



# uSmart Cloud Terminal W106D

FAQ

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Version: V1.24.21

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If third-party embedded software such as Oracle, Sybase/SAP, Veritas, Microsoft, VMware, and Redhat is delivered together with this product of ZTE, the embedded software must be used as only a component of this product.

If this product is discarded, the licenses for the embedded software must be void either and must not be transferred. ZTE will provide technical support for the embedded software of this product.

## **Revision History**

<b>Revision No.</b>	<b>Revision Date</b>	<b>Revision Reason</b>
R1.1	2024-08-06	Modify How to Connect to a Wi-Fi Network.
R1.0	2024-06-27	First edition.

Serial Number: SJ-20240605102453-022

Publishing Date: 2024-08-06 (R1.1)

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# About This Manual

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## Purpose

This manual describes the FAQs related to the W106D cloud terminal.

## Intended Audience

This manual is intended for:

- Terminal users
- Maintenance engineers

## What Is in This Manual

This manual contains the following chapters.

Chapter 1, Cloud Terminal FAQ	Describes the problems you may encounter when you use the W106D cloud terminal and the corresponding suggestions.
Chapter 2, Networks FAQ	Describes the common network faults of product W106D and their handling suggestions.
Chapter 3, Bluetooth FAQ	Describes the common bluetooth faults of product W106D and their handling suggestions.
Chapter 4, Cloud Desktop Login FAQ	Describes the problems you may encounter when you log in to a cloud desktop on the W106D and the corresponding suggestions.
Chapter 5, Cloud Desktop Usage FAQ	Describes the problems you may encounter when you use a cloud desktop on the W106D and the corresponding suggestions.
Chapter 6, Other FAQs	Describes any other problems you may encounter when you use the W106D and the corresponding suggestions.

## Conventions

This manual uses the following conventions.

<i>Italics</i>	Variables in commands. It may also refer to other related manuals and documents.
<b>Bold</b>	Menus, menu options, function names, input fields, option button names, check boxes, drop-down lists, dialog box names, window names, parameters, and commands.
<b>Constant width</b>	Text that you type, program codes, filenames, directory names, and function names.

[ ]	Optional parameters.
{ }	Mandatory parameters.
	Separates individual parameters in a series of parameters.
	Danger: indicates an imminently hazardous situation. Failure to comply will result in death or serious personal injury.
	Warning: indicates a potentially hazardous situation. Failure to comply can result in death or serious personal injury.
	Caution: indicates a potentially hazardous situation. Failure to comply can result in moderate or minor personal injury.
	Notice: indicates equipment or environment safety information. Failure to comply can result in equipment damage, data loss, equipment performance degradation, environmental contamination, or other unpredictable results.
	Note: provides additional information about a topic.

# Chapter 1

# Cloud Terminal FAQ

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## 1.1 How to Use W106D

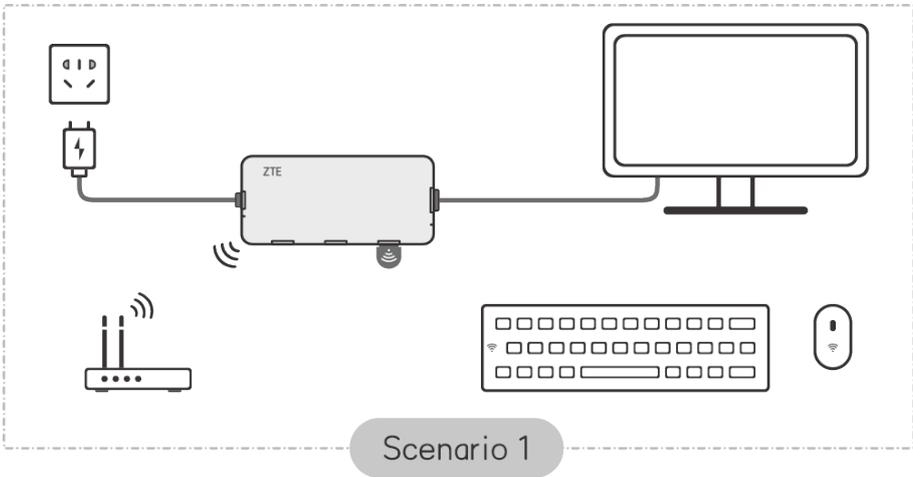
### Question

How to use W106D.

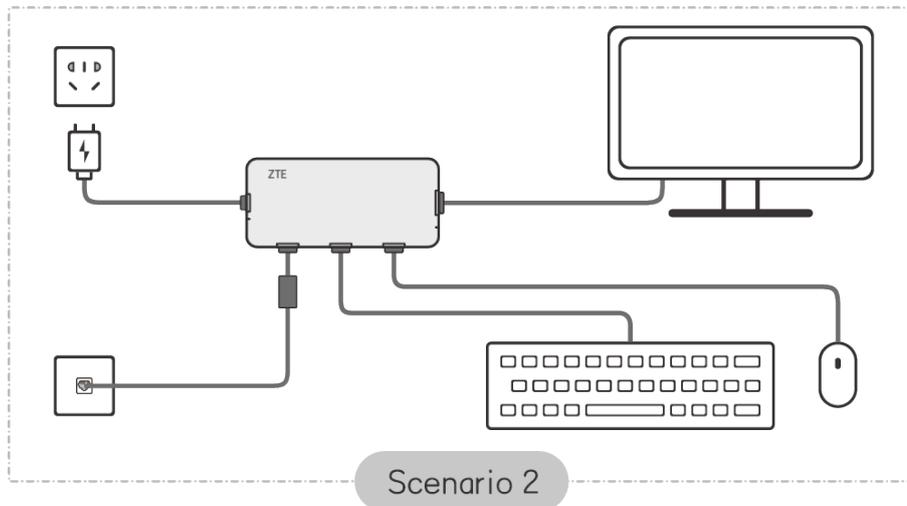
### Answer

The W106D supports the following scenarios:

- Scenario 1



- Scenario 2



1. Connect W106D to a display with an HDMI cable.
2. Connect a wireless/wired keyboard and mouse to W106D.
3. Connect W106D to a network with a USB to Ethernet adapter.
4. Connect W106D to a power source using the included power adapter. Open the login and settings screen.

## 1.2 What If I Fail to Power On the Cloud Terminal by Using a Cell Phone Power Adapter?

The power adapters of certain brands use quick charging protocols different from that of the cloud terminal, so the cloud terminal may fail to be powered on when using such power adapters. The power adapter provided with the cloud terminal should be used.

If you use a third-party power adapter, its output voltage must be 5 VDC and output current must be greater than or equal to 2.0 A.

## 1.3 How to Fix High-Power USB Peripheral Malfunction?

After a high-power USB peripheral is connected to the W106D that operates properly, the high-power USB peripheral or other USB peripherals on the W106D do not work.

A USB 2.0 port on the W106D outputs a maximum current of 500 mA. If the problem occurs after a high-power USB peripheral that needs more than 500 mA is connected, the following measures are recommended:

- Connect the high-power USB peripheral before other low-power ones are connected.
- If any other USB peripheral fails to operate properly after the high-power USB peripheral is connected, reseal the failed USB peripheral.

