ADMINISTRATION GUIDE

Konftel CC200



The Administration Guide will be updated continuously,
the latest version can be found at konftel.com.

KONFTEL GET TOGETHER]

CE

Konftel AB hereby declares that this collaboration camera is in conformity with all the essential requirements and other relevant provisions of Directive 1999/5/EC.

Please visit **www.konftel.com** to view the complete declaration of conformity.

Warning!

Do not expose the Konftel CC200 to water or moisture.

Warning!

Do not open the casing of the Konftel CC200.

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ABOUT KONFTEL CC200

Konftel CC200 is an all-in-one collaboration camera. Konftel CC200 has built-in codec, camera, and microphones, and is ideal for video conferences in small rooms.

Konftel CC200 has the following features:

- Excellent video quality with maximum resolution of 1080p@30fps.
- Dual HD video streams that support seamless content sharing at maximum resolution of 1080p@15fps, along with video.
- DVD-quality audio encoding.
- High-quality video and audio using H.263 and H.264. Konftel CC200 maintains the conference experience even with limited bandwidth or poor network conditions by using the following compression methods.
    - o H.264 SVC in point-to-point calls for decoding. SVC extends the H.264 codec standard to dramatically increase error resiliency and video quality without the need for higher bandwidth.
    - o H.264 High Profile is a standard for compressing video by up to 25% over H.264 Baseline Profile which supports high definition calls to be held over lower call speeds. These compression methods work only when all endpoints participating in a conference support the protocol.
- Ability to record video conferences to a locally connected USB drive, a network drive, or to a remote server.

TECHNICAL SPECIFICATION

General Information

Product name	Konftel CC200
Item no.	931501001
Contents	Konftel CC200, Lens cap, Remote control with qwerty keyboard and two AAA batteries, Wall mount with screws, Power adapter 220V (EU, US, AU, UK), HDMI Cable 1.5 m, 90° HDMI adapter, Quick Guide and Safety instructions.
Size	28.0 (11.0”) x 5.5 (2.2”) x 6.5 cm (2.6”) (LxWxH)
Weight	0.68 kg

Communications

IP	H.323, SIP (RFC 3261).
Bit rate	H.323/SIP up to 4Mbps
MCU compatibility	H.243, H.231 XMPP Presence support.

Camera

Sensor	4Kp30
Video resolution	1080p30
Horizontal Field of View	102°
Vertical Field of View	68°
Digital zoom	5x
Preset	Up to 122 presets (web managed), up to 10 presets

Video

Video features	Two simultaneous channels: camera + content.
Video protocols:	H.264, H.264 High Profile.
Dual	H.239 (H.323) and BFCP (SIP) SVC (Scalable Video Coding) H.263+ is supported with resolutions up to 4CIF@15fps. Only RFC2429 is supported. Custom formats and annexes are not supported.
Video input	Live video from built in camera up to 1920 x 1080p30fps Wireless presentation up to 1920 x 1080p15fps.

Live video encoding format	1920 x 1080p@25, 30fps 1280 x 720p@25, 30fps 1024 x 576p@25, 30fps: w576p 848 x 480p@25, 30fps: w480p 768 x 448p@25, 30fps: w448p 704 x 576p@25, 30fps: 4CIF 704 x 480p@25, 30fps: 4SIF 624 x 352p@25, 30fps: w352p 576 x 336p@25, 30fps 512 x 288p@25, 30fps: wCIF 416 x 240p@25, 30fps: w240p 400 x 224p@25, 30fps 352 x 288p@25, 30fps: CIF 352 x 240p@25, 30fps: SIF

User Interface

User interface	25 language on-screen user interface. Infrared remote control. API for endpoint control. Microsoft Exchange calendar integration. Android™ apps can be downloaded on the device and used alongside the Konftel CC200 video-communication application (Android is a trademark of Google LLC). Google Services Framework support by means of OpenGapps. Touch Screen Monitor control supported. Group Framing support for huddle rooms. External Keyboard/Mouse supported through USB interface or Bluetooth®.
Directory service & address book	LDAP Client (H.350). Receive global address book from enterprise LDAP Server.

Web management	Configuration, call, diagnostics and management functions are accessible with Internet Explorer 8.0+, Firefox 3.6+, Safari 5.0+, Chrome 11.0+ and Opera 11+. Automatic Firmware Upgrade through Cloud.
Meeting recording	Recording on USB memory stick. Feature supported in call and outside of a call. Supported disks with file system FAT32, EXT2, EXT3 and EXT4. Recorded file resolution 720p25 (rescaled to 720p when exceeding such resolution). Control API commands available to transfer the recorded file to a remote FTP server. Digital signature for recorded files.

Audio

Audio features	Acoustic echo cancellation Audio error concealment Automatic Gain Control (AGC) Automatic noise suppression
Audio protocols	G.711, G.719, G.728 and G.729 A/B, G.722, G.722.1, G.722.1 Opus Annex C Microphone: Microphone array

Connectivity

USB ports	1 x USB-C, 1 x USB 3
Audio inputs	Bluetooth®, USB
Audio outputs	1 x HDMI, Bluetooth®, USB

Content sharing

Content sharing / Web collaboration features	Wireless presentation (Wi-Fi Display – Miracast) up to 1080p15fps. Present content using Android Apps and USB memory stic Share content through HDMI using the optional Konftel AV grabber connected to the USB port (optional accessory).

Supported laptop resolutions	1920x1080p30, 50, 60 1680x1050p60 1280x1024p60 1280x720p50, 60 1024x768p60 800x600p60
Content sharing / Split & share / Web collaboration protocols	Dual video: H.239 (H.323), BFCP (SIP). Wireless screen sharing (Wi-Fi Display – Miracast).

Network and Communication

Network features	IPv4 and IPv6 simultaneous support. Auto Gatekeeper discovery.
QoS support	IP Precedence, IP Type of Service (ToS) Differentiated Services (diffserv).
IP adaptive packet management	Flow control. Packet Loss based down-speeding. Packet Loss recovery policies.
Security features	Embedded encryption. H.323 security per H.235v3 / Annex D. SIP security per SRTP and TLS 1.2, enciphering up to AES-256. SIP “Digest” authentication (MD5) RTP media enciphering with AES-256. Public-Key including Diffie-Hellman (2048 bits), RSA (up to 4096 bits). Cryptographic hash (up to SHA-512). Web access via HTTPS. Selective enable / disable of IP features. White list support.
Firewall traversal	Auto NAT discovery HTTP and STUN H.460.18, H.460.19 “Keep Alive” packet time configurable.
Network protocols	DHCP, DNS, HTTP, HTTPS, RTP/RTCP, SNTP, STUN, TCP/IP, TELNET, TFTP , 802.1q and 802.1p.
Network interfaces	10/100/1000 Base-T full-duplex (RJ-45). Wi-Fi (802.11a/b/g/n, 802.11ac, Hotspot).
Power Supply	100-240VAC, 50-60Hz, 2.5A max.

SUPPORTED RESOLUTIONS

Conference type	Video	Web collaboration	Recording	Playback
Video conferance	1920x1080p@25,30fps			
Video conference with web collaboration	1920x1080p@15fps	1920x1080p@15fps		
Video conference with web collaboration and recording	1920x1080p@7fps	1920x1080p@7fps	720p@25fps	
Video conference with recording playback	1920x1080p@7fps			720p@25fps
Video through Konftel AV Grabber	1920x1080@60fps: HD1080p 1680x1050@60fps: WXGA+ 1360x768@60fps 1280x1024@60fps: SXGA 1280x768@60fps: WXGA 1280x720@60fps: HD 720p 1024x768@60fps: XGA 800x600 @60fps: SVGA			

SUPPORTED INTERFACES

Konftel CC200 supports the following interfaces:

- An external monitor.
- An external keyboard and mouse.
- A compatible touch screen monitor.
- The Konftel CC200 remote control.
- The Konftel CC200 web interface.

Supported functions

Functions	Remote control	Touch screen monitor or keyboard and mouse	Web interface
Navigate the GUI menu	●	●	●
Perform user functions	●	●	●
Split and launch applications	●	●	● Mouse only
Chat with conference participants	-	-	●
Configure Konftel CC200	●	●	●
Configure OS settings	●	●	● Mouse only
Upgrade Konftel CC200	●	●	●
Konftel CC200 mass upgrades	-	-	-
Get logs	-	-	●

Mouse only: You can perform these functions using only mouse emulation in the application or web interface.

