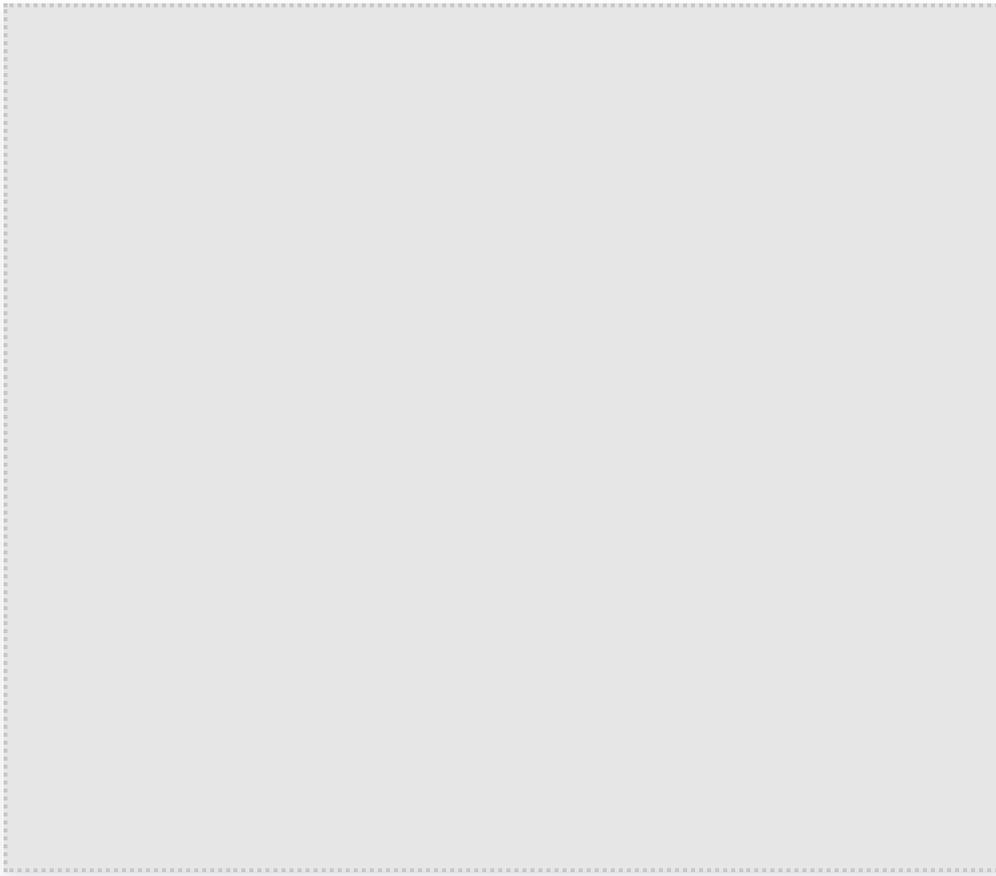

Previously authorized, but after a short time, it prompts that there is no permission again?

Tencent Meeting Mac v2.13–2.15 versions, if the current Tencent Meeting version falls within this range, please upgrade to the latest version.

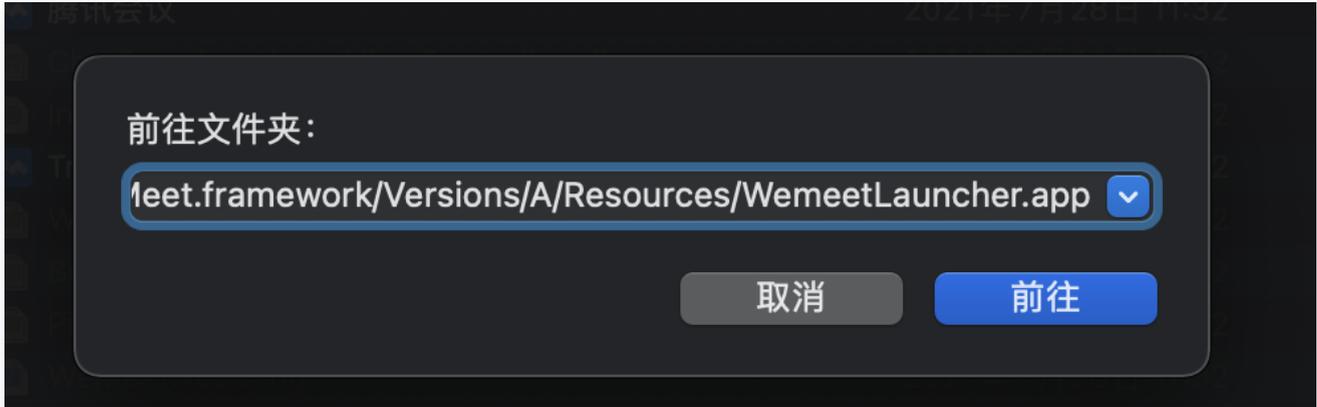## None of the above solutions work, what should I do?

1. Remove Tencent Meeting from the permissions list.

2. Manually add permissions.

Use the shortcut key Command+Shift+G in the pop-up file selection window to find the app.

To be safe, you need to authorize Tencent Meeting in two paths. The paths are:

- Tencent Meeting : `/Applications/TencentMeeting.app`
- Tencent Meeting – Auxiliary Services:

```
/Applications/TencentMeeting.app/Contents/Frameworks/WeMeetFramework.framework
/Versions/Current/Frameworks/WeMeet.framework/Versions/A/Resources/WemeetLaunc
her.app
```

3. Restart Tencent Meeting.

Others

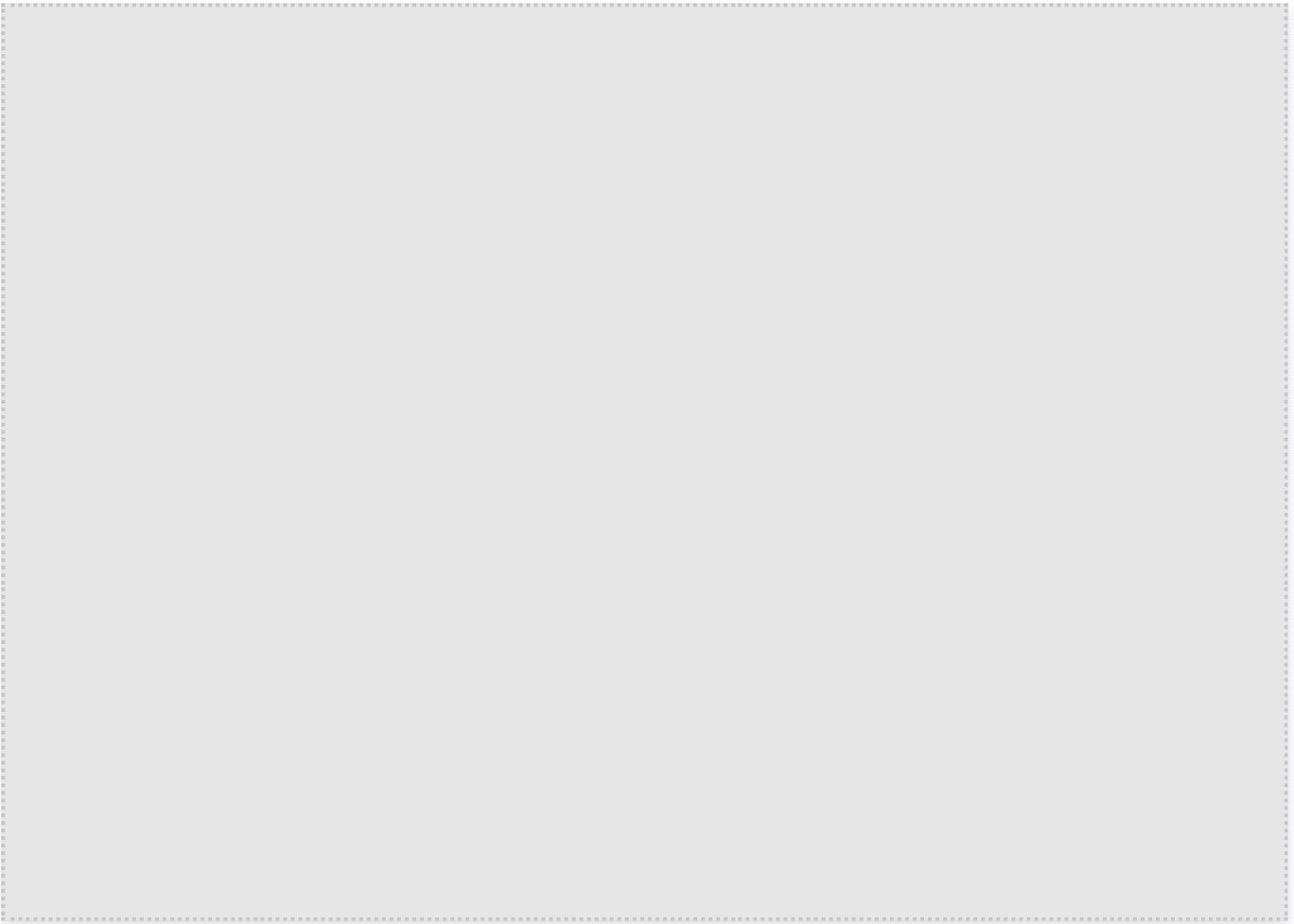## What should I do if I see a black or gray screen during screen sharing?

The main causes for black/gray screens are as follows:

Black screen caused by pause, with a message displayed in the center of the screen

Solution: The sharer should click **Continue Sharing** or **Maximize Window,** and check if the black screen displays "xxx has paused the share", as shown in the image below:

If such a message is displayed, confirm if the sharer's top bar shows the following prompt:

- **xxx has paused screenshare.**
- **Share paused. Bring your shared window to the front.**
- If the sharer's top bar displays **xxx has paused screenshare** (as shown in the image below), check whether the sharer clicked **Pause Sharing**.
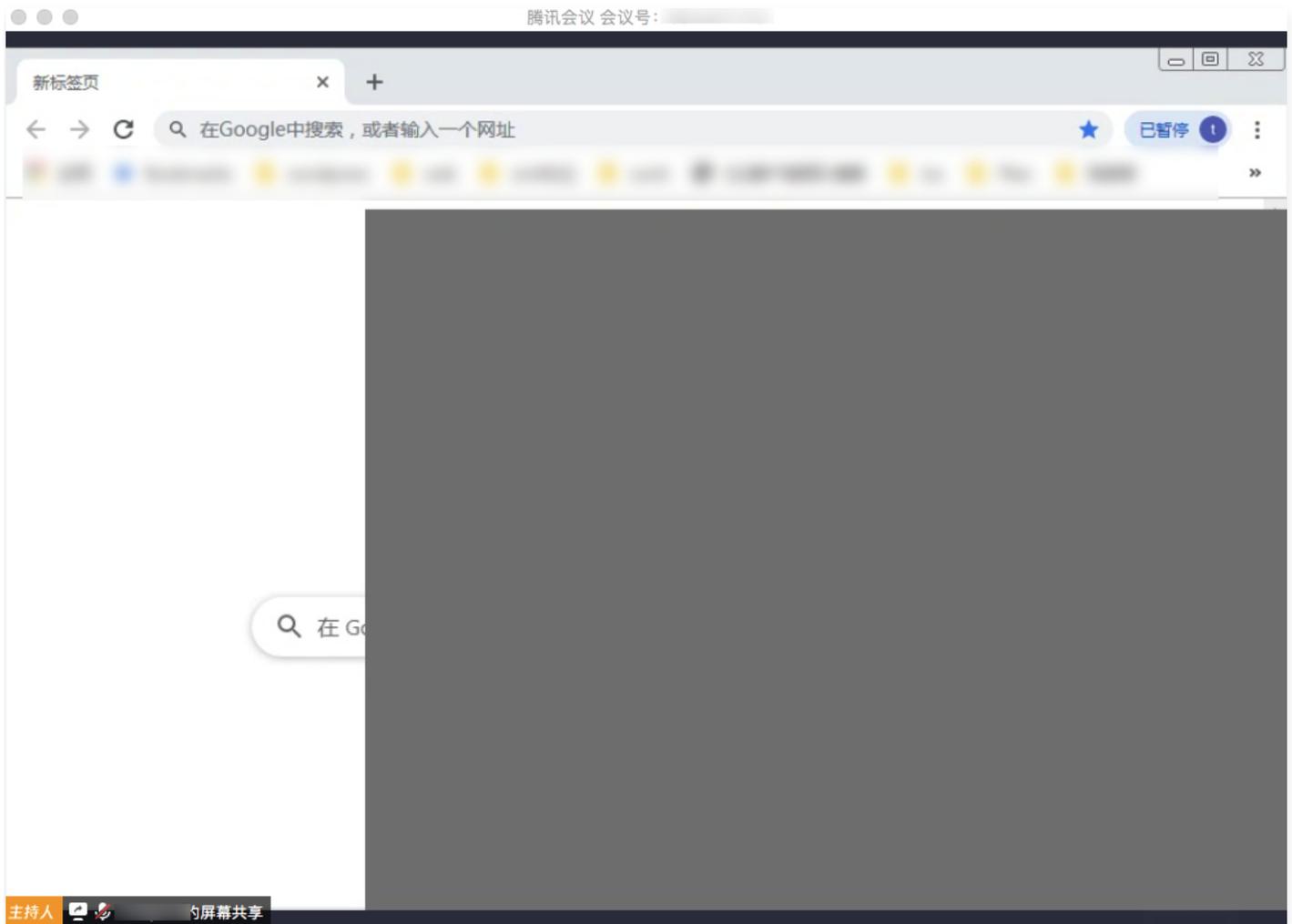

- If the sharer's topbar displays "Share paused. Bring your shared window to the front." , check whether the sharer minimized the shared window.

Partial or full black/gray screen caused by window occlusion

Solution: the sharer should remove the occlusion.

Check whether the sharer's window is occluded by another window. On some devices (for example, Windows 7), the occluded part of the window will show as black or gray on the viewer's side (as shown in the image below).

At this time, the sharer's topbar will display "Window obscured. Bring your shared window to the front.". This helps determine whether the problem is caused by window occlusion, and if this is the case, the problem can be fixed when the sharer removes the occlusion of the shared window.

Black/Gray screen caused by other issues

If the above situations do not apply, you can use Online Support for assistance. Tencent Meeting's maintenance personnel will help you identify and solve the issue.

How do I share PowerPoint slides on VooV Meeting?

Download and install the Windows or macOS client and use the screen sharing feature to share slides. You can also purchase the accessory NP30 and pair it to share the computer desktop.

Why is there no screen sharing button on the mobile client?

- iOS client: Screen sharing is supported on iOS 12.0 and later, except 13.0.x due to a system bug.
- Android client: Screen sharing is supported on Android 5.0 and later.

Issue with sharing specific software on Tencent Meeting?

When using screen sharing, select **Shared Desktop**. For detailed instructions, refer to Screen Sharing .

How do I disable screen sharing?

- Mobile client: click **Stop Sharing** on the screen.
- PC client: hover over the meeting number in the upper middle of the desktop for a while, and click **End Sharing** on the pop-up interface.

Does the shared screen content occasionally freeze or play unsmoothly during the meeting?

This may be related to the performance of your computer or mobile phone and the network environment. We recommend trying to clean up your device or disconnect and connect to another network hotspot. If the unsmooth experience persists for a long time, please promptly record the issue and use Online Support for assistance.

Audio

Last updated：2024-08-28 15:27:46

What should I do if there is no sound when joining a meeting?

If there is no sound after joining the meeting, please check whether you have selected the correct audio method, and verify your system default audio device. If no audio method is selected, then there will be no sound.

How can the host mute other attendees?

In the meeting interface, click **Manage Members**. In the member list, you can select **Mute All**, or move the mouse to a specific member and click the microphone icon to mute that member.

How can the host unmute others?

When you receive a request from a participant to unmute, you can choose **Agree** to unmute. You can also select **Unmute All** in the "Manage Participants" interface, or move the mouse over a participant to actively unmute their microphone.

I have been muted by the host, how do I request to be unmuted?

- App or PC users: click **Microphone > Request to Speak** and wait for the host's approval.
- Telephone callers: After being muted, press the "1" key to request to speak, and wait for the host to approve.

Why can't I hear other participants during the meeting?

Follow the steps below to troubleshoot:
First step, check for device anomalies: **(iOS and Android can skip to the second step)**
1. Click the bottom menu bar **Settings**, select Speaker, click **Check Speaker**. If you hear a piece of music, the speaker is functioning properly.
2. If you cannot hear the music, select another audio device from the speaker drop-down menu for testing.

Second step, check for system permission anomalies: **(Check sequentially for each platform)**
- **Mac:** System Preferences > Sound > Output, unmute and drag the output volume slider to the maximum (adjust later if it is too loud).
- **Windows:** Right-click the Speaker icon > Playback > Check if the corresponding device is disabled.
- **iOS and Android:** Please turn the volume up to maximum, the top left Speaker icon allows you to switch between handset and speaker mode.

Why can't other participants hear my voice during the meeting?

Follow the steps below to troubleshoot:

First step, check for device anomalies: **(iOS and Android can skip to the second step)**

1. Please first check the menu bar at the bottom of the screen to see if mute is enabled. If the host has muted you, please request to be unmuted.

2. Click the menu bar at the bottom of the screen, select **Settings**, choose Microphone, click **Detect Microphone**, and start speaking to test. The green indicator bar moving indicates that the microphone is working properly.

3. If the green indicator bar is not moving, please select another recording device from the microphone dropdown menu for testing.

Second step, check for system permission anomalies: **(Check sequentially for each platform)**

- **Mac:**

  3.1 System Preferences > Sound > Input, drag the input volume to the maximum (you can adjust it lower later if needed).

  3.2 System Preferences > Security & Privacy > Microphone > Tencent Meeting, then rejoin the meeting.

- **Windows:**

  3.1 Right-click the Speaker icon > Recording Device > Check if the corresponding device is disabled.

  3.2 For Win10 only: System Settings > Microphone > Allow apps to access your microphone.

- **iOS and Android:** Please check whether the microphone permission is enabled in the system applications.

Why is my voice quiet during the meeting?

- **Windows:** Right-click the **Speaker icon** > **Recording Devices** > Click the corresponding device > **Properties** > **Level**, and increase the volume as needed.

- **Mac:** System Preferences > Sound > Input, drag the input volume to the right to increase it as needed.

What should I do if there is feedback noise during the meeting?

Howling can be divided into multi-device meetings in the same location (multiple devices connected to the online meeting in the same venue) and single device join (only one device is connected to the online meeting in the same venue). Below are the corresponding resolutions:

Single device join howling:

1. Check if there are high-power audio output devices like speakers in the meeting room.

   1.1 If such devices are present, first, quickly lower the speaker volume to avoid howling that may cause hearing damage to participants.

1.2 Then ensure the mixing console settings and connections are correct; also, microphones and other pickup devices should not be placed directly in front of the speakers, it's recommended to keep a distance of more than 3 meters. Additionally, the host can lower the volume of the speakers or microphones to mitigate the howling situation.

2. If no high-power audio output devices are present, it may be that the local speaker is playing the sound picked up by the local microphone, causing local howling. The solution is to disconnect the video meeting, then speak directly into the microphone to see if the sound will come out of the local speaker. If it does, system settings need to be adjusted, usually by unchecking the option to **Monitor this device** in the sound options to avoid local amplification causing howling.

3. On the basis of excluding the above situations, if echo leakage occurs on devices at both ends of the meeting, it will also cause howling. The resolution measures for this issue can be referred to in What should I do if there is echo during the meeting? .

4. If howling still exists, it can be assumed that howling in other sub-venues is transmitted to this venue via the network. At this point, remind other sub-venue participants to follow the above processes, and lower the output volume to avoid howling causing hearing damage.

Multi-device meeting in the same location howling:

1. First, refer to the first point to exclude the possibility of incorrect operation causing howling during single device join.

2. After excluding single device join howling, it's likely that multiple participants in the venue have turned on microphones or speakers. In this case, the host should remind participants to turn off microphone input (mute mic) and mute speakers on their terminal devices. If this is not possible, use a headset to attend the Tencent Meeting.

3. If howling still exists at this point, there may be multiple devices joining the meeting in sub-venues. The host can use the "Mute All" feature in "Manage Members" and then unmute participants one by one to identify the sub-venue causing the howling. Provide a reminder or mute the problematic sub-venue.

What should I do if there is echo during the meeting?

There are two types of echo during the meeting: local echo and remote echo. Local echo means you can hear your own speech coming back; remote echo means the other participant can hear their own speech. The following steps can help resolve these issues:

- **Local echo:**

  1.1 First, follow the steps described for the howling problem to rule out system configuration anomalies or echo leakage caused by multiple devices in the same location.

1.2 Ask other meeting attendees to follow the remote echo troubleshooting measures to handle echo leakage.

- **Remote echo:**

  If other meeting attendees report hearing an echo, you can perform the following checks in your location:

  1.1 Mute your microphone or speaker to determine if the echo heard by the other party is caused locally. If the other party still reports hearing an echo, it can be confirmed that the echo is caused by a third party in the meeting. Keep it muted and assist in identifying the source of the echo leakage. If the other party reports no more echo leakage, it confirms that the echo is caused locally, and you can take the following actions.

  1.2 Keep the speaker and microphone as far apart as possible: Ensure no large obstacles within 30 cm in front of the speaker to avoid strong sound reflections; Reduce the speaker volume to no more than 80% of the maximum volume; Lower the microphone pickup volume, and if possible, use an extended microphone in the meeting room.

  1.3 If the above actions do not resolve the issue and the other party still reports hearing an echo, you can take the following measures if conditions allow: Only turn on the microphone when speaking and turn it off immediately after; For individual attendees, consider using a headset; Leave Tencent Meeting and rejoin the meeting.

What should I do if there is a crackling noise during the meeting?

The noise in the meeting can generally be categorized into the following scenarios:

1. All or most participants hear the noise.

2. No noise is heard by other participants, only by a specific person.

3. Some participants hear the noise while others do not.

Troubleshooting for each scenario is as follows:

All or most participants hear the noise

This scenario may be caused by a participant's microphone (or phone) picking up noise. You can use the following methods to troubleshoot:

1. The host can check the noisy sound prompt report. If there is a noise report for a specific participant, mute their microphone and remind them to conduct a self-check.

2. The participant who was muted due to noise should first assess if their environment is indeed noisy. They can use the "Test Microphone" feature in the audio settings for a self-test of microphone quality and environmental noise. If the environment is noisy, consider changing the meeting location to a quieter place. If changing location is inconvenient, use a headset to join the meeting and reduce the microphone pickup volume.

3. After ruling out environmental noise, if the noise persists, consider the possibility of microphone quality issues. If possible, try changing the microphone, such as switching

between a headset and the built-in microphone on the device to see if the noise is eliminated.

4. If noise occurs without any noise reports, it is likely a network connection issue. Solutions for this issue can be found in What to do when there is audio stuttering in meetings? .

Only one person hears the noise

If other participants do not hear the noise, but only one specific person does, it is likely that the noise is coming from that person's phone or playback speaker. The participant should refer to the measures below to troubleshoot the noise issue:

1. First, check if any other playback software, such as music players or other voice chat tools, is running in the background and close these software.

2. Next, use the "Test Speaker" feature in the audio settings of Tencent Meeting to check if the playback volume and device are functioning properly. Adjust the playback volume to a normal level. If the sound is abnormal, there may be an issue with the playback device (speaker or sound card). In this case, it is recommended to switch to another playback device, such as using headphones instead of speakers.

3. If the playback sound is normal, but the meeting call audio has issues like stuttering, fast-forward, or slow play, it is likely a downstream network issue. Refer to solution steps in issue 7.

4. If some participants hear the noise while others don't, it is highly likely that multiple participants are experiencing the scenario described in point two. The host can ask the participants who hear the noise to follow the steps in point two for self-check.

What to do when there is audio stuttering, fast-forward, or slow play in meetings?

If the meeting call audio has issues like stuttering, fast-forward, or slow play, it is likely due to network connection problems. Possible causes include device network card issues, other applications consuming data bandwidth, poor upstream packet network connection, and network jitter or congestion. Specific solutions can be found in the steps below:

1. First, rule out the possibility that environment and devices are causing the abnormal sound.

2. Next, check if the Wi-Fi or 4G signal strength is normal. If the network condition is poor, switch to a better quality network, or use PSTN phone to join the meeting.

3. If the device network card's status is uncertain, try using WeChat, QQ, or other software to test if communication is normal.

4. If the problem still exists after the above steps, to ensure a smooth meeting, it is recommended to turn off high bandwidth-consuming features like video and screen sharing, and prioritize ensuring audio call quality.

When headphones are connected and the computer speaker still emits sound while the headphones are fine, how to fix it?

1. Before joining the meeting, click on My profile picture to enter the personal homepage, click on **Settings** on the page to enter the settings page.

2. Select **Audio** to enter the audio settings page.

3. Click the Speaker dropdown box and select the corresponding headphone device. At the same time, click the Microphone dropdown box and select the corresponding headphone device.

Using a mobile phone to join the meeting, what should I do if the other people's voices are particularly quiet?

Please check if the audio mode in the upper left corner of the meeting is set to **Earpiece Mode**. If it is set to Earpiece Mode, it is recommended that you click to switch to **Speaker Mode**.

What to do if the audio is abnormal and cannot be used normally?

If you encounter audio-related issues while using Tencent Meeting that cannot be resolved, please promptly record the problem and use Online Support for assistance. The maintenance personnel of Tencent Meeting will help you pinpoint and resolve the issue.

Video

Last updated：2024−08−28 15:28:58

Why can't the video start correctly?

Troubleshoot by following the steps:

1. First, confirm whether other programs are using the camera.

2. Restart your computer to ensure no other programs are using the camera.

3. Update your camera driver.

I only want to see the shared screen, not the other participant's video. What should I do?

In the meeting, click on the menu bar at the bottom of the screen **More > Settings**, then click **General Settings** and turn on "Audio Mode" to stop receiving video from other participants, only keeping the shared screen.

How do I share only one window instead of the entire desktop?

Tencent Meeting supports two screen sharing modes: full desktop or application window. In the meeting, click on the menu bar at the bottom of the screen **Share Screen** and select the application window you wish to share for single window screen sharing.

I'm in an important meeting, but the background is messy. What should I do?

In the meeting, click on the menu bar at the bottom of the screen **More > Settings**, then click **Virtual Background**, choose "Background Blur" to blur the background behind you, highlighting the participant.

How to enable background blur and virtual background?

> ⚠ **Note:**
>   Currently, some devices do not support background blur and virtual background.
>   Please refer to the actual situation. See the contents of the devices open below.

PC Version

- In the meeting, you can set your background by clicking on the toolbar at the bottom of the page **Apps** > **Beauty** > **Virtual Background**.

- In the meeting, you can set your background by clicking on the toolbar at the bottom of the page **Enable Video** next to the **Arrow Up** > **Background&Beauty** > **Virtual Background**.

- You can click **Settings** > **Background&Beauty** > **Virtual Background** to set your background.
- You can choose an image or video as a virtual background for the meeting and preview the effect in the Preview Window. You can also select Background Blur here and preview the effect in the Preview Window.

Mobile Client

- In the meeting, you can set your background by clicking **More** on the bottom toolbar > **Virtual Background.**
- Before the meeting, you can set your background by clicking **Avatar** > **Settings** > **Virtual Background.**
- You can choose an image or video as a virtual background for the meeting and preview the effect in the Preview Window. You can also select Background Blur here and preview the effect in the Preview Window.

Why is the Background Blur feature not available on my device?

Currently, Tencent Meeting has enabled the Background Blur feature on Windows, Mac, iOS, and Android. Some models do not support Background Blur/Virtual Background due to hardware limitations.

System	Model
Windows/ macOS	Supports CPU models with AVX2 instruction set and dual-core or above (generally CPUs released after 2013 meet this requirement)
iOS	Supports iPhone models from iPhone 6s and later. Supports iPad Pro series 1st generation and later iPad Pro models. Supports iPad Air series 3rd generation and later iPad Air models. Supports iPad series 5th generation and later iPad models. Supports iPad mini series 5th generation and later iPad mini models.
Android	For devices with Adreno series GPU, the model must be at least 512 or equal to 508 or 509, such as Oppo R11s. Devices with the following CPU models: - For Snapdragon 600 series chips, the model must be at least 670, such as Vivo X23. - For Snapdragon 700 series chips, the model must be at least 710, such as Vivo NEX. - For Snapdragon 800 series chips, the model must be at least 835, such as Xiaomi MIX2. - For Qualcomm QCS series, the chip model must be at least QCS603. - For Kirin 700 series, the chip model must be at least 710, such as Honor 20i.

- For Kirin 800 series, the chip model must be at least 810, such as Honor 9X.
- For Kirin 900 series, the chip model must be at least 955, such as Huawei P9.
- For Samsung series, the chip model must be at least Exynos 9 series, such as vivo X30 pro.
- For MediaTek series, the chip model must be at least Dimensity 700 series, such as Redmi Note 10.
- For MediaTek Kunpeng series, the chip model must be at least Kunpeng 1300T series, such as Honor Tablet V7 Pro.

If your device model is not listed, please be patient as we will gradually support more models.

What to do if the virtual background is not working properly?

If you encounter issues with the virtual background while using Tencent Meeting, please promptly record the problem and use Online Support. The maintenance team of Tencent Meeting will assist you in identifying and resolving the issue.

How to set up beauty filter?

> ⚠ **Note:**
> Some models currently do not support the beauty filter. Please refer to the actual situation. The list of supported models is provided below.

PC Version

- You can set up the beauty filter during the meeting by clicking **Application** > **Beauty Filter** in the toolbar at the bottom of the page.
- You can set up the beauty filter during the meeting by clicking the **up arrow** next to **Enable Video** in the bottom toolbar and then selecting **Background and Beauty Filter** > **Beauty Filter**.
- You can set up the beauty filter by clicking **Settings** > **Background and Beauty Filter** > **Beauty Filter**.
- You can choose your preferred beauty effects and adjust the beauty level by dragging the slider in the "Beauty Filter" feature.

Mobile Client

- You can set up the beauty filter during the meeting by clicking **More** > **Beauty Filter** in the bottom toolbar.
- You can set up the beauty filter before the meeting by clicking **Profile Picture** > **Settings** > **Beauty Filter**.

- You can set up the beauty filter after entering the meeting page by selecting **Enable Beauty Filter** > **Beauty Settings**.
- You can choose your preferred beauty effects and adjust the beauty level by dragging the slider in the "Beauty Filter" feature.

Why doesn't my device have the beauty filter feature?

Currently, Tencent Meeting supports the beauty filter feature on Windows, macOS, iOS, and Android. However, there are certain hardware and software system requirements for each platform.

System	Model Instructions
Windows/ Mac	- The CPU must support AVX2 or Apple series chips. - For Intel i5 series, Mac requires 2 or more cores, Windows requires 4 or more cores; for higher than i5 series no core requirement. - For AMD chip series, Mac requires 2 or more cores, Windows requires 4 or more cores; for Series 5 or higher no core requirement. Unsupported GPU driver versions: - Intel GPU, Version: 0x8086_14.51.11.5437. - NVIDIA GPU, Version: 0x10DE_9.18.13.4196.
iOS	Requires iPhone X or later, or iPad (6th generation) or later.
Android	Android version 10 or above. Devices with the following CPU models: - For Snapdragon series, the chip model must be at least 625, such as Mi Max 2. - For Kirin series, the chip model must be at least 810, such as Huawei nova 5. - For MediaTek series, the chip model must be at least Dimensity 1000 series, such as Redmi K30 Ultimate Edition. - For Samsung series, the chip model must be Exynos 1000/2000 series or at least Exynos 9 series, such as vivo X30 pro

> ⓘ **Note:**
> If your device model is not listed, please be patient as we will gradually support more models.

How to enable headgear?

Desktop (Mac):

- You can select headgear during a meeting by clicking the **Applications** > **Beauty Filter** > **Headgear** option in the bottom toolbar.
- You can select headgear during a meeting by clicking the **up arrow** next to **Enable Video** in the bottom toolbar and then selecting **Background and Beauty Filter** > **Headgear**.
- You can select headgear by clicking **Settings** > **Background and Beauty Filter** > **Headgear**.
- You can choose your preferred headgear effects for decoration in the "Headgear" feature.

Mobile:

- You can select headgear during a meeting by clicking the **More** option in the bottom action bar > **Beauty Filter** > **Headgear**.
- You can select headgear before the meeting by clicking **Profile** > **Settings** > **Beauty Filter** > **Headgear**.
- You can select headgear by checking **Enable Beauty Filter** > **Beauty Filter Settings** > **Headgear** on the meeting page.
- You can choose your preferred headgear effects for decoration in the "Headgear" feature.