**Note**

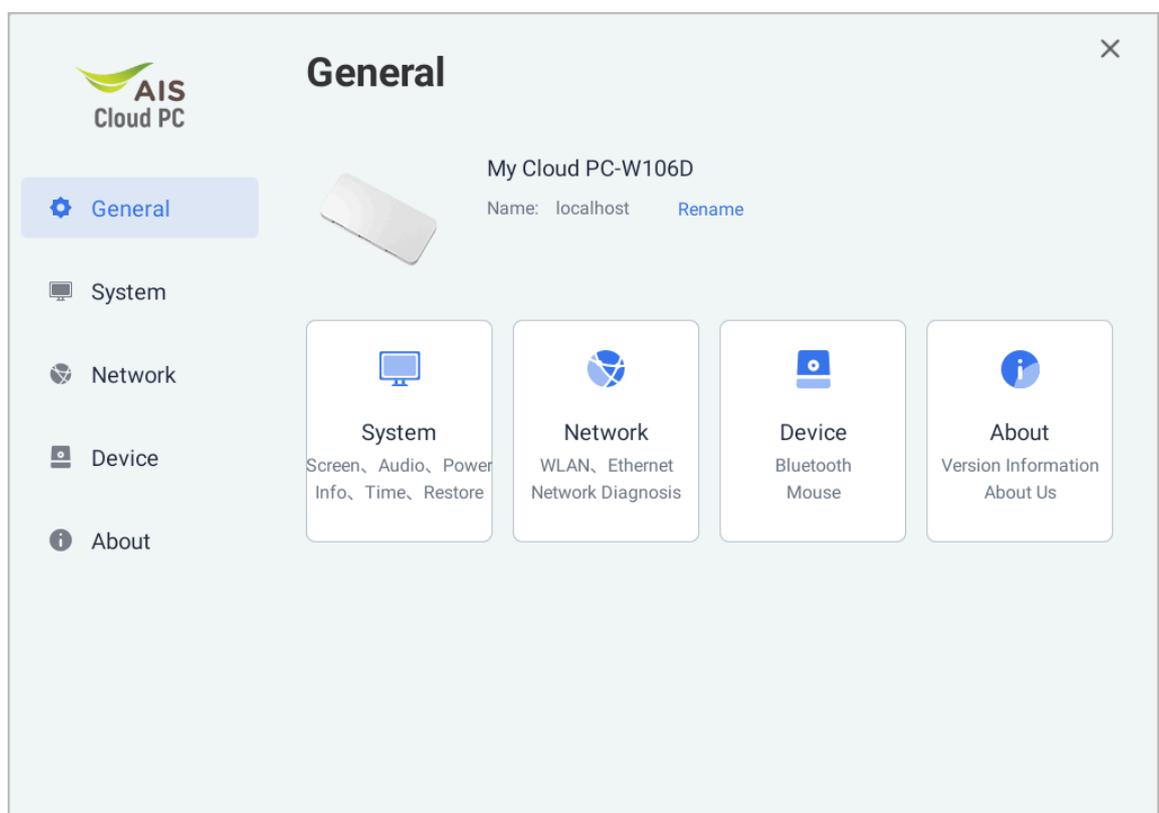
If the problem still persists after the above measures are taken, a self-powered peripheral should be used.

## 1.4 How to Fix Blurry Fonts After Power-On?

You can set the zoom scale and display resolution and enable image stabilization as required.

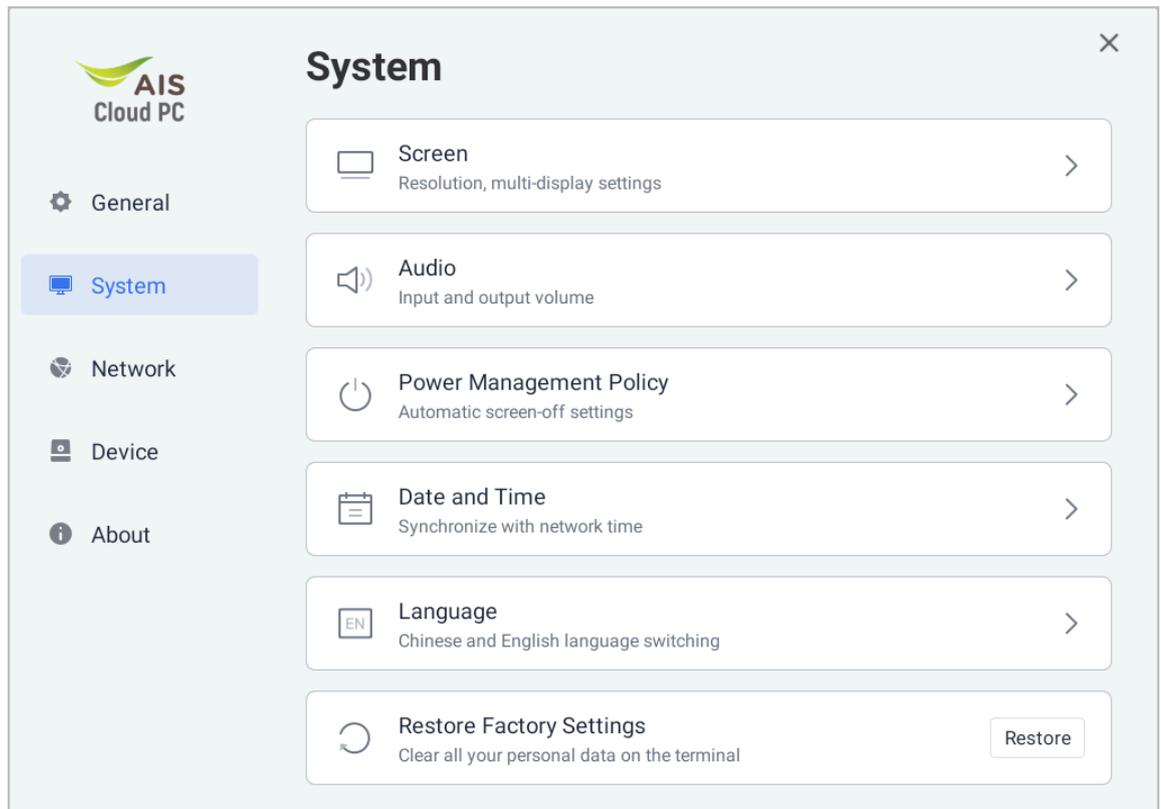
1. In the floating toolbox of the console, click **More**. The window for settings is displayed, see [Figure 1-1](#).

**Figure 1-1 Window for Settings**



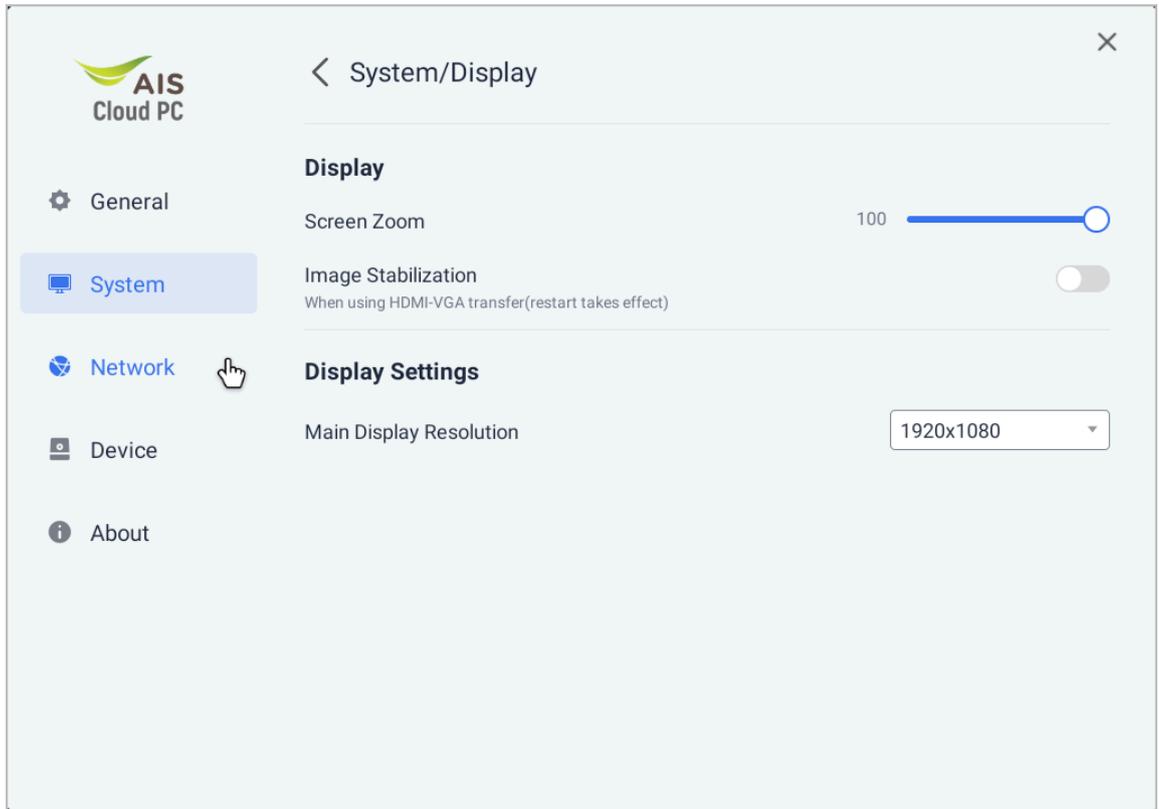
2. Select **System**. The **System** window is displayed, see [Figure 1-2](#).