WHAT IS IN THE BOX?

Konftel CC200 contains the following standard equipment:

- Konftel CC200 collaboration camera
- Remote control with batteries
- HDMI cable
- 90° HDMI adapter
- Power adapter
- Lens cap for camera
- Wall mount with screws



Konftel CC200



Lens cap



Power Adapter 220V and 110V with regional adapters



Remote control



HDMI Cable



2 AAA Batteries



90° HDMI adapter



Wall mount

OPTIMUM ROOM SETUP

The Konftel CC200 experience can be optimized in the following manner:

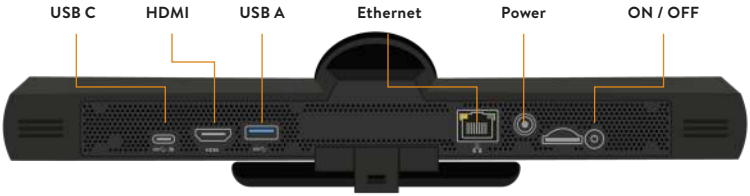
- Choose a huddle room with a capacity to seat up to six people.
- Place Konftel CC200 on the top of a 1080p or 4k resolution monitor.



The Konftel CC200 embedded microphones efficiently captures audio in huddle rooms, while the monitor plays the audio output. You can manually adjust the camera to focus on an individual seated in front of the camera and digitally pan and tilt the camera or use the auto tracking feature of the camera.

CONNECTING KONFTEL CC200

- ⇨ Secure the Konftel CC200 endpoint on an external monitor using the hinge at the bottom of the endpoint.
- ⇨ Connect the HDMI cable in the HDMI ports of Konftel CC200 and the external monitor.
- ⇨ Connect the power adapter.
- ⇨ Insert a network cable. You can also use Wi-Fi.



Switching on or off

The power button of Konftel CC200 is placed on the rear of the device.

You can use the ON/OFF button to:

- Switch Konftel CC200 on or off.
- Change the Konftel CC200 mode to standby or wake up the device from the standby mode.

Do one of the following:

- To switch Konftel CC200 on or off, press and hold the power button.
- To change the mode of Konftel CC200 to standby or wake up the device from the standby mode, press the power button.

LED INDICATORS



The Konftel CC200 endpoint has a camera with LED indicators.

The Konftel CC200 camera is equipped with two rows of lateral LED strips on the front with a circular crown of LEDs around the camera lens. The LEDs display different colors and animation effects based on the camera status. The camera supports zooming the video from the web interface or the remote control. When the camera is zoomed in, you can also digitally pan and tilt the camera.



Idle



Idle, muted or sleep mode



Alarms



In a conference



In a conference with audio muted



In a conference with video privacy mode



Calls being established



Upgrade in progress

Pair the remote control unit

Insert two AAA batteries in the remote control unit.

- ⇨ Remove the power cable plug of Konftel CC200 from the power socket.
- ⇨ On the front of the remote control unit, simultaneously press **OK** and **Back** until the small blue LED indicator flashes.
- ⇨ When the LED indicator is flashing, insert the power cable plug of Konftel CC200 in the power socket.

Ensure that the remote control unit is in proximity to Konftel CC200 when you insert the power cable. The LED indicator of the remote control unit stops flashing to indicate successful pairing with Konftel CC200.



Connect a touch screen monitor

Connect a touch screen monitor to Konftel CC200 using either an HDMI or USB cable. A touch screen monitor makes it easier to browse the user interface and type information using the virtual keyboard.

To connect the touch screen monitor using the USB port, ensure that the monitor supports Android Release 7.0.

Do one of the following:

- Connect an HDMI cable to the HDMI ports of Konftel CC200 and the touch screen monitor.
- Connect a USB cable to the USB ports of Konftel CC200 and the touch screen monitor.



Connect an external keyboard and mouse

Connect an external keyboard and mouse to Konftel CC200 using either a USB cable or Bluetooth®. An external keyboard and mouse make it easier to browse the user interface and type information. You can connect a keyboard with an integrated mouse pad or use an external mouse.

The Konftel CC200 is delivered with restricted access to some Konftel CC200 features. This prevents users from using Android-based features. Users cannot gain access to the Android-based applications and cannot install new applications.

Users also cannot minimize the Konftel CC200 video conferencing application to gain access to the Konftel CC200 desktop and the Android settings.

Related sections

See “Restricted access” on page 25.

See “Specify keyboard and keyboard layout” on page 31.

Connect Konftel AV Grabber

Konftel AV Grabber is an optional cable kit for Konftel CC200. Using Konftel AV Grabber, you can connect a computer to Konftel CC200 with a cable and use the computer to share content in meetings.

The Konftel AV Grabber kit contains:

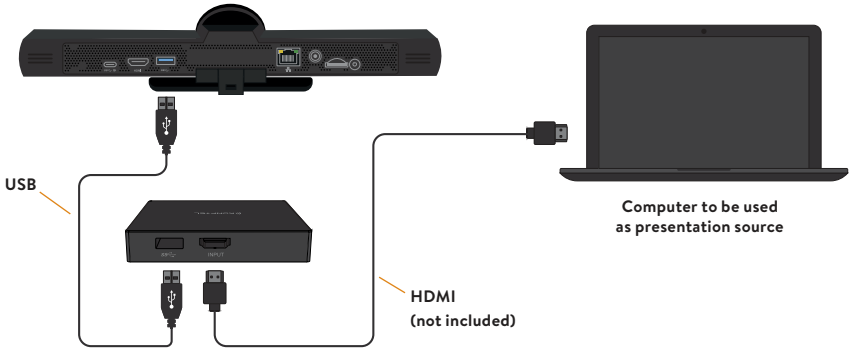
- Konftel AV Grabber
- USB 3.0 cable (type A – type A) 2.5 meters
- Quick guide and safety declaration

When you connect Konftel AV Grabber to Konftel CC200, the video conferencing application detects the video input from Konftel CC200 as an additional USB video input.

Konftel AV Grabber supports sharing video and content in Konftel CC200 meetings.

⇨ Connect a computer using a HDMI cable to the HDMI input connector of Konftel AV Grabber. The HDMI cable is not included in the optional Konftel AV Grabber kit.

⇨ Connect a USB cable to the Konftel AV Grabber and the USB port of Konftel CC200. If you use a USB hub, ensure that the USB hub supports the USB 3.0 standard and is switched on.



Connect a speaker phone

In a typical huddle room, the built-in microphones do an excellent job of capturing the audio and sending it to the meeting. In this case, the built-in speakers of the TV monitor. If the room is larger, simply expand the audio capacity and place a speakerphone on the table. It can be connected wirelessly via Bluetooth® or via USB.

QUICK SETUP

Konftel CC200 automatically displays the quick setup wizard when you switch on Konftel CC200 or log in to the web interface for the first time.

Screen 1

⇨ Start Konftel CC200.

⇨ Select your preferred language.

⇨ Optional: Click **Wi-Fi** to configure your wireless network settings.

1. Click the toggle button to turn Wi-Fi on and then specify your network settings.
2. Click the back arrow to return to the Quick Setup guide.



⇨ Click **Next**.

Screen 2

⇨ Configure the following fields:

System Name	The name of the Konftel CC200 endpoint. Konftel CC200 also use the system name as the user name to register for SIP and H.323.
Country	Specify country.
Language	Specify preferred language.
Protocol Type	H.323, SIP, or H.323 and SIP.

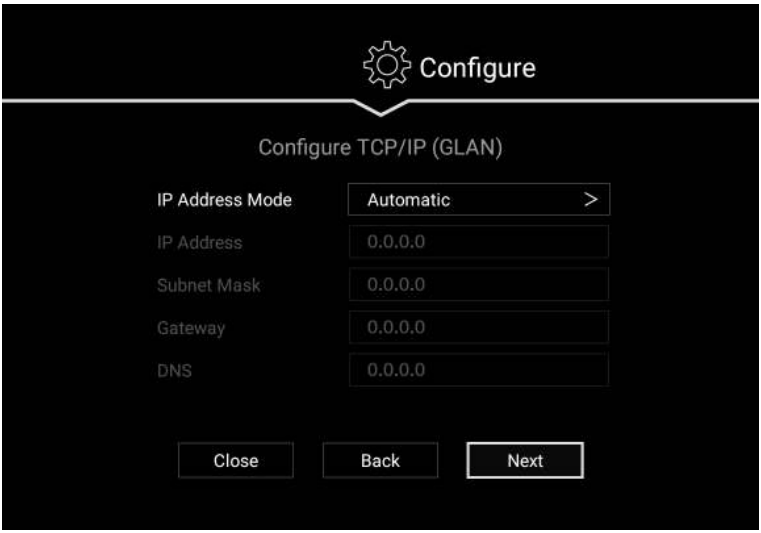


⇨ Click **Next**.