> ⚠ **Note:**
>
> Some models currently do not support the headgear feature. Please refer to the actual situation. The list of supported models is provided below.

Why don't I have the headgear feature on my device?

Currently, Tencent Meeting supports the headgear feature on Mac, iOS, and Android, but there are certain hardware and software requirements for each platform.

System	Model
Windows	Intel GPU minimum driver version: 14.51.11.5437. NVIDIA GPU minimum driver version: 9.18.13.4196. CPU Instruction Set: AVX2 supported. CPU Version: Intel i3 series > 10000 (10th gen and above), Intel i5 series > 8400, Intel i7 series > 7000, Intel i9 full series.
Mac	• The CPU must support AVX2 or Apple series chips. • For Intel i5 series, Mac requires 2 or more cores, Windows requires 4 or more cores; for higher than i5 series no core requirement. • For AMD chip series, Mac requires 2 or more cores, Windows requires 4 or more cores; for Series 5 or higher no core requirement. System version 10.15.0 or above. Unsupported GPU driver versions: • Intel GPU, Version: 0x8086_14.51.11.5437.

	• NVIDIA GPU, Version: 0x10DE_9.18.13.4196.
iOS	Requires iPhone 8 or later, or iPad (6th generation) or later.
Andr oid	Android version 10 or above; Devices with the following CPU models: • For Snapdragon series, the chip model must be at least 625, such as Mi Max 2. • For Kirin series, the chip model must be at least 810, such as Huawei nova 5. • For MediaTek series, the chip model must be at least Dimensity 1000 series, such as Redmi K30 Ultimate Edition. • For MediaTek Kunpeng series, the chip model must be at least Kunpeng 1300T series, such as Honor Tablet V7 Pro. • For Samsung series, the chip model must be Exynos 1000/2000 series, or at least Exynos 9 series, such as vivo X30 Pro.

> ⓘ **Note:**
> If your device model is not listed, please be patient as we will gradually support more models.

Why doesn't my device support virtual avatars?

System	Model
iOS	iPhone 11 and later models. iPad 9 and later models. iPad Mini 6 and later models. iPad Pro 11 inch third generation and later models. iPad Pro 12.9 inch fifth generation and later models. iPad Air is not supported yet.
Android	MediaTek series: Dimensity 1200 and later models. Kirin series: Kirin 980 and later models. Qualcomm series: SDM712 and later models.

Why isn't there a brightening effect after turning on Dark Scene Enhancement?

Currently, Tencent Meeting's dark scene capability includes Dark Scene Detection. If the scene is not identified as a dark scene, the feature will not be activated.

How to switch video size?

PC Version

- When holding a video meeting, you can display Nine-grid Mode or enlarge a specific person's video. Click the top right button on the screen to switch split screen modes.
- To view a specific member's video, double-click the user's video to enlarge it.

Mobile Client

- When holding a video meeting, you can display Cross Grid Mode or double-click to select and enlarge a specific person's video.
- You can switch between the two modes by swiping left or right.

How to set 25 People in Same Screen?

> ⓘ **Note:**
> This operation is only supported on the PC version.

Tencent Meeting's default video interface shows 9 participants. To display more participants, you can choose 25 People in Same Screen.
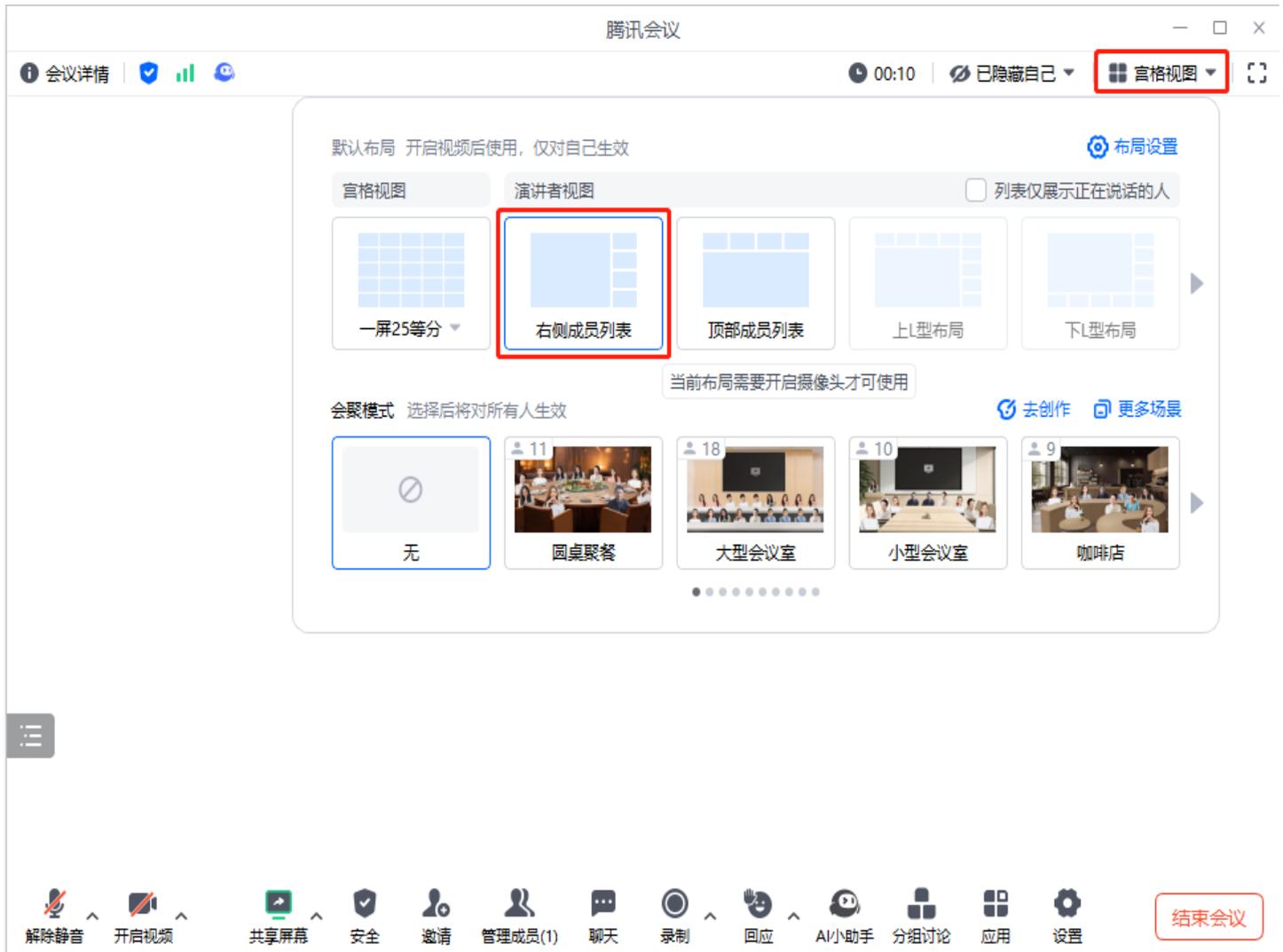
How to start a Live Streaming?

Tencent Meeting's live streaming feature currently supports the PC version only, with a maximum of 4 video streams, while the web version has no limit on the number of viewers. For detailed instructions, please refer to Start Broadcasting .

How to lock a video frame?

PC Version

- After enabling the video, select the video screen you wish to lock, and click the **Lock Icon** on the left side of the page to lock the video screen. Click the icon again to unlock.
- In Speaker Mode, the large screen split screen defaults to Voice Activation (the speaker automatically jumps to the big screen). If the screen is locked, the large screen will not auto-adjust with Voice Activation.

Mobile

After enabling the video, select the video screen you wish to lock, and click the **Lock Icon** at the bottom right corner of the page to lock the video screen. Click the icon again to unlock.

Does Tencent Meeting support broadcasting A meeting room to B meeting room?

It is not supported.

How to enable recording in Tencent Meeting?

Tencent Meeting version 1.6.5 and above on Windows supports recording.
Steps:
Enter the meeting, click **Recording** to start recording. If you are prompted that you do not have recording permissions, the host needs to grant you authorization.

Where are the recording files saved? How to set the save path?

Recording files are by default saved in the TencentMeeting folder within Documents on the C drive. The specific path is:

```
C:\Users\Windows username\Documents\TencentMeeting\
```

If you need to change the save path, you can find the save path at the bottom of **Settings > General Settings** in Tencent Meeting. Click **Switch** to choose your desired location. After setting, click **Open** on the right to quickly locate the recording files.

How to hide users who have not enabled their video in a meeting?

Currently, only the desktop version supports hiding users who have not enabled their video. Steps are as follows:
In the meeting, click **More > Settings** on the bottom toolbar, check **Hide Non-Video Attendees** to enable.

Account-related Issues

Last updated：2024-08-28 15:29:33

How to change the avatar?

Mobile Version

Mobile users can go to the app main interface, click **avatar** > on the personal information page, click **nickname** field > **avatar** to change it.

Desktop Version

Log in to Tencent Meeting official website personal center > **Personal Information** page > click **avatar** to change it.
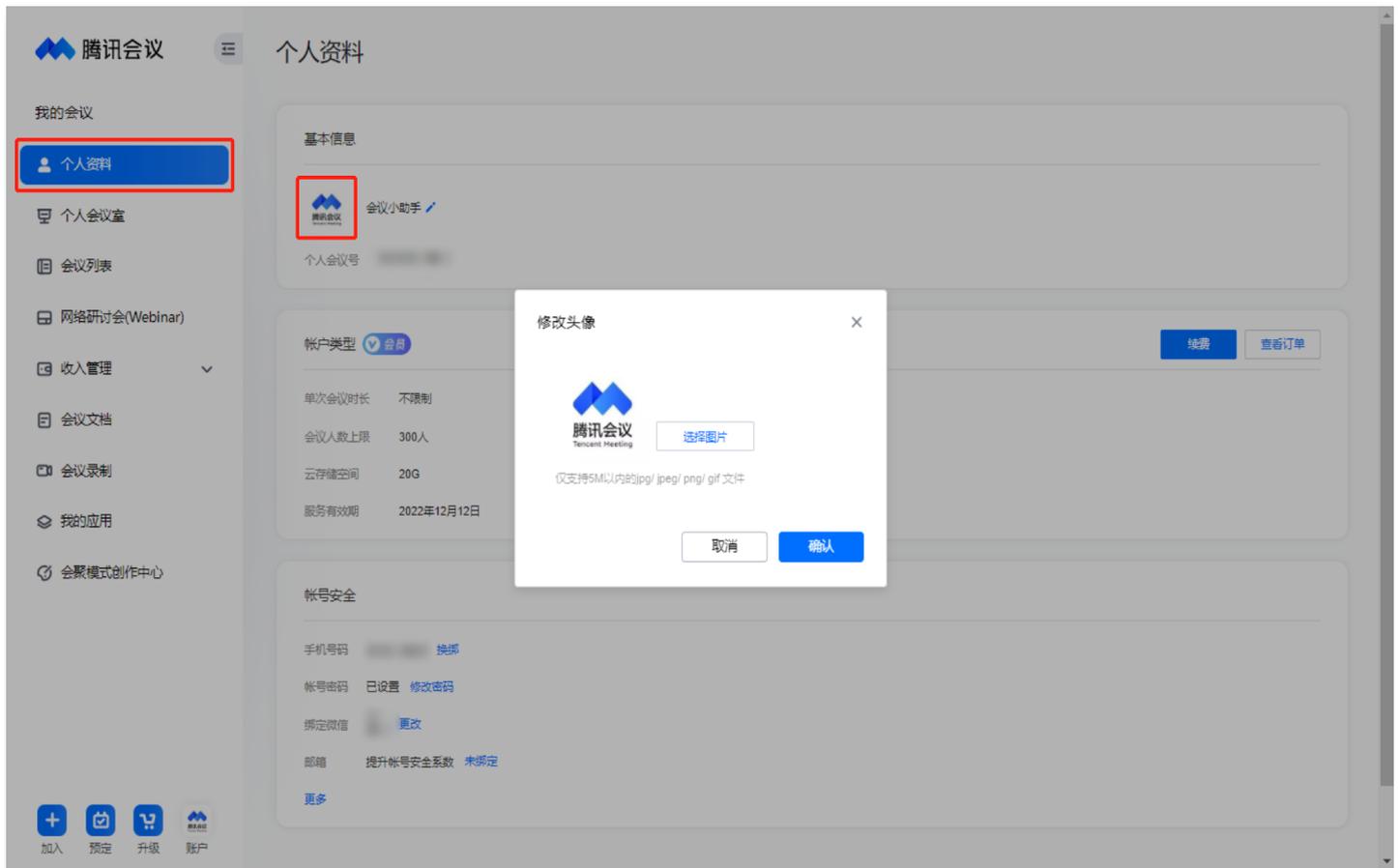
> ⚠️ **Note:**
> Business and Enterprise Edition users need the enterprise's super administrator to go
> to **Enterprise Management** > **Account Management** > **Account Settings** > Meeting
> Settings > check **Allow enterprise users to change avatar** permission, then follow the
> above steps to change the avatar.

How do I join different meetings at the same time?

- For Free and Business Edition accounts, you can only join one meeting at a time with the same account.
- Free and Business Edition accounts can join up to 5 different meetings initiated by others simultaneously by logging in from five different clients.
- Enterprise Edition accounts can initiate and join up to five different meetings simultaneously, or join up to five different meetings initiated by others, by logging in from five different clients. (Five clients: Windows, Mac, Android, iOS, iPad)

How to change the bound phone number?

Mobile Version

1. Log in to Tencent Meeting, click **avatar** > **Account and Security** > **Phone Number** > **Change Phone Number**.
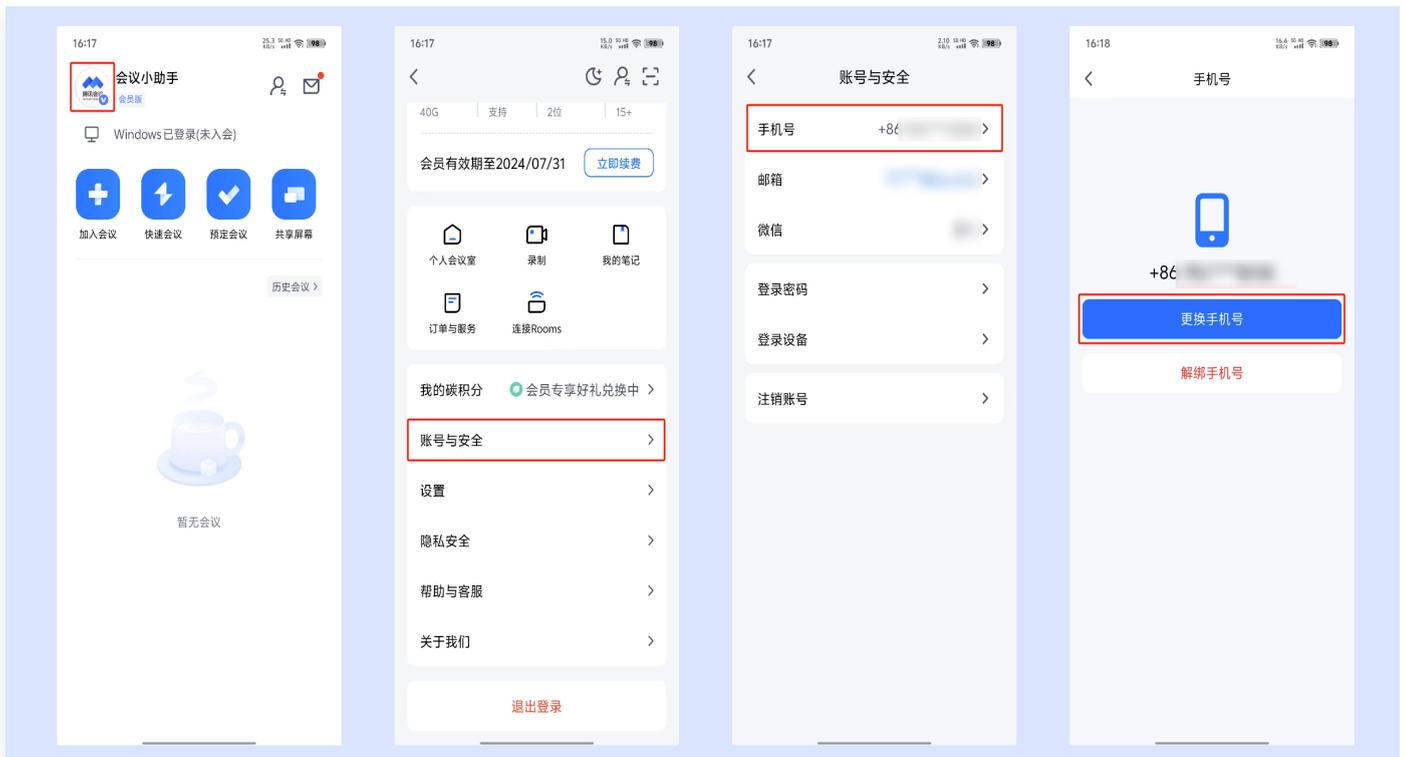
2. Select the verification method to change the bound phone number > complete the verification according to the requirements of the corresponding verification method.
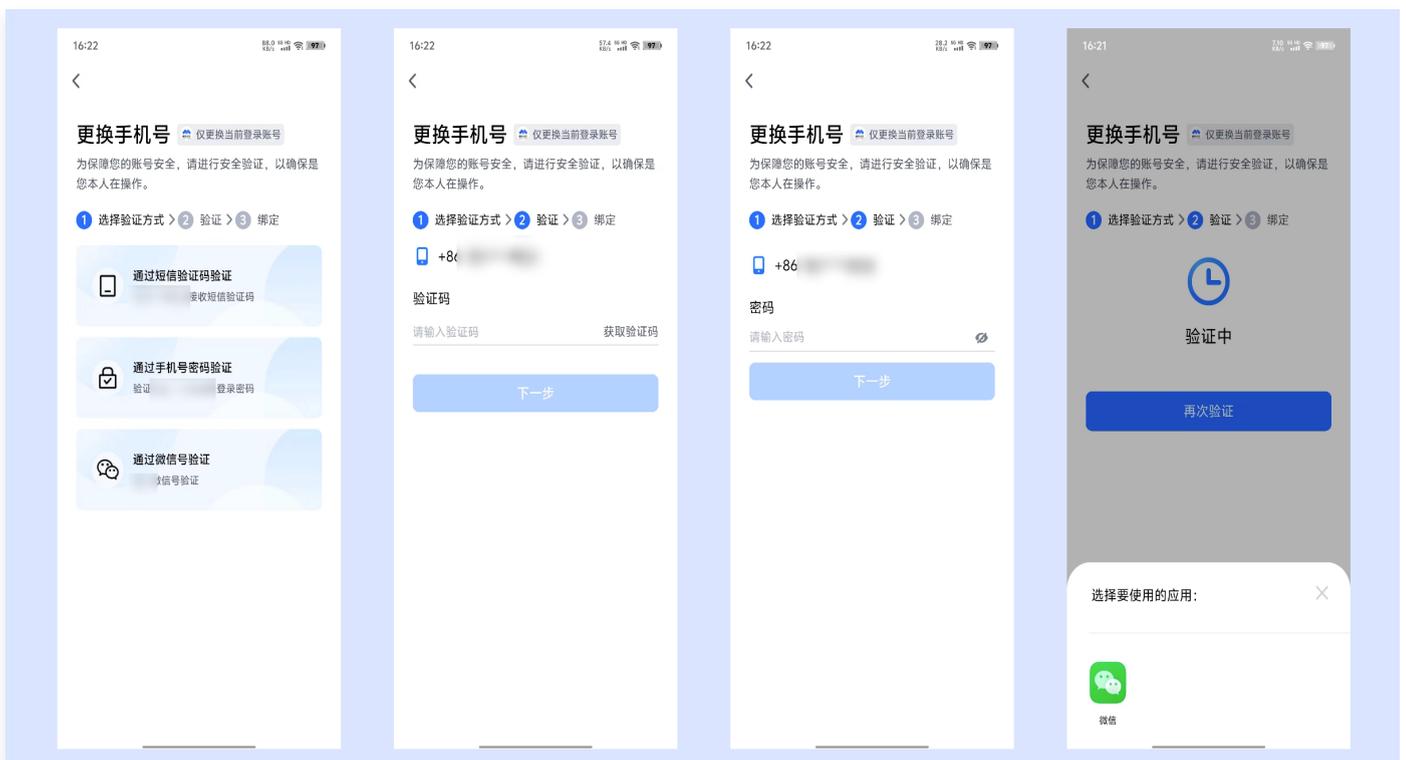
3. After verification is successful, click **Next** > enter the new phone number, get the Captcha for the new phone number > click **Next** to verify.

4. After verification is successful, it will trigger re-login, and you can use the new phone number to log in to the client.
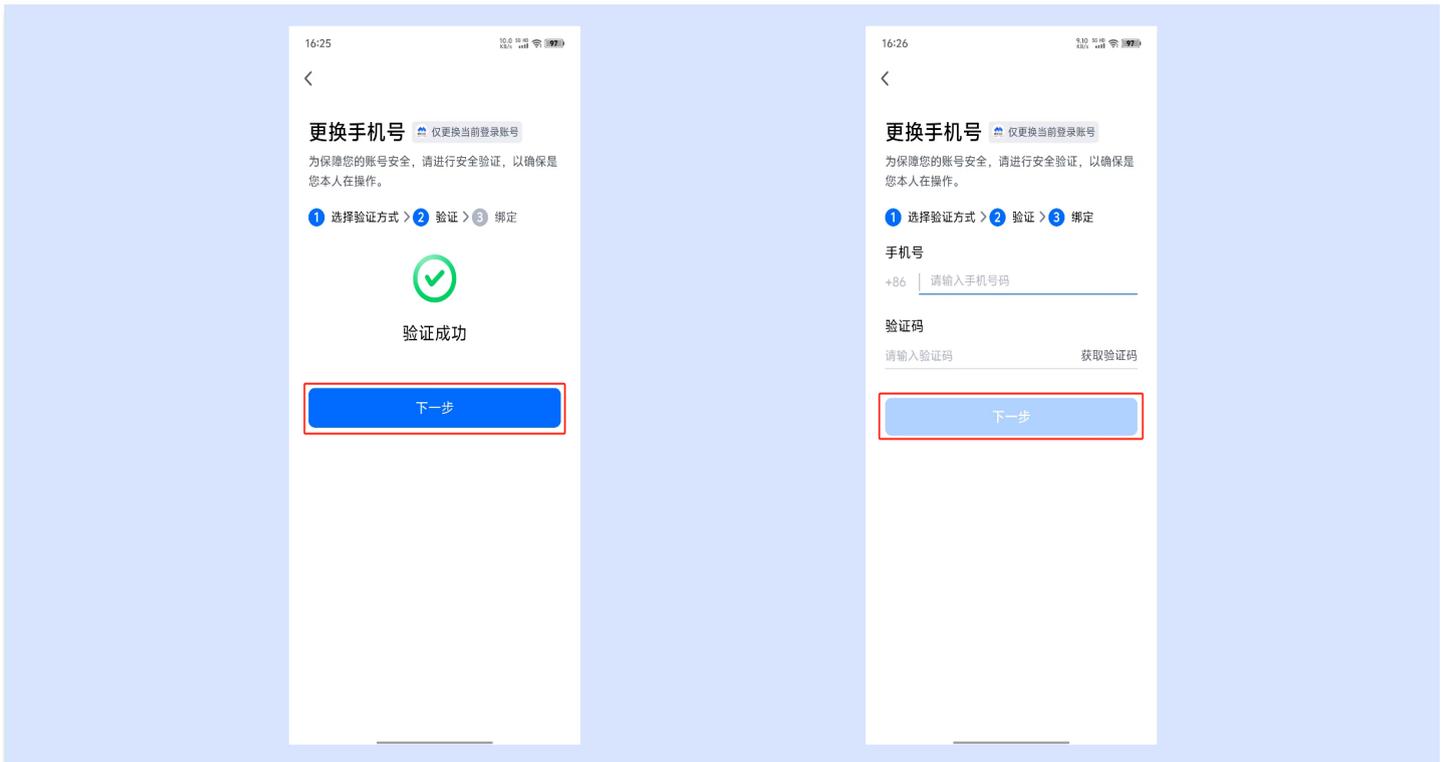
Desktop Version

1. Log in to Tencent Meeting, click **avatar** > **Account and Security** > **Phone Number – Change Binding** > **Change Phone Number**.
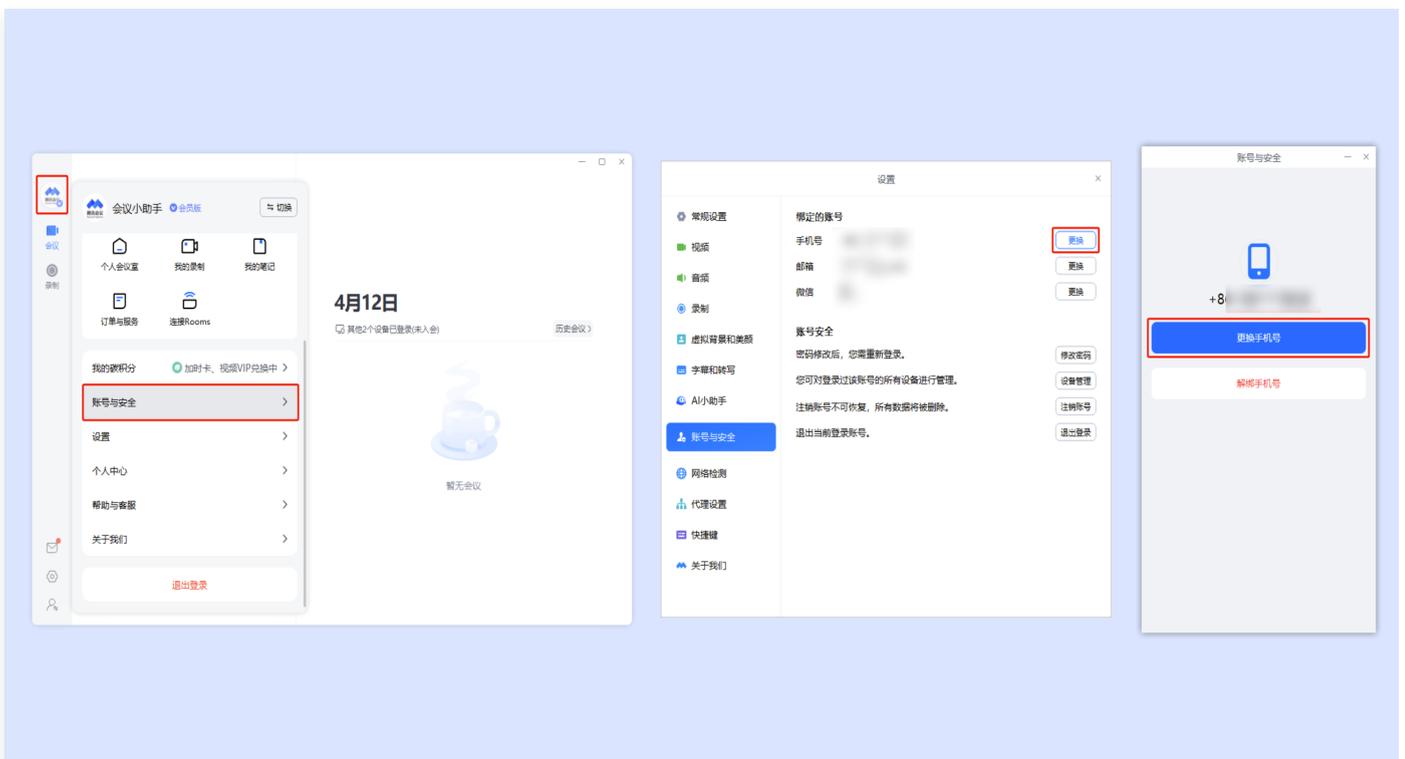
2. Select the verification method > complete the verification according to the requirements of the corresponding verification method.

3. After completing the verification, you can enter the new phone number and receive the Captcha for the new phone number for verification.

4. After verification is successful, it will trigger re-login, and you can use the new phone number to log in to the client.

Web

1. Free version and member users can log in to the Tencent Meeting official website Personal Center > **Personal Information** page > click the phone number in the **Account Security** section, and click **Rebind.**

> ⚠ **Note:**
> Commercial and enterprise users currently do not support phone number rebind on the Personal Center > Personal Information page of the Tencent Meeting official website.

2. Select the verification method, follow the requirements of the corresponding verification method to complete the verification.

3. After passing the verification, you can enter the new phone number and receive the Captcha to verify the new phone number.

4. After successful verification, it will trigger a re-login, and you can use the new phone number to log in to the web version.
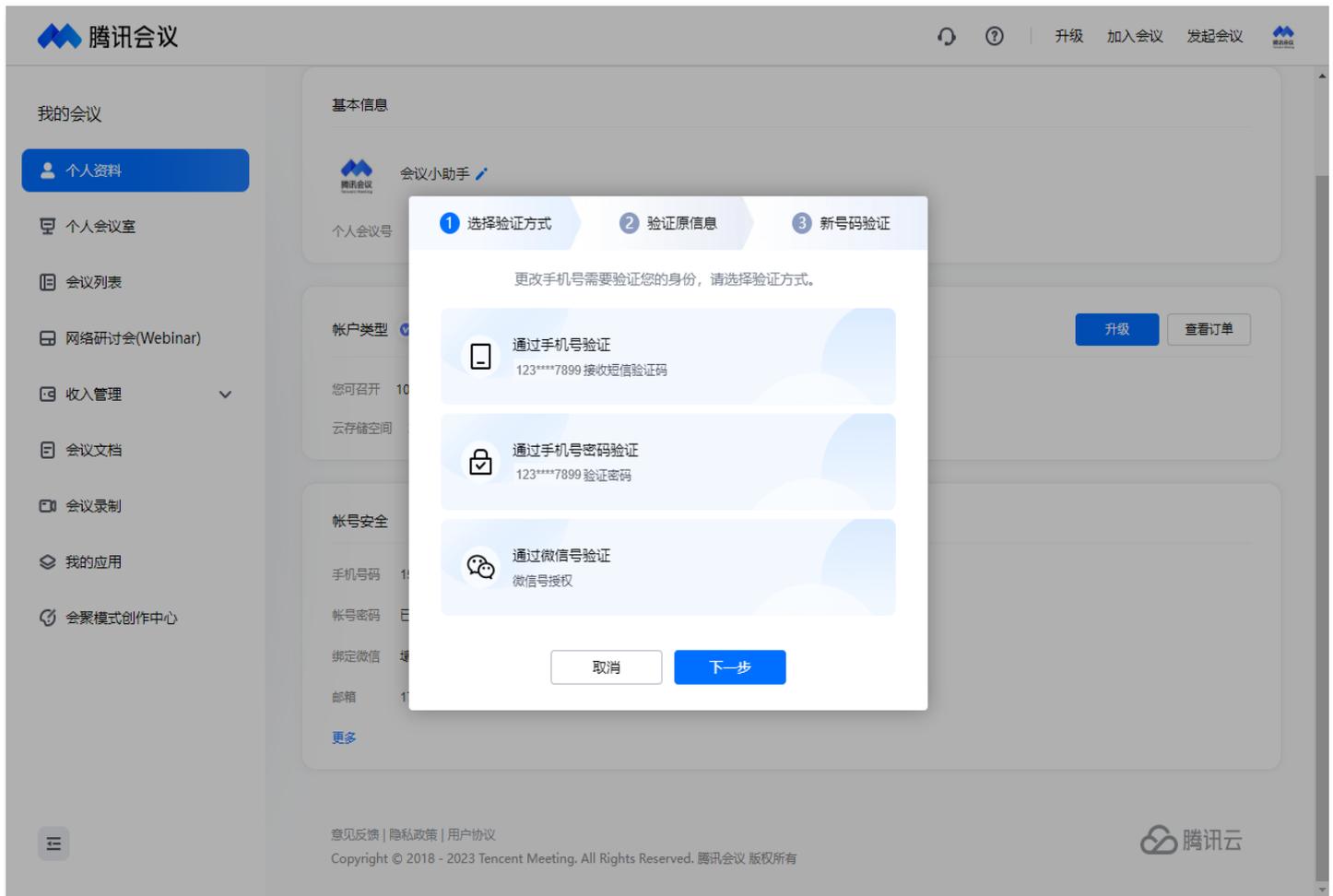
> **⚠ Note:**
> After successfully re-binding the phone number, to ensure security, other terminals where users have logged in will prompt a re-login. To use other terminals, users need to log in again with the new phone number.