Figure 1-2 System Window



3. Click **Screen**. The **System/Display** window is displayed, see [Figure 1-3](#).

Figure 1-3 System/Display Window



4. Set the display-related parameters as required.

To...	Do...
Set the display resolution	In the <b>Display Settings</b> area, select a value from the <b>Main Display Resolution</b> list.
Set the zoom scale	Drag the <b>Screen Zoom</b> slider to set the display zoom ratio.
Enable image stabilization	Enable <b>Image Stabilization</b> when an HDMI to VAG cable or adapter is used. Note: This function takes effect only after the W106D is restarted.

## 1.5 How to Shut Down the Terminal

### Question

How do I shut down the terminal?

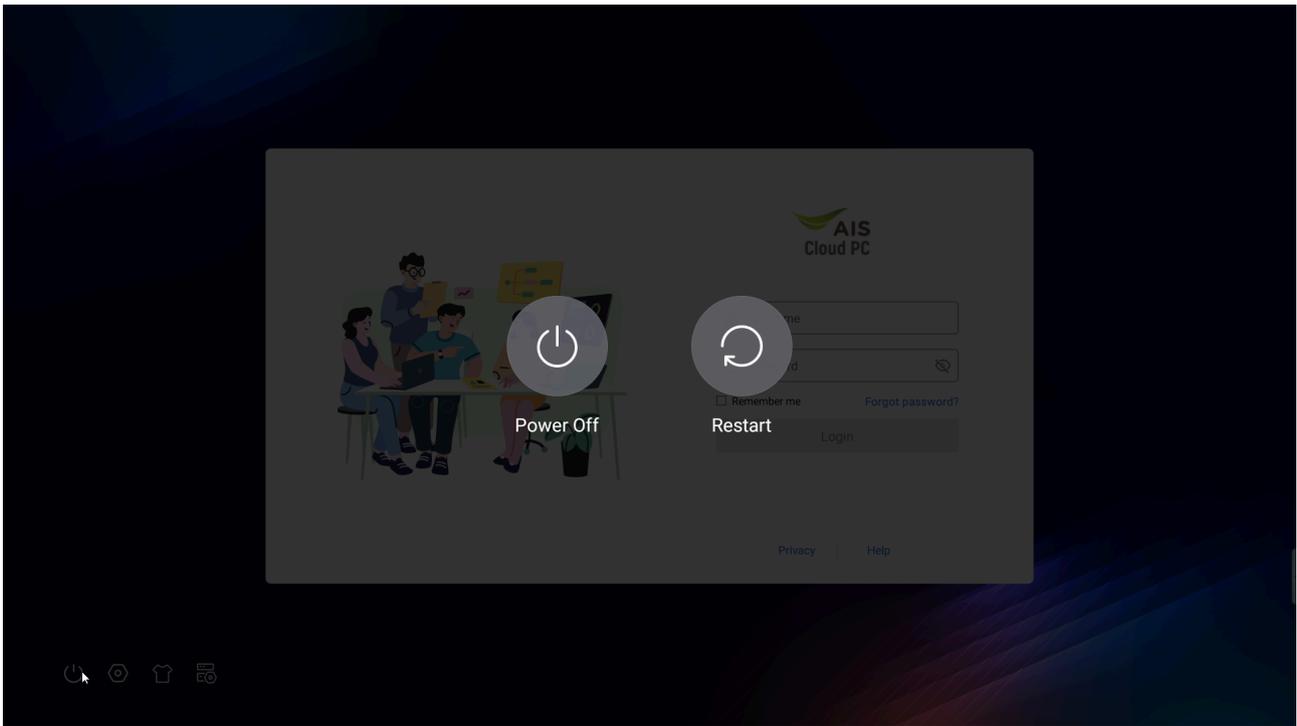
### Note

This procedure uses the **Power** button on the floating toolbox of the console as an example. The operations and functions of the **Power** button on other GUIs are the same.

**Answer**

1. On the login management screen, click **Console**. The floating toolbox of the console is displayed.
2. Click **Power**. The screen for terminal power-off or restart is displayed, see [Figure 1-4](#).

**Figure 1-4 Powering Off or Restarting the Terminal**



**Note**

Click the blank area to cancel the power-off or restart operation.

3. Perform the following operations as needed.

To...	Do...
Power off the terminal	Click <b>Power Off</b> . Note: After the terminal is powered off, it is recommended that you disconnect the power supply. After the terminal is powered on again, the login management screen is displayed.
Restart the terminal	Click <b>Restart</b> .

## 1.6 How to Restart the Terminal

**Question**

How do I restart the terminal?

**Note**

The steps for the restart operation are similar to those for the shutdown operation. For details, refer to [1.5 How to Shut Down the Terminal](#).

**Answer**

1. On the login management screen, click **Console**. The floating toolbox of the console is displayed.
2. Click **Power**. The screen for terminal power-off or restart is displayed.
3. Click **Restart**.

## 1.7 What if No Update Prompt Received

**Question**

The terminal receives no update prompt so far. What should I do?

**Answer**

1. Check whether the terminal is connected to a network.
  - Yes → Step 3.
  - No → Step 2.
2. Connect the terminal to the network and check whether the update operation can be performed.
  - Yes → End.
  - No → Step 3.
3. Press **F9** to check whether the power level is less than 20 percent.

**Note**

To protect the terminal, upgrade is not allowed if the power level is below 20 percent.

- Yes → Step 4.
  - No → Step 5.
4. Connect the terminal to the charger until the power level is above 20 percent. Check whether the upgrade can be performed.

**Note**

You must use the power adapter and power cable delivered together with the terminal.