Screen 3

⇨ Configure the following fields:

IP Address Mode	Whether the IP address is allocated dynamically using DHCP or designated a static IP address. Use static IP addresses for Konftel CC200 deployed on public network and on SIP networks where the endpoint is secured using TLS certificates and the certificate requests need static IP addresses.
IP Address	The static IP address. If you do not enter a static IP address, this field displays the allocated dynamic IP address.
Subnet Mask	The subnet mask associated with the static IP address. If you use dynamic IP addresses, this field displays the allocated subnet mask.
Gateway	The default gateway static IP address. If you do not enter a static IP address, this field displays the allocated dynamic gateway IP address.
DNS	The DNS server IP address. If you do not enter a static IP address, this field displays the allocated dynamic DNS server IP address.

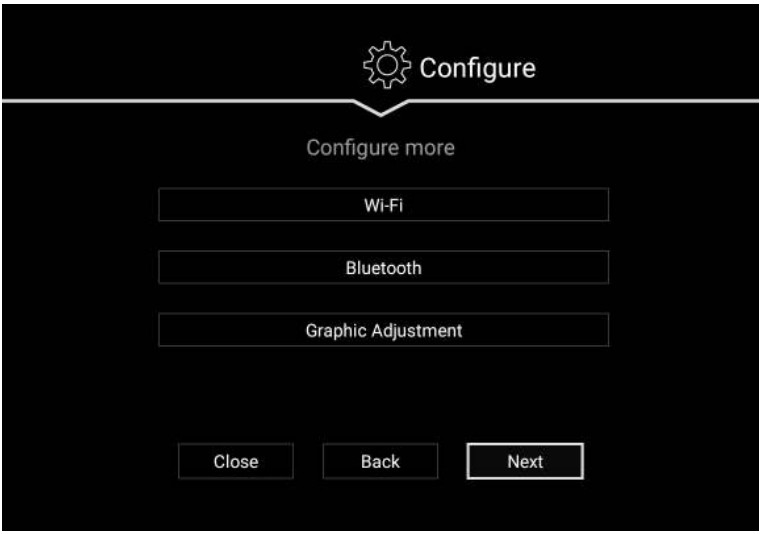


⇨ Click **Next**.

Screen 4

⇨ Configure the following features:

Wi-Fi
Bluetooth®
Graphic Adjustment Adjust the graphic to fit your monitor.



⇨ Click **Next**.

Screen 5

Konftel CC200 displays these settings if you selected SIP or H.323 and SIP for Protocol Type on screen 2.

⇨ Configure the following fields:

Use Gatekeeper	*Whether Konftel CC200 is registered to an H.323 gatekeeper.*
Mode	Whether Konftel CC200 automatically detects gatekeepers.
Gatekeeper Address	IP address or DNS name of the gatekeeper.
E.164	H.323–based number of Konftel CC200.



⇨ Click **Next** or **Done**.

Screen 6

Konftel CC200 displays these settings if you selected SIP or H.323 and SIP for Protocol Type on screen 2.

⇨ Configure the following fields:

User	The system name. Konftel CC200 is registered to the SIP server using this name. Konftel CC200 displays this name in conferences.
Authentication Name (optional)	The name to authenticate Konftel CC200 with the SIP server. This name can be the same as the system name in User.
Authentication Password (optional)	The password to authenticate Konftel CC200 with the SIP server.
Use SIP Server	The option to enable registration of Konftel CC200 with SIP servers. For redundant SIP-based deployment, you can register Konftel CC200 with maximum three SIP servers.
Server Address	The IP address or the DNS name of the SIP server.



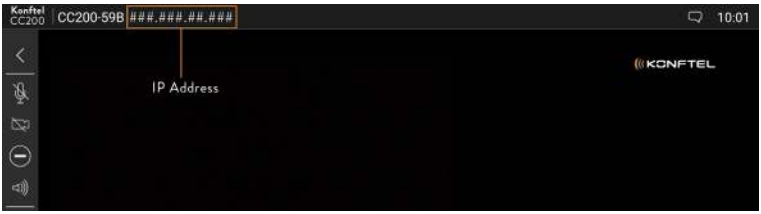
⇨ Click **Done**.

LOG IN TO THE WEB INTERFACE

The Konftel CC200 GUI displays the IP address at the top of the screen.

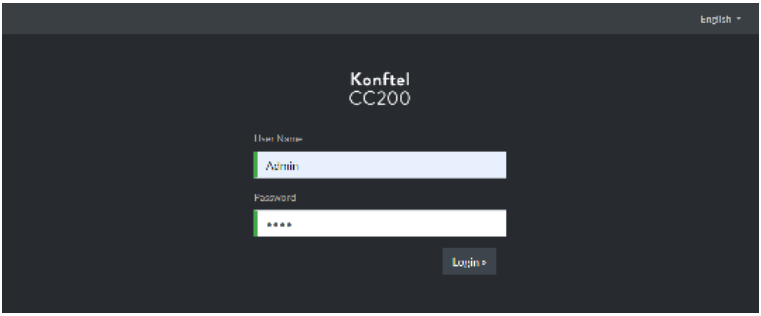
⇨ Open a web browser and navigate to the IP address of Konftel CC200.

- See “Supported web browsers” on page 24.



⇨ Enter the following:

- *User Name:* The default user name is Admin.
- *Password:* The default password is *1234*.
- *Language:* Select a language from the drop-down list in the upper right corner. This field is optional, and the language selection drop-down list can be also accessed once logged in.



⇨ Click **Login**.

SUPPORTED WEB BROWSERS

Konftel CC200 supports the following web browsers for its web interface:

- Microsoft Internet Explorer Release 8 or later
- Google Chrome Release 11 or later
- Mozilla Firefox Release 3.6 or later
- Apple Safari Release 5 or later
- Opera Release 11 or later
- Microsoft Edge Release 38 or later

RESTRICTED ACCESS

Restricted access to some Konftel CC200 features prevents users from using the Android-based features. Users cannot gain access to the Android-based applications and cannot install new applications. Users also cannot minimize the Konftel CC200 video conferencing application to gain access to the Konftel CC200 desktop and the Android settings.

Note that when restricted mode is active, no other application can be installed or launched ("Apps" menu is hidden) and Android settings are no longer accessible. In this case the app cannot start minimized.

Disable restricted access

ⓘ **Note**: To disable restricted mode, the CC200 start mode must be in fullscreen. See "Restricted access" on page 25.

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **System**.

⇨ Click **Security > Restricted Access**.

⇨ Set *Enable* to *No*.

⇨ Click **Save**.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Advanced**.

• Konftel CC200 prompts you to enter a PIN. The default PIN is *1234*.

⇨ Click **System**.

⇨ Click **Security**.

⇨ Click **Restricted Access**.

⇨ Set *Enable* to *No*.

ENABLE ADVANCED SETTINGS

To modify advanced settings in this guide using the CC200 GUI, you first must enable access to advanced settings using the web interface. See “Enable advanced settings” on page 26.

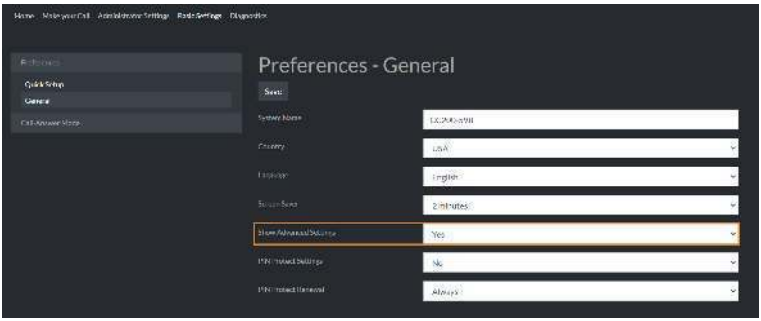
If the advanced settings are not enabled, a message will be displayed on the Configure screen about how to access the web interface.