Notes

- Each rebind only applies to the current account. For example, rebinding a personal account will only change the phone number associated with the personal account; rebind a corporate account will only change the phone number associated with the corporate account.
- Users using SSO login are currently not supported for rebind, and rebind with international phone numbers is not supported.
- After re-binding the phone number, the old phone number can only be bound to other accounts after 24 hours.

How to rebind WeChat?

Mobile Version

1. Log in to Tencent Meeting, click **avatar** > **Account and Security** > **WeChat** > **Change WeChat.**
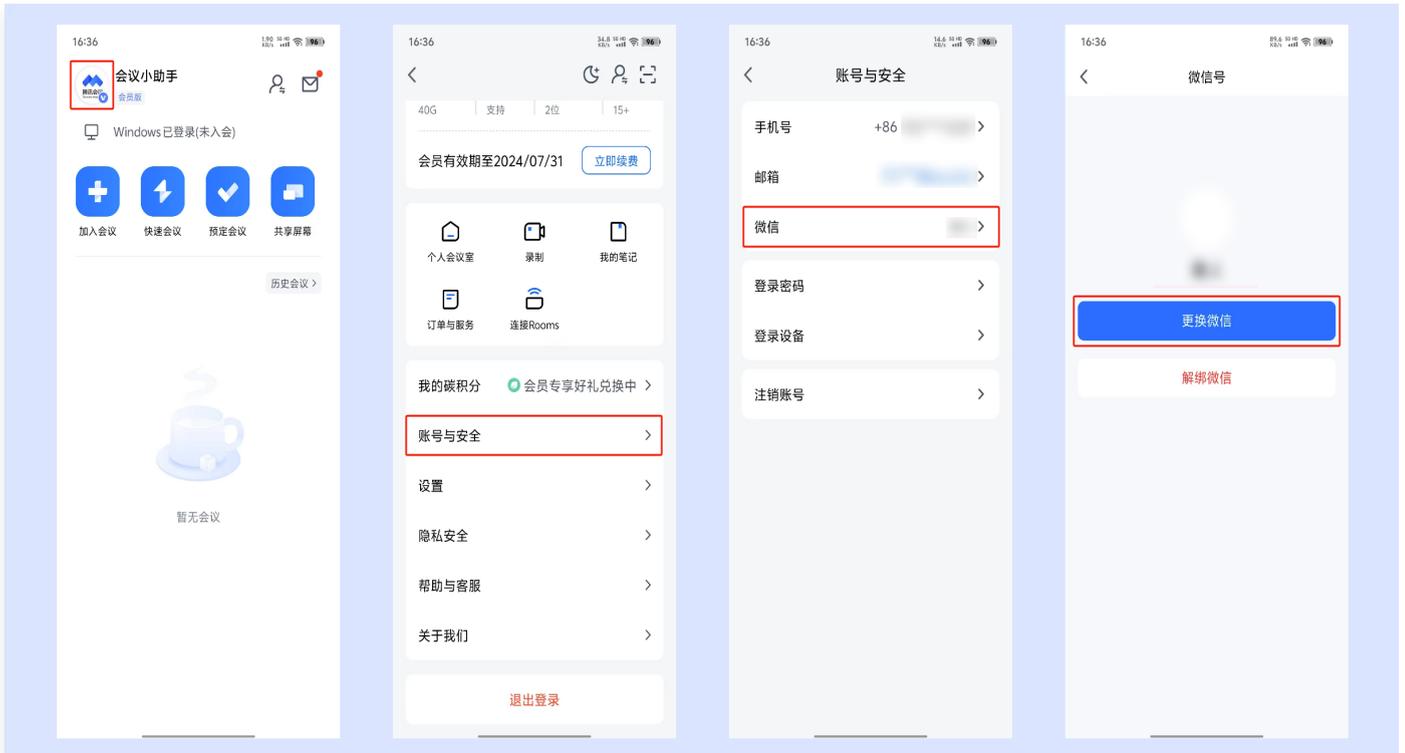
2. Select the verification method, follow the requirements of the corresponding verification method to complete the verification.
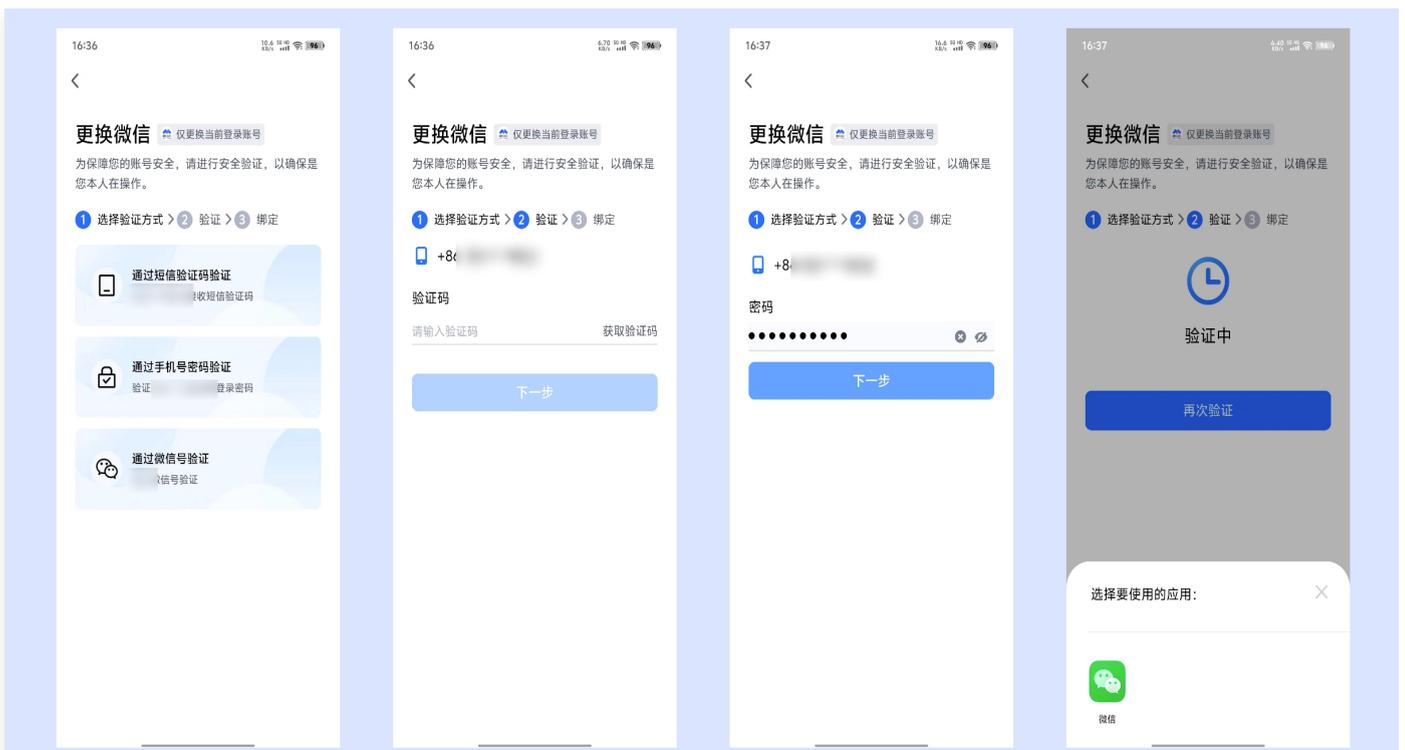
3. After successful verification, click **Go Bind New WeChat**, and log in to the new WeChat account for verification.
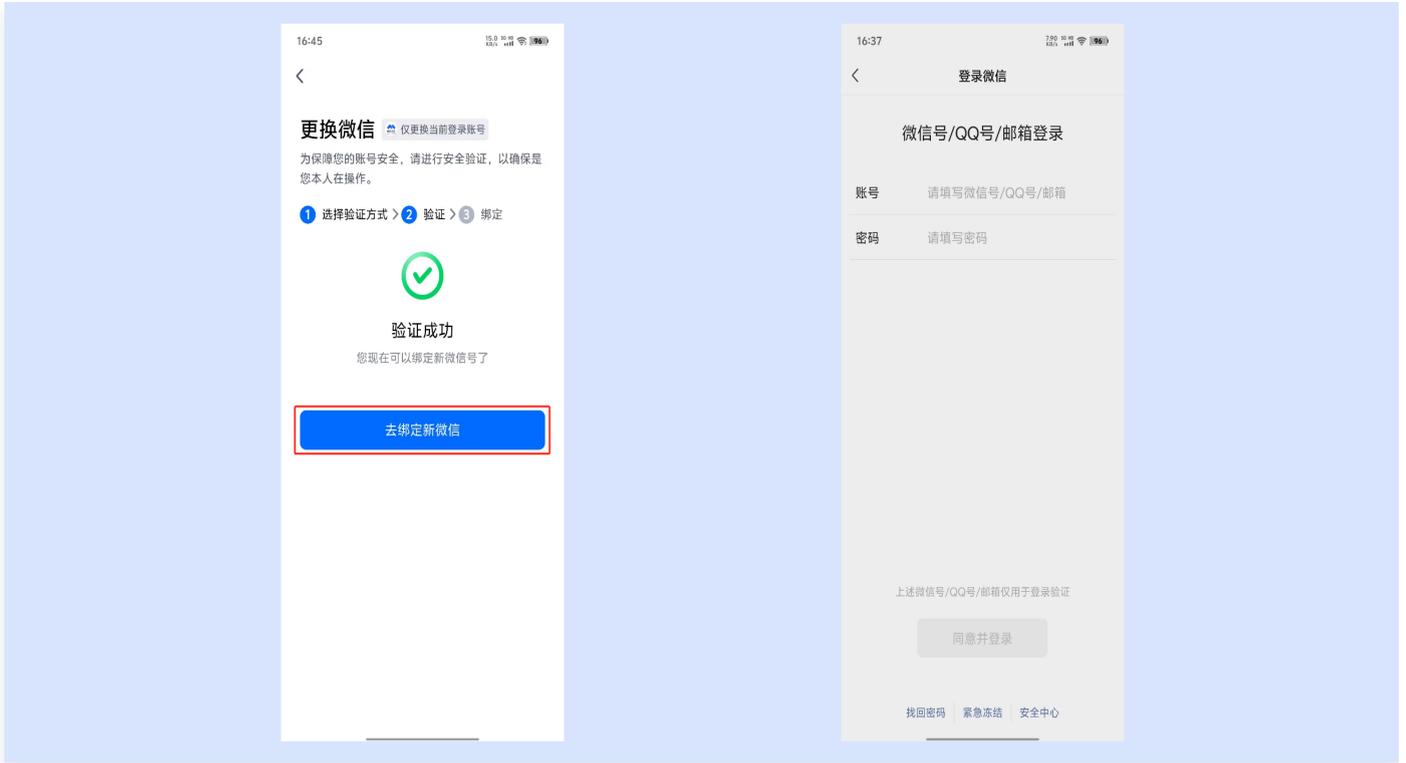
Web

Through mobile number verification

Log in to the Tencent Meeting official website Personal Center > Personal Information page, click **Account Security** > **Bind WeChat** > **Change** > select verification method **Through mobile number verification** > click **Get Captcha**, enter the Captcha > use the new WeChat to scan the QR code to bind.

Verified through the original WeChat ID

Log in to Tencent Meeting official site, go to the Personal Profile page, click **Account Security**, then **Bind WeChat** > **Change** > select the verification method **Verified through the original WeChat ID** > use the WeChat account bound to scan the QR code for identity verification > bind the new WeChat by scanning the code.
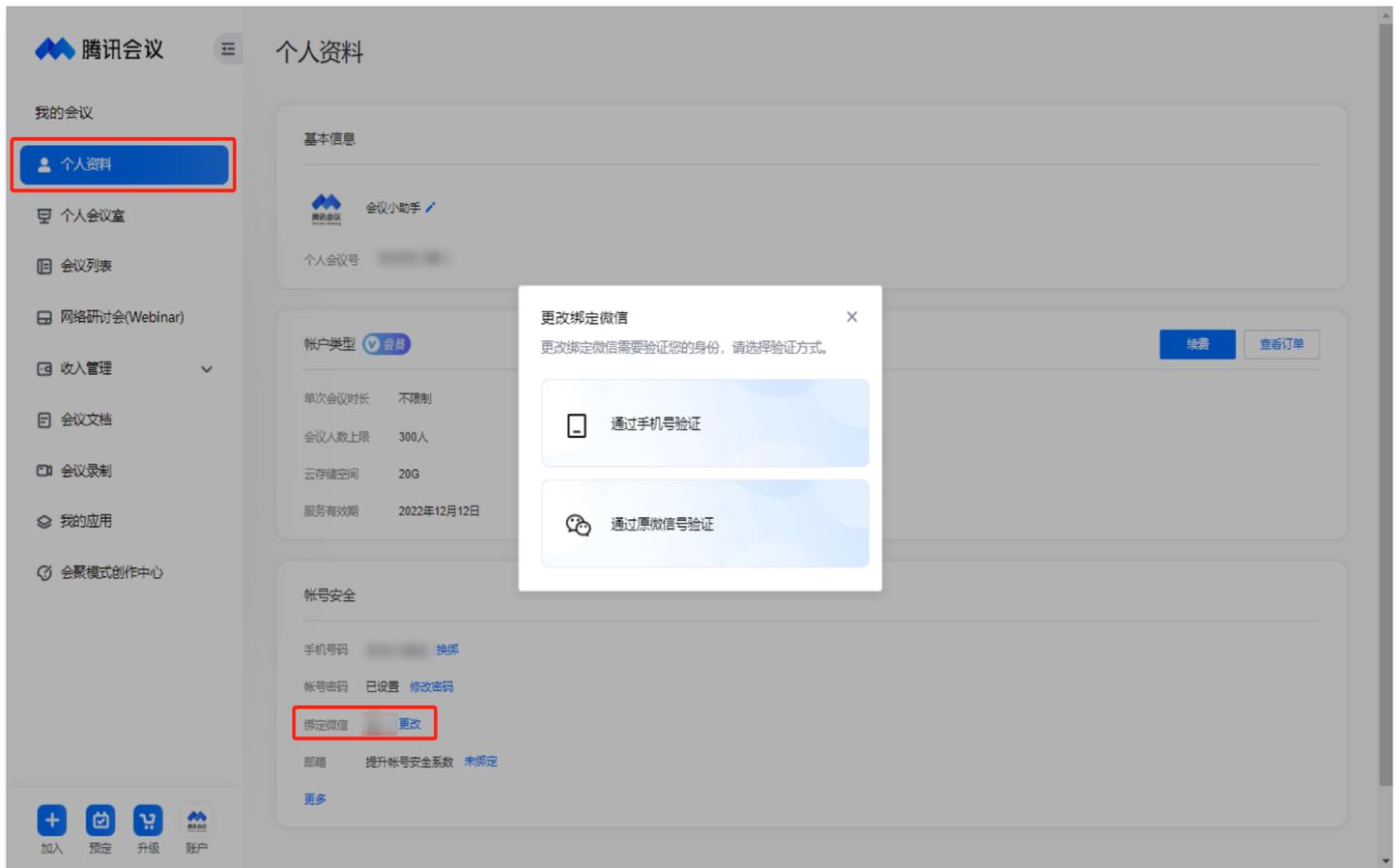
Notes

When the phone number has been bound for less than 14 days, for your account security, phone number verification is temporarily not supported.

How to cancel an account?

Mobile Version

1. Free or premium users can log in to the Tencent Meeting App, click **avatar** > **Account and Security** > **Cancel Account** > click **Next**.
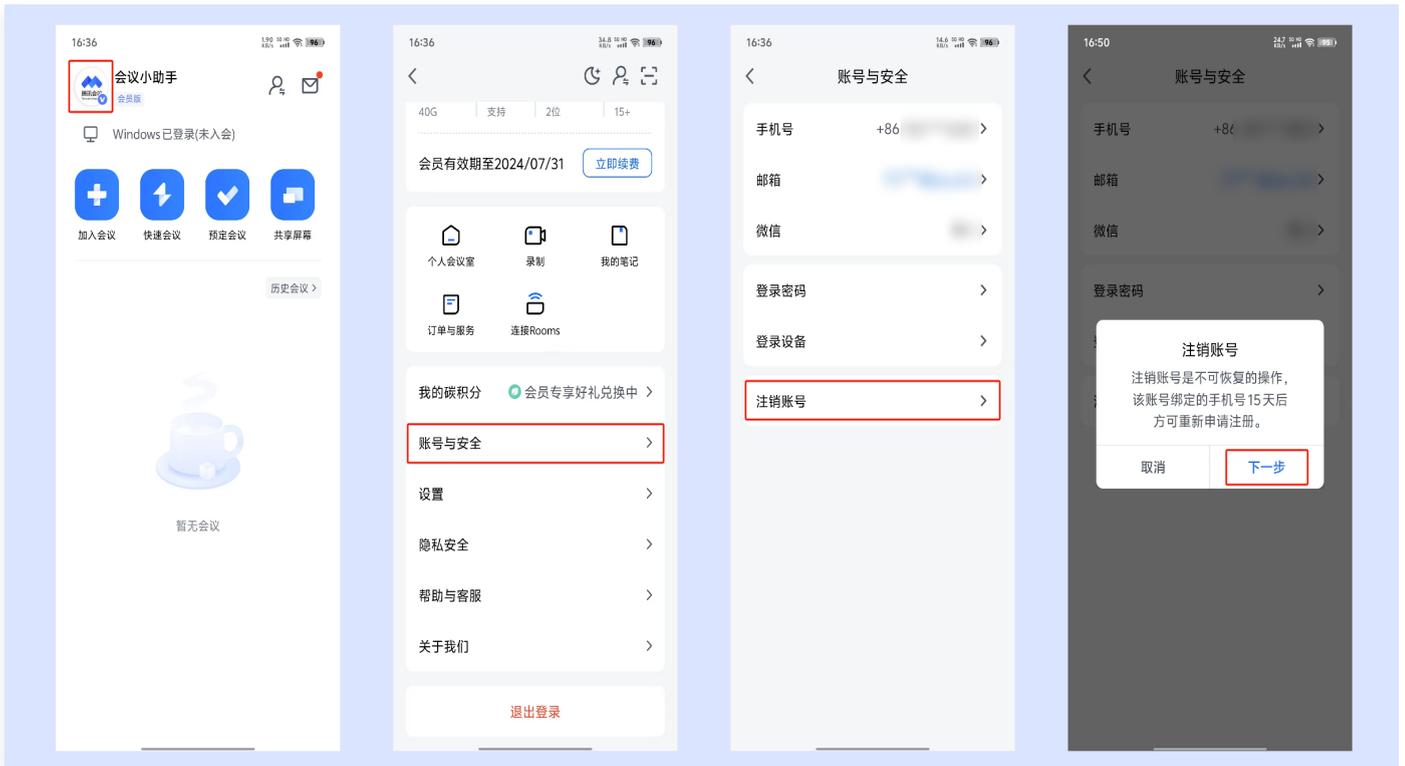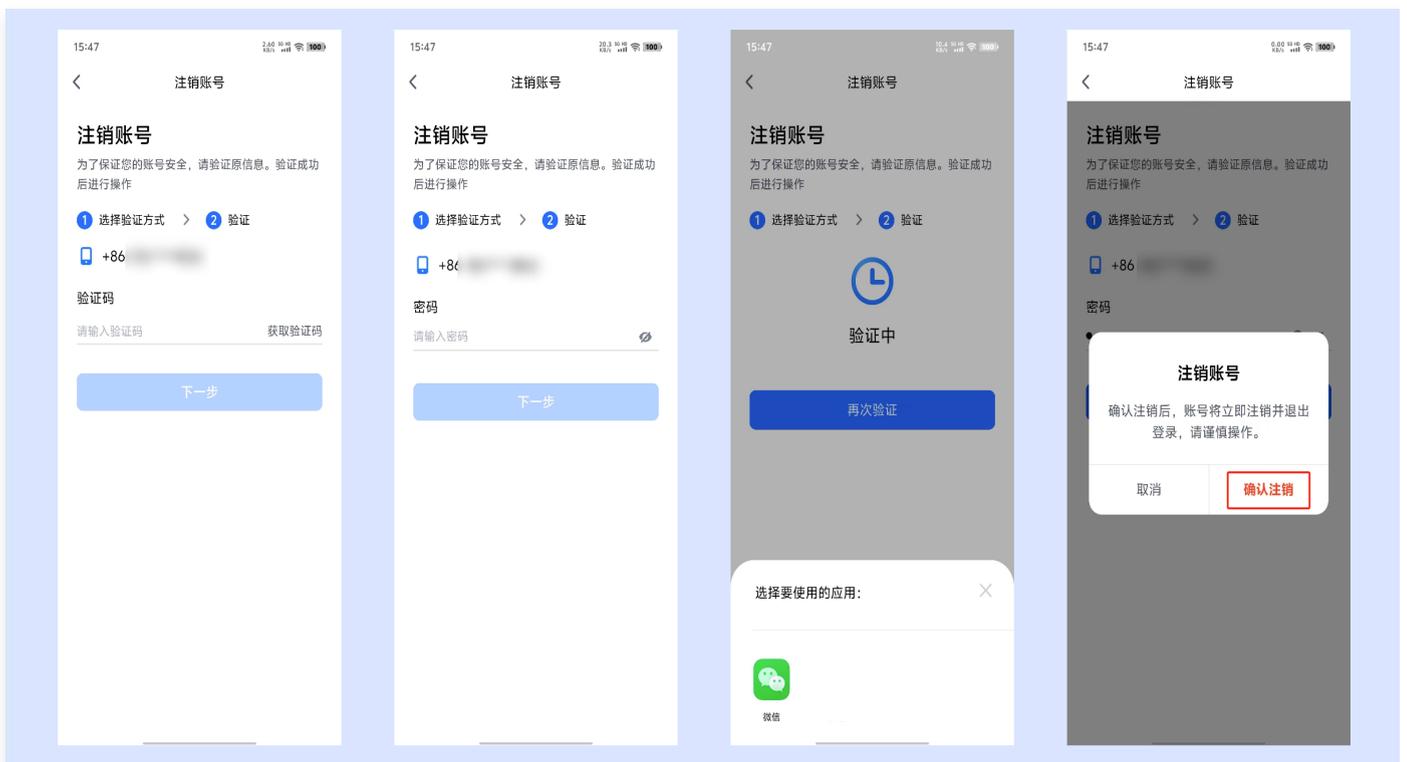
2. After reading the account cancellation instructions, check **I have read the account cancellation instructions** > click **Next**.

3. Select the verification method > complete the verification according to the requirements of the corresponding verification method.

○ **Via SMS Captcha Verification:**

- ○ Click **Via SMS Captcha Verification** > **Get Captcha**, enter the correct Captcha > click **Next**.
  - ○ After verification is successful, in the pop-up **Account Cancellation Confirmation** window, click **Confirm Cancellation** to complete the account cancellation.
- ○ **Via Phone Number Password Verification:**
  - ○ Click **Via Phone Number Password Verification** > enter the correct password > click **Next**.
  - ○ After verification is successful, in the pop-up **Account Cancellation Confirmation** window, click **Confirm Cancellation** to complete the account cancellation.
- ○ **Via WeChat ID Verification:**
  - ○ Click **Via WeChat ID Verification** to jump to the WeChat account bound for verification.
  - ○ After verification is successful, in the pop-up **Account Cancellation Confirmation** window, click **Confirm Cancellation** to complete the account cancellation.

Desktop Version

1. Free version or membership users can log in to Tencent Meeting, click **avatar** > **Account and Security** > **Cancel Account** > **Next**.

2. After reading the account cancellation instructions, check **I have read the account cancellation instructions** > click **Cancel.**

3. Select the verification method > complete the verification according to the requirements of the corresponding verification method.

○ **Via SMS Captcha Verification:**

- Click **Verify via SMS Captcha** > **Get Captcha**, enter the correct Captcha > click **Next**.
  - Upon successful verification, in the "Cancel Account" confirmation pop-up, click **Confirm Cancellation** to complete the cancellation and log out.
- **Via Phone Number Password Verification:**
  - Click **Via Phone Number Password Verification** > enter the correct password > click **Next**.
  - Upon successful verification, in the "Cancel Account" confirmation pop-up, click **Confirm Cancellation** to complete the cancellation and log out.
- **Via WeChat ID Verification:**
  - Click **Verify via WeChat** > use the WeChat account bound to your login account to scan the code for verification.
  - Upon successful verification, in the "Cancel Account" confirmation pop-up, click **Confirm Cancellation** to complete the cancellation and log out.
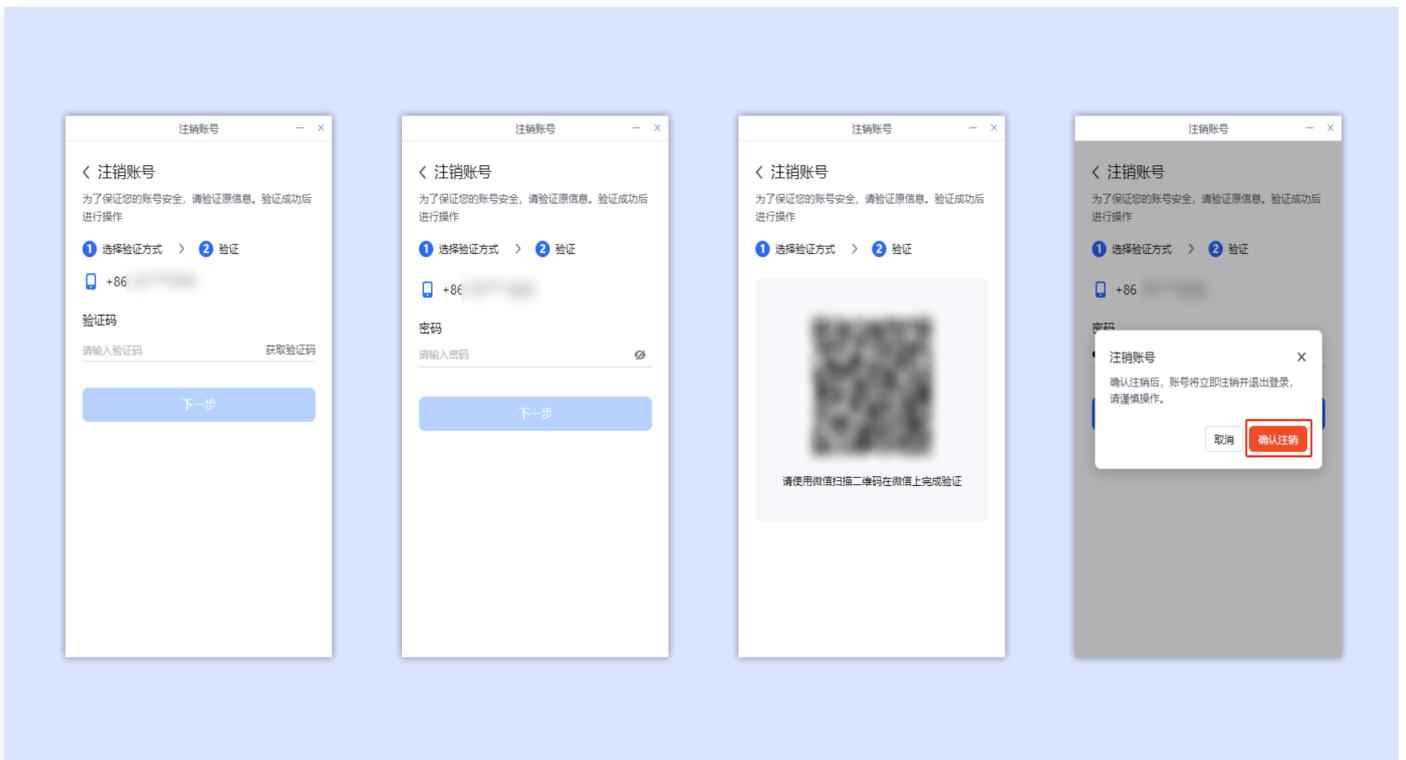
Web

1. Free version or membership users can log in to the Tencent Meeting official website **Personal Center** > **Personal Information** page.
2. Enter the My Information page, select **More** > **Cancel Account**.

3. Read the popped-up account cancellation instructions carefully > check **I have read the account cancellation instructions** > click **Next**.

4. Select the verification method > complete the verification according to the requirements of the corresponding verification method.

5. After completing the above verification, in the **Cancel Account** confirmation pop-up, click **Confirm Cancellation** to complete the cancellation and log out.
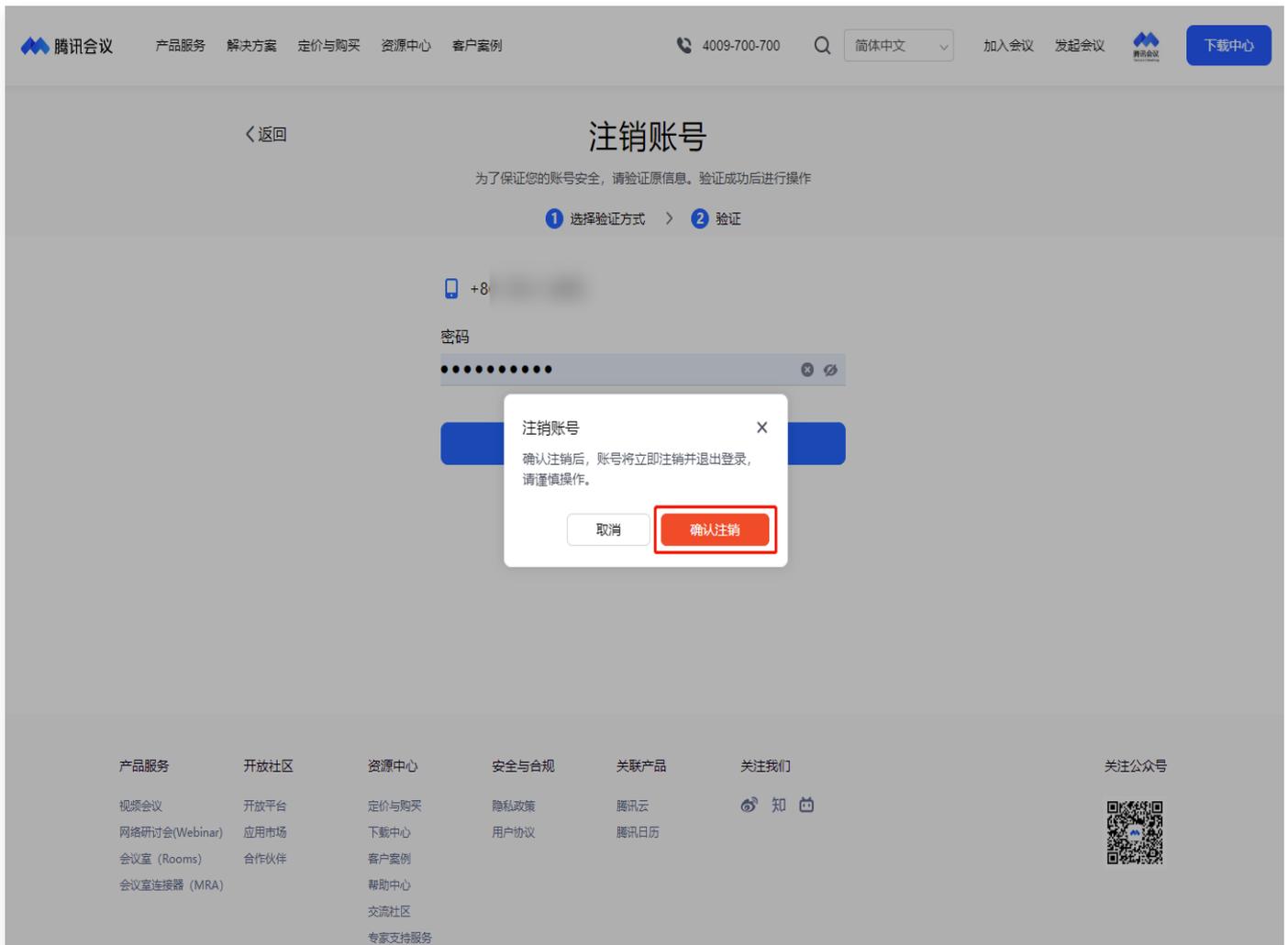
Notes

- Cancelling a membership account will be considered as forfeiting membership rights. All membership features will no longer be available, and re-registration will not allow you to recover them.