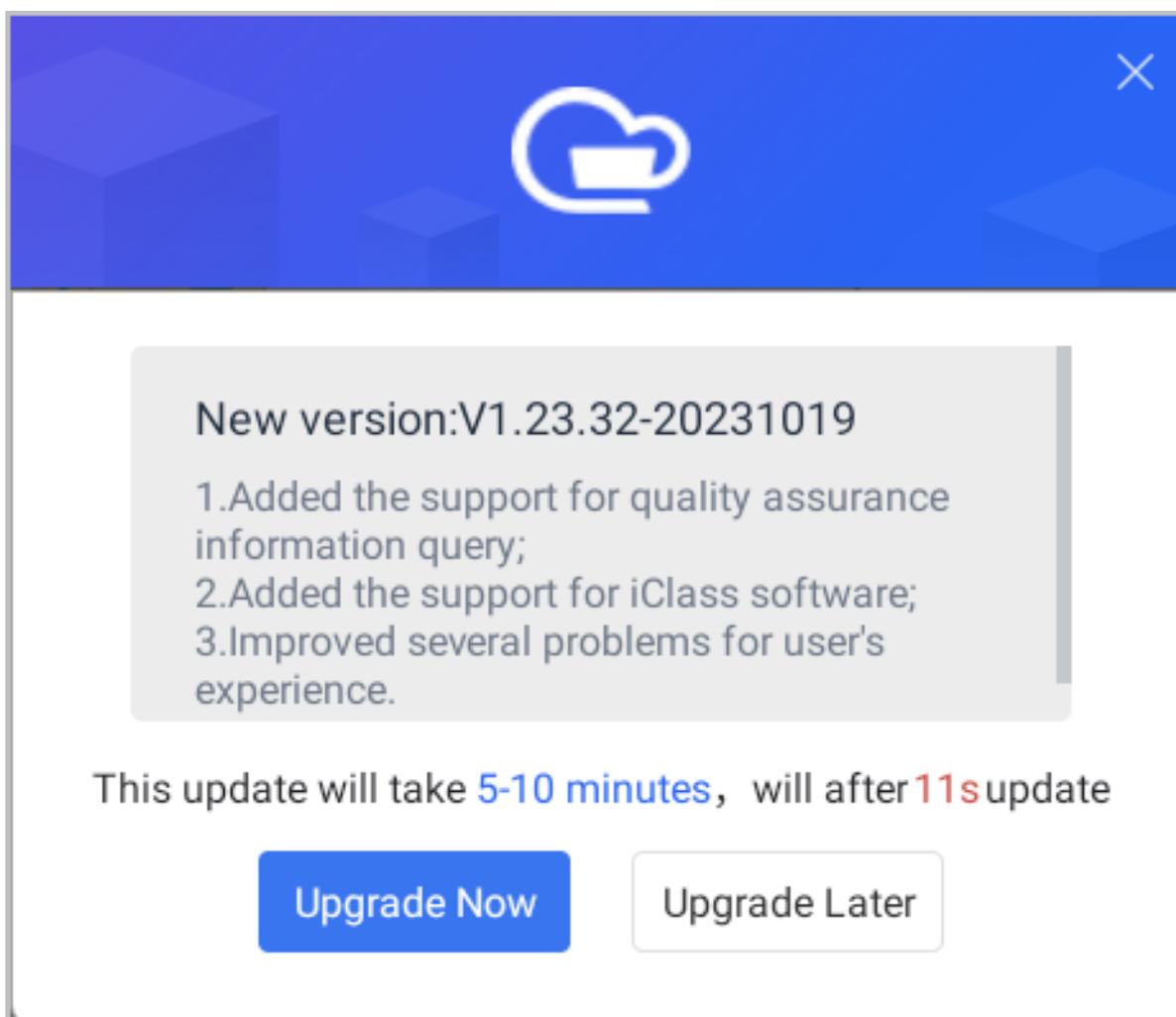
- Yes → End.
  - No → Step 5.
5. Dial the telephone number displayed in the management window to report the fault.

## 1.8 How to Update the Device Manually

### Question

When an update is available, an update prompt is displayed as shown in [Figure 1-5](#). Because an immediate update is not required, **Update Later** is clicked. How can I manually update the system later?

**Figure 1-5 Update Prompt**

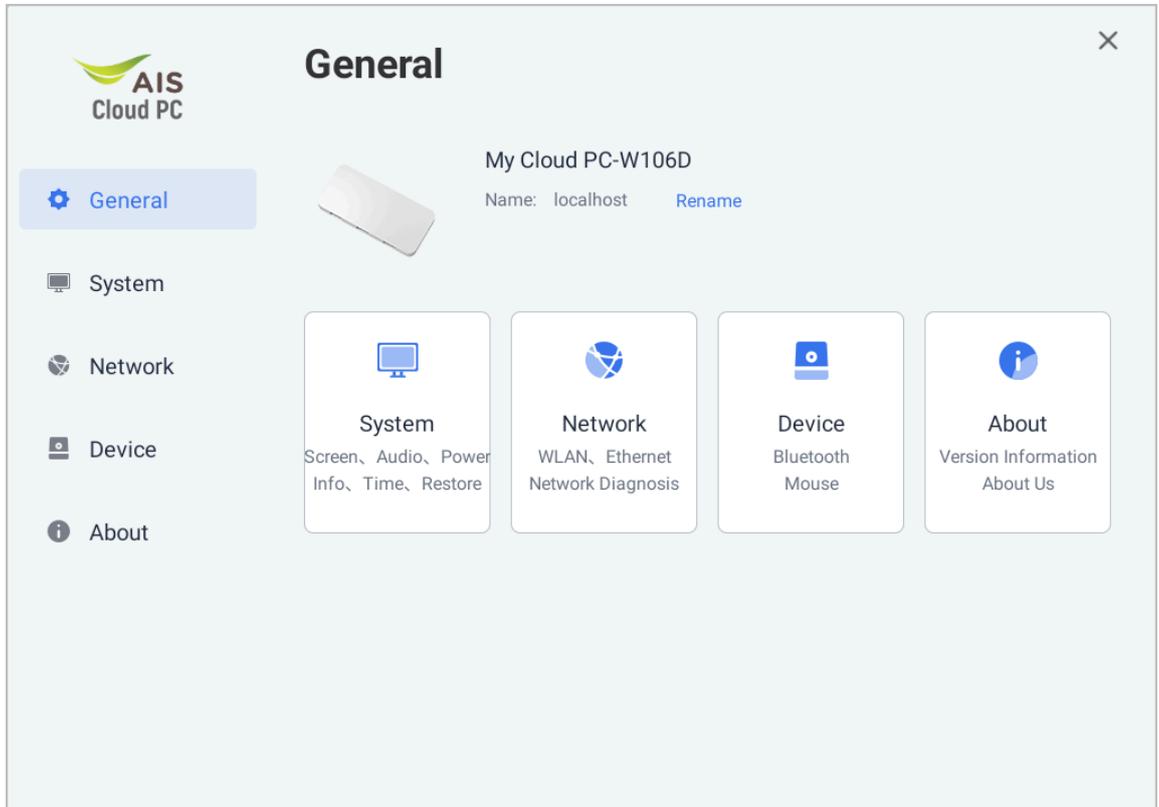


### Answer

After **Update Later** is clicked, the terminal downloads the update software at the back end. After the download is completed, you can manually update the system.

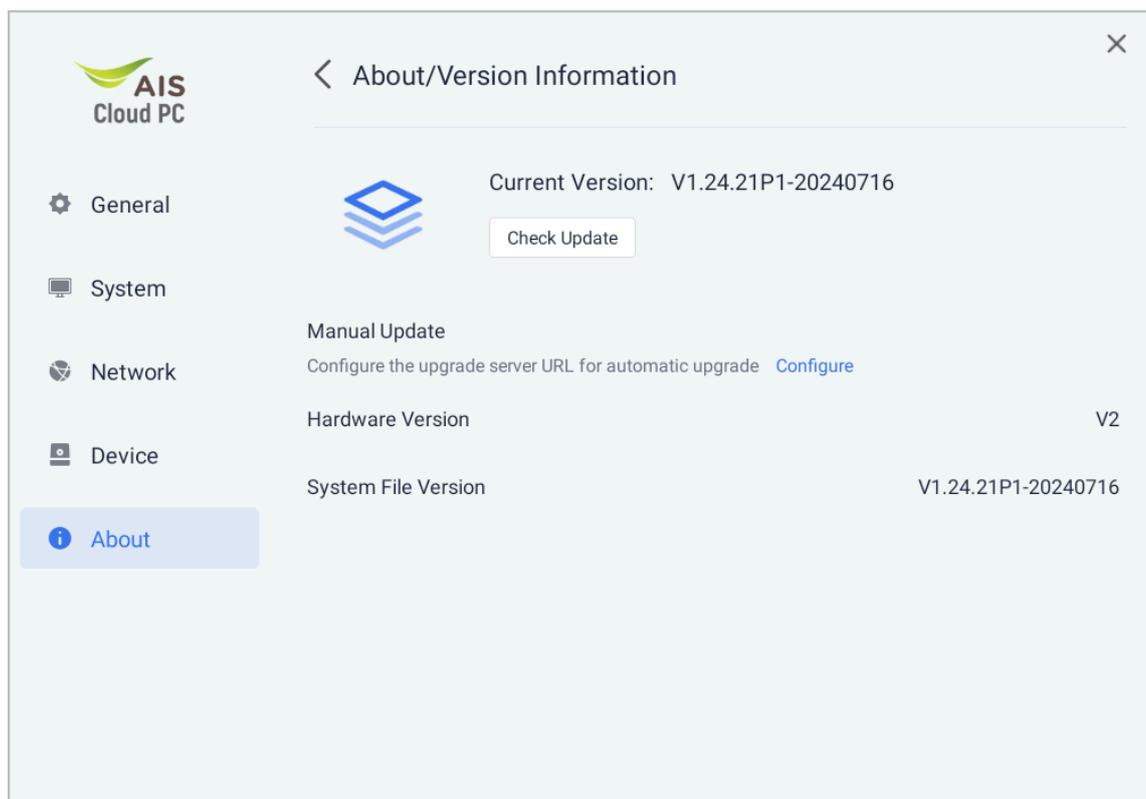
1. In the floating toolbox of the console, click **More**. The window for settings is displayed, see [Figure 1-6](#).