From the web interface

⇨ Click **Basic Settings**.

⇨ Click **Preferences** > **General**.

- Set *Show Advanced Settings* to *Yes*.



⇨ Click **Save**.

CONFIGURE PIN PROTECTION

Configure PIN for users to enter the PIN when users change the Konftel CC200 configuration, such as changing the interface language.

Note, to be able to configure the PIN on the Konftel CC200 graphical user interface, you first need to enable advanced configuration through the web interface. See “Enable advanced settings” on page 26.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Advanced**.

- Konftel CC200 prompts you to enter a PIN. The default PIN is *1234*.

⇨ Click **Utilities**.

⇨ Click **PIN Protect Settings**.

⇨ Click **Advanced Settings**.

- Enter the current PIN. The default PIN is *1234*.

⇨ Click **Choose a new PIN Code**.

- Enter the new PIN.
- Confirm the new PIN by entering it again.

⇨ Click **Basic Settings**.

- Konftel CC200 prompts you to enter a new PIN.
- Confirm the new PIN by entering it again.

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **Utilities**.

⇨ Click **Pin Code** > **Basic**.

- Set *Enabled* to *Yes* or *No*.

⇨ Click **Pin Code** > **Administrator**.

- Set *Enabled* to *Yes* or *No*.
- Enter the current PIN. The default PIN is *1234*.
- Enter the new PIN.
- Confirm the new PIN by entering it again.

⇨ Click **Save**.

CONFIGURE WI-FI CONNECTIVITY

To connect Konftel CC200 to a Wi-Fi network, you must select the Wi-Fi network and enter the credentials and authentication type.

Do not connect both Ethernet and Wi-Fi networks simultaneously in Konftel CC200.

From the Konftel CC200 GUI

- ⇨ Click **Configure (** ⚙ **)**.
- ⇨ Click **Networks**.
- ⇨ Click **Wi-Fi**.
- ⇨ Set the toggle button to *On*.
- ⇨ Select and configure your Wi-Fi network.

CONFIGURE LAN CONNECTIVITY

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **Networks** > **GLAN** > **IPv4 Addresses**.

⇨ Configure the following fields:

- *Automatic IP Address*
- *IP Address*
- *Subnet Mask*
- *Gateway IP Address*
- *DNS Server IP Address*

3. Click **Save**.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Networks**.

⇨ Click **GLAN**.

⇨ Configure the following fields:

- *Automatic IP Address*
- *IP Address*
- *Subnet Mask*
- *Gateway IP Address*
- *DNS Server IP Address*

CONFIGURE H.323 GATEKEEPER

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **Protocols** > **H.323** > **General**.

⇨ Configure the following fields:

- *H.323 Name*
- *E.164*

⇨ Click **H.323** > **Gatekeeper**.

⇨ Configure the following fields:

- *Use Gatekeeper*
- *Gatekeeper Address Mode*
- *Gatekeeper Address*
- *Use H.460*
- *Re-Registration Interval Time*
- *Authentication*
- *Mode*
- *Gatekeeper ID*
- *User Name*
- *Password*

⇨ Click **Save**.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Networks**.

⇨ Click **H.323**.

⇨ Configure the following fields:

- *H.323 Name*
- *E.164*
- *Use Gatekeeper*
- *Mode*
- *Gatekeeper Address*

SPECIFY KEYBOARD AND KEYBOARD LAYOUT

ⓘ **Note**: To access the Konftel CC200 desktop from the CC200 GUI, you first need to disable restricted access. See “Restricted access” on page 25.

From the Konftel CC200 GUI

- ⇨ Click the **Home** button **(⌂)** on the remote control or click on the Circle icon **(O)** in the navigation bar to show the device desktop.
- ⇨ Click the **Apps (⁞⁞⁞)** icon on the Konftel CC200 desktop.
- ⇨ Click **Settings**.
- ⇨ Click **Language & input**.
- ⇨ Click **Physical Keyboard**.
- ⇨ Select your keyboard.
- ⇨ Select your keyboard layout.

Do not select Konftel Remote Controller. This is the physical keyboard of the Konftel CC200 remote control. Selecting Konftel Remote Controller layout might cause the remote control unit to malfunction.

Optional: If you have selected Konftel Remote Controller, and the remote control unit malfunctions, select the correct keyboard layout to resolve the error. For example, English US (Android).

MANAGE CONTACTS

Export contact details

From the web interface

⇨ Click **Make your Call**.

⇨ Click **Export Contacts**.

⇨ Click **Export**.

Konftel CC200 generates an LDAP directory file in the LDAP Data Interchange Format.

Save the LDAP directory file on your computer.

Import contact details

From the web interface

⇨ Click **Make your Call**.

⇨ Click **Import Contacts**.

⇨ Click **Select**.

Select a LDAP directory file on your computer.

⇨ Click **Upload**.

SPECIFY CALL ANSWERING PREFERENCES

From the web interface

⇨ Click **Basic Settings**.

⇨ Click **Call-Answer mode**.

⇨ Click **General**.

⇨ Configure the following fields:

- *Mute* – Yes/No
- *Volume* – 0-64
- *Video Privacy* – Yes/No
- *Do not Disturb* – Yes/No
- *DnD Mode* – All/All Except Trusted
- *Automatic Answer* – Yes Always/Yes Trusted Always/Never
- *Answer after (Rings)* – Number
- *Ringing Volume* – 0-10
- *Confirm Disconnect* – Yes/No

⇨ Click **Save**.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Calling**.

⇨ Configure the following fields:

- *Mute* – Yes/No
- *Volume* – 0-64
- *Video Privacy* – Yes/No
- *Do not Disturb* – Yes/No
- *DnD Mode* – All/All Except Trusted
- *Automatic Answer* – Yes Always/Yes Trusted Always/Never
- *Answer after (Rings)* – Number
- *Ringing Volume* – 0-10
- *Confirm Disconnect* – Yes/No

CONFIGURE ADVANCED CALLING OPTIONS

Configure advanced settings of calls for new dial strings.

From the web interface

⇨ Click **Make your call**.
⇨ Click **Call** > **Basic Options** > **Direct Call**.
⇨ Configure the following fields:

- *Call Protocol* - H.323/SIP
- *Call Type* - Audio-Video/Audio-Only
- *Call Rate (Kbps)* - Optional

From the Konftel CC200 GUI

⇨ Click **Call**.
⇨ Click the down arrow button next to the Call button.
⇨ Configure the following fields:

- *Call Protocol* - H.323/SIP
- *Call Type* - Audio-Video/Audio-Only
- *Call Rate (Kbps)* - Optional

VERIFY BEFORE DISCONNECTING CALLS

Configure Konftel CC200 to ask for confirmation before disconnecting calls to prevent accidently disconnecting calls.

From the Konftel CC200 GUI

- ⇨ Click **Configure (** ⚙ **)**.
- ⇨ Click **Calling**.
- ⇨ Set *Confirm Disconnection* to **Yes**.

From the web interface

- ⇨ Click **Basic Settings**.
- ⇨ Click **Call-Answer mode** > **General**.
- ⇨ Set *Confirm Disconnection* to *Yes*.
- ⇨ Click **Save**.

BLOCK ALL INCOMING CALLS

Configure Konftel CC200 to block all incoming calls by enabling the Do Not Disturb feature. When this feature is enabled, Konftel CC200:

- Block all incoming call notifications.
- Automatically disconnect all incoming calls and send a message to remote endpoints that Konftel CC200 is unavailable.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Calling**.

⇨ Configure the following fields:

- *Do Not Disturb*: *Yes*
- *DnD Mode*: *All*

From the web interface

⇨ Click **Basic Settings**.

⇨ Click **Call-Answer mode** > **General**.

⇨ Configure the following fields:

- *Do Not Disturb*: *Yes*
- *DnD Mode*: *All*

⇨ Click **Save**.

RECEIVE CALLS ONLY FROM TRUSTED CONTACTS

Configure Konftel CC200 receive calls only from your trusted favorite contacts or numbers and to automatically reject calls from other callers.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Calling**.

⇨ Configure the following fields:

- *Do Not Disturb*: *Yes*
- *DnD Mode*: *All Except Trusted*

From the web interface

⇨ Click **Basic Settings**.

⇨ Click **Call-Answer mode** > **General**.

⇨ Configure the following fields:

- *Do Not Disturb*: *Yes*
- *DnD Mode*: *All Except Trusted*

⇨ Click **Save**.