- For Business or Enterprise Edition accounts, contact the company super administrator on the enterprise management platform > **User Management** > **User List** > select the corresponding member, click **More** > **Delete**.

- If the account to be cancelled is an administrator account, first change its administrator role to another role (e.g., ordinary member) before proceeding with the above operations.

Sync multi-end historical meetings

1. Click the client homepage **Historical Meetings**.

2. Click **Historical Meetings Page** in the top right corner ··· > check to enable **Sync Historical Meetings** to sync historical meetings to the terminal where the account is logged in (only meetings recorded after enabling will have multi-terminal synchronized data, and meetings recorded before enabling will remain local).

3. To disable historical meetings synchronization, turn off this feature to keep meeting records stored locally on each device without syncing to other devices. For more details, please refer to Historical Meetings .

Invoice-related issues
How to Issue an Invoice for Membership

Last updated：2024-08-28 15:34:16

Invoice Instructions

- Supports issuing digital invoices for orders paid through WeChat Pay.

- The invoice amount is the actual payment amount of the order, excluding any discount amounts and coupon usage amounts.

- A digital invoice, which is a fully digitized electronic invoice, has the same legal effect as a paper invoice. It does not exist in paper form, requires no medium support, no application for usage, or invoice verification and application for additional copies. The entire process of invoice information is digitized, offering higher transparency and security.

- Invoices for products/services sold by third-party merchants are issued and provided by the merchants themselves. The type and content of the invoice are determined by the merchant based on the actual product or service.

- When an organizational entity (public institution) issues an invoice, the Taxpayer Identification Number (TIN) can be the Organization Code or the Unified Social Credit Code.

Invoice Rules

- The "Personal" plan is tailored for individual usage scenarios, offering membership services that support individual purchases and use. Only invoices issued to individuals are available.

- The "Education/Non-profit Special Offer" plan is designed for specific individuals and organizations, providing membership services that support purchases and use by specific individuals and organizations. Invoices can be issued to individuals, educational institutions, and specific non-profit organizations. The applicable audience includes students (including those who have been admitted) from colleges and above within China; faculty members (including teachers and administrative staff working at kindergartens, primary schools, junior high schools, senior high schools, vocational schools, colleges, universities, master's, and doctoral programs); or legally registered and currently valid charitable organizations within China, including foundations, social groups, and social service agencies.

- The "Team" plan has no restrictions on purchasers or users, allowing for invoices to be issued to individuals, specific organizations, or companies based on the actual situation.

Note

- For orders paid using Apple Pay, Apple is the seller. If you need an invoice, please contact Apple customer service (400-666-8800).

- If you need to re-issue an invoice, please go to the **Invoice Record** section and select **Request for Re-issuance of Invoice**.

- If you only need to void an invoice, please go to the client **Help and Customer Service** section and contact customer service. Follow the customer service instructions to fill out a ticket and wait patiently for a response.

- Users should ensure the validity and accuracy of the provided electronic mailbox address and bear the responsibility for any issues arising from providing an incorrect email address.

- Specifying the invoice date is not supported; only invoices for dates after the application date can be issued.

- If you want to issue a Value-Added Tax Special Invoice, please go to **Help and Customer Service** to consult customer service.

Android/iOS invoicing method

Path One

1. Use a mobile device to log in to the member account, click **Avatar** to enter the personal center > select **Activate Now**.
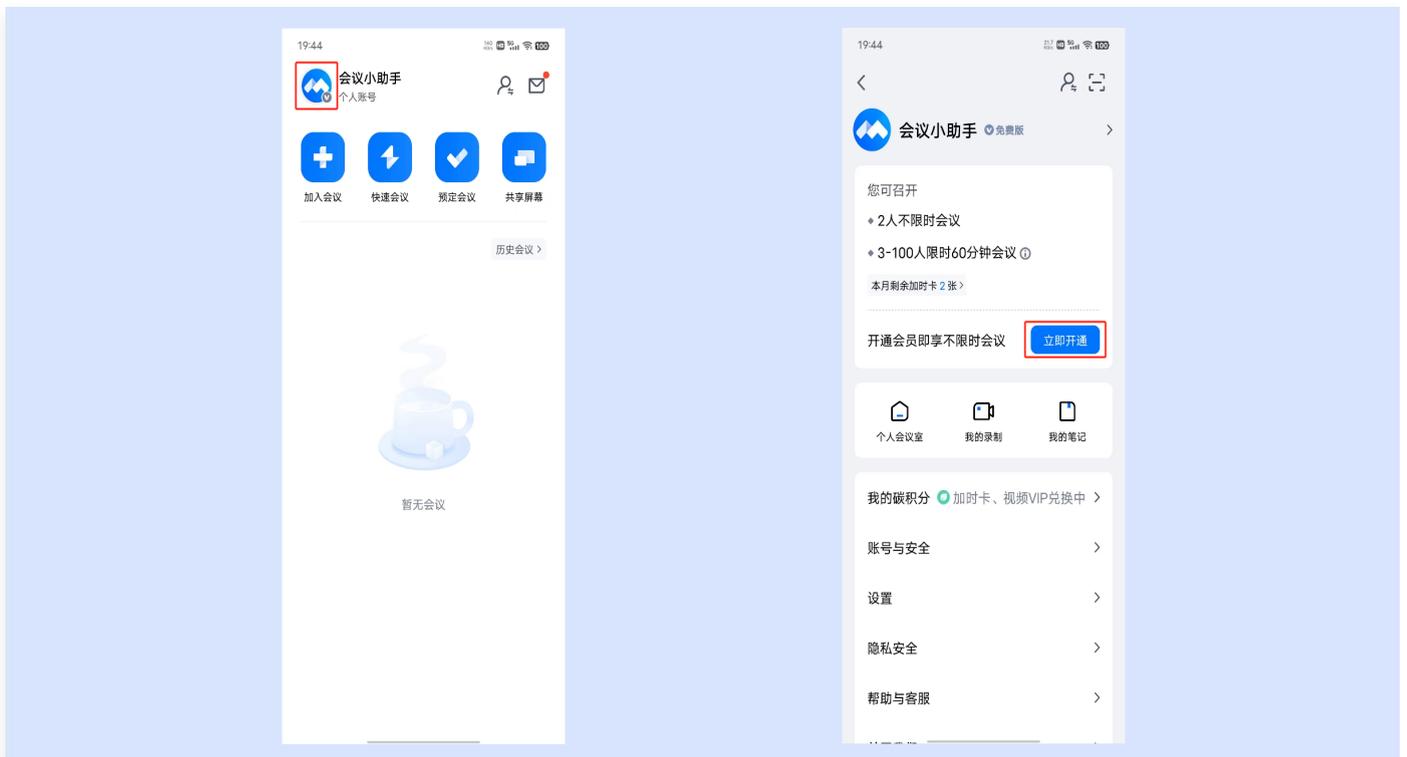
2. When purchasing a membership service, click **Fill in Invoice Information**, fill in the relevant invoice information, and click **OK**. After completing the payment, the invoice application will be automatically submitted.

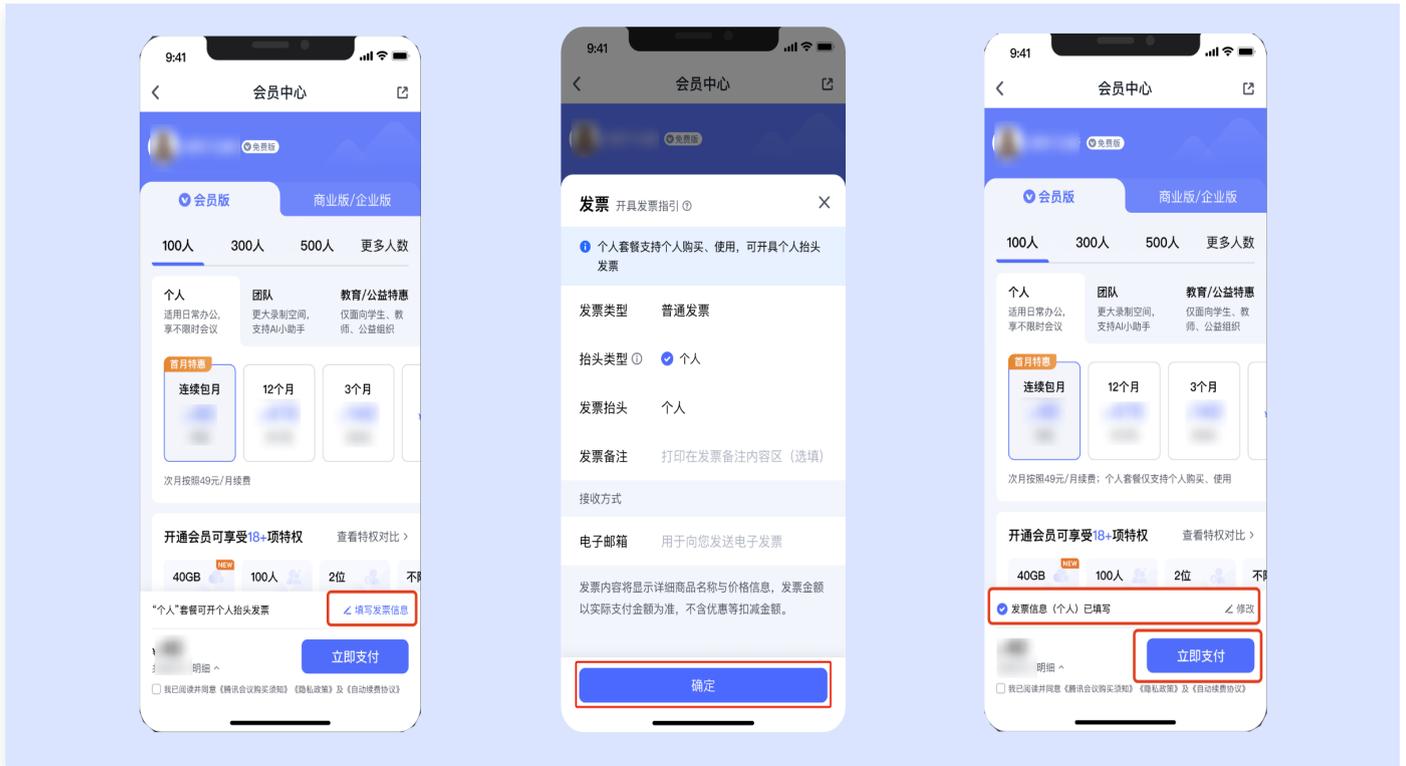## Path Two

1. Use a mobile device to log in to the member account, click **Avatar** to enter the personal center > select **Renew Now**> click **Invoice Issuance** at the bottom of the page.
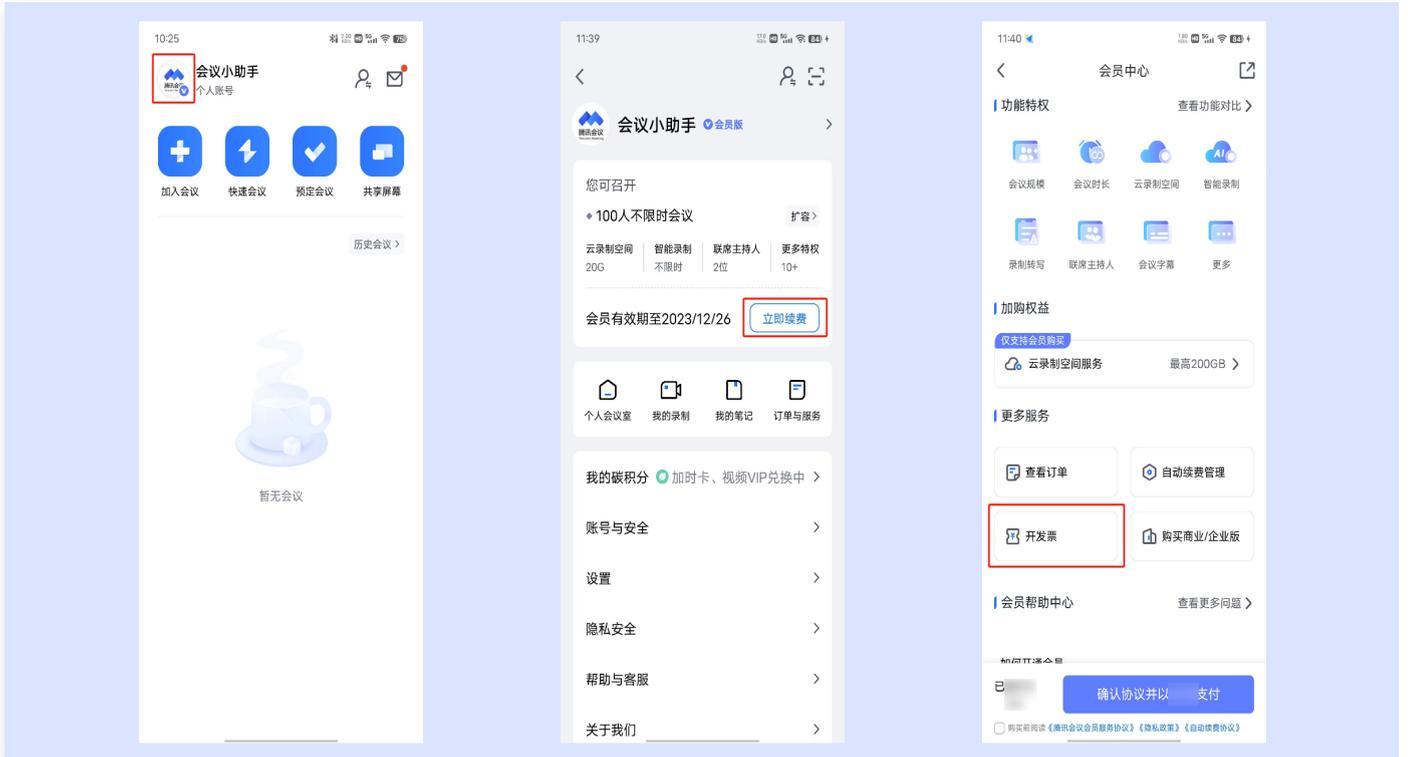
2. From version 3.17 and above, you can also click **Avatar** > Orders and Services > **Invoice Issuance** > check the orders to invoice > click **Next** to go to the invoice application page.

3. Depending on the package type and purchasing entity, users can choose **Enterprise/Organization/Individual** identity to apply for invoices. After entering the necessary invoice information, click **Submit**.

- ○ Personal packages only support personal purchase and use and can only issue personal titled invoices.
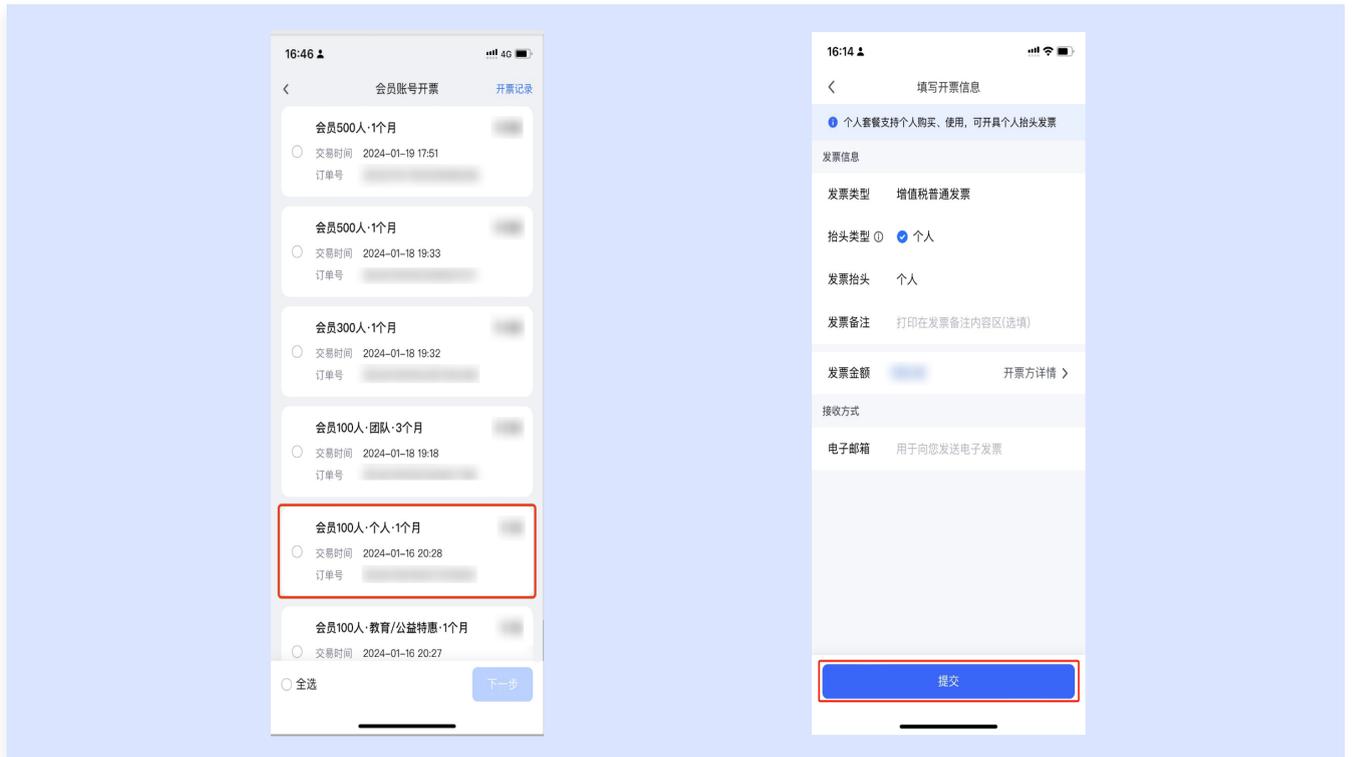
- ○ The "Education/Public Welfare Discount" package only supports individuals and specific organizations to purchase, and can only issue personal and specific organization titled invoices.

  - ○ When selecting an organization title, the organization name can only be chosen from the organization library.

  - ○ If your affiliated institution is not in the organization library, you can **contact customer service** for help.

- Membership – Team, 300 people, 500 people packages can issue **Personal/Organization/Enterprise** titled invoices.
  - For corporate title type click **More Invoice Information** to optionally fill in bank of deposit, bank account number, registered address, registered telephone, invoice remarks, etc.

○ Click **Invoice Issuer Details** to view invoice content and details of the issuer.

○ **Scenario of consolidated invoicing**: When you choose to consolidate invoices for 2 or more orders, the invoice title will be the intersection of all invoice titles of the orders.

Examples: Membership–100 people · Team can issue **Enterprise, Organization, Personal** titled invoices; Membership–100 people · Individual can only issue **Personal** titled invoices; Membership–100 people · Education/Public Welfare Discount can issue **Specific Organization/Individual** titled invoices. When consolidating three orders, only personal titled invoices can be issued.

4. After confirming the invoice information is correctly filled, click **Confirm Submission**.
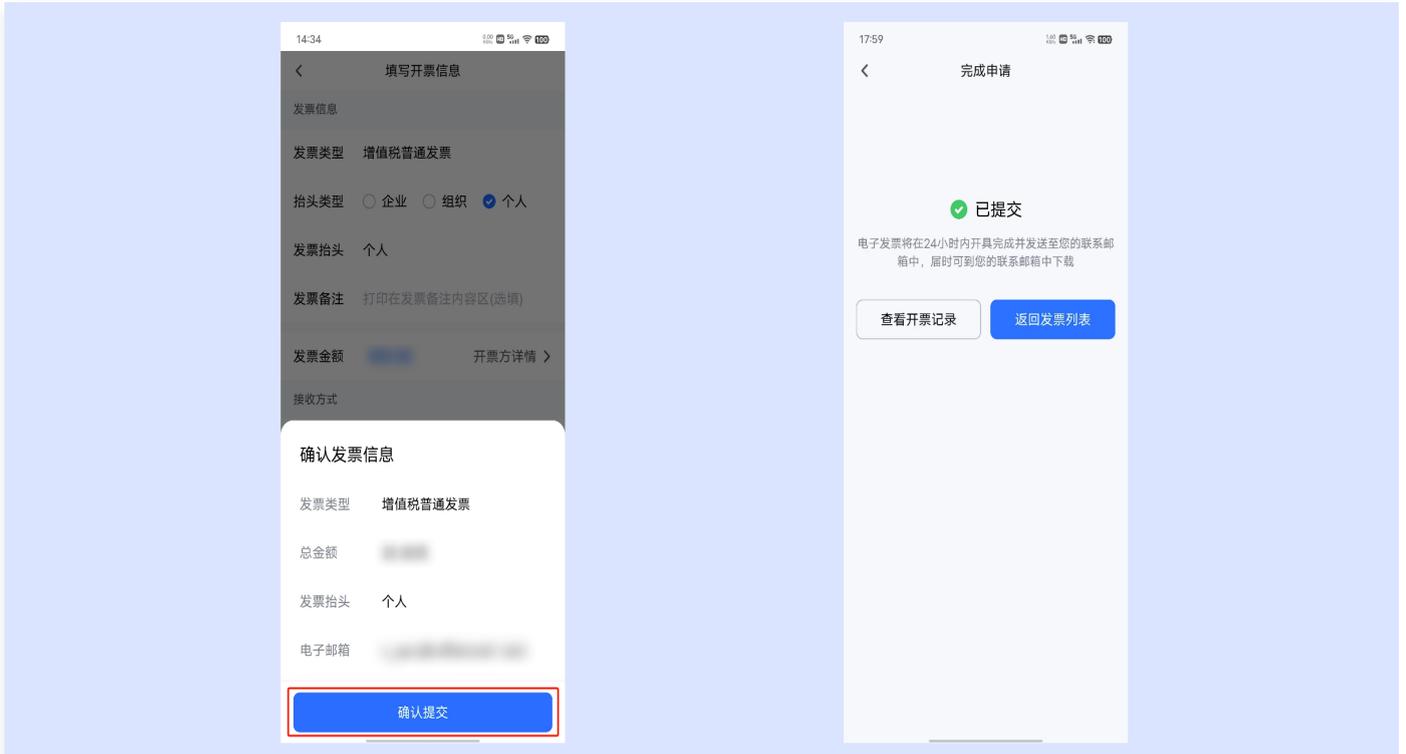
5. After submitting the application, the digital invoice will be issued within 24 hours.

- You can click **Invoice Records** to view **Historical Invoicing Records** and **Invoice Status**. When the invoice status is **Invoiced**, you can **Send to Email** or **Request for Re-issuance of Invoice.**

- You can click **Invoiced** to view the digital invoice, and it supports forwarding the digital invoice to **WeChat, downloading as PDF** or **downloading as XML.**

> ⓘ **Note:**
> Only users who successfully issued invoices before June 7, 2024, can obtain XML format invoices via the Tencent Meeting App or email. If you are unable to obtain it yourself, please contact online after-sales customer service, or call 4009-700-700 for after-sales consultation, where a dedicated specialist will assist you.

6. After successful invoicing, an email with the invoice attachment will be sent to your mailbox. You will also receive a message push within the Tencent Meeting client.

7. For invoiced orders, click **Request for Re-issuance of Invoice** > re-fill invoicing information and submit > click **Agree to the Above Agreement** > click **Confirm Submission** to request a re-issuance. Users can only re-issue the orders contained in the original invoice, and each order is allowed to be re-issued only once. The original invoice will be void after re-issuance.

If the digital invoice has been accounted for, please refer to Tencent Meeting Digital Invoice Refund Instructions .

8. After refund and re-issuance, the original invoice will be void. The newly reissued invoices cannot be re-issued again upon clicking **Request for Re-issuance of Invoice**.
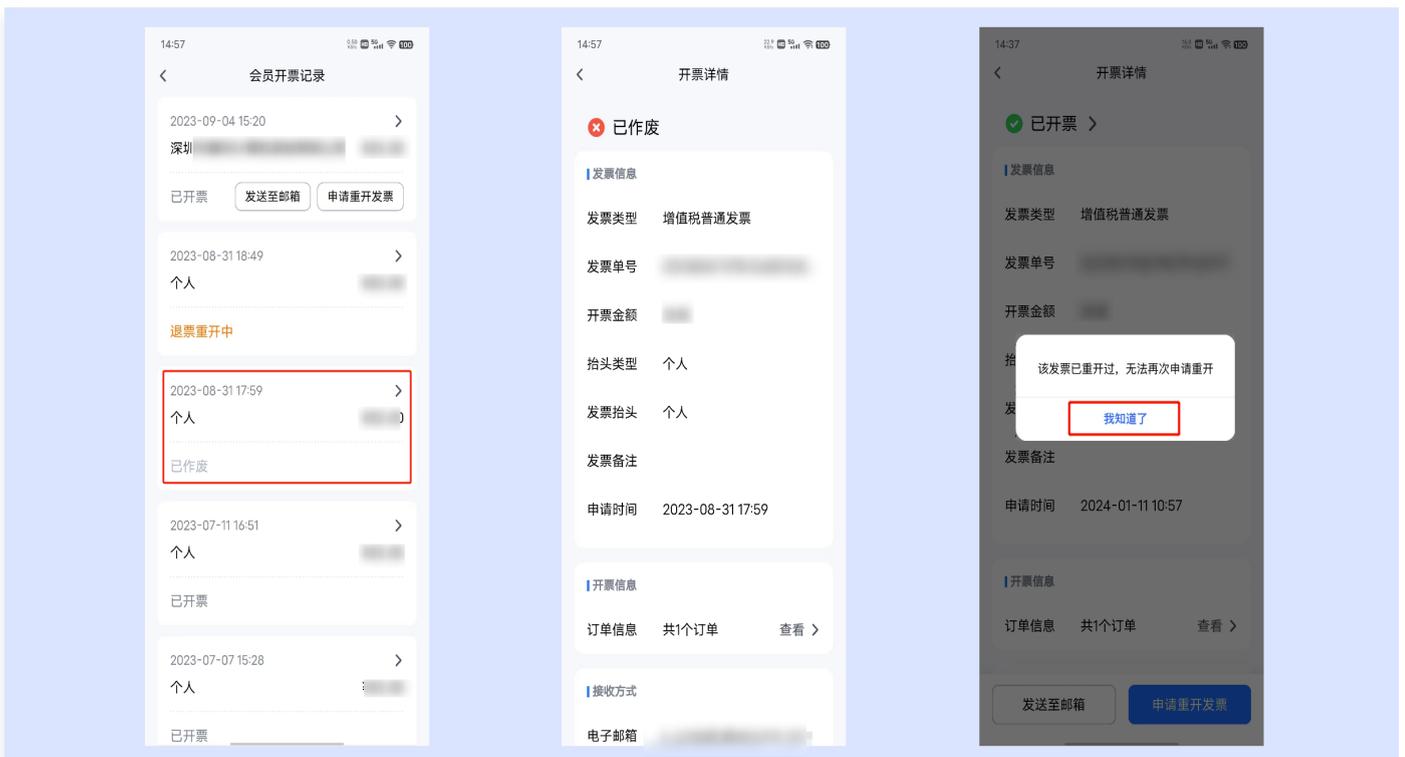
Windows/macOS Invoicing Method

Path One

1. Log in to the member account, click **Avatar** to enter the personal center > select **Activate Now**.

2. When purchasing a membership service, click **Fill in Invoice Information**, fill in the relevant invoice information, and click **OK**. After completing the payment, the invoice application will be automatically submitted.

Path Two

1. Log in to the Tencent Meeting client, click **Avatar** > **Orders and Services** > **Invoice Issuance** > check the orders to invoice > click **Next** to go to the invoice application page.
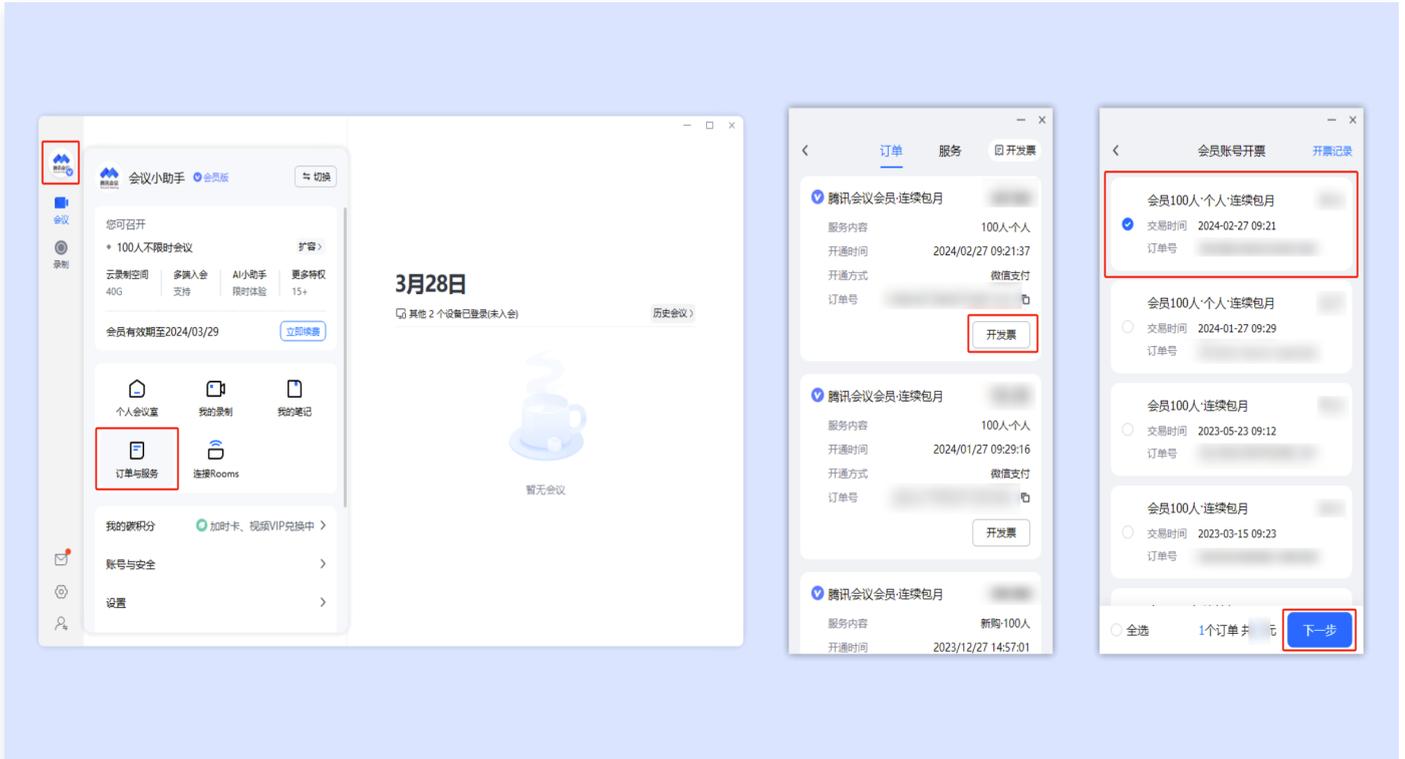
2. Depending on the package type and purchasing entity, choose **Enterprise/Organization/Individual** identity to apply for invoices. After entering the necessary invoice information, click **Submit**.

○ For corporate title type click **More Invoice Information** to optionally fill in bank of deposit, bank account number, registered address, registered telephone, invoice remarks, etc.

○ Click **Invoice Issuer Details** to view invoice content and details of the issuer.