**Figure 1-6 Window for Settings**



2. Select **About**. The **About** window is displayed.
3. Click **Version Information**. The **About/Version Information** window is displayed, see [Figure 1-7](#).

Figure 1-7 About/Version Information Window



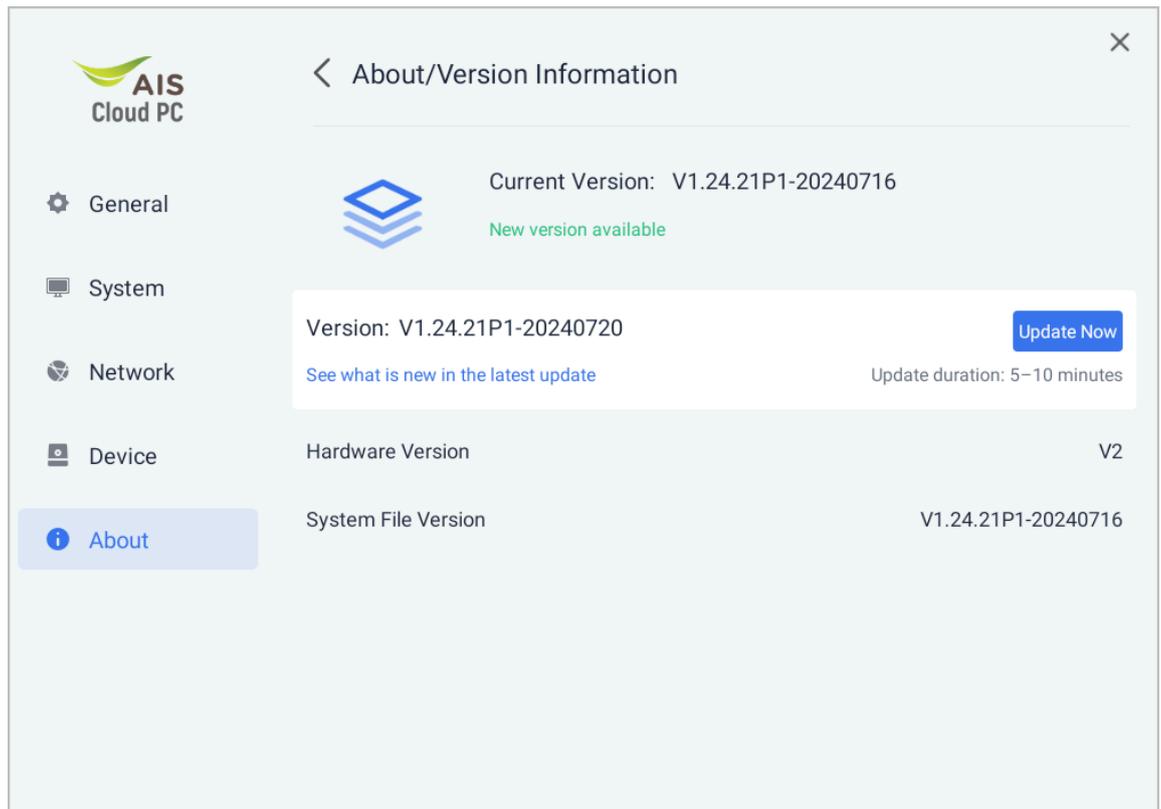
- (Optional) Click **Configure**. Set the IP address of the auto-update server as planned.

#### Note

If you perform the restart or power-on operation, the terminal automatically downloads the latest software package. After the download, an update prompt dialog box is displayed. You can choose to update the system software immediately or later.

- (Optional) Click **Check Update**. The terminal starts checking the software packages on the server. If a new software package is available, the terminal automatically downloads it. After the download (see [Figure 1-8](#)), click **Update Now** to update the system software immediately.

Figure 1-8 Update Now Button

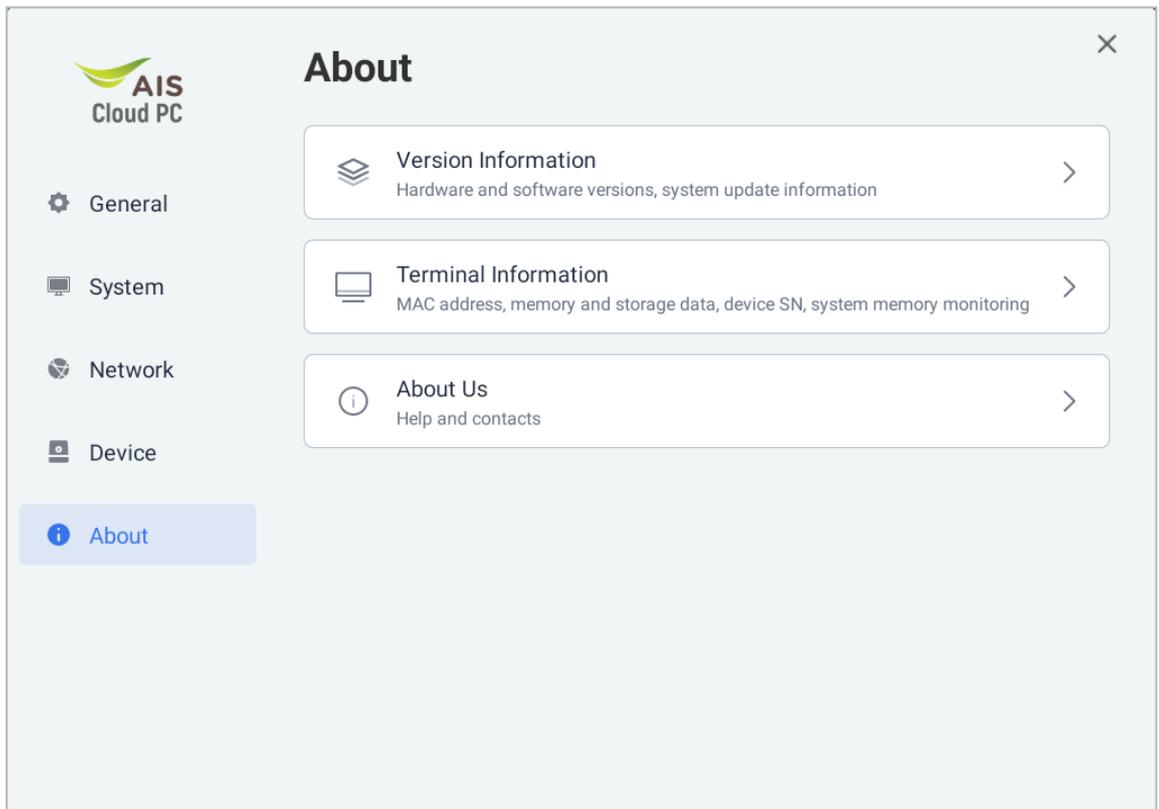


### Context

The software download progress can be viewed in the **About/Version Information** dialog box.