PREVENT CALLS FROM INVALID NUMBERS

Prevent calls from invalid numbers to enhance security, especially if users can gain access to Konftel CC200 from public networks. Preventing such calls blocks hackers from attacking your SIP and H.323–based networks.

You can prevent calls from invalid numbers separately for each network interface if Konftel CC200 is not registered to:

- A SIP server, incoming SIP-based calls using IP addresses are rejected. Calls must be established using:
  - The user@host syntax.
  - The host##user syntax where host is the Konftel CC200 IP address and user is the SIP user name.
- A gatekeeper, incoming H323–based calls using IP addresses are rejected. Calls must be established using:
  - The alias@host syntax.
  - The host##alias syntax where host is the Konftel CC200 IP address and alias is the H.323 alias.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Advanced**.

- Konftel CC200 prompts you to enter a PIN. The default PIN is *1234*.

⇨ Click **Protocols**.

⇨ Click **General**.

⇨ Select *Yes* for the following fields:

- *Reject SIP invalid number calls*
- *Reject H.323 invalid number calls*

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **Protocols** > **General**.

⇨ Select *Yes* for the following fields:

- *Reject SIP invalid number calls*
- *Reject H.323 invalid number calls*

⇨ Click **Save**.

MICROSOFT EXCHANGE CALENDAR

Konftel CC200 integrates with Microsoft Outlook calendar using Exchange Web Services (EWS).

- Use Konftel CC200 to view your personal calendar.
- Configure an email account for Konftel CC200 to use the endpoint as a participant in meetings.
- Associate a room with Konftel CC200 to use the endpoint as a room in meetings. Konftel CC200 must be able to gain access to the EWS URL on the Internet or a private network. Konftel CC200 must also be able to connect to the Microsoft Exchange server address using an HTTPS connection through your enterprise network firewalls and proxies.

Personal Account Mode

You can view your personal calendar on Konftel CC200 using your credentials. When you mark a calendar item as private, Konftel CC200 replaces the title with Private Meeting.

Video Endpoint Account Mode

You can create a dedicated email account for Konftel CC200, using which you can add the endpoint to meetings as a participant. You can also use the account credentials to view the endpoint calendar, which displays the meetings where the endpoint is added as a participant.

You must have administrator-level access to Microsoft Exchange Server to create the email account for Konftel CC200.

Room Resource and Delegate Account Mode

You can create a room as a resource and a delegate account to view the room calendar in Konftel CC200. You must associate the room with Konftel CC200, using which you can add the endpoint to meetings as a room. Microsoft Outlook account credentials contain an email address and a password, while room resource accounts contain only an email address.

You must have administrator-level access to Microsoft Exchange Server to create room resources and delegate accounts.

CONFIGURE A MICROSOFT EXCHANGE CALENDAR

If you want to associate a room resource with Konftel CC200, create a delegate account in Microsoft Exchange calendar that can gain access to all calendar items where the room is added as a participant. You must have administrator-level privileges to create delegate accounts.

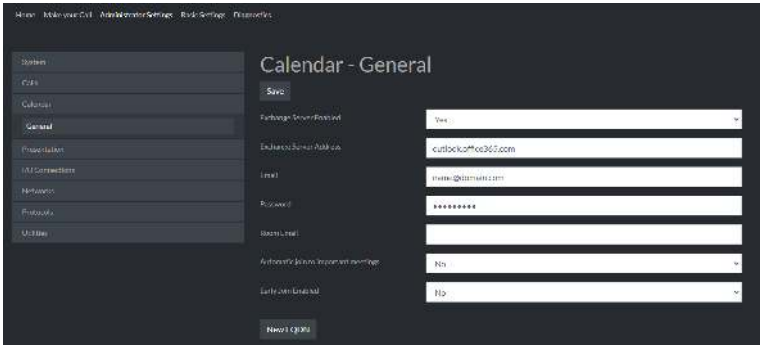
From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **Calendar** > **General**.

⇨ Configure the following settings:

- *Exchange Server Enabled* – Yes/No
- *Exchange Server Address* – Example: outlook.office365.com
- *Email*
- *Password*
- *Room email* – Can be left blank if a personal or dedicated email address is used.
- *Automatic Join to Important Meeting* – Yes/No
- *Early Join Enabled* – Yes/No
- *FQDN List*



⇨ Click **Save**.

Map FQDNs of the meeting locations to the number of the virtual room resource.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Advanced**.

- Konftel CC200 prompts you to enter a PIN. The default PIN is *1234*.

⇨ Click **Calendar**.

⇨ Configure the following settings:

- *Exchange Server Enabled* – Yes/No
- *Exchange Server Address* – Example: outlook.office365.com
- *Email*
- *Password*
- *Room email* – Can be left blank if a personal or dedicated email address is used.
- *Automatic Join to Important Meeting* – Yes/No
- *Early Join Enabled* – Yes/No
- *FQDN List*

Map new FQDNs

When you map FQDNs of the meeting locations to the number of the virtual room resource, meeting participants can join meetings directly from the Konftel CC200 GUI or web interface with a single click. Konftel CC200 automatically generates the meeting numbers to dial based on the FQDN mapping.

Each FQDN entry in the list represents a mapping rule between the FQDN of the meeting location and the number to dial to join the virtual room specified in the meeting location. By default, the FQDN list contains two FQDNs, which you can edit. You can also add more FQDNs in the list.

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **Calendar** > **General**.

⇨ Click **New FQDN**.

⇨ Configure the following settings:

- *Meeting FQDN*
- *Dialing FQDN*
- *Prefix*
- *Call Protocol*

⇨ Click **Save**.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Advanced**.

- Konftel CC200 prompts you to enter a PIN. The default PIN is *1234*.

⇨ Click **Calendar**.

⇨ Click the option list next to FQDN List.

⇨ Click **New FQDN**.

⇨ Configure the following settings:

- *Meeting FQDN*
- *Dialing FQDN*
- *Prefix*
- *Call Protocol*

USE KONFTEL CC200 APPLICATIONS

Konftel CC200 comes with some Android-based applications. You can also install more Android-based applications.

Konftel CC200 displays the chosen application in a split portion of the screen. You can move the slider on the screen to modify the space that the application uses.

From the Konftel CC200 GUI

⇨ Click the **Home** button **( )** on the remote control or click on the Circle icon **(O)** in the navigation bar to show the device desktop.

⇨ Click the **Apps ( )** icon on the Konftel CC200 desktop.

- Konftel CC200 displays the list of applications.

⇨ Click to open an application.

- During a meeting, Konftel CC200 splits the screen and displays the application in one-half of the screen.

Install third-party applications

Please note that that the popular video conferencing apps, such as Microsoft Teams and Zoom, that are available to download on Google Play contain some restrictions. The apps do not offer the same features as the desktop versions. For a detailed matrix of supported apps, see App Support.

To install third party apps, see Installation of Android Apps.

RESTRICT INSTALLATION OF THIRD-PARTY APPS

Prevent users from installing third-party applications from unknown sources. Users will not be able to install applications from application stores, websites, or USB drives.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Advanced**.

- Konftel CC200 prompts you to enter a PIN. The default PIN is *1234*.

⇨ Click **System**

⇨ Click **Security**.

⇨ Click **Settings**.

⇨ Click **App Installation Restrictions**.

⇨ Select one of the following options:

- *None:* Users will not face any restrictions.
- *Pattern:* Users must enter a pattern to be allowed to install applications.
- *PIN:* Users must enter a PIN to be allowed to install applications.
- *Password:* Users must enter a password to be allowed to install applications.

CHANGE START MODE TO FULLSCREEN

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Customization**.

- Set *Start Mode* to *Fullscreen*.

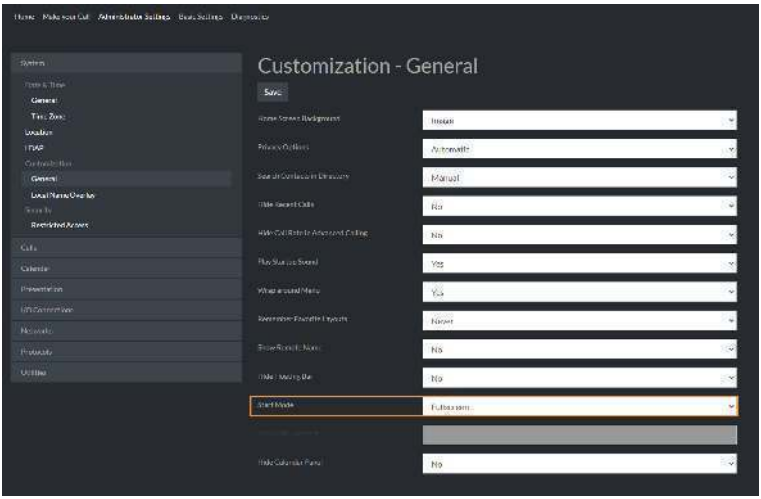
From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **System**.