3. After confirming the invoice information is correctly filled, click **Confirm Submission.**

4. After submitting the application, the digital invoice will be issued within 24 hours.

   ○ You can click **Invoice Records** to view **Historical Invoicing Records** and **Invoice Status**. When the invoice status is **Invoiced**, you can **Send to Email** or **Request for Re-issuance of Invoice.**

   ○ You can click **Invoiced** to view digital invoices, and you can forward the digital invoice to **WeChat, download it as a PDF format,** or **download it as an XML format.**
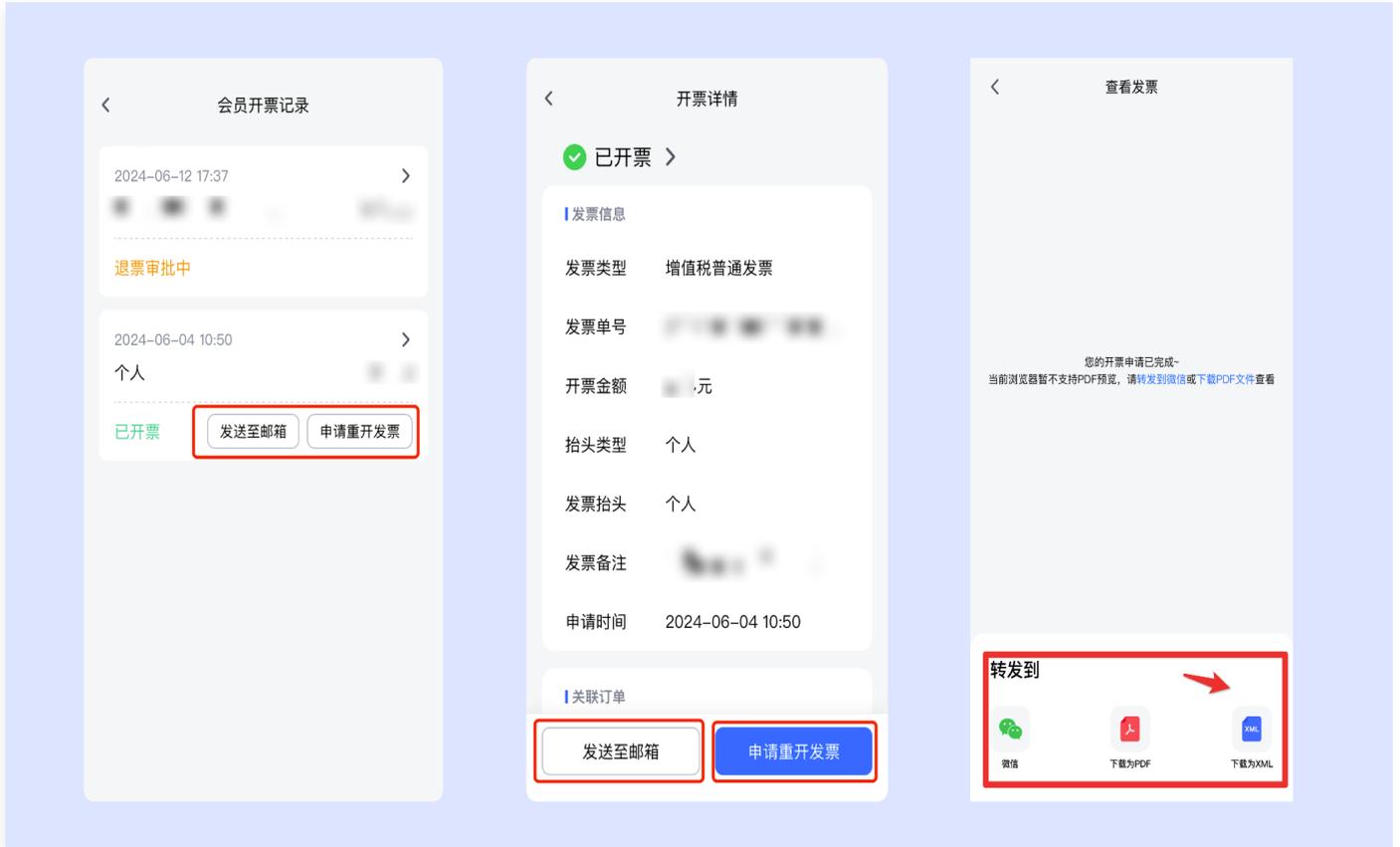
> **Note:**
> Only users who successfully issued invoices before June 7, 2024, can obtain XML format invoices via the Tencent Meeting App or email. If you are unable to obtain it yourself, please contact online after-sales customer service, or call 4009-700-700 for after-sales consultation, where a dedicated specialist will assist you.

5. After the user successfully invoices, they will receive an invoice notification email and a digital invoice file in their mailbox.

6. For invoiced orders, click **Request for Re-issuance of Invoice** > re-fill invoicing information and submit > click **Agree to the Above Agreement** > click **Confirm Submission** to request a re-issuance. Users can only re-issue the orders contained in the original invoice, and each order is allowed to be re-issued only once. The original invoice will be void after re-issuance.

If the digital invoice has been accounted for, please refer to Tencent Meeting Digital Invoice Refund Instructions .

7. After refund and re-issuance, the original invoice will be void. The newly reissued invoices cannot be re-issued again upon clicking **Request for Re-issuance of Invoice**.

Tencent Meeting official website invoicing method

Only orders paid via WeChat Pay can request an invoice. Orders paid using Apple Pay are invoiced by Apple. For details, contact Apple Customer Service (400-666-8800).

1. Log in to the **Tencent Meeting Official Website** > **Personal Center**, click **Orders and Services** > **Invoice Management** > check the orders to invoice > click **Apply for Invoice** to go to the invoice application page.

2. Depending on the package type and purchasing entity, choose **Enterprise/Organization/Individual** identity to apply for invoices. After entering the necessary invoice information.

3. After confirming the invoice information is correctly filled, click **Confirm Submission.**

4. After submitting the application, the digital invoice will be issued and sent to your contact email within 24 hours. You can download it from your contact email.
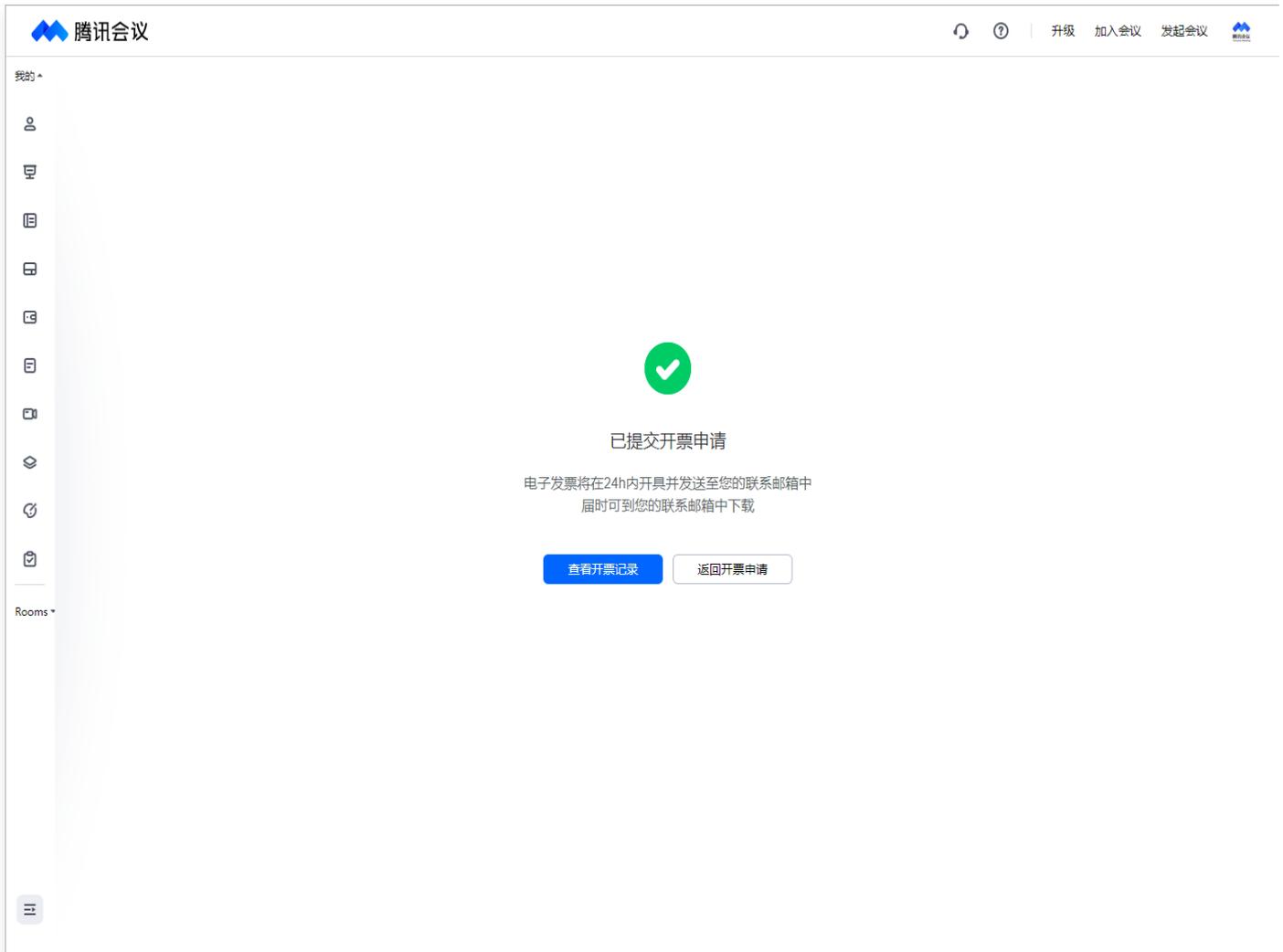
5. After the user successfully invoices, they will receive an invoice notification email.

6. You can view historical invoicing records and invoice statuses on the **Invoicing Records** page; click **Details** to view specific invoice information.

7. When the invoice status is **Invoiced**, you can check the application time, invoice number, invoice amount, title type, invoice title, tax ID, email address, etc., and you can **request a re-issuance of the invoice**, **download the digital invoice PDF**, or **XML format file.**

> ⊙ **Note:**
> Only users who successfully issued invoices before June 7, 2024, can obtain XML format invoices via the Tencent Meeting App or email. If you are unable to obtain it yourself, please contact online after-sales customer service, or call 4009-700-700 for after-sales consultation, where a dedicated specialist will assist you.

○ Click **Request for Re-issuance of Invoice** to re-enter and submit the invoice information > Agree to the <User Terms and Conditions> to apply for a re-issued invoice. Orders included in the invoice can only be re-issued once. The original invoice will be voided, and the newly re-issued invoice cannot be re-issued again.

If the digital invoice has been accounted for, please refer to Tencent Meeting Digital Invoice Refund Instructions .

8. When the invoice status is **Voided**, only the application time, invoice number, invoice amount, title type, invoice title, tax ID, and email address can be viewed.

腾讯会议

我的会议 ︿

👤 个人资料

🖥 个人会议室

📖 会议列表

🔲 网络研讨会(Webinar)

📥 收入管理 ∨

📄 会议文档

📷 我的录制

🔶 我的应用

🕑 会聚模式创作中心

📋 订单与服务 ︿

我的订单

发票管理

我的服务

我的Rooms ∨

‹ 返回 **发票详情**

❌ **已作废**
　申请时间： 2023/08/31 17:59

发票单号

开票金额

抬头类型　　　个人

发票抬头　　　个人

税号

电子邮箱

包含订单	订单号	服务内容	购买时长	支付时间	订单金额
		会员100人	连续包月	2023-08-24 09:...	

How to issue an invoice for the Business Edition and Enterprise Edition

Last updated：2024-08-28 15:34:51

The enterprise super administrator can go to **Personal Center** > **Enterprise Management** > **Account Management** > Billing Information and click **Invoice Management** to apply for an invoice.

Apply for an invoice in Cloud Marketplace

1. On the **Invoice Management** page, click **Cloud Marketplace** to apply for a Cloud Marketplace invoice on the current page.
2. In the invoiceable amount list, you can actively apply for an invoice. The invoice amount this time can be entered by yourself after clicking **Issue Invoice**. The maximum invoice

amount is your consumption amount in the current Cloud Marketplace service provider that has not been invoiced.

Fill in invoice information

1. Log in to Tencent Cloud Console, select **Billing Center** > **Invoice Management** > Invoice Header Management page.

2. Enter the Invoice Management page, click **Add Invoice Header** and fill in the invoice information.

3. Please carefully fill in the taxpayer identification number, bank of account, account number, etc. as shown below:

Fill in mailing information

On the Mailing Address Management page, click **Add Mailing Address** to fill in the mailing information. You can add and save multiple mailing addresses.

Confirm invoice information and mailing information

After you submit the invoice application, please confirm the invoice information and mailing information on the **Confirm Invoice Information** page. Once confirmed, submit the application. If the information is correct, the Cloud Marketplace service provider will send you the invoice within 3 working days. Please be patient.

View invoice records

After applying for an invoice, you can query the invoice records in the Cloud Marketplace Invoice Records .

View invoice details

Hover the mouse over the amount available for invoicing to view the calculation formula.

Refund process

- If you need a refund (reissue) after invoicing, you can check the invoice status on the Cloud Marketplace Invoice Records page:

- If the status is pending, you can cancel the invoice application.

- If the status changes to processing or mailing, you cannot cancel the application directly. In this case, if you need a refund (reissue), please communicate with the service provider to

resolve it (contact information can be found in the invoice list or invoice details).

- If you need a refund or a return after invoicing, you can check the invoice status on the Cloud Marketplace Invoice Records page:
  - If the status is pending, you can cancel the invoice application.
  - If the status changes to processing or mailing, you cannot cancel the application directly. In this case, if you need a refund, please communicate with the service provider to resolve it. After the service provider agrees, you can return the invoice. After your refund and return are processed, please submit a ticket to the Cloud Marketplace staff to request the invoice to be voided. When the status changes from mailing to voided invoice, you can proceed with subsequent cash-out operations.

Notes

- The default is a paper invoice. If you have any other questions, please contact the service provider to confirm the types of invoices they support.
- The Cloud Marketplace service provider will send out the invoice within 3 working days. Invoices equal to or greater than 10 yuan will be mailed at the service provider's expense. For amounts less than 10 yuan, the service provider may use the pay-on-delivery method.
- If the invoicing information is incorrect, you can cancel the application when the status is "pending." If the status changes to "processing" or "mailing," you cannot cancel it directly. In this case, if you need a reissue or return the invoice, please communicate with the service provider to resolve the issue.

API Use

Last updated：2024-08-28 15:35:36

What are the causes of signature errors when calling the API?

Signature validation is required when calling the API to ensure the security of interface data and avoid problems such as data hijacking and tampering, request expiration, and data resubmission attacks.

- If you are accessing through enterprise internal application authentication, please refer to the algorithm described in the chapter Enterprise Internal Application Authentication
- If you are accessing through third-party application authentication, please refer to the algorithm described in the chapter Third-party Application Authentication (OAuth2.0).

The caller calculates the HTTP request signature using the specified signature algorithm method and sends the signature to the backend for verification through `"X-TC-Signature"`. If the signature is verified successfully, business processing and result return will continue. If verification fails, a signature error `"signature failed"` will be returned.

Signature algorithm steps

The steps of the signature algorithm can be briefly summarized into the following four steps:

1. Generate the signature string.
2. Perform "HMAC-SHA256" hash calculation on the signature string.
3. Convert the hash string into a hexadecimal string.
4. Perform Base64 encoding on the hexadecimal string.

Signed string

The first step in the signature algorithm is very important. The signed string consists of 4 parts, separated by "\n":

1. The HTTP method in uppercase ("POST", "GET", "PUT", "DELETE").
2. The string of HTTP headers participating in the signature.
3. HTTP URI.
4. HTTP body, if the body is empty, such as for a GET request, use an empty string ("").

Points of attention for the signed string

1. The HTTP method must be uppercase: "POST", "GET", "PUT", "DELETE".
2. URI includes the entire string after the request address port, for example:

```
https://api.meeting.qq.com/v1/meetings/7567173273889276131?
userid=tester1&instanceid=1
```

In this case, the URI is
`"/v1/meetings/7567173273889276131?userid=tester1&instanceid=1"`.

3. Note that when organizing the signed string, do not forget the newline characters "\n" between each part.

4. Enterprise Internal Application Authentication or Third Party Application Authentication (OAuth2.0) Params refer to the entire HTTP request body. Please note, if the body is empty, such as for a GET request, use an empty string.

5. The field X-TC-Key in the HTTP request header participates in the signature calculation, this field should contain the secret_id from the key pair obtained by the user; it is easy to mistakenly use the secret_key instead.

What are the reasons for Request Error Code 400?

Common causes of Request Error Code 400 include:

1. The request header is missing the mandatory field AppId, since it does not participate in the signature, it is easy to overlook.

2. API is case-sensitive in request fields, please strictly follow the parameter field case requirements in the documentation. Pay attention to lowercase "i" and uppercase "I".

3. Parameter name spelling error.

4. Timestamp expiration error, if the timestamp X-TC-Timestamp in the request body and the current time when the request reaches the API server have a difference greater than 5 minutes, the request will be considered invalid.

5. Replay error, common during the user debugging phase, occurs when the timestamp X-TC-Timestamp and random number X-TC-Nonce are not changed when constructing requests, causing the same AppId requests to be judged as replay requests and rejected.

For a detailed list of error codes, please see Error Codes.

After calling the API to create a meeting, why can't I see the meeting list on the app?

Tencent Meeting supports enterprise users to access through the following two methods:

1. SSO single sign-on integrated with the Tencent Meeting account system.

2. Direct registration and creation of users through the Tencent Meeting account system.

> ⓘ **Note:**

- For users accessing through these two methods, the public parameter X-TC-Registered:1 must be included in the HTTP request header when calling the API.
- Without this parameter, the userid used to call the API will be considered an unregistered user. Thus, when opening the app and logging in with an enterprise account, meetings created by unregistered users will not be visible.

What are the reasons for the failure to designate a host?

Possible reasons:

1. Whether the user is registered (integrated with SSO or registered through the API user management interface) and whether it carries X-TC-Registered=1.
2. The customer userid must match exactly (case sensitivity is required).

What are the reasons why enterprise users cannot call the API?

Possible reasons:

1. Check whether necessary headers are missing.
2. Check whether AppId and other parameters are missing.
3. It may be related to the HTTP sending component used by the user; check whether the field names in the request body are correct, whether they comply with JSON format, and whether all required parameters are included.

What should I do if the access credential (access_token) expires?

The current validity period of the access credential (access_token) is 6 hours. After it expires, you can use the renewal voucher (refresh_token) to call the `https://meeting.tencent.com/wemeet-webapi/v2/oauth2/oauth/refresh_token` API to obtain a new access credential (access_token).

What should I do if the renewal voucher (refresh_token) expires?

The current validity period of the renewal voucher (refresh_token) is 30 days. After it expires, you need to guide the user to reauthorize the OAuth application. Once reauthorized, the user ID (open_id) obtained for the same meeting user and the same OAuth application (sdk_id) will remain unchanged.

> ⚠ **Note:**
> The user may have multiple meeting ID identities. If using another user ID identity for authorization, a different open_id will be obtained.

Questions related to Rooms

Last updated：2024-08-28 15:44:24

Configuration requirements for installing Rooms hardware and software?

Hardware and software requirements for Windows, Mac, and Android:

Name	Requirements
Windows	- Operating System: Windows 10 1809 or later - CPU: 4 cores, 1.6 GHz or above - Memory: 8 GB or above - Hard Disk: at least 128 GB of available space - Graphics Card: Integrated CPU graphics or dedicated graphics card
Mac	- CPU: Intel Core i5-10210U or equivalent CPU and above - Memory: 16 GB or above - Hard Disk: 128 GB SSD or above - Graphics Card: Integrated CPU graphics or dedicated graphics card
Android	- Operating System: Android 8.0 or later - CPU: Minimum 4 cores, 8 cores recommended - Memory: Minimum 3 GB, 8 GB recommended - Resolution: Minimum 1920x1080, 3840x2160 recommended

What features does the Rooms Whiteboard have?

Below are the features of the Rooms Whiteboard:

- Rich whiteboard tools: common brush, highlighter, shapes, selection, eraser, undo, redo, clear, save. The color and thickness of the brush and highlighter can both be customized.
- During whiteboard annotation, users can use palm or fist gestures to summon the eraser and erase content.
- Rooms can create up to 12 whiteboards. Select 'Create New Whiteboard' from the toolbar to create a new one.
- You can select the **folder** icon from the toolbar to view multiple existing whiteboards.
- Quick Meeting: Click the **Quick Meeting** button at the bottom right to enter a meeting.
- Upload image: Rooms Whiteboard supports uploading images via QR code scanning, receiving images on the whiteboard, and annotating images.

- Save Whiteboard: After scanning the QR code, you can save the whiteboard content via email or the phone gallery.

What should be done when there is a Rooms large screen hardware failure?

If it's confirmed to be a Rooms hardware issue, you can contact the manufacturer for repair:

- **TC65 Series:** You can call 400−102−5511 for repair requests.
- **Maxhub CC Series:** You can call 400−168−9545 for repair requests.

Explanation of the TC65 remote control button features for Rooms?

TC65 Remote Control feature description, as shown in the figure below:

Does Rooms meeting support the beauty feature?

Rooms meeting temporarily does not support the beauty feature.

Microphone not picking up sound in Rooms meeting?

When the microphone cannot pick up sound during a Rooms meeting, please follow these steps to troubleshoot:

1. Check if mute is enabled.
2. Check **Settings** > **Audio** to see if the microphone is detected correctly and selected correctly.
3. Log in to the Web management center to check if the status of the corresponding Rooms device is normal.
4. Restart the device.
5. Hardware failure.

How to enable the speaker in a Rooms meeting?

You can click the **Speaker** icon in the toolbar to enable or disable the speaker. After it is enabled, you can also adjust the speaker volume.

What hardware devices are supported by the Rooms controller?

Currently, iPadOS and Android devices are supported. Please search for Tencent Meeting Controller in the App Store, Xiaomi, OPPO, or Huawei tablet app markets, download it, then pair it with Rooms to use.

How to adjust the camera position in Rooms?

During the meeting, you can click Camera Position to enter the camera control panel, where you can adjust the camera's position and focal length to your needs.

Operation instructions:

- Switch camera: When two or more cameras are connected, click the dropdown to switch cameras.
- Camera position: Click the zoom buttons to adjust the focal length and click the directional buttons to adjust the camera position.
- Mirror effect: After checking, the video screen will be displayed as a mirror image.

> ⚠ **Note:**
> - The default camera before the meeting is managed by the administrator. You can change it by entering the administrator password.
> - Switching cameras during the meeting does not require the administrator's password and does not change the selected default camera setting.

How to adjust the video layout in Rooms?

1. When holding a multi-person video conference with at least one participant having their video on, you can select **Switch Layout** on the Controller to switch the layout on the Rooms large screen. You can choose from Grid Layout, Speaker Layout, Top Member List, Right Member List, Top L-shaped Layout, Bottom L-shaped Layout, and Horseshoe Layout.

2. When the speaker layout is selected, you can control the display and hiding of the video thumbnail in the top right corner of the speaker layout by toggling the **Show Video Thumbnail Window** switch on the Controller.

3. **Grid View** and **Thumbnail View** enable multiple participants to turn on their videos. When the video screen exceeds one page, you can go to the View settings page and click **Previous Page** or **Next Page** to switch the video screen.

How to change the controller pairing in Rooms?

On the controller, open the bottom right corner **Settings** > **General Settings** > **Controller Pairing**, click **Unpair**, then enter the pairing code of another Rooms device.

How to link a Tencent Meeting account in Rooms?

In the main interface settings of Tencent Meeting Rooms, in the **Account Information** section, you can link Rooms to a Tencent Meeting account.

> ⓘ **Note:**
> Only dedicated Rooms and paired controllers can be linked to a Tencent Meeting account, and they can be linked to Tencent Meeting Free, Business, and Enterprise accounts.

How to purchase additional accounts for Rooms?

After purchasing Tencent Meeting Rooms, log in to the Tencent Meeting Account Center . In **Enterprise Management** > **Conference Room Management** > **Conference Room**, you can view the guide for additional purchases and renewals.

- Additional purchase: When your Rooms account is insufficient or you need more Rooms services, you can click **Additional purchase** to easily obtain more Rooms accounts.

How to unpair a Rooms Controller?

On the Rooms Controller, go to **Settings** > **General Settings** and select **Unpair**. After confirming a second time, you can unpair the current Controller from the Rooms, without affecting other paired Rooms Controllers.

How to disassociate a currently bound Tencent Meeting account in Rooms?

In the main interface settings of Tencent Meeting Rooms, in the **Account Information** section, click **Bound Tencent Meeting Account** to enter the association settings interface, then click **Disassociate** to unbind the current Tencent Meeting account.

How to control meetings with Rooms?

- **Pre-meeting Control:**

  After pairing the Controller with Rooms successfully, you can enter the main interface of the Controller and manage Tencent Meeting Rooms from there.

- Wireless Projection: On the main interface, click **Wireless Projection** to view the room projection code. Enter the corresponding projection code on your phone or computer to start projecting.

- Joining a Meeting: On the main interface, click **Joining a Meeting** and enter the corresponding meeting ID to join a meeting.

- Quick Meeting: On the main interface, click **Quick Meeting** to instantly start a meeting.

- Configuration item: On the main interface, click **Configuration item** to view and modify meeting-related settings.

- Conference Room Information: On the main interface, click **Conference Room Information** to view conference room information and log out of the current conference room account.

- **In-meeting Control:**

  - Mute/Unmute: If you need to mute, click **Mute** on the Controller. After muting, if you need to speak, click the icon to unmute.

  - Turn On/Off Camera: During the meeting, you can use the Controller to turn the camera on or off for Rooms. When off, the local camera stops capturing video, and the other party cannot see your local display.

  - Adjust Speaker Volume: Use **Speaker** on the Controller to adjust the volume of the Rooms speaker.

  - Invite Other Participants to This Meeting: During the meeting, click **Invite** on the Controller to generate an invitation QR code. Scan the QR code with a mobile phone to

generate an invitation link, and send the link to the members to join. Members can click the invitation link to join the meeting.

> ⚠ **Note:**
> For on-site joins, make sure to turn off the microphone and speakers to avoid echo and other audio issues.

○ Switch the Video Screen Layout of Rooms: When holding a multi-person video conference with at least one person's video on, you can select **Switch Layout** on the Controller to switch the video screen layout, allowing you to choose grid view, speaker view, or thumbnail layout.

○ Adjust Camera Position: During the meeting, click **Camera Position** to enter the camera control panel. You can adjust the camera lens position and zoom in/out based on your needs.

○ Use the Waiting Room: As the host, you can use the waiting room feature to maintain order and ensure the security of the meeting.

• **Exit or End Meeting:**

○ As the Host: As the host, you can choose to temporarily leave or end the meeting after clicking. If you temporarily leave, you can rejoin using the meeting ID. If the meeting duration exceeds an hour and no one is in the meeting, it will automatically end, and you won't be able to rejoin. Ending the meeting will immediately end the session.

○ As a Member: As a member, you can choose to leave the meeting after clicking.

How to Mute Rooms?

In Rooms meetings, if you need to mute, you can click **Mute** located at the bottom right corner. After muting, if you need to speak, click the icon to unmute.
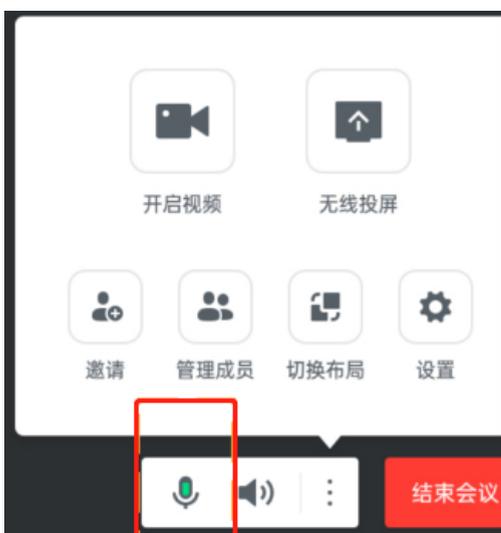
How to Enable Video in Rooms?

In Rooms meetings, you can click **Enable/Disable Video** in the **More** section at the bottom to turn the local camera on or off. When off, the local camera stops capturing video, and the other party cannot see your local display.
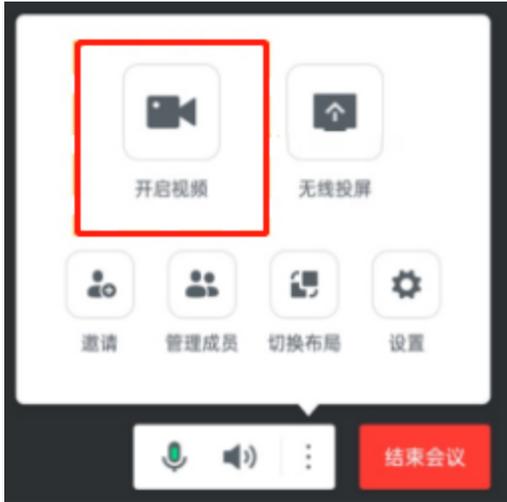
How to Upload Files in Rooms?

Rooms currently does not support file uploading.

How to Use the Waiting Room Feature in Rooms?

As the meeting host, you can use the Waiting Room feature to maintain order and ensure the security of the meeting. The operation is shown in the figure:
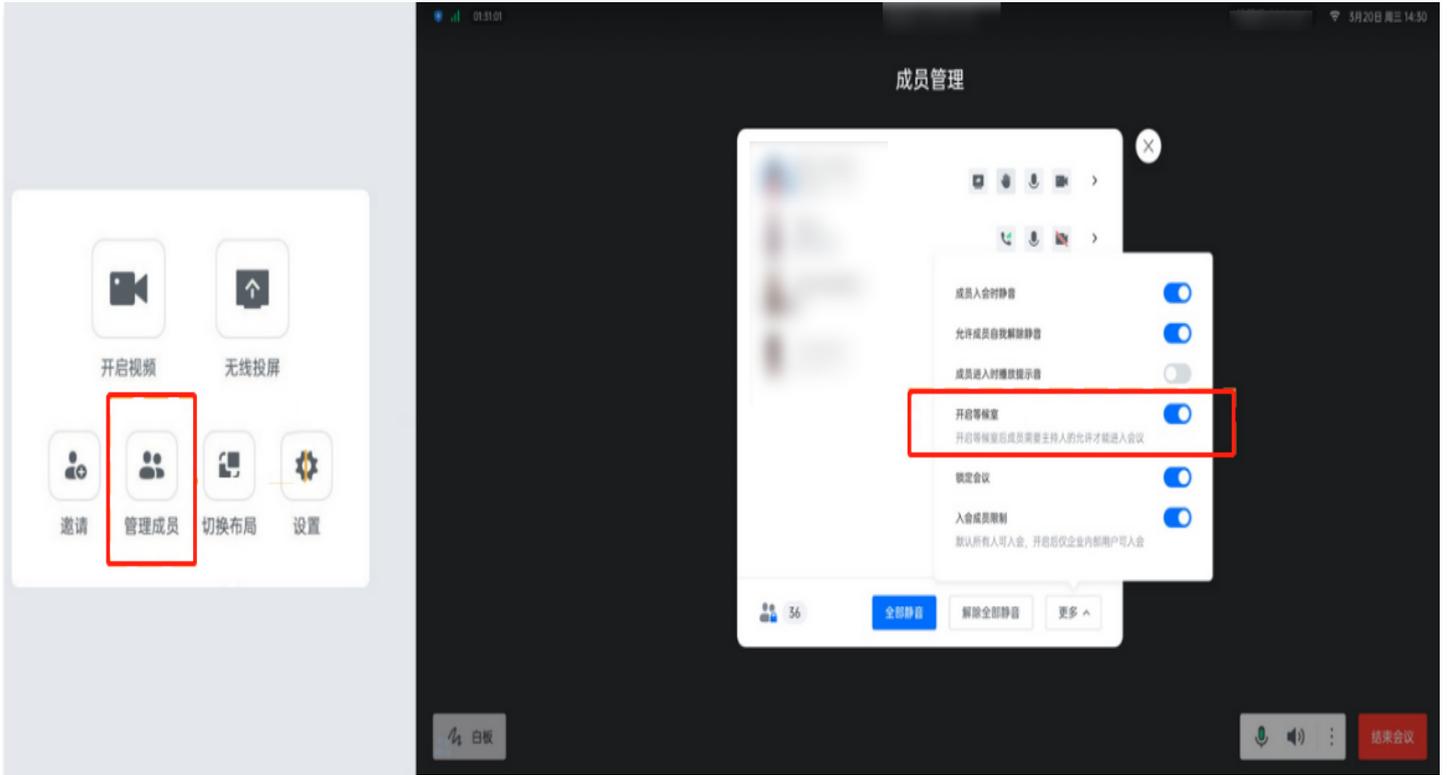
Processing pending requests:

- You can click **Member Management** and select the **Waiting Room** tab to view members in the waiting room. For each member request, you can choose **Access** or **Remove** (i.e., deny entry).

- By clicking **Remove All** or **Access All**, you can apply actions to all members in the waiting room.