1. Click **Console**. The floating toolbox of the console is displayed.
2. In the floating toolbox of the console, click **More**. The dialog box for settings is displayed.
3. Select **About**. The **About** dialog box is displayed, see [Figure 1-9](#).

Figure 1-9 About Dialog Box



4. Click **Version Information**. The **About/Version Information** dialog box is displayed. Check the software download progress.
5. After the software is downloaded (see [Figure 1-8](#)), click **Update Now** to update the software.

## 1.9 How to Restore Factory Default Settings

### Question

How can I restore the factory settings if the system of the terminal is faulty?



### Notice

After the factory settings are restored, all settings on the terminal are restored to the original settings.



### Note

Restoring factory settings restores the settings on the terminal only. Those on the cloud PCs are not affected.

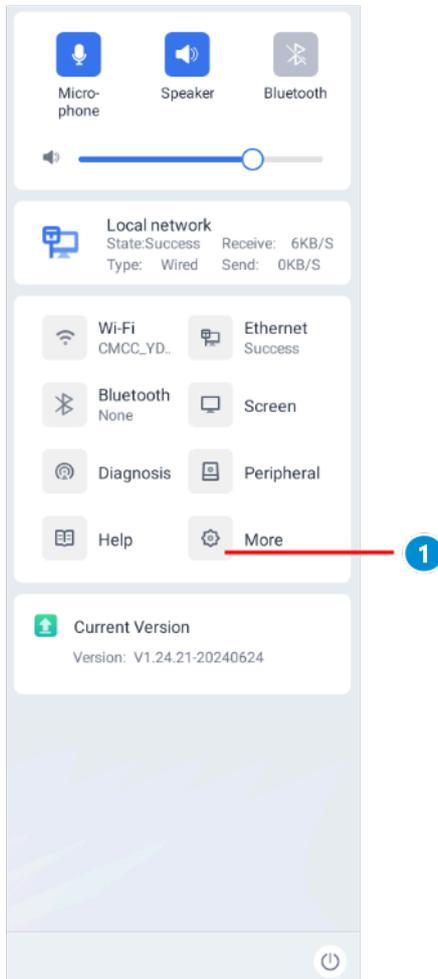


### Note

After the restoration is completed, the terminal automatically restarts.

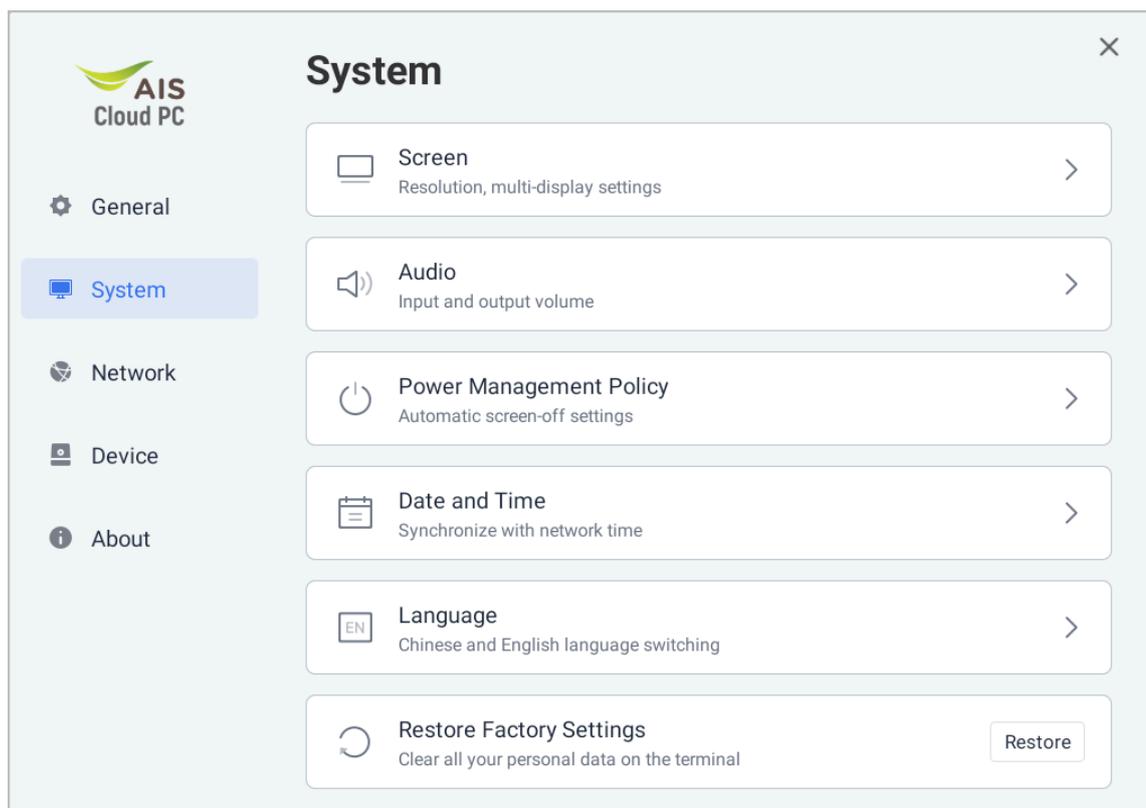
**Answer**

1. Click **Console**. The floating toolbox of the console is displayed, see [Figure 1-10](#).

**Figure 1-10 Floating Toolbox of the Console**

1. More
  2. In the floating toolbox of the console, click **More**. The dialog box for settings is displayed.
  3. Select **System**. The **System** dialog box is displayed, see [Figure 1-11](#).

Figure 1-11 System Dialog Box



4. Click **Restore** in **Restore Factory Settings**. A confirmation dialog box is displayed.
5. Click **OK**.

### Note

After the restoration, the terminal automatically restarts.

# Chapter 2

## Networks FAQ

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## 2.1 How to Connect to a Wi-Fi Network

### Question

What are the configuration steps for connecting the terminal to a Wi-Fi network?

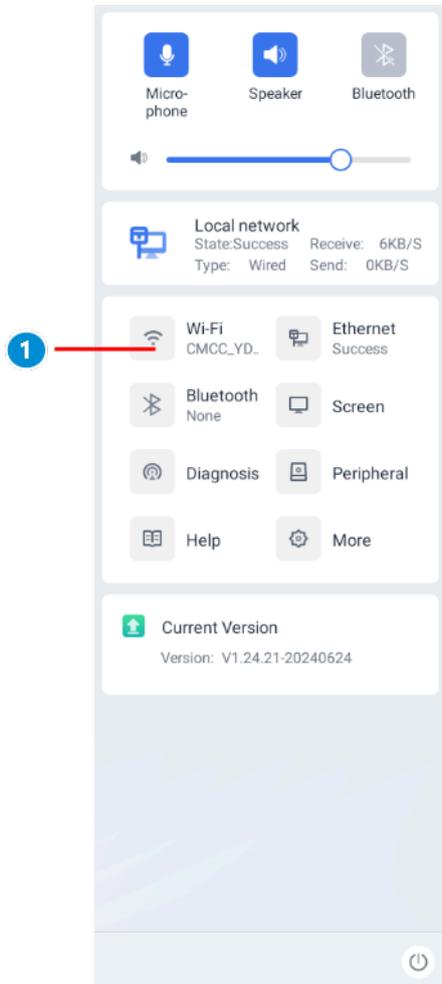


### Note

Internal Wi-Fi networks and some external Wi-Fi networks do not need to be authenticated. You can directly connect the terminal to such a Wi-Fi network by entering the Wi-Fi password. This procedure uses a Wi-Fi network that needs to be authenticated as an example.