⇨ Click **Customization > General**.

- Set *Start Mode* to *Fullscreen*.



⇨ Click **Save**.

SPLIT-SCREEN DISPLAY

Konftel CC200 supports splitting the screen into two parts to display some third- party applications in meetings. You can drag the vertical slider to change the split proportion of each half of the screen. Konftel CC200 supports changing the split proportion to 1/2, 2/3, and 1/3 proportions.

You can use the split-screen option to also present applications as shared content. When you present applications with the Konftel CC200 video conferencing application minimized to a floating overlay window, you must minimize the overlay window so that you do not include the video as part of the presentation.

Related topics

See “Share content in meetings” on page 57.

See App Support for an overview of popular third-party apps that can be viewed in split-screen mode.

CHANGE VIDEO LAYOUT IN MEETINGS

The availability of the layout options depends on the streams involved in your meeting.

There are three types of streams in meetings - your video, video of other participants, and the shared content. You can change the video layout only during meetings.

From the Konftel CC200 GUI

- ⇨ Click **(≡)**.
- ⇨ Click **Layouts**.
- ⇨ Select a layout option.

From the web interface

- ⇨ Click the **More Actions** drop down menu.
- ⇨ Click **Layout**.
- ⇨ Select a layout option.

HIDE THE FLOATING DOCK BAR

When you hide the Konftel CC200 floating dock bar, you can use the remote control to use the options of the dock bar. Konftel CC200 displays the options on the top bar.

ⓘ **Note**: This configuration is available only if you enable advanced settings.

See “Enable advanced settings” on page 26.

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **System** > **Customization** > **General**.

• Select *Yes* for *Hide Floating Bar*.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Advanced**.

• Konftel CC200 prompts you to enter a PIN. The default PIN is *1234*.

⇨ Click **System**.

⇨ Click **Customization**.

⇨ Click **General**.

• Select *Yes* for *Hide Floating Bar*.

CONFIGURE THE SCREEN SAVER

When the set period for the screen saver has been reached, the Konftel CC200 endpoint and the monitor is set to sleep mode, and you will be automatically logged out of the web interface.

From the web interface

⇨ Click **Basic Settings**.

⇨ Click **Preferences** > **General**.

⇨ Set a time delay period next to *Screen Saver:*

- Never
- 2 minutes
- 5 minutes
- 10 minutes
- 30 minutes

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **General**.

⇨ Set a time delay period next to *Screen Saver:*

- Never
- 2 minutes
- 5 minutes
- 10 minutes
- 30 minutes

VIDEO CONFERENCING APP OVERLAY MODE

You can minimize the Konftel CC200 video conferencing app to display the Konftel CC200 desktop.

Konftel CC200 displays the video conferencing app as a floating overlay window.

You can move this floating window on the screen or minimize it further to display only an icon. You can also configure Konftel CC200 to start with the video conferencing application minimized.

In the overlay window mode, you can:

- Mute and enable audio.
- Start and stop sharing content.

START WITH CONFERENCING APP MINIMIZED

ⓘ **Note**: This configuration is available only if you have enabled advanced settings. See “Enable advanced settings” on page 26.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Customization**.

• Select *Iconized* for *Start Mode*.

From the web interface

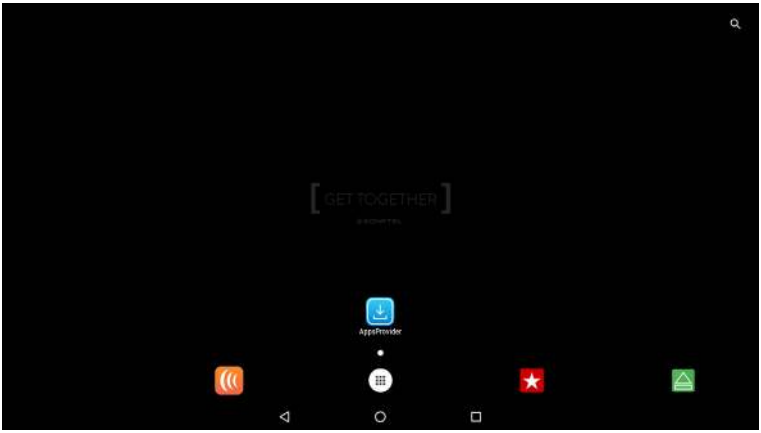
⇨ Click **Administrator Settings**.

⇨ Click **Customization** > **General**.

• Select *Iconized* for *Start Mode*.

⇨ Click **Save**.

Konftel CC200 automatically minimizes the video conferencing application and displays the desktop upon starting.



SET CAMERA POSITIONS

You can change position of the Konftel CC200 camera and save the position for later use as a preset position. You can save up to 10 positions for the Konftel CC200 camera.

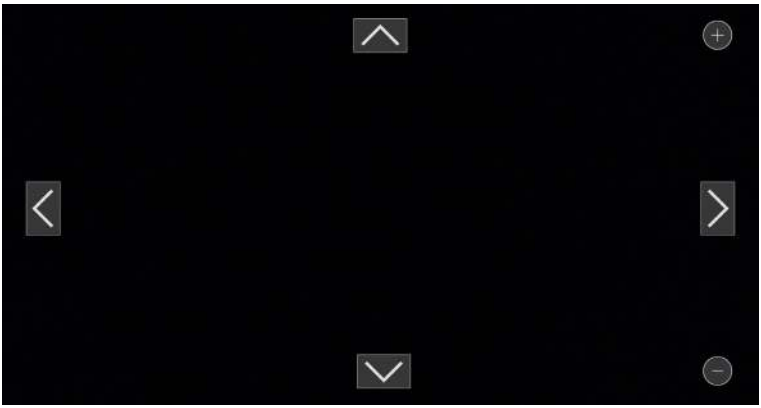
From the Konftel CC200 GUI

⇨ Select **Control Camera**.

⇨ Select a preset camera position.

- Use the arrow keys on the remote control to move the camera the desired position.
- Use the zoom buttons on the remote control to set the desired zoom.
- Use the mouse feature of the remote control.

⇨ Use long press to save the camera setting.



From the web interface

⇨ Click the **More Actions** drop down menu.

⇨ Click **Control Camera**.

- Use the arrow keys to move the camera the desired position.
- Use the zoom buttons to set the desired zoom.

⇨ Click **Preset and Store** to save the current settings to a camera preset.

ADJUST THE DEFAULT AUDIO VOLUME

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Calling**.

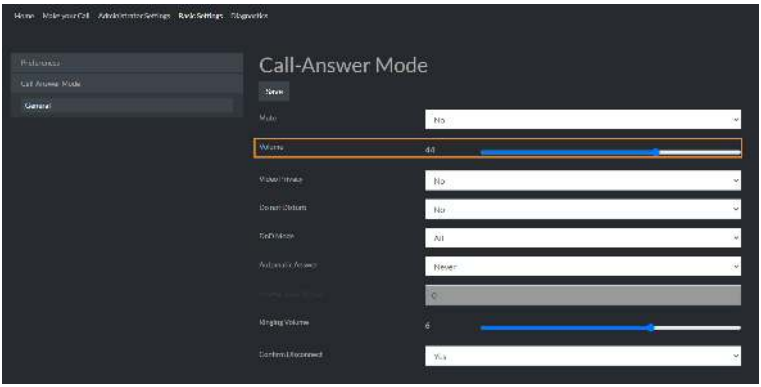
⇨ Drag the Volume slider to adjust the audio volume.

From the web interface

⇨ Click **Basic Settings**.

⇨ Click **Call-Answer mode** > **General**.

⇨ Drag the Volume slider to adjust the audio volume.



⇨ Click **Save**.

DISABLE VIDEO

Configure meetings to start with video disabled.

From the Konftel CC200 GUI

- ⇨ Click **Configure (** ⚙ **)**.
- ⇨ Click **Calling**.
- ⇨ Configure *Video Privacy* to *Yes*.