- Additionally, if you do not wish for the user to rejoin the meeting, you can select **Do not allow the user to join the meeting again** when removing or removing all.
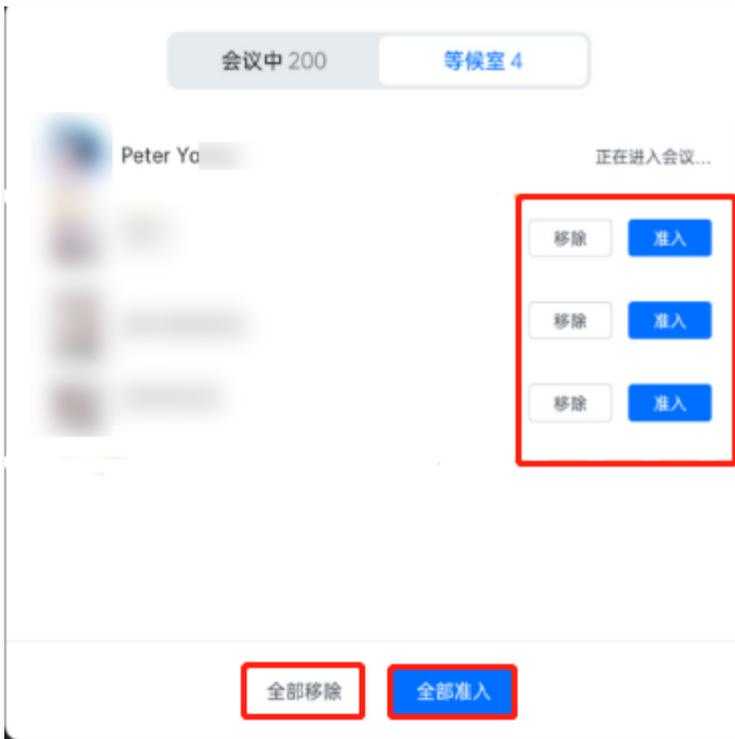
How to Use Wired Casting in Rooms?

Rooms currently do not support direct wired casting. You can purchase the Magewell USB CAPTURE GEN2 to input an HDMI signal to achieve the casting feature.

How to Invite Other Participants in Rooms?

There are several methods to invite other participants in a Rooms meeting:

- Method 1: In the bottom **More** section, click **Invitation** to generate an invitation QR code. You can scan the QR code with your phone to generate an invitation link and send it to the members who need to join the meeting. Members can join the meeting via the invitation link.
- Method 2: In the meeting, click **Screen,** view the meeting number at the top of the screen, and enter the meeting number in the Tencent Meeting App to join the meeting.

> ⚠ **Note:**
> For on-site joins, make sure to turn off the microphone and speakers to avoid feedback and audio issues.
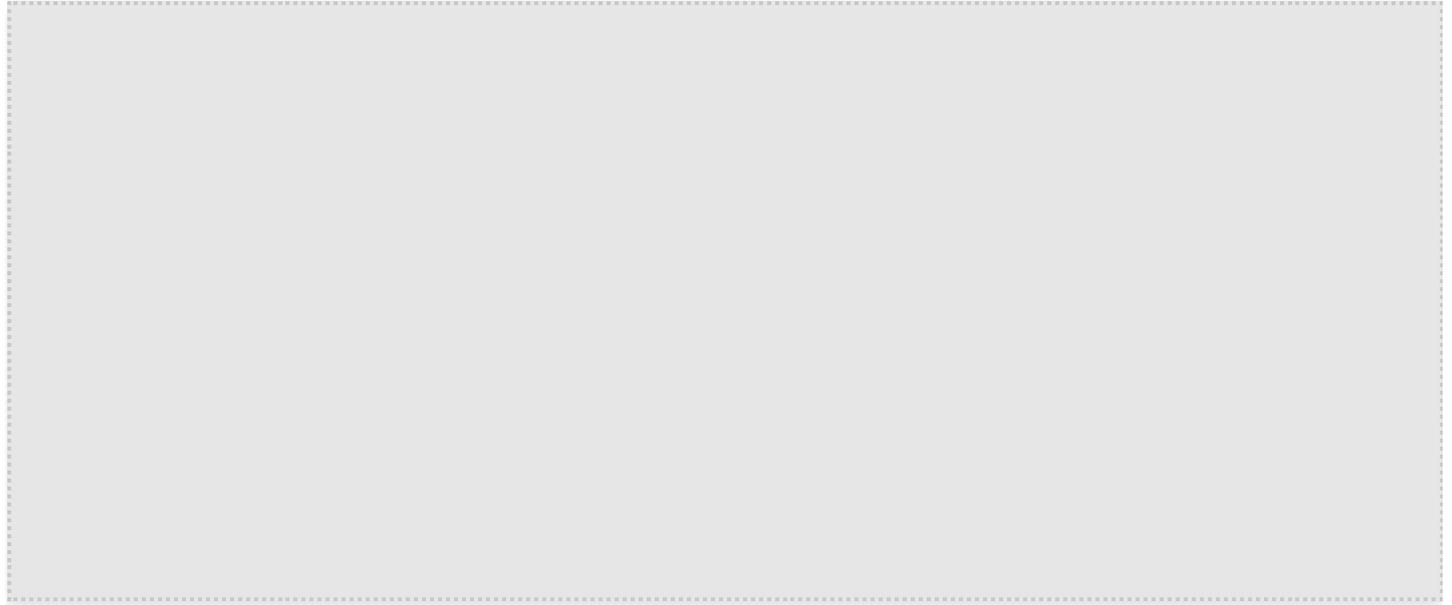
What to do if the Rooms device cannot initiate or join a meeting?

When the device cannot initiate or join a meeting, follow these steps to troubleshoot:

1. It is recommended to use a mobile hotspot, set the Rooms Wi-Fi to connect to the mobile hotspot, and try to initiate or join a meeting. If it works, check whether the local network is functioning properly.

2. Check if the activation code is entered correctly.

3. Check if the activation code has been used, or contact the enterprise IT administrator to regenerate the activation code.

No display on Rooms device?

When there is no display after turning on the Rooms device, follow these steps to troubleshoot:

1. Check if the power cord of the Rooms device is connected properly and not loose, and if the ship-shaped switch on the device is turned on.

2. Ensure that the external power supply is normal.

3. Confirm whether the Rooms device is in standby mode. Please click **Screen** or press the **Power switch** to exit standby mode.

4. Check if the Rooms device is connected to an external HDMI signal and switch it back.

5. Hardware failure.

No sound output from Rooms device?

When there is no sound output after turning on the Rooms device, follow these steps to troubleshoot:

1. Check if the volume is set to the minimum or muted.
2. Check **Settings** > **Audio** to see if the speaker is detected correctly and properly selected.
3. Please log in to the Web management center to check if the status of the corresponding Rooms device is normal.
4. Restart the device.
5. Hardware failure.

What ports need to be open for Rooms devices?

The following ports need to be open for Rooms devices:

- TCP:80,443,6250–6300,8080,8081,9000–9100,14000,15000.
- UDP:53,8000–8021,9000–9100.

What accessories are generally included with Rooms devices?

Rooms are generally composed of a Touch All-in-One Machine, OPS computer module, power cord, remote control, mobile cart stand, and wall mount stand.

Is on-site installation and activation service available for Rooms devices?

Tencent Rooms devices include free delivery and on-site installation and activation services. The logistics team will deliver the devices to the designated location, and a dedicated installation engineer will contact you for installation. Please keep your phone available. If you do not receive timely contact for installation, please contact a Tencent Cloud Technical Consultant for assistance.

Can Rooms be connected to a computer as a regular display screen?

Currently, the TT-TC65 supports HDMI Input, allowing you to output the computer's HDMI to the TC65, which will automatically switch the display.

> ⚠ **Note:**
> The CC65CT currently does not support HDMI Input. If needed, please use a Magewell capture card for wired casting.

Is there a difference between Basic Account and Professional Account for Rooms?

A Basic Account for Rooms allows for unlimited meetings with up to 2 participants, 60-minute meetings for 3–100 participants, limited-time meeting subtitles, up to 30 video participants at the same time, and single-row meeting watermark. A Professional Account for Rooms offers unlimited meetings for 100/300 participants, 200GB cloud recording space, up to 100/300 video

participants at the same time, unlimited meeting subtitles, 50 co-hosts, and single-row + multi-row meeting watermark.

Does Rooms support external speakers and microphones?

Rooms devices support external speakers and microphones.

- The device provides a 3.5mm audio input/output interface that can connect to matching audio devices.
- The device provides a USB interface that can connect to matching USB audio devices.
- If the external speakers and microphones are not on the compatibility support list, there may be other abnormalities or poor performance.

How to switch the main control screen settings for Rooms dual screens?

You can change the main control screen in **Rooms settings** > **Screen settings**.

Rooms has Dual Screen modes: Extended Mode and Mirror Mode

You can switch display modes to "Extended Mode" or "Mirror Mode" in **Rooms Configuration Item** > **Screen Settings**.

> ⚠ **Note:**
> When modifying screen settings, if the administrator password is required, you will need to enter the administrator password during the modification.

What to do if Rooms cannot be bound to the Enterprise Edition?

Rooms does not support binding to the free Enterprise Edition created by Enterprise WeChat.
- Method 1: Switch accounts, log in via SMS Captcha, select a personal account, and scan the QR code to bind.
- Method 2: Purchase the Enterprise Edition, then scan the QR code to bind. If needed, you can contact a Tencent Cloud Technical Consultant for professional assistance to achieve interoperability with the original Enterprise WeChat-created enterprise.

What to do if Rooms cannot connect to Wi-Fi or Wired Network?

In the Rooms software status, only simple Wi-Fi configuration is supported. If the network in the enterprise environment involves HD Configuration, you need to exit Rooms and configure the network in Windows.

Does Rooms support copying shared content to a USB drive?

It currently does not support copying PPT, videos, or images to a USB drive and inserting it into Rooms' USB port for sharing. Currently, only computers/mobile phones using Tencent Meeting can share content by connecting to Rooms' Sharing Code.

Does Rooms support chat?

Rooms support text chat during meetings.

Does Rooms support live streaming?

Rooms currently do not support the live streaming feature.

How to resolve the issue when the Rooms home screen whiteboard button disappears?

The Rooms software will display a **whiteboard** depending on whether the display is a touchscreen. The **whiteboard** disappears when an anomaly is detected. You can go to **Settings** > **General Settings** to manually enable touchscreen mode.

How can administrators set Rooms meeting rooms to automatic restart/upgrade/screen off?

You can go to **Tencent Meeting Official website** > **Enterprise Management** > **Conference Room Management** > **Meeting Room** > **Equipment** section, click the **Settings** next to the node name to enter the settings page.

> ⚠️ **Note:**
>
>   Settings for automatic restart, upgrade, and screen off of the meeting room can only be applied at two levels: the enterprise level (i.e., "All Meeting Rooms") and the individual meeting room level (i.e., selecting a specific meeting room). The priority of settings follows the order: meeting room settings > enterprise settings > default settings.

Issues with Meeting Room Connector

Last updated：2024-08-28 15:44:47

Issues with H.323/SIP Device Call

How to handle when Cisco Terminal H.323 cannot join the meeting?

The H.323 switch on the Cisco Terminal is turned on, but it cannot dial into Tencent Meeting via the H.323 protocol.
Solution:

1. Log in to the Web management interface of the Cisco Terminal, click **setup** > **configuration** > **H323**.
2. Change the CallSetup Mode option to Direct. If using an H.323 account to call, select Gatekeeper.
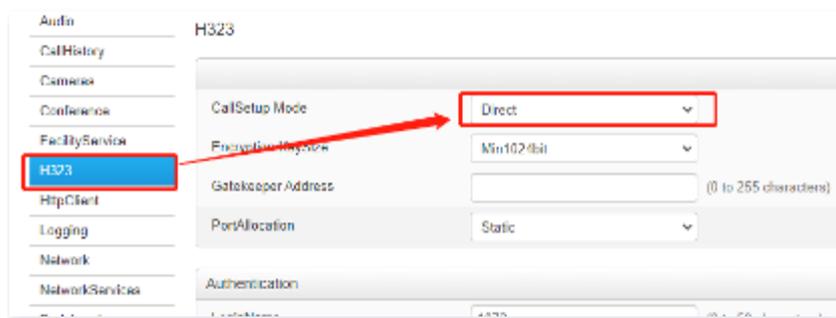
How to handle a black screen upon joining the meeting with a Cisco H.323 Terminal?

When using the Cisco Terminal to dial into Tencent Meeting via the H.323 protocol, the Tencent Meeting side sees a black screen from the Cisco Terminal.
Solution:

1. Enter the Web management interface of the Cisco Terminal to modify the configuration, click **setup** > **configuration** > **conference**.
2. Change VideoBandwidth Mode from Dynamic to Static.
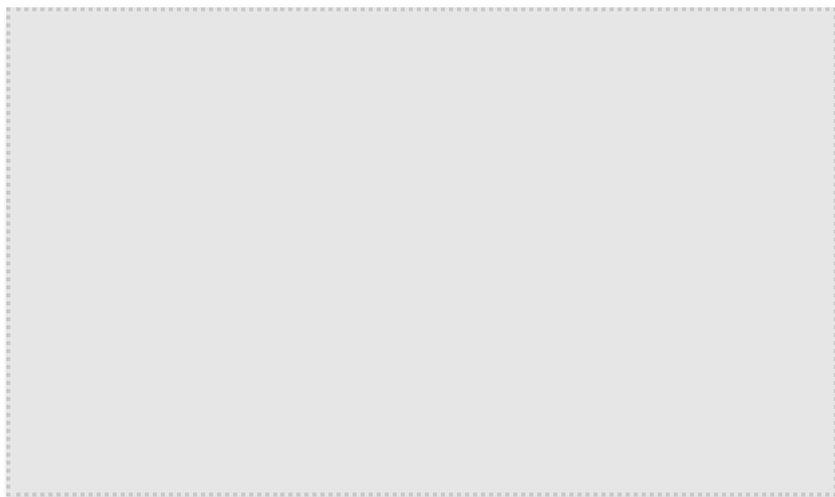
How to handle when the Cisco Terminal can't receive screen sharing?

When the Cisco Terminal dials into Tencent Meeting via the SIP protocol, it cannot receive the auxiliary stream sent by Tencent Meeting.

Solution:

1. Enter the Web management interface of the Cisco Terminal to modify the configuration, click setup > configuration > sip.

2. Change the mode in ICE to off.
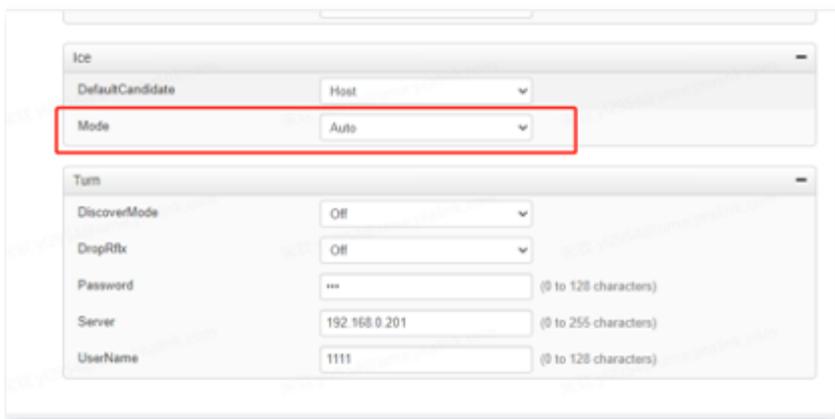
How to handle when Huawei Terminal SIP cannot join the meeting?

Huawei Terminal using the SIP protocol is unable to join Tencent Meeting.

Solution:

1. Using terminal administrator privileges, log in to the terminal's Web Interface, modify the configuration, click **Network** > **Firewall**.

2. Change the SIP call port, local SIP listening port, and SIP server listening port to 5060.
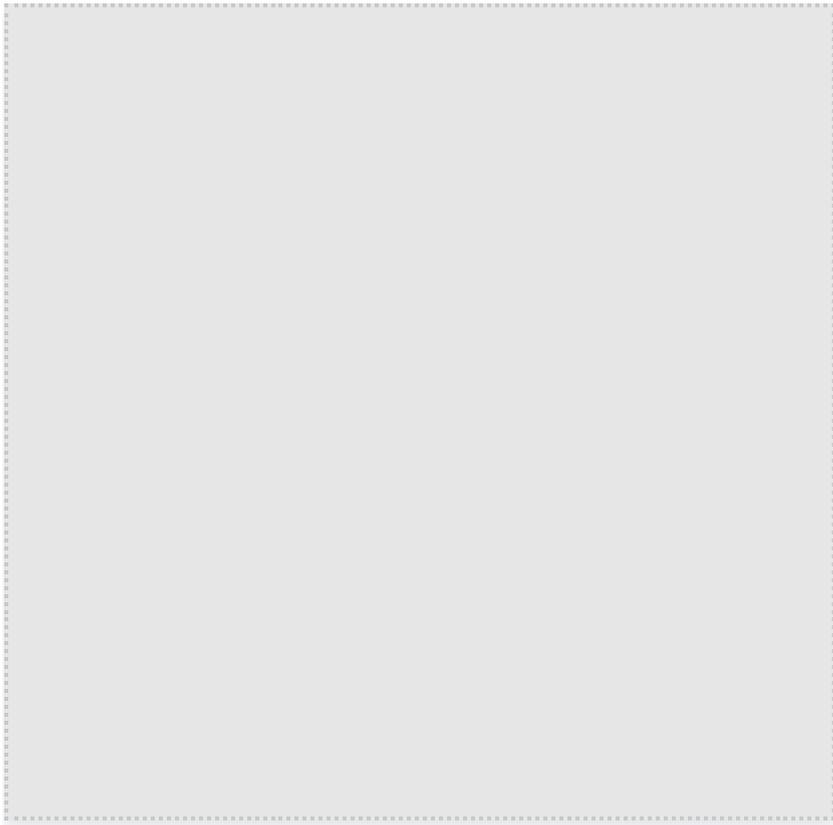
Issues related to H.323/SIP device registration

How to resolve if H.323/SIP device registration fails?

Possible causes and solutions for registration failure are as follows:

Reason	Measures
Incorrect terminal registration parameter settings	Check the configured short number, username, password, and gatekeeper address according to the operation configuration guide to ensure correctness.
The terminal cannot access the public network	Switch networks to ensure the device can access the public network.
The account has been registered by another terminal	An H.323 or SIP account can only be registered on one device. If the account has already been registered, please change the H.323 or SIP account.

Enterprise network firewall has port restrictions	Modify the enterprise network firewall settings to open the corresponding ports according to the meeting room connector firewall port configuration requirements, see: Meeting Room Connector Enterprise Firewall Configuration .
DNS configuration restrictions make the service unreachable	Configure the Network Gateway/GK address as an IP address, see: Meeting Room Connector Access IP .

After H.323 device registration, how to resolve the issue of successful content sharing display but the remote end not receiving the shared screen during a meeting?

When multiple H.323 devices share content stream simultaneously in the same meeting, occasionally, some devices may show content share success, but the remote side does not receive the shared screen. In this case, the content sharer can stop sharing and then re-share the content stream.

How to resolve when the device fails H.323 authentication during H.323 registration?

If the device does not support inputting H.323 authentication username and password, then H.323 registration verification will fail. You can switch to using a SIP account for registration.

After successful H.323 device registration, inviting the device registration number to join the meeting but the terminal fails to respond, how to solve it?

If H.323 device registration is shown as successful, and the device is invited to join the meeting through the short number of the registered device, but the terminal fails to respond, it may be due to incomplete compatibility of the outbound call protocol. At this time, you can directly dial the Tencent Meeting number using the registered device to join the meeting or switch to using SIP for outbound calls.

After successful H.323 device registration, inviting the device registration number to join the meeting but the call fails, how to solve it?

If H.323 device registration is shown as successful, but inviting the device to join the meeting through the short number of the registered device fails, it may be because the registered device does not support cross-firewall outbound protocol. In this case, you can directly dial

the Tencent Meeting number using the registered device to join the meeting or switch to using SIP for outbound calls.

Tencent Meeting Windows Installation Package Parameter Description

Last updated：2024-08-28 15:45:08

Silent Installation

`/SilentInstall=0`

Language

`/Language="en-us"` Optional values are en-us, zh-cn, zh-tc, ja, ko, ms, corresponding to English, Simplified Chinese, Traditional Chinese, Japanese, Korean, and Malay respectively.

Specify Installation Path

`/InstallPath="INSTALL_PATH"` `INSTALL_PATH` refers to the directory where you want to install.

Installation Parameter Example:

```
TencentMeetingInstaller.exe /SilentInstall=0 /Language="en-us"
/InstallPath="D:\Tencent"
```

After executing the above CMD commands, the installation package will be silently installed to the specified path, and the installation language will be English.

Special Notes:

The installation package requires administrator privileges to execute. Ensure you have administrator permissions when executing the command.

Installation Example Screenshot:

WeMeet

文件　主页　共享　查看

此电脑 > NewDisk (D:) > Tencent > WeMeet

在 WeMeet 中搜索

名称	修改日期	类型	大小
3.24.0.455	2024/5/14 16:31	文件夹	
wemeetapp.exe	2024/1/31 12:59	应用程序	972 KB

快速访问
桌面
下载
文档
图片
build
images
UpdateSvr
win32

此电脑
3D 对象
视频
图片
文档
下载
音乐

2个项目

命令提示符

```
D:\>TencentMeeting_0300000000_3.24.0.455.publish.exe /SilentInstall=0 /Language="en-us" /InstallPath="D:\Tencent"

D:\>
```
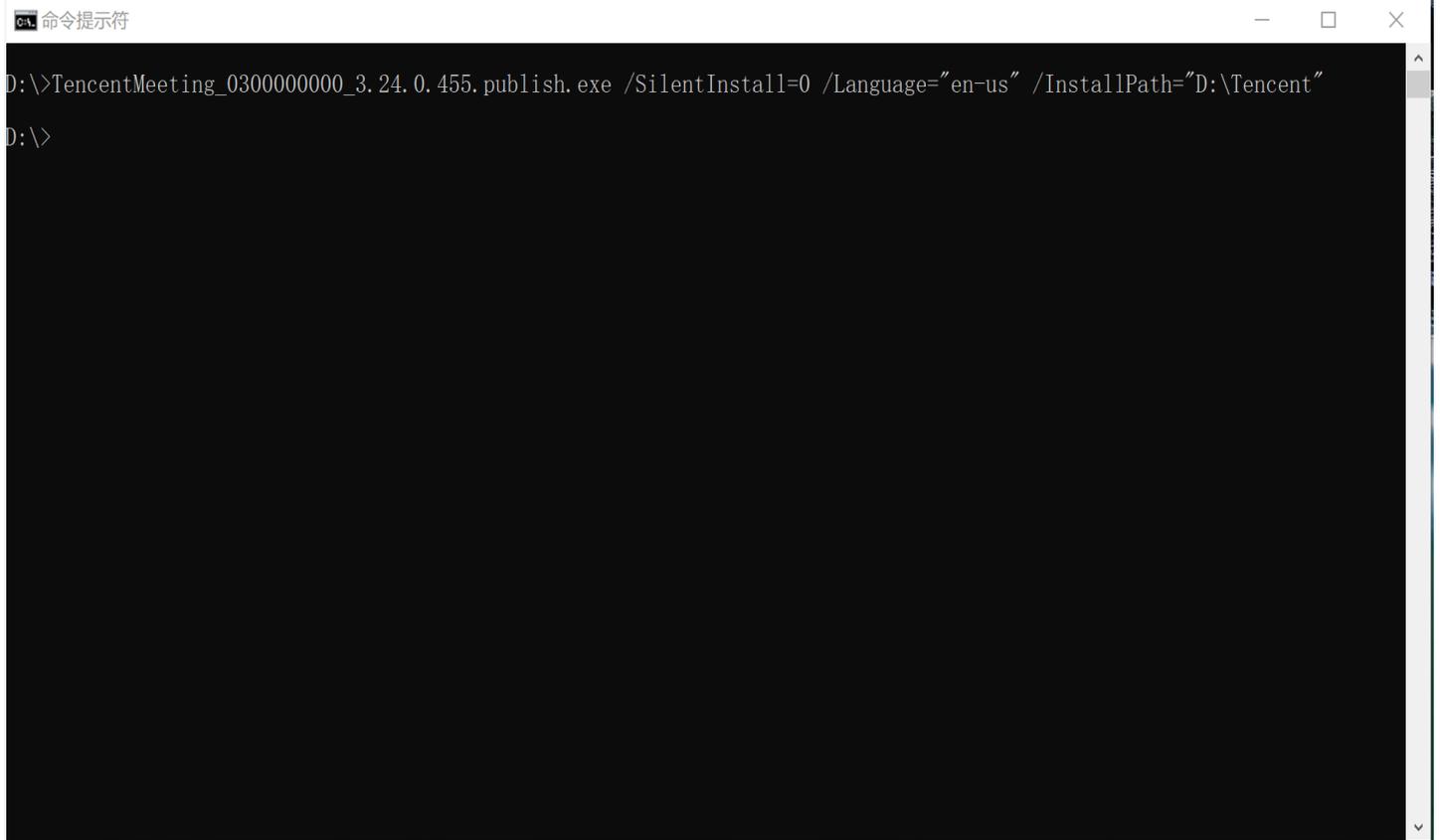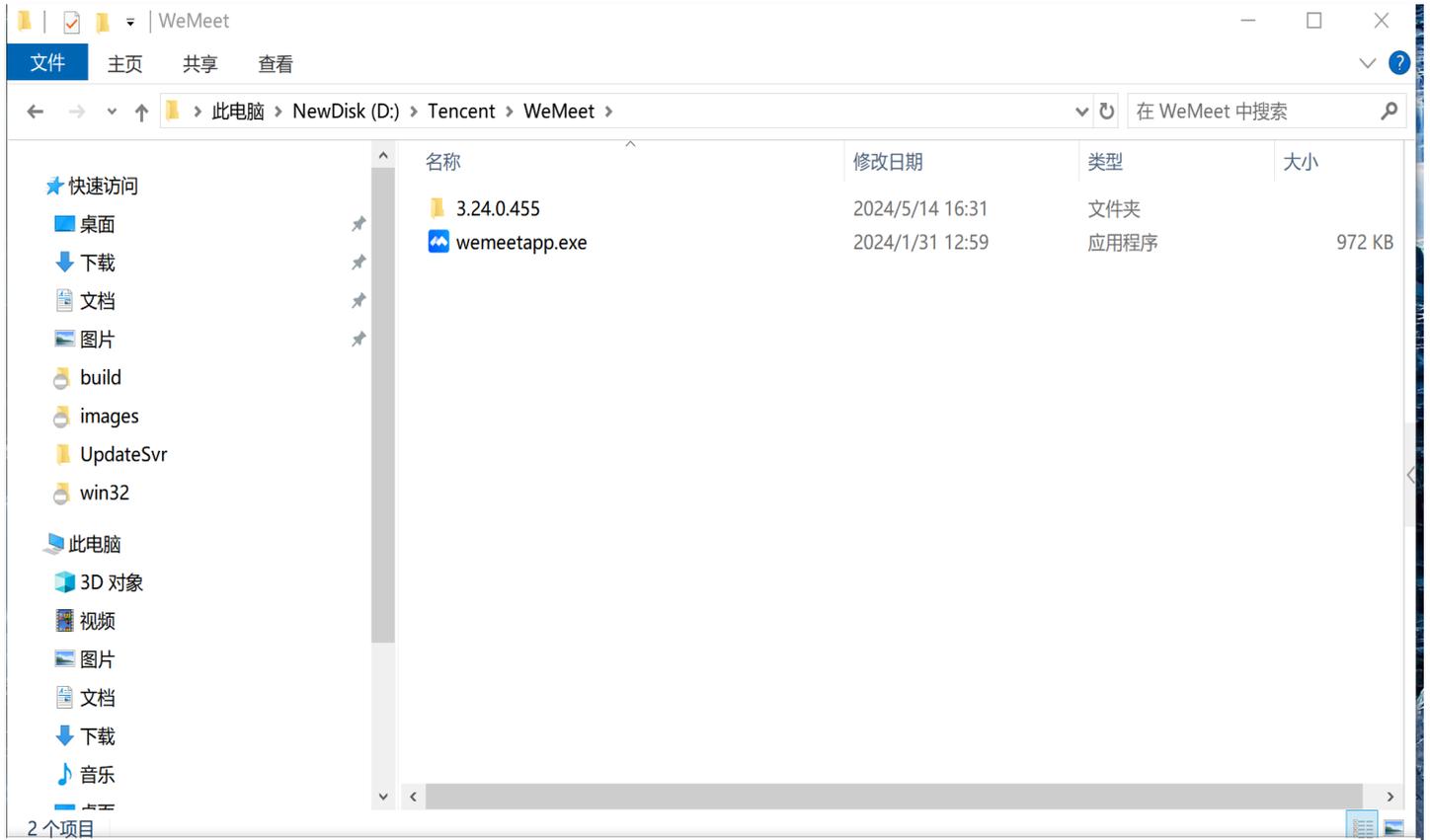
Membership-related Questions

Last updated：2024-08-28 15:46:12

How to activate membership?

Purchase Method

1. First, you need to upgrade your Tencent Meeting client to version 3.11 or above.

2. After logging in to the free account, you can click on your **avatar** in the Tencent Meeting client and then click **Activate Now** on the personal profile card to purchase membership.
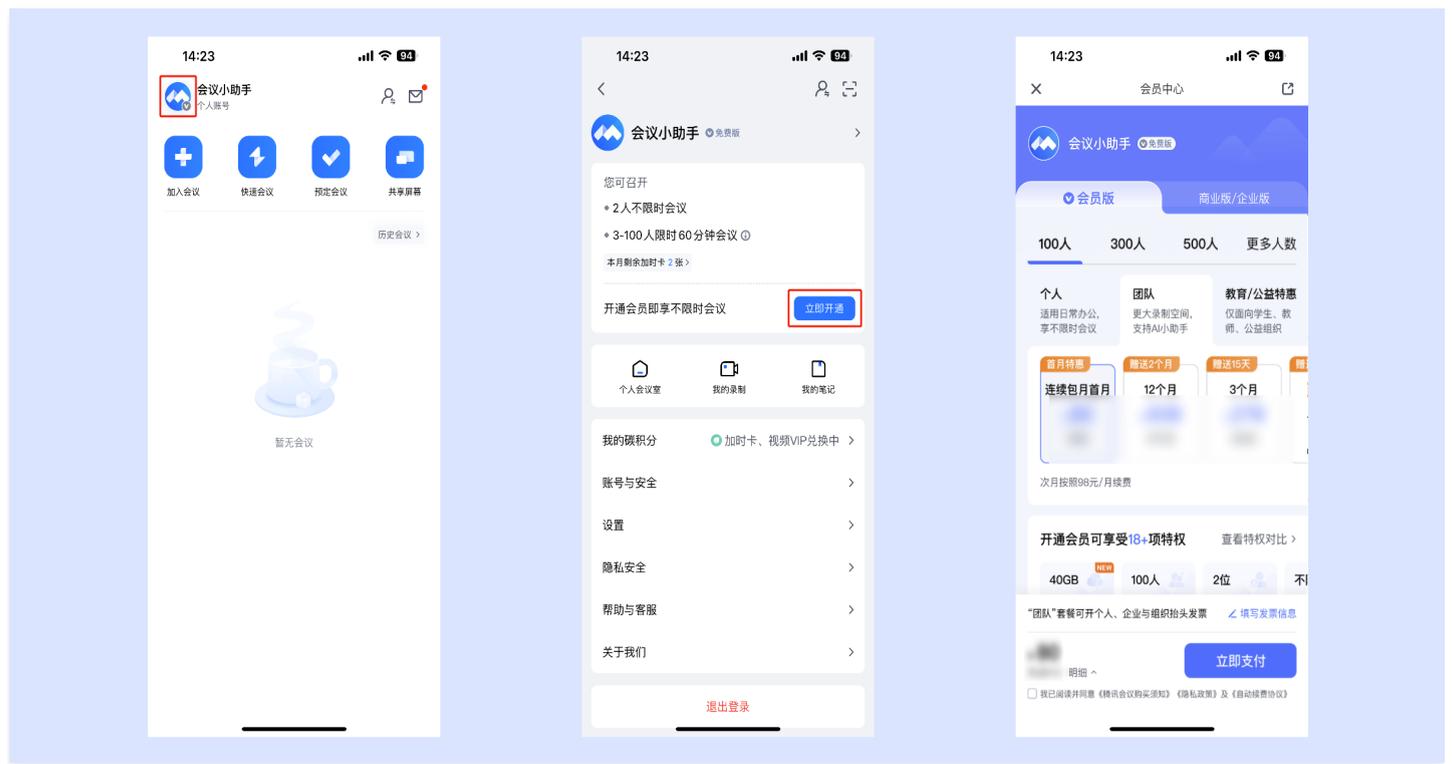
3. You can also purchase membership on the Pricing & Purchase page of the Tencent Meeting official website.