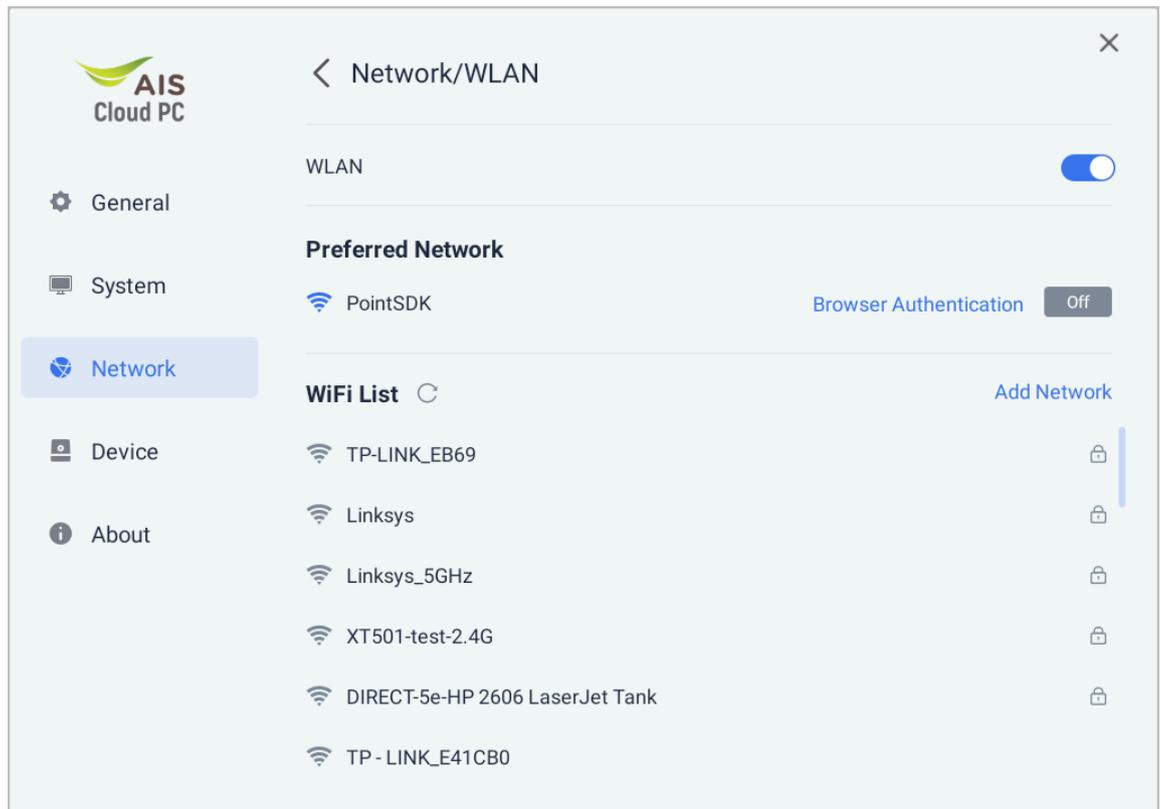
### Answer

1. Click **Console**. The floating toolbox of the console is displayed, see [Figure 2-1](#).

**Figure 2-1 Floating Toolbox of the Console**

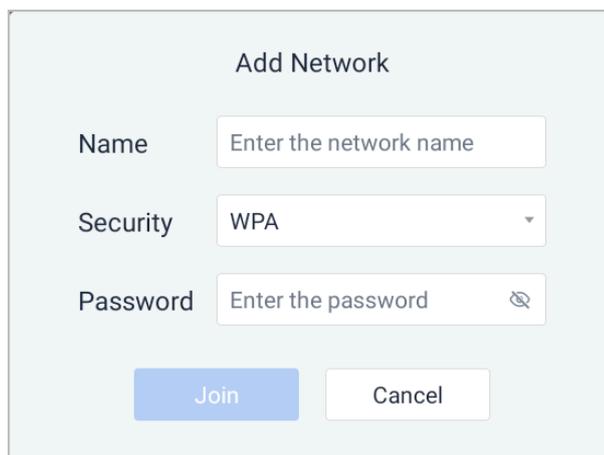
1. Wi-Fi
2. Click **Wi-Fi**. The **Network/WLAN** dialog box is displayed, see [Figure 2-2](#).

Figure 2-2 Network/WLAN Dialog Box



3. (Optional) Turn **WLAN** on to enable the wireless function.
4. Click **Add Network**. The dialog box for adding to a network is displayed, see [Figure 2-3](#).

Figure 2-3 Add Network Dialog Box



5. Enter the network name and password and select a security option. Click the **Join** button.

## 2.2 How to Ignore a Wi-Fi Network

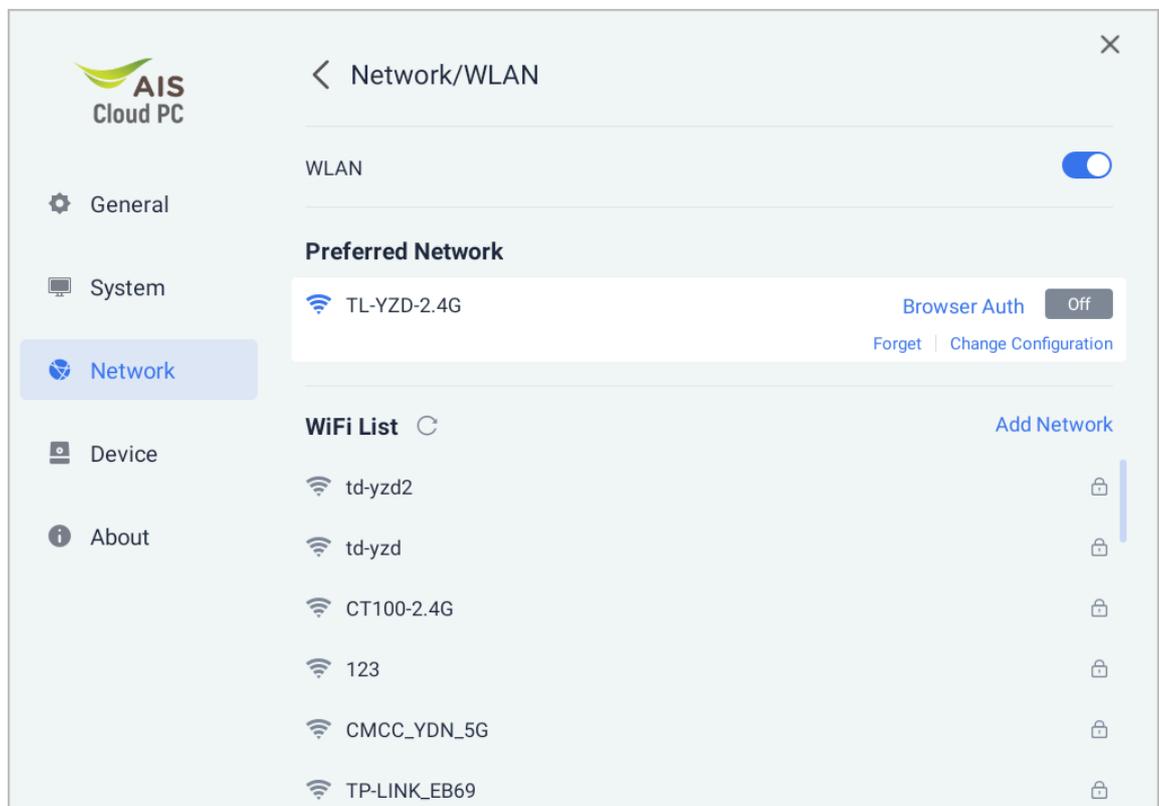
### Question

After a Wi-Fi network is connected, it is displayed in the preferred network list. What are the steps for deleting the Wi-Fi network from the preferred network list when the Wi-Fi network is not needed?

### Answer

1. Click **Console**. The floating toolbox of the console is displayed.
2. Click **Wi-Fi**. The **Network/WLAN** dialog box is displayed, see [Figure 2-4](#).

Figure 2-4 Network/WLAN Dialog Box



3. In the **Preferred Network** area, click the desired Wi-Fi network, whether connected to or disconnected from. The **Forget** button is displayed.
4. Click the **Forget** button. The Wi-Fi network is ignored and removed from the preferred network list.