From the web interface

- ⇨ Click **Basic Settings**.
- ⇨ Click **Call-Answer mode** > **General**.
- ⇨ Configure *Video Privacy* to *Yes*.
- ⇨ Click **Save**.

CONFIGURE VIDEO RESOLUTION

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **Advanced**.

• Konftel CC200 prompts you to enter a PIN. The default PIN is *1234*.

⇨ Click **Calls**.

⇨ Click **Video Quality**.

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **Calls** > **Video Quality**.

Video Quality settings

NetSense	NetSense dynamically scans the video stream and reduces or improves the video resolution to maximize quality with the available bandwidth.
Flow Control	Set to Yes to send a Flow Control request to the remote endpoint in case of packet loss. It attempts to reduce the speed of data flow to prevent overwhelming one side with too much data.
TMMBR RFC5104	Temporary Maximum Media Stream Bit Rate Request (TMMBR, 'timber'), as specified in RFC 5104. This allows a receiver, translator, or mixer uses the TMMBR to request a sender to limit the maximum bit rate for a media stream to or below, the provided value, without using reinvites, thus reducing IOT issues.
Lip-sync Automatic	Allows synchronizing audio with video. If set to Yes, the system will perform automatic synchronization (highly recommended setting). If set to No, adjust manually by dragging the Delay slider until you obtain the best synchronization.
Delay	Available if Lip-sync Automatic is set to No.
Sharpness	Select Yes to enable more definition or video sharpness and alter the bandwidth required to maintain a video resolution. Select No to prefer more fluidity in motion.
Presentation Sharpness	Yes/No.
Live Video on Presentation	Yes/No.

CONFIGURE MEETING RECORDING

Konftel CC200 saves meeting recordings in the MP4 format. The video stream is recorded in the H.264 format, while the audio stream is recorded in the AAC-LC format.

You can save meeting recordings on a USB device or on the enterprise network. When you save recordings on a USB device, you can transfer the recordings to an external server, such as a generic FTP server.

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **Utilities** > **Recording** > **General**.

⇨ Configure the following fields:

- *Location*
- *Resolution*
- *Bit rate*
- *Audio Alert*
- *Ignore Mute on Playback*
- *Digital Signature*
- *Save to External Server*
    - *External Server Type*
    - *FTP Server URL*
    - *FTP Server User*
    - *FTP Server Password*
    - *FTP Secure Connection*
    - *AESR File Owner*
    - *AESR Server Tenant ID*

⇨ Click **Save**.

SHARE CONTENT IN MEETINGS

You can share content from the following sources during meetings:

- Whiteboard
- Applications
- USB: You can use this source only if you connect a computer to Konftel CC200 through Konftel AV Grabber.

From the Konftel CC200 GUI

⇨ Click **(☰)**.

- Konftel CC200 displays the options available during meetings.

⇨ Click **Present**.

- Konftel CC200 displays the Presentation window.

⇨ Select one of the following options:

- Whiteboard
- Apps
- USB

CONFIGURE TO AUTOMATICALLY SHARE CONTENT

Configure Konftel CC200 to automatically share content when you connect your computer with Konftel CC200.

Your computer must be connected to the same network as Konftel CC200. If your computer and Konftel CC200 are connected to different networks, NAT, or a firewall must not be configured between the two networks.

From the Konftel CC200 GUI

⇨ Select **Configure (** ⚙ **)**.

⇨ Select **Advanced**.

- Konftel CC200 prompts you to enter a PIN. The default PIN is *1234*.

⇨ Select **Presentation**.

⇨ Set *Local Presentation Mode* to *Automatic*.

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **Presentation** > **General**.

⇨ Set *Local Presentation Mode* to *Automatic*.

⇨ Click **Save**.

Konftel CC200 automatically displays shared content on the screen to local participants when the endpoint is not participating in meetings. The endpoint also displays alerts for incoming calls.

SHARE CONTENT WITH WI-FI DISPLAY

You can use Wi-Fi Display, also known as Miracast, as a presentation source for your CC200 app or for other apps that can share the device screen. Miracast is a standard for wireless connections from devices (such as laptops, tablets, or smartphones) to “Wi-Fi Displays” (such as TVs, monitors, or projectors), introduced in 2012 by the Wi-Fi Alliance.

Miracast employs the peer-to-peer Wi-Fi Direct standard and allows sending up to 1080p@30 HD video (H.264 codec) and 5.1 surround sound (AAC/AC3, PCM). Konftel CC200 can be used as a Wi-Fi Display, connecting a compatible media source to it (for instance TVs, projectors, and streaming media players that also support Miracast).

For instance:

- Computers running on Windows 8.1/10 (if supported by hw)
- Mobile phones running on Windows 8.1/10 (if supported by hw)
- Android phones and tablets running on Android 4.2 or higher
- Amazon’s Fire OS
- Latest TVs with inbuilt Miracast

USE KONFTEL CC200 AS WI-FI DISPLAY

Konftel CC200 can be used as a Wi-Fi Display, with the following capabilities

- Video: H.264 720p30
- Audio: AAC and PCM

From the Konftel CC200 GUI, open the pre-installed Wi-Fi Display App (manually or from the presentation button when using the CC200 App).

The Wi-Fi Display App will prompt you to check if the Wi-Fi settings are active and will display the name that your CC200 will use to present itself as a Wi-Fi Display to other compatible devices (i.e. PC and Android phones/tablets supporting Miracast).

- The Wi-Fi Settings must be active, even if the device is not connected to any Wi-Fi network.
- From the Konftel CC200 GUI you can check this configuration under Configure > Networks > Wi-Fi.

WI-FI DISPLAY FROM WINDOWS 10 PC

From the Konftel CC200 GUI

⇨ Click on the **Apps** button **( )**.

⇨ Click on the **Wi-Fi Display App**

On your Windows PC

⇨ Click on the Notification Icon **( )** present on the Tray Bar.

⇨ Select **Connect**.

- If Miracast is supported, your CC200 Name will show up in the list.

⇨ Click on your CC200 Name.

- Once connected, the Windows PC will see your CC200 device as and additional monitor at 720p@30fps, where to extend or duplicate the PC desktop.
- Using the Project (windows + P) tab on the PC, you can change the desktop projection mode: Duplicate, Extend etc.

WI-FI DISPLAY FROM ANDROID PHONE/TABLET

You can connect Android Phone/Tablet supporting Wi-Fi Display to your CC200.

⇨ Activate the Wi-Fi features in your mobile device.

- Feature name can vary: Smart View, Screen Mirror, Cast, Miracast.

⇨ In the list of devices, select the CC200 to connect to, as Mirror Screen or Display.

- When connected, the mobile device will send audio and video to CC200.
- Sent content will be centered in the Wi-Fi Display app, keeping aspect ratio of the source device.
- Splitting the CC200 screen or rotating the source (active screen) will recalculate content placement.

THE MONITOR

The monitor display is blank

⇨ Disable the CEC feature of the monitor.

⇨ Verify that:

- The power cable of Konftel CC200 is connected properly.
- The power cable of the monitor is connected properly.
- The HDMI cable between Konftel CC200 and the monitor is connected properly, and the monitor is switched on.
- The LEDs around the Konftel CC200 camera are lit.

The monitor display flickers

If the monitor displays a flicker, the cause might be an incorrect configuration of the Konftel CC200 video resolution. To solve the problem, verify that the Konftel CC200 is configured with the correct video resolution.

Konftel CC200 supports only 720p, 1080p, and ultra HD monitors.

Test the monitor image

Test the monitor image of Konftel CC200 to check for the optimization of the aspect ratio and color rendering of the monitor display. You can use the test image to finely tune monitor colors and aspect ratio using the remote control of the monitor provided by the vendor.

From the Konftel CC200 GUI

- ⇨ Click **Configure (** ⚙ **)**.
- ⇨ Click **System Status.**
- ⇨ Click **Diagnostics**.
- ⇨ Click **I/O Connections**.
- ⇨ Click **Monitor**.
- ⇨ Click **Tests**.
- ⇨ Click the Play button to generate a test image.

The remote control unit

If the remote control unit does not work, check the batteries, and then pair the remote control unit with Konftel CC200 again.

See “Pair the remote control unit” on page 13.

NETWORK CONNECTIONS

Verify the status of the network connections.