Note

To support the efficient collaboration of teachers, students, and nonprofit organizations, Tencent Meeting offers a special 30% discount package (30 RMB/month) for 100-person membership in education and public welfare. This offer applies to students currently enrolled in higher education institutions (including those admitted) within China, teaching staff (including teachers and administrative staff at various educational institutions such as kindergartens, primary schools, secondary schools, colleges, and universities), and legally

registered charitable organizations within China (e.g., foundations, social groups, social service organizations).

How to upgrade membership?

If your membership (benefits for 100-person meetings) meets the upgrade conditions, you can proceed with the upgrade. The upgrade conditions are as follows:

- If the remaining validity period of your purchased membership is 31 days or more, you can upgrade to a higher-level membership service.

- The default upgrade duration is one month. If an upgrade for multiple months is required, you can select the upgrade duration as needed. For example, if the remaining membership days are greater than or equal to 62 days, you can opt for a two-month upgrade at once.

- If the remaining validity period of the purchased membership is 31 days or more, you can upgrade to a membership service with a higher attendee capacity.

- If an upgrade for multiple months is required, you can select the upgrade duration as needed.
  - For example, if the remaining membership days are greater than or equal to 62 days, you can opt for a two-month upgrade at once.

- If you have two different membership packages simultaneously, the service with the current effective period (remaining validity of 31 days or more) will be used to calculate the upgrade.
  - For example, if you have both a 100-person individual membership and a 100-person team membership, and the remaining duration is 31 days or more, if you need to upgrade to a 300-person membership, the system will prioritize upgrading from the 100-person team membership by paying the price difference to a 300-person membership.

Upgrade to Higher Conference Scale Price:

The price to upgrade a higher count membership is the original price of the higher count membership minus the actual price you paid for the lower count membership.

If your membership (100 people conference scale) has 1 month remaining and you paid 49 yuan, the upgrade to a 300 people conference scale membership requires a price difference of 499-49=450 yuan.

> ⚠️ **Note:**
> Users upgrading to a higher count will see the actual payment amount on the membership payment page, based on the displayed price difference.

How to gift membership?

Gift Rules

- Gifts support 1 month, 3 months, and 12 months memberships. (Continuous monthly packages are not supported)

- Gifts can only be sent via phone number, and the recipient's phone number must be registered with the Tencent Meeting Personal Edition. You cannot gift yourself.

- The sender (i.e., the payer) can find the payment record in the order record and apply for an invoice on the order page.

- After a successful gift, the recipient will receive a notification from the official account and a message reminder. Invoices cannot be issued.

> ⚠ **Note:**
>
> Currently, only memberships (100 people · personal) and memberships (100 people · group) can be gifted.
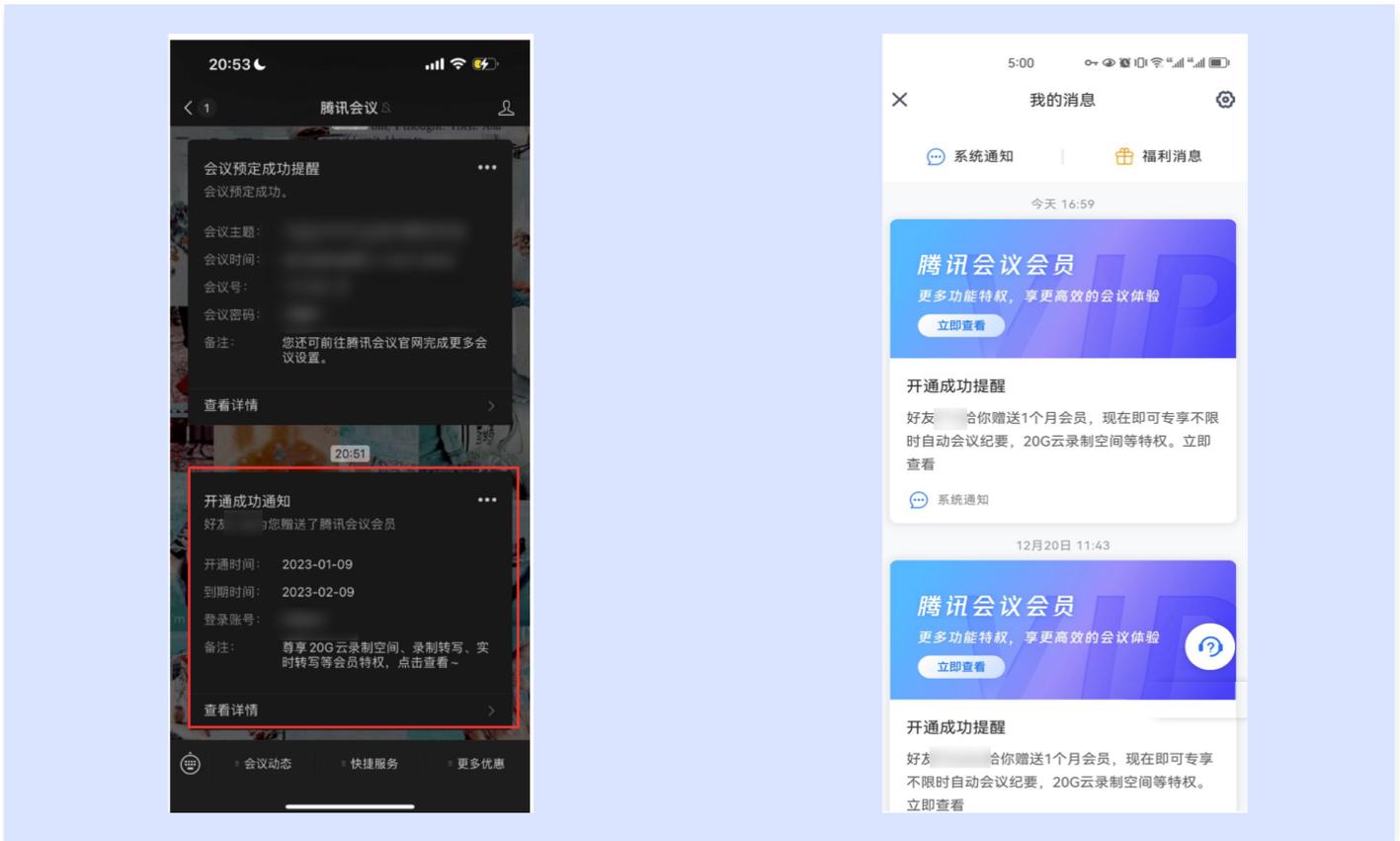
Gift Method

Android/iOS

1. Free version or membership users can click **avatar** > **Activate Now/Renew Now** > on the membership payment page click **Gift Membership** to enter the gift membership page.

2. On the gift membership page, enter the recipient's phone number or select the number from the local contact list > choose the corresponding service duration > after reading < **Tencent Meeting Membership Service Agreement** > and < **Privacy Policy** >, click **Confirm Agreement and pay ¥ x** > **Confirm** to activate Tencent Meeting membership for that phone number.

> ⚠ **Note:**
> Android supports version 3.11 and above; iOS supports version 3.14 and above.
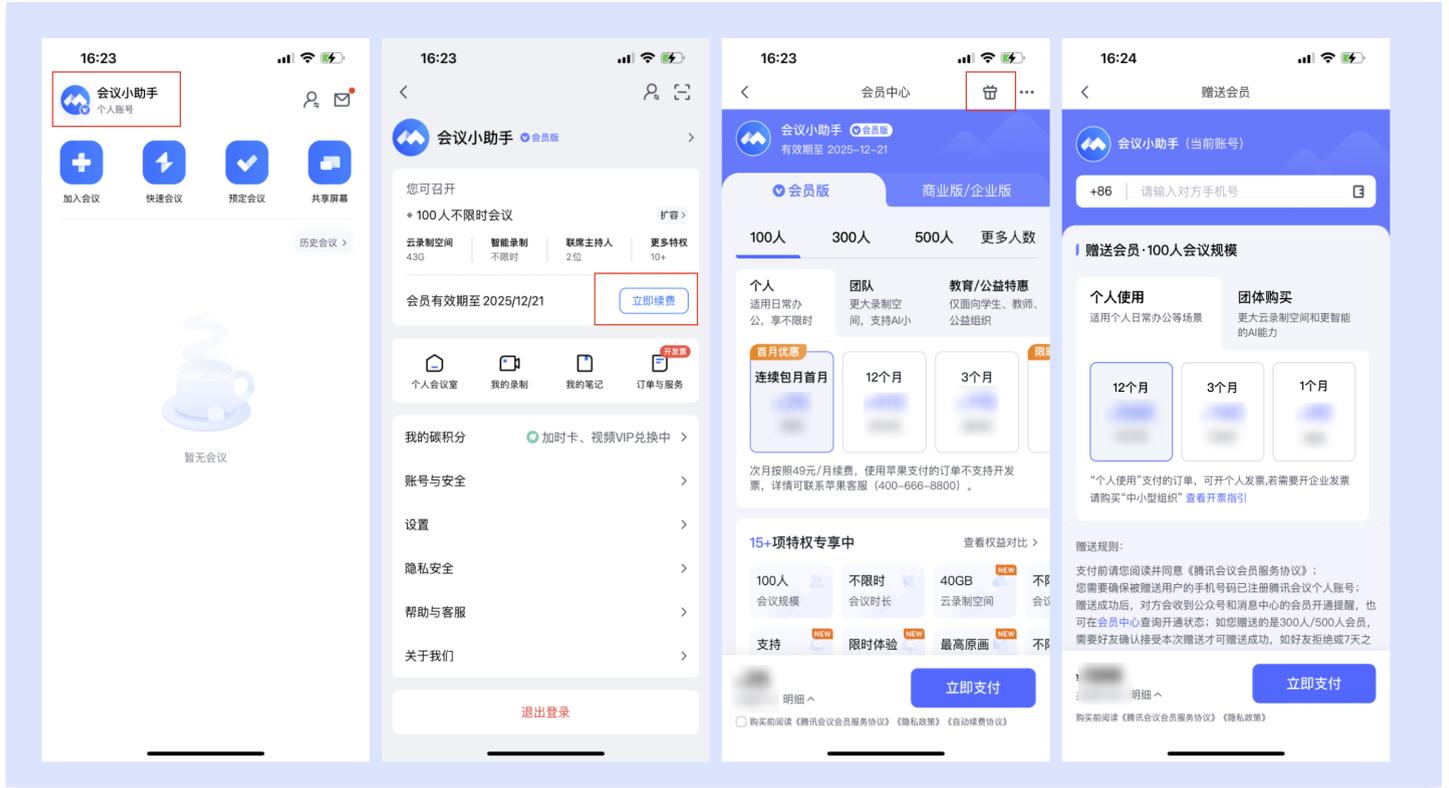
Windows/Mac

1. For free or membership users, click **profile photo** > **Activate now/Upgrade now** > on the membership payment page, click **Gift Membership** to enter the gift membership page.

2. On the gift membership page, use WeChat to scan the QR code to enter the Tencent Meeting gift membership page.

3. Enter the recipient's phone number > choose the corresponding service duration > after reading **< Tencent Meeting Membership Service Agreement >** and **< Privacy Policy>**, click **Confirm Agreement and pay ￥ x** > **Confirm** to activate Tencent Meeting membership for that phone number.

Tencent Meeting official website

1. log in to   **Tencent Meeting official website** > **Pricing and Purchase** > **Personal Users** > **Membership** > **Buy Now.**

2. In the Tencent Meeting membership activation/renewal window, click **Gift Membership**.

3. Use WeChat to scan the QR code in the window to enter the Tencent Meeting gift membership page.

4. Enter the recipient's phone number > choose the corresponding service duration > after reading **< Tencent Meeting Membership Service Agreement >** and **< Privacy Policy>**, click **Confirm Agreement and pay ￥ x >** **Confirm** to activate Tencent Meeting membership for that phone number.

How to renew Tencent Meeting membership?

Android/iOS renewal method

Log in to your Tencent Meeting member account using a mobile device, click **Avatar** to enter the personal center > click **Renew Now** > After entering the member center, **select the desired package** > click **Pay Now.** After the **payment** is successful, your member benefits are renewed.
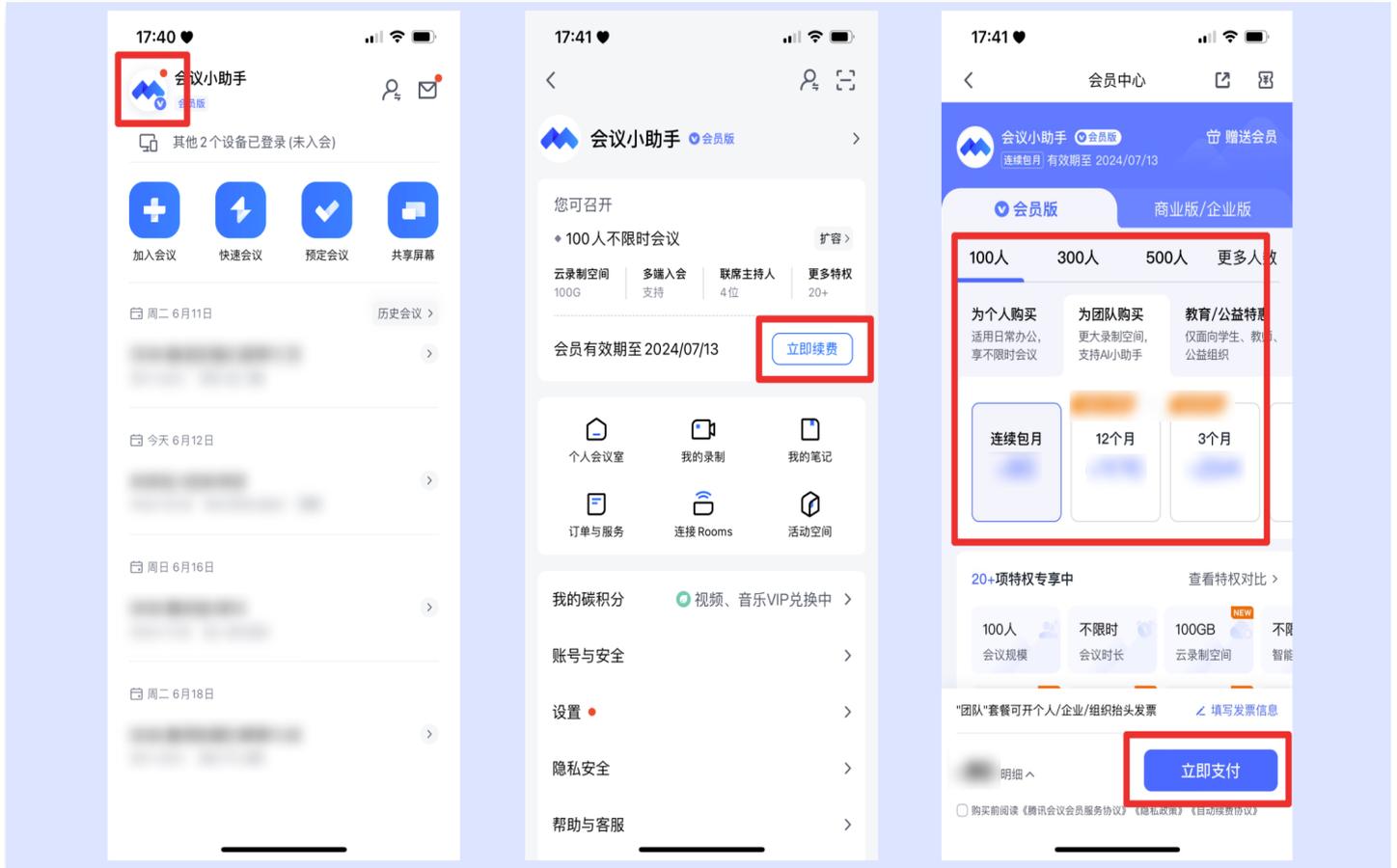
Windows/macOS renewal method

Log in to your Tencent Meeting member account on a computer, click **Avatar** to enter the personal center > click **Renew Now** > After entering the member center, **select the desired package** > proceed with **QR code payment**. After the **payment** is successful, your member benefits are renewed.
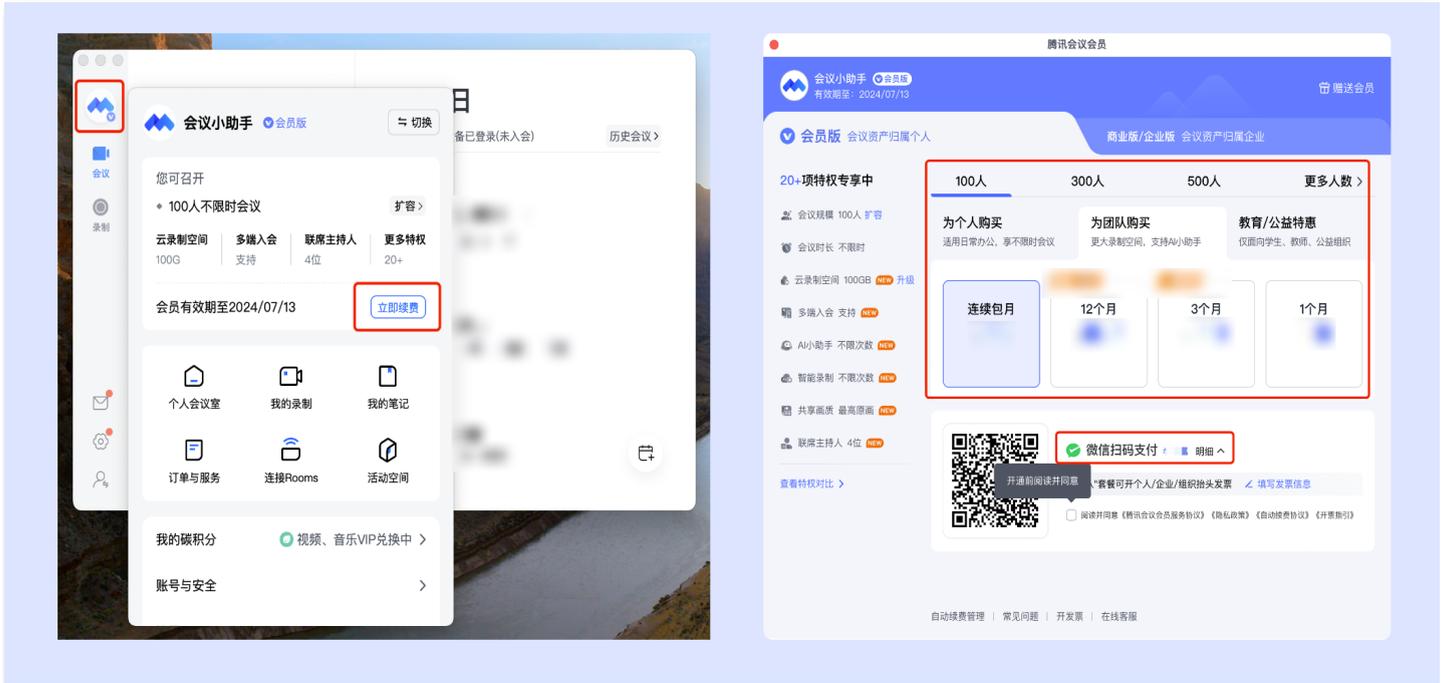
How to view next month's renewal price/time for Tencent Meeting membership?

Android/iOS viewing method

If you have activated the continuous monthly billing service for Tencent Meeting membership, you can use a mobile device, log in to the Tencent Meeting membership account, click **profile photo** to enter the personal center > click **V-Member Version**, enter the membership center > swipe up on the membership center page, click **Renewal Management.**
View the **next charge time and amount** for your membership package on the **Renewal Management and Activation Record** page.
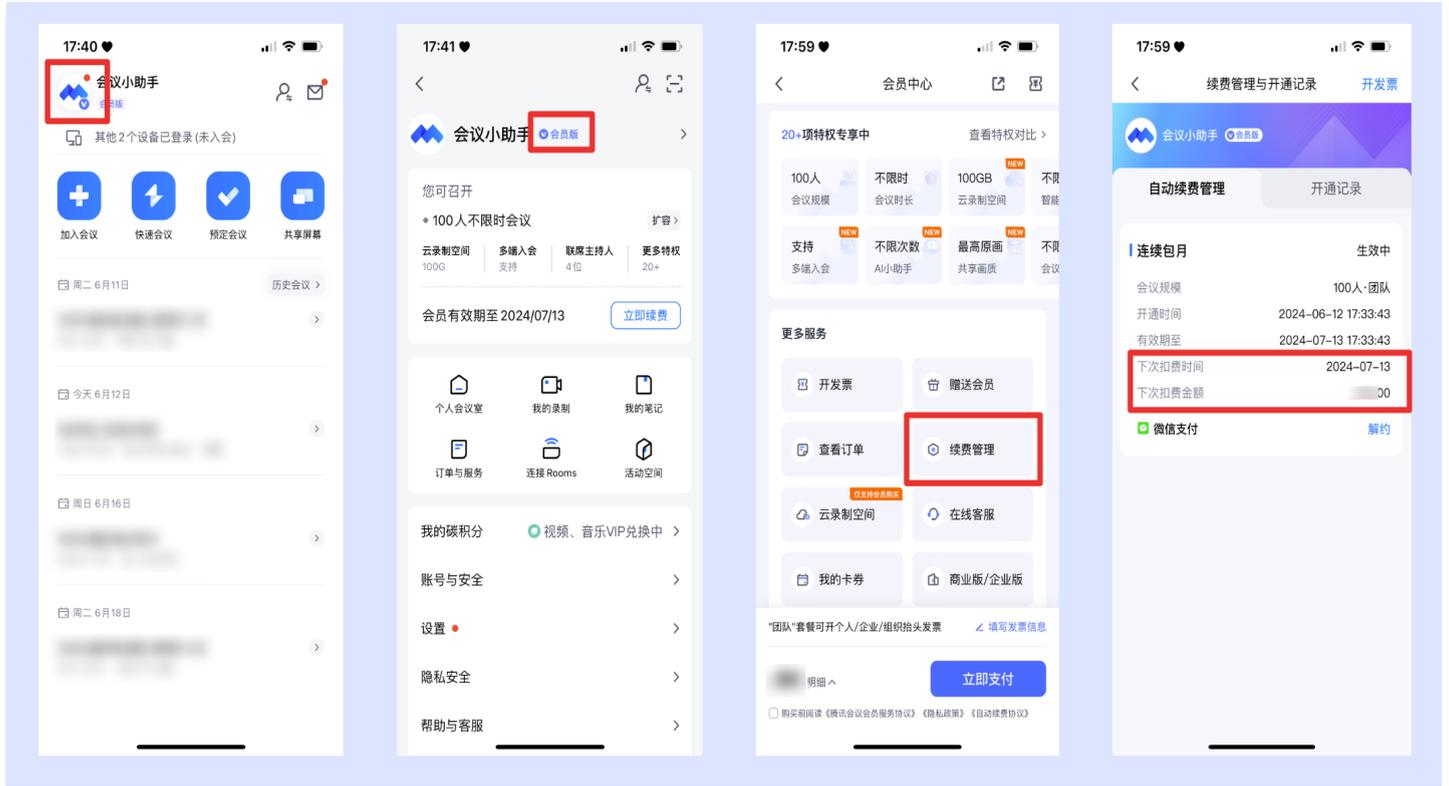
Viewing methods for Windows/macOS

If you have subscribed to the continuous monthly service on Tencent Meeting, you can log in to your Tencent Meeting membership account on a computer device, click **Avatar** to enter the personal center > click **V Membership Edition** to access the membership center > click on **Auto-renewal Management** at the bottom.

View the **next charge time and amount** for your membership package on the **Auto-renewal Management** page.
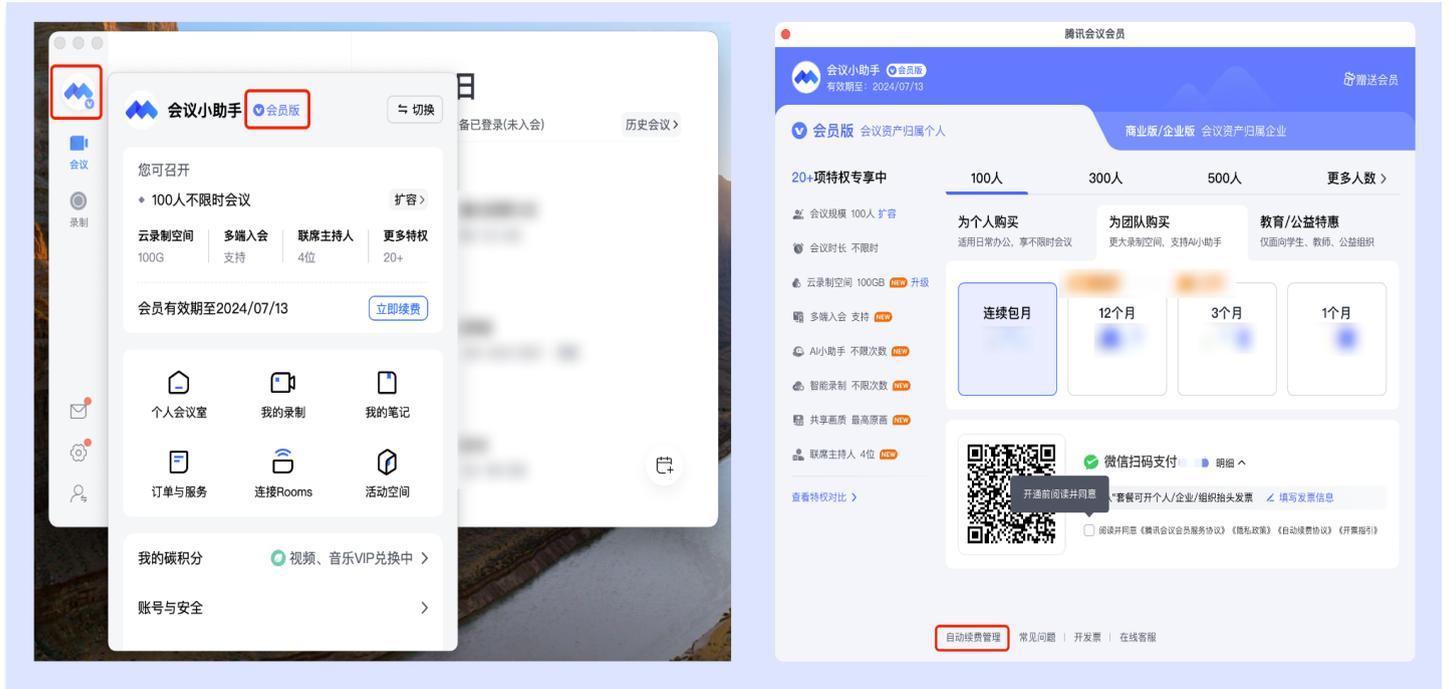
How to turn off auto-renewal for members?

Turning off auto-renewal on the Tencent Meeting client

You can log in to the Tencent Meeting App, click **Avatar** > **Renew Now** to enter the membership center page > scroll down to **More Services**, select **Auto-renewal Management** > click **Terminate Contract** to proceed as prompted.

Turning off auto-renewal via WeChat Pay

For users who pay with WeChat Pay, you can click **Wallet** in WeChat > **Payment Settings** > **Auto-renewal** > select the **Tencent Meeting** related auto-renewal service > click **Turn Off Auto-renewal**.

Turning off auto-renewal via Apple Pay

For users who pay with Apple Pay, you can log in to your device with the Apple ID used to activate the auto-renewal service, enter the device's **Settings** > **Apple ID, iCloud, Media & Purchases** > **Subscriptions,** find the Tencent Meeting membership related subscription, and follow the prompts to cancel the subscription.
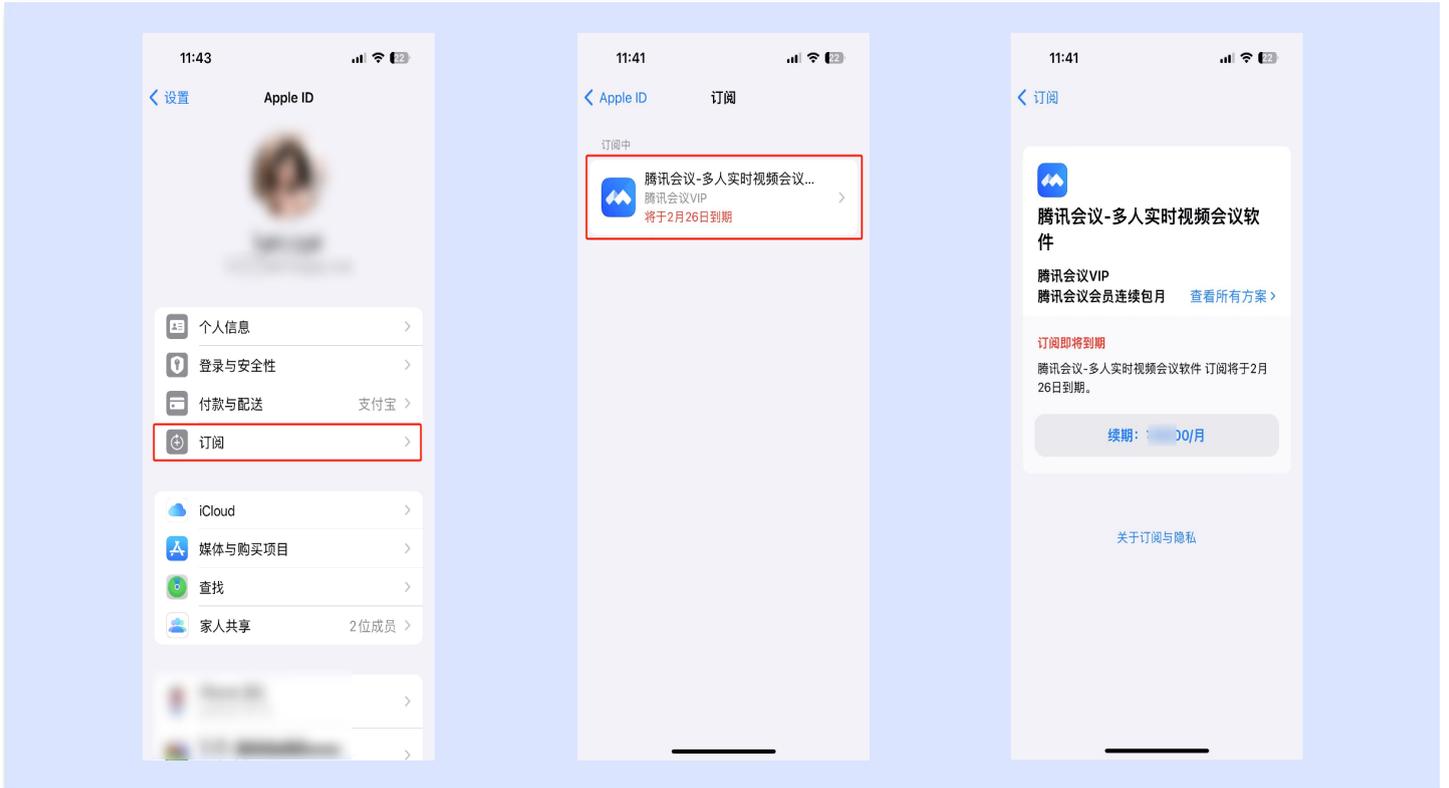
How to view the validity period and expiration date of the membership service?

Log in to the Tencent Meeting App, click **Avatar** > **Renew Now** to enter the membership center page > where you can view the validity period.
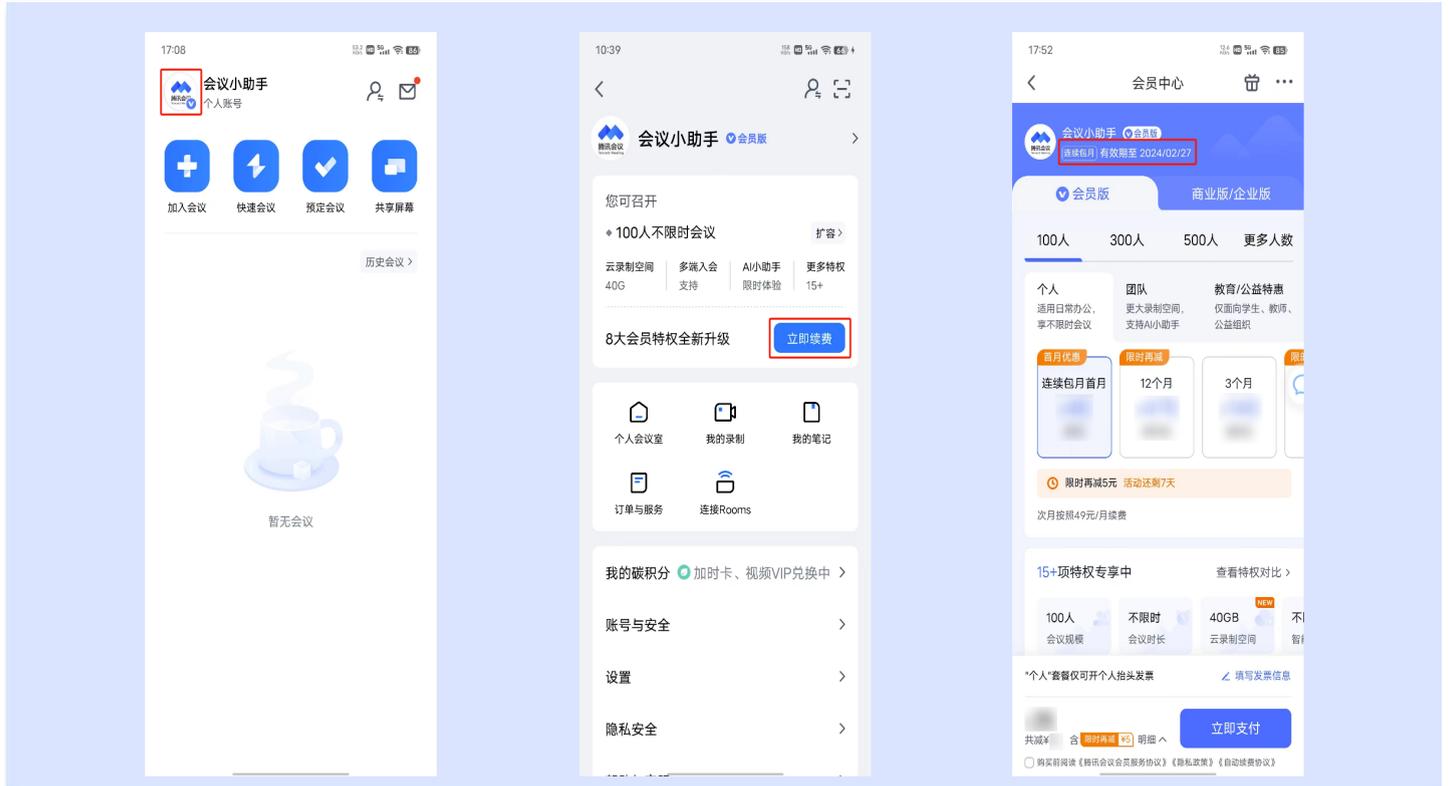
> ⚠️ **Note:**
> - Each charge for the continuous monthly membership service provides 31 days of complete service and will automatically renew before expiration to extend your validity period. If you wish to cancel the continuous monthly subscription, we recommend doing so before the next charge date. We will also send a reminder notification before charging for the service.
> - If you cannot cancel the subscription on your Apple device or there is no subscription button, it is advisable to call Apple's official customer service at 4006668800 for assistance.
> - If successfully canceled on the WeChat platform, WeChat Pay will send you a notification of successful cancellation of the auto-renewal project.

Tencent Meeting Education Discount Certification, why can't it be approved?

If the Tencent Meeting Education Discount Certification is not approved, please check whether the uploaded files are authentic, valid, clear, evenly lit, without blurriness or obstructions, and whether they belong to a recognized educational or public welfare organization.

When does the membership auto-renewal deduction occur?

Hello, the details of the Tencent Meeting membership auto-renewal deduction are as follows:

WeChat Pay

If you have activated this auto-renewal service through WeChat Pay and have not explicitly canceled the auto-renewal service within the agreed cancellation period, the payment channel will automatically deduct the service fee for the next billing cycle from the balance of your WeChat Pay account bound to this auto-renewal service on the membership expiration date (according to the membership expiration date on the Tencent Meeting App).

Apple In-App Purchase

If you have activated this auto-renewal service through Apple ID and have not explicitly canceled the auto-renewal service within the agreed cancellation period, Apple will automatically deduct the service fee for the next billing cycle from the balance of your Apple ID account bound to this auto-renewal service on the expiration date of each subscription period (according to the Apple subscription expiration date, which can be viewed by opening the Apple iOS device **Settings** > **Apple ID, iCloud, Media & Purchases** > click **Subscriptions** > select Tencent Meeting). For more details, please refer to: Tencent Meeting Auto-renewal Agreement.

Is there a notification method before the membership auto-renewal deduction?

According to legal requirements and relevant service rules, Tencent will notify you through one or more channels such as in-app messages, WeChat push notifications, SMS, or email before the agreed auto-deduction time. Please pay attention to receiving them. For more details, please refer to Tencent Meeting Auto-renewal Agreement.

Does closing auto-renewal affect usage for the current month?

Hello, closing auto-renewal for the Tencent Meeting membership does not affect your membership usage for the current month.

Can auto-renewal be resumed after it's turned off?

Once Tencent Meeting membership auto-renewal is turned off, you cannot resume a canceled continuous monthly subscription. You can reorder the desired membership package and choose the continuous monthly service.

When will the monthly auto-renewal cancellation take effect?

Tencent Meeting membership cancellation of continuous monthly billing takes effect immediately and will not auto-renew next month.

What proof documents are needed to purchase Education/Charity Member Benefits?

Students, teachers, and members of charity organizations can purchase Tencent Meeting Education/Charity Member Benefits. Please choose the appropriate verification entry based on your identity and provide the corresponding proof documents:

Students

You need to go to the WeChat student verification feature page, authorize, and agree to allow WeChat to collect your Xuexin.com online Captcha and other information (as displayed in the relevant WeChat interface) for verification. Tencent Meeting does not collect and review your student identity information; the final result is based on WeChat's verification.
After WeChat verification, you can choose on the page whether to authorize the student identity binding status to Tencent Meeting to verify the eligibility for the activity. Due to data delays from Xuexin.com, new students may only be able to verify their college student status three months after enrollment. Thus, during this period, such students may not pass WeChat verification and be ineligible for the activity.

Teachers

You need to provide your Teacher Qualification Certificate issued by educational administrative departments or entrusted higher education institutions, an Employment Certificate/Teacher Work Permit, and other relevant identification documents (as displayed in the actual interface) and authorize Tencent Meeting for verification.

Charity Organization Members

You need to authorize Tencent Meeting to collect and use your mobile number and the administrator's mobile number. Go to the Tencent Technical Charity Platform page, authorize the Tencent Charity Foundation to collect the legal entity information, organizational document information, etc., of your charity organization (as displayed in the relevant interface on the Tencent Technical Charity Platform) for verification. Tencent Meeting does not collect and review your charity organization member information; the final result is based on the Tencent Charity Foundation's verification.
If you submit information involving third-party personal information, please ensure you have obtained the explicit consent of the information subject and have fully informed them of the purpose, range, and usage of the data processing. After verification, you can choose whether to authorize the verification result to Tencent Meeting to verify the eligibility for the activity. The same charity organization is entitled to no more than 5 member verification purchases. If

your charity organization has exceeded 5 verified members, you cannot complete the verification as a charity organization member.

> ⓘ **Note:**
> - After verification, your verification details will display the verification validity period. The validity period for this service is 6 months, starting from the date of verification approval. Once the validity period expires, your verified identity under this service will automatically become invalid. You can choose to verify again.
> - When submitting materials, the document photos must be genuine, clear, evenly lit, with no blurriness or obstructions. After submitting the materials, once the verification is successful, it will be approved directly.
> - The proof documents for purchasing Tencent Meeting Education/Charity Member Benefits are not mandatory. Verification of teacher or student identity can enjoy purchase discounts.

Common Issues in Webinars
Common Questions Before Webinar Meetings

Last updated：2024-08-28 15:46:46

What is the difference between a webinar and a regular meeting?

The webinar is a public conference product launched by Tencent Meeting for scenarios like salons, roundtable meetings, and industry summits. Compared to ordinary meetings, it differentiates between host, guest, and audience roles. Audiences cannot proactively participate via audio and video, and it features lower latency, supports more attendees, has stronger control capabilities, and richer interaction characteristics.

What is the difference between the Free, Enterprise, and Business Editions of the webinar?

The Free, Enterprise, and Business Editions of the webinar mainly differ in the number of guests, number of attendees, and feature usage. For detailed differences between each edition, please refer to features introduction of different versions of webinars .

How to purchase the paid version of the webinar?

- Personal Edition users: You need to purchase any one of the Business, Enterprise, or Education Editions before you can buy the paid version of the webinar.
- Business, Enterprise, or Education Edition users can directly purchase the paid version.
- For purchase details, please refer to Tencent Meeting purchase page .

How to use the registration feature?

After enabling registration, you can collect information from the audience and approve whether to allow the audience to join the meeting. You can also understand the potential number of attendees and attendee information before the meeting, making the attendees more manageable. Multiple registration links can be set up to track conversion status from different sources. The paid registration feature is free for a limited time, welcome to try it.

Is it possible to set registration questions on mobile? How to set them?

Registration can be set on both mobile and PC after enabling it, with preset questions and custom questions.

For meetings with registration enabled, can someone join without registering?

For meetings with registration enabled, guests do not need to register. The paid version supports the bulk instance import feature, where imported users do not need to register. Members within the same organization are also exempt from registration.

How to invite others to the meeting?

You can invite others via meeting link, meeting invitation information, meeting QR Code, meeting number, etc. The paid version supports sending SMS and email to added guests.

Is web-based access supported?

Web-based access is not supported at the moment, but similar web-viewing effects can be achieved through the streaming feature.

Is Mini Program membership supported?

Mini Program membership is currently supported in webinars.

Is telephone join supported?

Telephone dial-in is supported. You can find the dial-in method in the meeting details page or the meeting invitation information.

Is QR Code supported?

You can find the meeting QR Code on the meeting details page on mobile and web. It can be saved as an image for forwarding.

How to introduce the meeting/guest/schedule?

After scheduling a meeting on the web, you can choose Customize Activity Page under the Brand Tag at the bottom of the meeting details page. It supports setting meeting introduction images, text content, etc. Support for setting up guests and schedule display is coming soon.

How to set guests?

After scheduling a meeting on the web, you can invite guests under the Invite Tag at the bottom of the meeting details page. Guests can be added by phone number or corporate directory, or you can forward the exclusive link to guests. Joining via the exclusive link directly makes them guests.

How many guests can you invite in total? Will it occupy the audience quota?

- Free Version Webinar: The total number of guests, hosts, and co-hosts must not exceed 10 people.
- Paid Version Webinar: The total number of guests, hosts, and co-hosts must not exceed 300 people.
- Guest and audience quotas do not interfere with each other.

Can invitations to guests be sent via email and SMS?

The Paid Version allows setting up notifications. By default, it selects official account notifications. Attendees who follow the Tencent Meeting Official Account can receive notifications about their registration status and the start of the meeting. Enterprise and Business Edition users can use SMS and email notifications. Email supports Chinese, English, and Chinese-English bilingual.

Can audiences be imported in bulk? Will their names be displayed after import?

Currently, the Paid Version supports bulk import of audiences. Bulk import does not support importing names into the meeting, but manually registered names can be brought into the meeting.

Can virtual backgrounds be set for guests or the audience?

The Business and Enterprise Editions support setting a unified virtual background for guests and the audience when scheduling meetings on the web. Members can preview the virtual background effect when joining and can also replace it with other virtual background images.

How to set an allowlist for attendees?

You can enable the registration and bulk import feature. Imported members can join without registering. Non-imported registered members can be set for audit to restrict non-allowlist members from joining.

Can images and videos be set for the warm-up? When will they be displayed?

- Warm-up now supports the setting of videos and images and can also enable warm-up music.
  - It is recommended to upload images with a 1280x720 resolution, supporting PNG/JPG formats, and no larger than 5 MB.
  - It is recommended to upload videos with a 1280x720 resolution, supporting MP4 format, and no larger than 1 GB.
- Audiences who join 15 minutes before the meeting starts can watch the warm-up.

Common Issues During Webinars

Last updated：2024-08-28 15:47:03

How to set up a Conference Administrator/Co-host?

- Enterprise Edition and Business Edition accounts can assign meeting staff as designated hosts before the meeting, and they can host meetings on behalf of the creator.
- Member Version, Enterprise Edition, and Business Edition users can set Co-hosts or Guests during the meeting to assist the host in managing and interacting in the meeting.

What is the maximum number of Guests that can attend?

- Free Version Webinar: The total number of Guests, Hosts, and Co-hosts must not exceed 10 people.
- Paid Version Webinar: The number of Guests, Hosts, and Co-hosts matches the meeting scale purchased with Cloud Meeting, with a total not exceeding 300 people.

What is the maximum number of Participants that can have Video enabled?

- Free Version Webinar: Equal to the number of Guests, with no more than 10 people having Video enabled simultaneously.
- Paid Version Webinar: Equal to the number of Guests, with no more than 300 people having Video enabled simultaneously.

What is the maximum number of Co-hosts that can be set?

- Free Version: 0.
- Member Version: 2.
- Business Edition: 10.
- Enterprise Edition: 50.

Can it stream to Video Number/Third party?

Yes, the creator can enable the streaming feature under the live streaming tag on the Meeting Details Page after scheduling. The host can enable the streaming feature from the application at the bottom of the Meeting Interface during the meeting.

What does the streaming screen look like?

The streaming screen is the current Page Layout of the meeting.

Is additional equipment needed for streaming?

No additional equipment is needed. Both mobile phones and computers can directly stream.

How to set Custom Layout? Can the background be configured?

Yes, it can be set in the In-meeting Style on the computer side, and it also supports client background configuration. The number of custom backgrounds varies between the free and paid versions.

Are there any interactive forms to liven up the atmosphere?

- Like During Meeting: The entrance is located at the bottom right of the meeting interface. Click to show random emojis to enhance the meeting atmosphere; everyone in the meeting can like, and the host and co-hosts can also disable this feature.
- Voting: The host can initiate multiple votes, each containing up to 10 questions to help collect member feedback.

How to prohibit chat during the meeting?

Above the chat input area in the meeting, click the Permission Settings icon to set the Mute Scope and Chat Scope.

How to enable the Q&A Section?

The host can enable the Q&A Section feature from the application at the bottom of the Meeting Interface during the meeting. Both the host and guests can answer questions.

Who can start recording?

The host and co-host can enable the Recording feature. Currently, the mobile version only supports Cloud Recording, while the desktop version supports both Cloud Recording and Local Recording. After the meeting ends, you can find the corresponding files through the History Meeting page or the Recording Tag section on the web page. You can set Share Permissions, perform simple Editing, etc. During the free period of the Webinar, enjoy unlimited cloud recording space.

How to use Hand Raising during the meeting?

It is used for interaction between the audience and the host or guests. For example, since the audience is not allowed to speak by default, you can guide them to raise their hands if they need to speak. You can see the hand-raising audience at the top of the member list and allow them to speak. Feel free to explore more ways to use it.

What is the difference between Q&A and Chat during the meeting?

Unlike Chat, questions can stay in the Q&A section. The host and guests can provide written answers. The audience can find answers to similar questions in the Q&A section without repeating questions and answers.

How to switch the meeting Layout?

During the meeting, click the Layout button at the top right of the interface and choose the layout you want to switch to.

If the meeting is locked, can you re-enter after exiting?

No, once the host locks the meeting, you cannot re-enter after exiting.

Common Issues After a Webinar

Last updated： 2024-08-28 15:47:21

How to check records of completed meetings on Tencent Meeting?

- Client: Click the **Past Meetings** tab on the main meeting panel to view your meeting records.

  > ⚠ **Note:**
  >
  > You can only view meetings you have attended on the current device. If you have performed actions like uninstalling the client, your meeting records will be cleared.

- Web version: Go to Tencent Meeting official website, log in and click on the top right corner **avatar** > **User Center** > **Webinar** > **Completed Webinars**, to view the webinars you have participated in.

  > ⚠ **Note:**
  >
  > Records of meetings on the web are retained for up to 30 days.

How to export the list of meeting participants?

Go to Tencent Meeting official website, log in and click on the top right corner **avatar** > **User Center** > **Webinar** > **Completed Webinars** > select the corresponding meeting and click **Export Attendees**.

> ⚠ **Note:**
>
> Only the creator of the meeting can export the list of attendees. If you are an attendee, please contact the meeting creator for the export.

How to export check-in records?

Go to Tencent Meeting official website, log in and click on the top right corner **avatar** > **User Center** > **Webinar** > **Completed Webinars** > select the corresponding meeting and click **Export Sign-in Records**.

> ⚠ **Note:**
>
> Only the creator of the meeting can export check-in records. If you are an attendee, please contact the meeting creator for the export.

How to view recorded videos?

- For cloud recording videos, go to Tencent Meeting official website , log in and click on the top right corner **avatar** > **User Center** > **My Recordings** > select the corresponding meeting recording file to view the recording.
- For local recordings, open the local recording file save path to view the local recording files (the save path for local recordings can be found in Settings under Recording).

How to share cloud recordings with others?

- Enter Tencent Meeting official website , log in and click the top right corner **avatar** > **User Center** > **My Recordings** > select the video you want to share, and click Share to share the video with others.
- Currently, the sharing methods support both link and QR code formats. You can set view permissions, link validity period, etc. for the video.

Does it support replay?

Yes, you can enable replay when scheduling the meeting. The replay must work with the recording feature enabled. After the meeting ends, you can select part of the recording to generate a replay, which supports simple editing.

Where is the recording stored after starting the meeting recording?

Local recordings are stored in a specified folder, while cloud recordings are stored in the cloud storage space under the meeting creator's account. You can view them on the Tencent Meeting official website > **User Center** > **My Recordings**.

How to enable recording transcription?

You can enable transcription feature in the recording details page's right sidebar.

How to share meeting minutes and replay with the audience?

Currently, webinars support enabling the feature of allowing the audience to watch the recording replay and auto-enable recording before the meeting. After selecting, recording will automatically start upon joining the meeting. After the meeting ends, the meeting link will automatically switch to the replay link, eliminating the need to re-distribute it to attendees.

Where can I get registration data and audience membership data?

- The meeting summary page includes full-chain data such as registration question answers, audience attendance, detailed times and number of leaves, and total duration of attendance.
- You can download the complete table from the top right corner of the meeting summary page, or find it in the Tencent Meeting official website > **User Center** > **Webinar** >

Concluded Webinars>Export Attendees.

How to view the list of attendees?

After the meeting ends, find the corresponding meeting on the historical meeting page on the client and web terminal, and you can export the list of attendees. Currently, it supports exporting data on attendees, organizational structure, member attendance duration, registration information, etc.

Can Q&A and chat content be exported?

Export is not supported yet. Continuous optimization is in progress. Please stay tuned.

Feature Comparison of Different Versions of Webinars

Last updated：2024−08−28 15:47:49

> ⚠ **Note:**
>
> Purchase Tencent Meeting Business Edition or Enterprise Edition before buying the paid version of Webinar.

Feature	Webinar Free Version	Webinar Paid Version
Host+Guest+Contact the host	10 people	Business Edition is the same as **Number of host accounts** Enterprise Edition is the same as **Number of Virtual Meeting Rooms** Up to **300 people**
Single session duration	Free Version 60 minutes Member Version/Business Edition/Enterprise Edition No time limit (No single session exceeds 24 hours) (Show rights)	No time limit (No single session exceeds 24 hours)
Number of Audiences	Free Version – Up to 100 people Membership – Up to 100/300 people Consistent with the meeting scale of Membership purchase, Up to 300 people Business Edition – Up to 300 people Enterprise Edition – Up to 300 people (Time−limited rights)	Supports up to 50,000 audiences

Number of Webinars that can be held simultaneously	1 session	Based on actual purchase **Number of Webinars**
Number of simultaneous videos	10	10~30 (Consistent with guest seats)
Number of co-hosts	Free Version 0 Membership 2 Business Edition 10 Enterprise Edition 10	Business Edition 10 Enterprise Edition 50
Schedule a meeting with the same configuration	√	√
Invite guests via telephone number	√	√
Invite guests via exclusive link	√	√
Invite guests via corporate directory	**Enterprise Edition/Business Edition** available	√
Guest invitation – Email and SMS notifications	**Enterprise Edition/Business Edition** available	√
Guest Name Tag	√	√
Guests Join in Advance	√	√
Registration Question Collection	√	√
Enterprise Internal Members Join Without Registration	**Enterprise Edition/Business Edition** available	√
Batch Import of Registrations	**Enterprise Edition/Business Edition** available	√
Paid Registration	**Enterprise Edition/Business Edition** available	√

Collaborative Approval of Registrations	Free Version – 0 people Membership – 0 people Enterprise/Business Edition – 3 people	3-person Approval
Export Registration Personnel	**Enterprise Edition/Business Edition** available	√
Registration Notification – Official Account	√	√
Registration Notification – Email/SMS	**Enterprise Edition/Business Edition** available	√
Preparation Mode	√	√
Warm-Up	√	√
Streaming to Third-party Platforms	–	√
Streaming to Video Number	√	√
Custom Layout Template Quantity	Free Version**6** Membership**6** Business Edition**26** Enterprise Edition**26**	Business Edition**26** Enterprise Edition**26**
Recording Space	Free Version**1G** Space Membership**20G** Space Business Edition**200G** Space Enterprise Edition**Unlimited** Space	Business Edition**200G** Enterprise Edition**Unlimited** Space
Auto-enable Cloud Recording Capability	**Enterprise Edition/Business Edition** available	√
Cloud Editing	√	√
Chat Sensitive Word Settings	**100** items	**100** items
Chat Manual Review	**Enterprise Edition/Business Edition** available	√

Chat Content Recall	√	√
Supports Audience/Guest Questions, Guest Answers	√	√
Supports Deleting Questions	√	√
Supports Question Likes Sorting Questions by Number of Likes	√	√
Raise hand	√	√
Playback	√	√

Other related questions

Last updated: 2024-08-28 15:49:06

How to get an Overtime Card on Tencent Meeting?

The methods to get an Overtime Card on Tencent Meeting are as follows:

1. Tencent Meeting randomly distributes Overtime Cards each month. Please refer to the actual situation.

2. You can exchange Carbon Points for an Overtime Card by participating in Tencent Meeting's carbon points activity.

For more details, please refer to Using Overtime Card.

Can Tencent Meeting Overtime Cards be purchased separately?

Hello, Tencent Meeting Overtime Cards cannot be purchased separately at this time.

> ⓘ **Note:**
> Log in to the Tencent Meeting App for a chance to receive a free Overtime Card from the system.

How to record and replay on Tencent Meeting?

Free, Member, Business, and Enterprise users can all experience the cloud recording feature and save it in their web personal center. Your video and screen sharing during the meeting will be completely saved. For more details, please refer to Cloud Recording.
Webinar users can enable the option to allow viewers to watch recorded replays after the meeting by entering the meeting details page before the meeting starts. Recording will start automatically when the meeting begins, and viewers can watch the replay after the meeting ends. For more details, please refer to How to Set and View Replays.

How to download Tencent Meeting cloud recording files?

When the host or co-host uses cloud recording during the meeting, a cloud recording file is generated under the account of the meeting creator after the meeting ends. The meeting creator can download the cloud recording content in the personal center. For more details, please refer to Manage Cloud Recording.

How to update Tencent Meeting to the latest version?

The methods to update Tencent Meeting are as follows:

Through the official website

1. For the domestic version, go to the **Tencent Meeting official website** to download the latest version.

2. For the international version, go to the **Tencent Meeting international official website** to download the latest version.

Through the client

In the personal settings interface of the Tencent Meeting client, click **Settings** > **About Us** > **Check for Updates**.


> ⓘ **Note:**
> 1. Updating the Tencent Meeting version will not affect scheduled meetings.
> 2. The update process incurs no fees.
> 3. If the meeting is not updated to the latest version, you may receive a prompt to restart Tencent Meeting when entering.
> 4. Please check the version update content at: **Tencent Meeting New Features Launch Preview**.

How to report a member in Tencent Meeting?

Host or Co-host

The host or co-host can click on the bottom toolbar **Manage Members** during the meeting, select the corresponding member in the member list > **More** > **Report** > select **Report Reason** > **Submit Related Materials.**
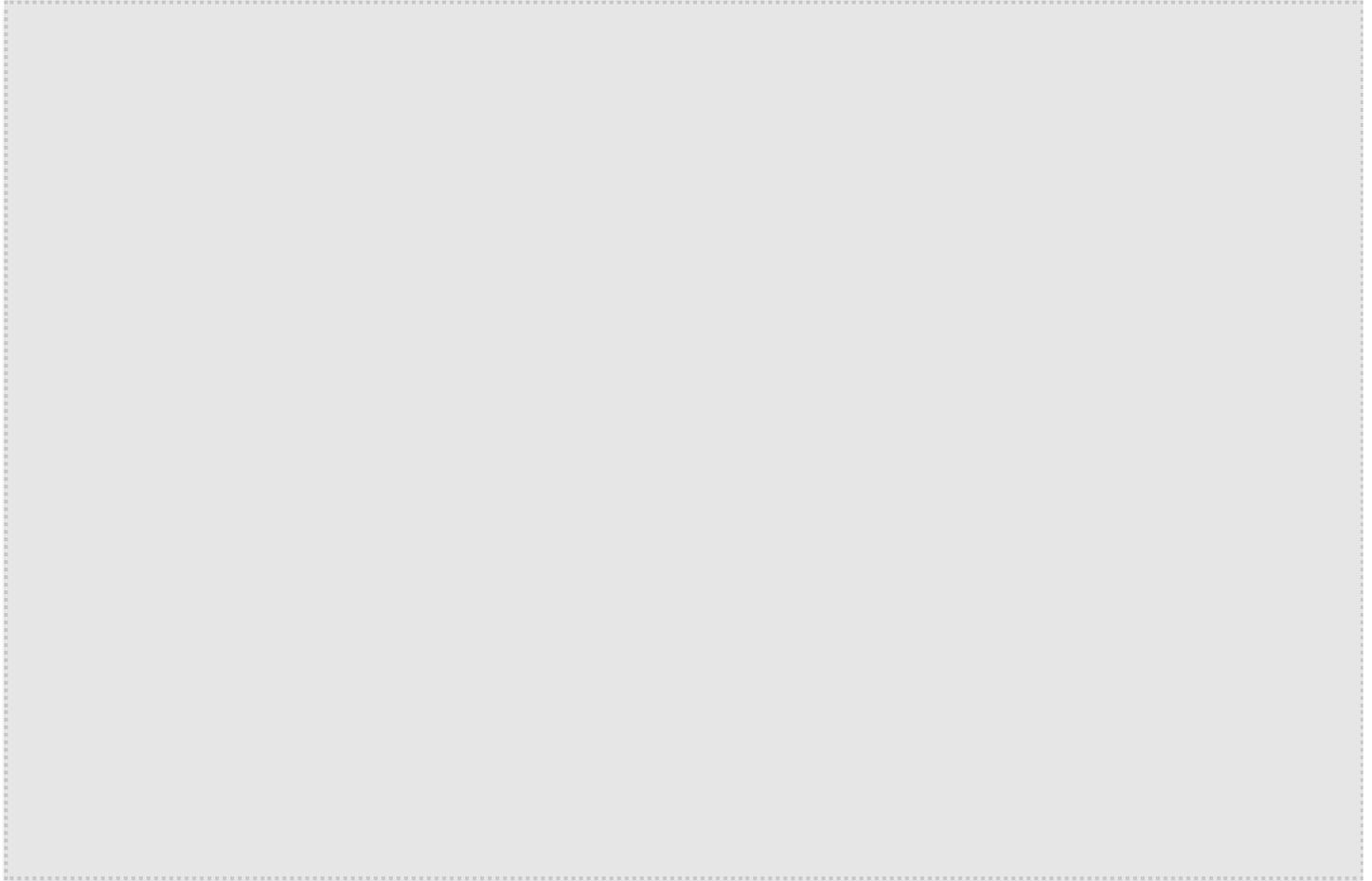
Participant

You can select **Manage Members** during the meeting, choose the corresponding member > **Report** > select **Report Reason** > **Submit Related Materials** to report a meeting member.
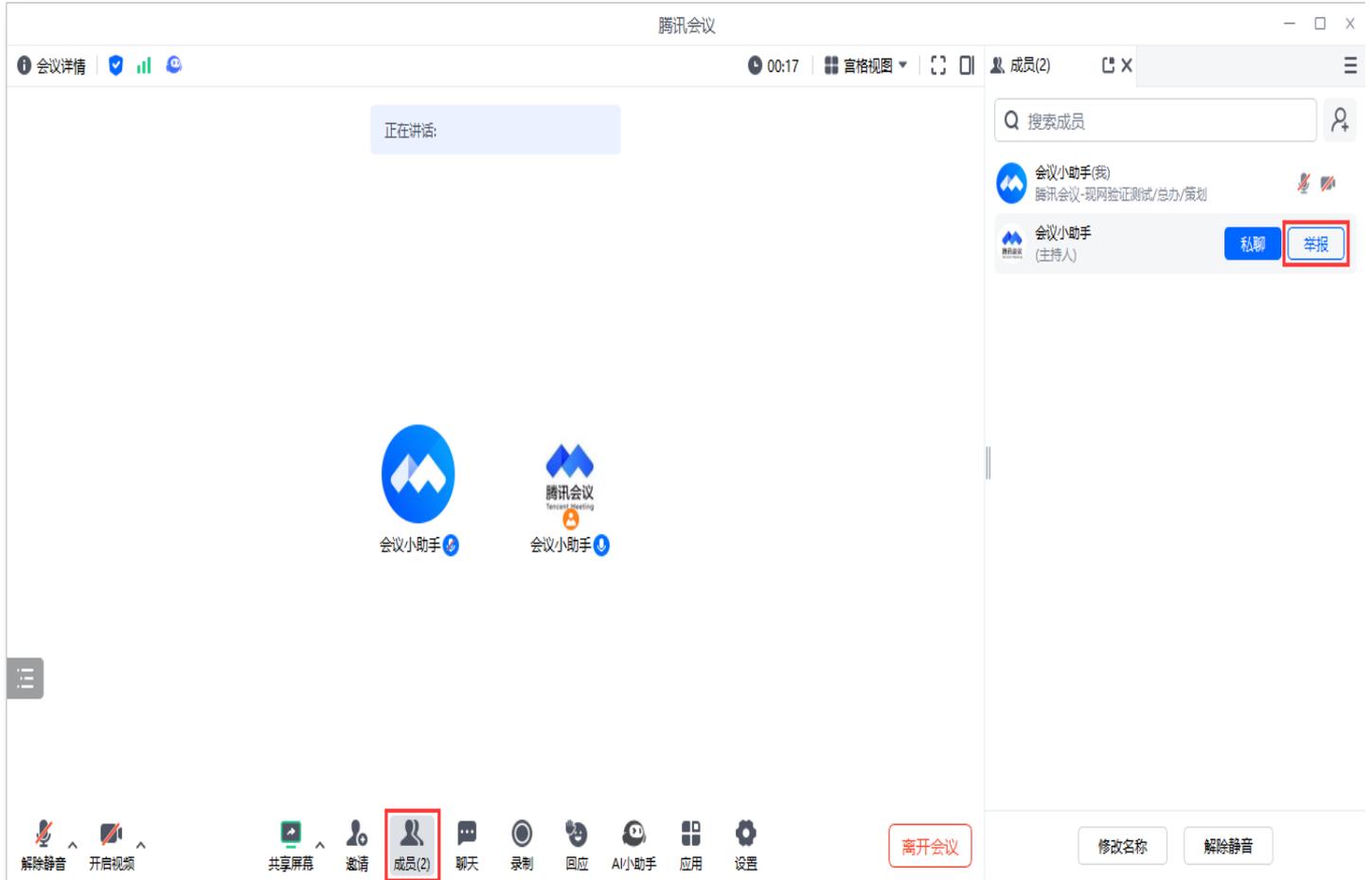
What are the restrictions on meeting duration for different purchase packages?

- Free Personal Edition

  Tencent Meeting Free Personal Edition accounts, starting from late April 2023, have a meeting duration of up to 60 minutes for meetings with 3-100 participants (the 60-minute timer starts once more than 2 participants join).
- Membership Edition

  Tencent Meeting Membership Edition accounts (requires a paid subscription) can create meetings with a duration limit of 24 hours per session.
- Business Edition and Enterprise Edition

  Tencent Meeting Business Edition and Enterprise Edition accounts (requires a paid subscription) can create meetings with a duration limit of 24 hours per session.

> ⊙ **Note:**

Tencent Meeting's duration limit is related to the account version of the meeting organizer, and it is not affected by the account versions of other participants.