This procedure describes how to view the following system information:

- Software version
- Host ID or MAC address
- IP addresses
- Serial number
- System name and model
- Licenses
- Network, gatekeeper, and SIP settings

From the web interface

⇨ Click **Home**.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **System Status**.

⇨ (Optional) Click **More** to see the status of the following:

- Presence server
- Cloud server
- Calendar

TEST NETWORK CONNECTIONS

From the web interface

- ⇨ Click **Diagnostics**
- ⇨ Click **Network**.
- ⇨ Enter the IP address.
- ⇨ Click **Ping**.

From the Konftel CC200 GUI

- ⇨ Click **Configure (** ⚙ **)**.
- ⇨ Click **System Status**.
- ⇨ Click **Diagnostics**.
- ⇨ Click **Network**.
- ⇨ Enter an IP address.
- ⇨ Click **Ping**.

ACOUSTIC PAIRING

Verify the status of acoustic pairing

From the web interface

⇨ Click **Diagnostics**.

⇨ Click **I/O Connections** > **Audio** > **Streams**.

⇨ Select one of the following to view the status:

- Tx: Transmitting audio stream
- Rx: Receiving audio stream

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **System Status**.

⇨ Click **Diagnostics**.

⇨ Click **I/O Connections**.

⇨ Click **Audio**.

⇨ Click **Streams**.

⇨ Select one of the following to view the status:

- Tx: Transmitting audio stream
- Rx: Receiving audio stream

TEST ACOUSTIC PAIRING

Test acoustic pairing between Konftel CC200 and other devices to check for interference from ambient noises.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **System Status**.

⇨ Click **Diagnostics**.

⇨ Click **I/O Connections**.

⇨ Click **Audio**.

⇨ Click **Tests**.

⇨ Click the Play button next to one of the following:

- Local Tone: The audio input that Konftel CC200 receives.
- Tx Tone: The audio output sent that Konftel CC200 sends.

From the web interface

⇨ Click **Diagnostics**.

⇨ Click **I/O Connections** > **Audio** > **Tests**.

⇨ Click the Play button next to one of the following:

- Local Tone: The audio input that Konftel CC200 receives.
- Tx Tone: The audio output sent that Konftel CC200 sends.

CONNECTED EQUIPMENT

Verify the status of connected equipment

Check the status of the external monitor and other equipment connected to Konftel CC200 such as Konftel AV Grabber.

From the Konftel CC200 GUI

- ⇨ Click **Configure (** ⚙ **)**.
- ⇨ Click **System Status**.
- ⇨ Click **Diagnostics**.
- ⇨ Click **I/O Connections**.
- ⇨ Click **Status**.

From the web interface

- ⇨ Click **Diagnostics**.
- ⇨ Click **I/O Connections** > **Status**.

Konftel CC200 displays the status of the connected equipment.

Konftel provides updates to the Konftel CC200 software, OS, and the web interface through an auto-extracting software package. Konftel CC200 software packages are signed by the Konftel Certificate Root Authority. You can update the Konftel CC200 software using only Konftel -verified software packages.

Before the software update, Konftel CC200 verifies the software package.

You can update Konftel CC200 using:

- The endpoint
- A USB drive
- A computer
- A web browser

Enable software updates

You can enable software updates on the Konftel CC200 endpoint by following these steps.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **System Status**.

- Konftel CC200 prompts you to enter a PIN. The default PIN is *1234*.

⇨ Click **Software Update**.

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **Utilities** > **Remote Access** > **Download**.

⇨ Set *OTA Update Enabled* to *Yes*.

Once software updates are enabled, Konftel CC200 will display a green icon to notify that a software update is available.

Update using the endpoint

Konftel CC200 displays a green icon to notify that a software update is available. Konftel CC200 displays the notification only if you enable the option to automatically update the software from the Konftel CC200 GUI.

Do not switch off Konftel CC200 till the software update process is complete. If the update process is interrupted, repeat the update procedure. Do not restart Konftel CC200.

During the update process, Konftel CC200 displays rotating LEDs.

Before you begin:

- Download the software update package from Konftel.
- Create a backup of the current Konftel CC200 configuration.

From the Konftel CC200 GUI

⇨ Click **Configure (** ⚙ **)**.

⇨ Click **System Status**.

⇨ Click **Software Update**.

⇨ Click **Install**.

Konftel CC200 starts the software update process.

If Konftel CC200 cannot connect to the LAN or Wi-Fi network after the software update process is complete, repeat the update process using a USB drive.

Update using a USB drive

The file name of the update package is in the CC200_Vx_y_z.exe format. Do not change the file name. Do not switch off Konftel CC200 until the software update process is complete.

Before you begin:

- Save the Konftel CC200 software update package to a USB drive.
- Ensure that Konftel CC200 is not active in a meeting.

On the Konftel CC200

⇨ Plug in the USB drive in the USB port of Konftel CC200.

⇨ Konftel CC200 automatically detects the USB drive and starts the software update process.

After the update process is complete, the Konftel CC200 restarts the video conferencing application.

Update using a computer

Use a computer connected to LAN to update Konftel CC200. If you use a wireless network, the update process might be very slow. The file name of the update package is in the CC200_Vx_y_z.exe format. Do not change the file name.

Before you begin:

- Save the Konftel CC200 software update package on the computer.
- Ensure that the computer is connected to LAN.

On the computer

⇨ Run the Konftel CC200 software update executable file.

⇨ Accept the terms and conditions of the software license.

⇨ Type the IP address of Konftel CC200 and click **Start**.

After the update process is complete, the Konftel CC200 restarts the video conferencing application. If the Konftel CC200 video conferencing application does not restart, the software update application might indicate that the update process must be repeated.

Update using the web interface

You can use a computer or a mobile device to update Konftel CC00 using the web interface. The file name of the update package is in the CC200_Vx_y_z.exe format. Do not change the file name.

Before you begin, save the Konftel CC200 software update package to the computer or mobile device.

From the web interface

⇨ Click **Administrator Settings**.

⇨ Click **Utilities** > **Software Update**.

⇨ Click **Next**.

⇨ Click **Choose** and select the Konftel CC200 software update package file from your computer.

- Konftel CC200 uploads the software update package file to the endpoint.

⇨ Click **Upload**.

⇨ Click **Install**.

Konftel CC200 starts the software update process. After the update process is complete, the web interface restarts. You might need to log in again.

Support

Visit the Konftel Support website at https://www.konftel.com/support for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues.

Use the online service request system to create a service request.

Request an agent to connect you to a support team if an issue requires additional expertise.

Documentation

See the following related documents at https://www.konftel.com/support

Popular documents

Konftel CC200 - Quick Guide

Konftel CC200 - Product Data Sheet

Konftel CC200 - User guide

Konftel CC200 - Commands Interface (ENG)

Konftel CC200 - Installation of Android apps

Konftel CC200 - App Support

Related documents

Konftel AV Grabber - Quick Guide

If anything is wrong with your Konftel unit, please contact the place of purchase.

Warranty

We give a two-year warranty on our products.

Service

Service is offered after the expiration of the warranty. Please contact your reseller and ask for a cost estimate.

Konftel support

If you have any questions about the warranty and service, please contact your Konftel support centre.

Europe:

+44 1483 308 003 (Monday-Friday 8.00 AM-5.00 PM GMT-1)

+46(0)90-706 489 (Monday–Friday 8.00–17.00 GMT+1)

E-mail: support@konftel.com

Website: www.konftel.com/contact-support

USA and Canada:

+1 866-606-4728 (Monday–Friday 08.00–17.00 GMT-8)

E-mail: support@konftel.com

Website: www.konftel.com/contact-support

931501001-ENG-R1A

Konftel is a leading company within collaboration endpoint solutions. Since 1988, our mission has been to help people in businesses around the world to have meetings regardless of distance. We know that remote collaboration is an effective way to save time, money and contribute to a more sustainable world. We are Climate Neutral Certified, offering customers an option to purchase video conferencing equipment while keeping a clear climate conscience. Crystal clear audio and a sharp video image are essential for efficient meetings; this is why we only focus on cutting-edge technology in our Collaboration Solutions. Our audio technology OmniSound® is built into all Konftel Conference phones and devices. The products are sold globally under the Konftel brand and our headquarters are based in Sweden.

Find out more about the company and our products at **www.konftel.com**

Konftel AB, Box 268, SE-901 06 Umeå, Sweden

Tel: +46 90 70 64 89 **E-mail:** info@konftel.com