### Context

In the **Network/WLAN** dialog box, you can click a connected Wi-Fi network to change the settings of the Wi-Fi network.

## 2.3 How to Connect to a Hotel's Wi-Fi Network

### Question

What are the configuration steps for connecting the terminal to the Wi-Fi network in a hotel?

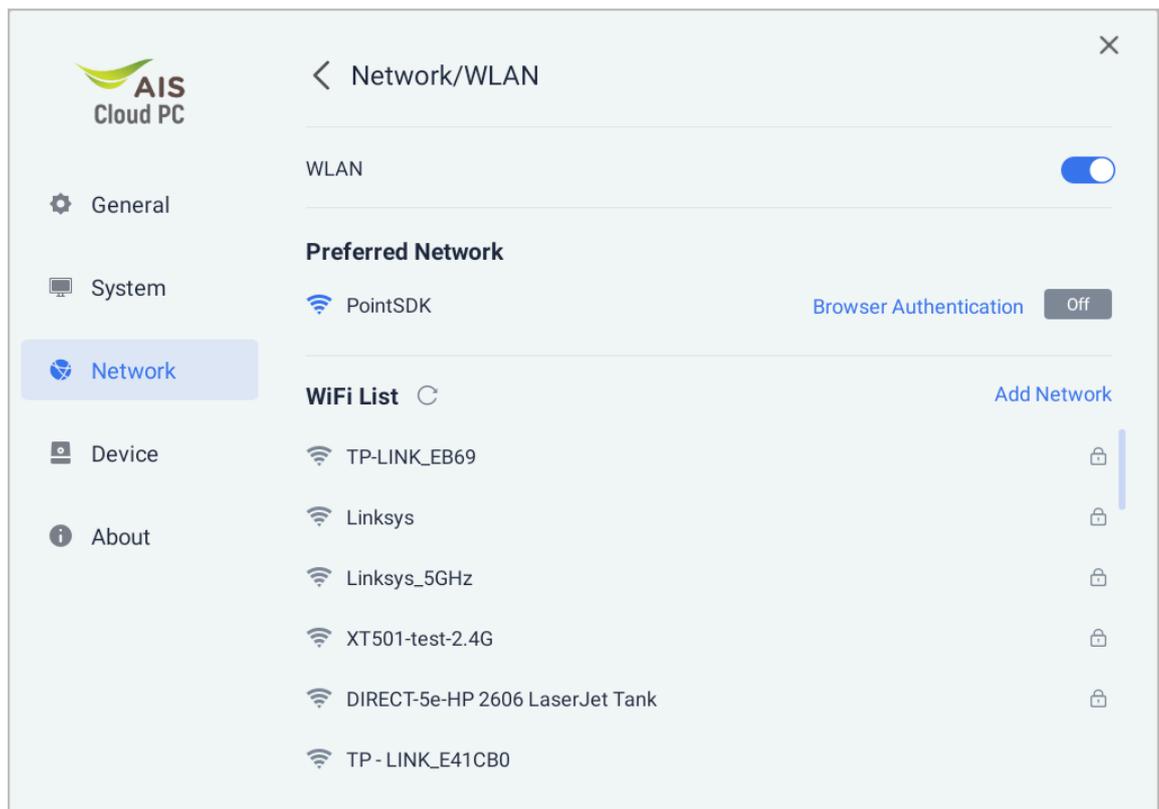
### Note

If a Wi-Fi network becomes unavailable when being used, you can check whether Wi-Fi authentication expires and whether re-authentication is required.

### Answer

1. Click **Console**. The floating toolbox of the console is displayed.
2. Click **Wi-Fi**. The **Network/WLAN** dialog box is displayed, see [Figure 2-5](#).

Figure 2-5 Network/WLAN Dialog Box



3. Turn **WLAN** on to enable the wireless function.

### Note

After the wireless function is enabled, the terminal automatically scans for available wireless networks and displays the discovered wireless networks in the **WiFi List**.

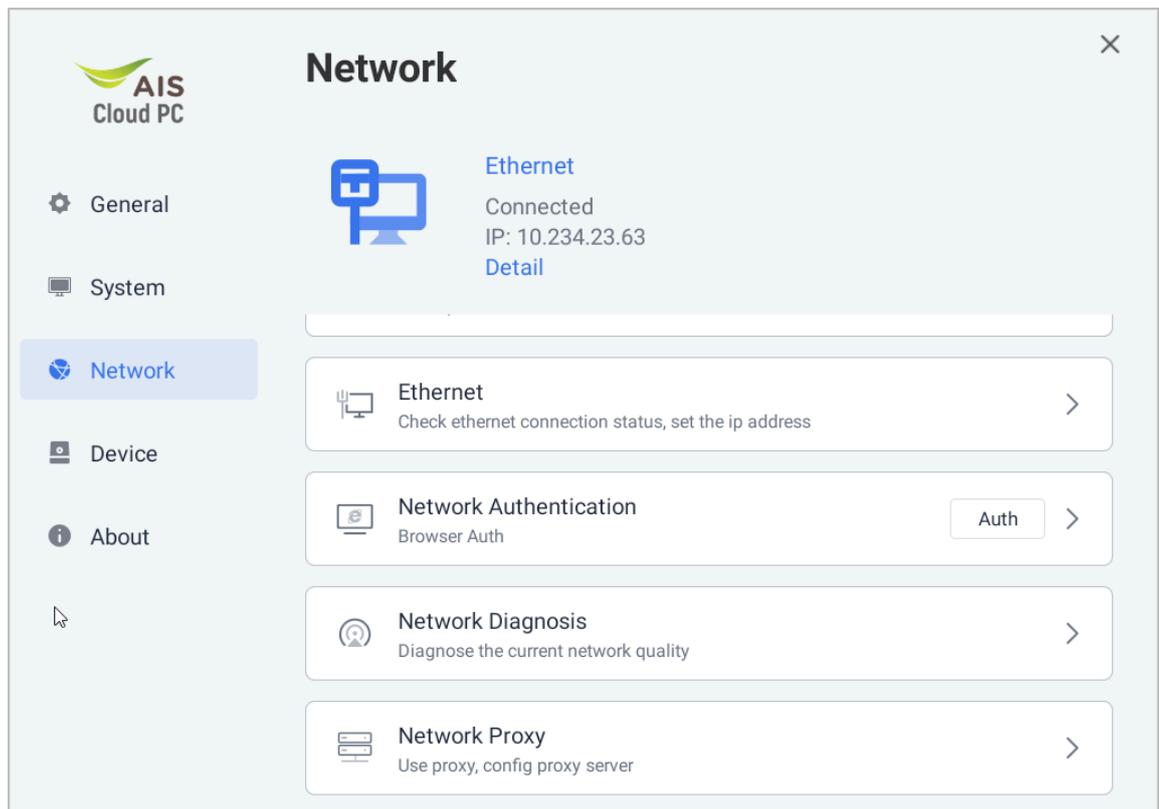
4. In the **WiFi List**, click the Wi-Fi network to be connected to. The dialog box for entering the password is displayed.
5. Enter the Wi-Fi network access password, and click **Add**. If the password is correct, the authentication page is displayed on the browser.
6. Enter the username and password for authentication. If the authentication is successful, the terminal is connected to the Wi-Fi network.

## Context

After the Wi-Fi network is connected, if the authentication page is not displayed on the browser, perform the following steps to manually perform browser-based network authentication:

1. In the floating toolbox of the console, click **More**. The dialog box for settings is displayed.
2. Select **Network**. The **Network** dialog box is displayed, see [Figure 2-6](#).

**Figure 2-6 Network Dialog Box**



3. Click **Auth**. The authentication page is displayed on the browser.
4. View or set browser-based network authentication information

## 2.4 What if IP Address Cannot Be Obtained Automatically

### Question

In the **Network/Ethernet** dialog box, **Obtain IP Address Automatically** is on. After the USB-to-NIC converter and network cable are connected, the IP address cannot be obtained. What should I do?

### Answer

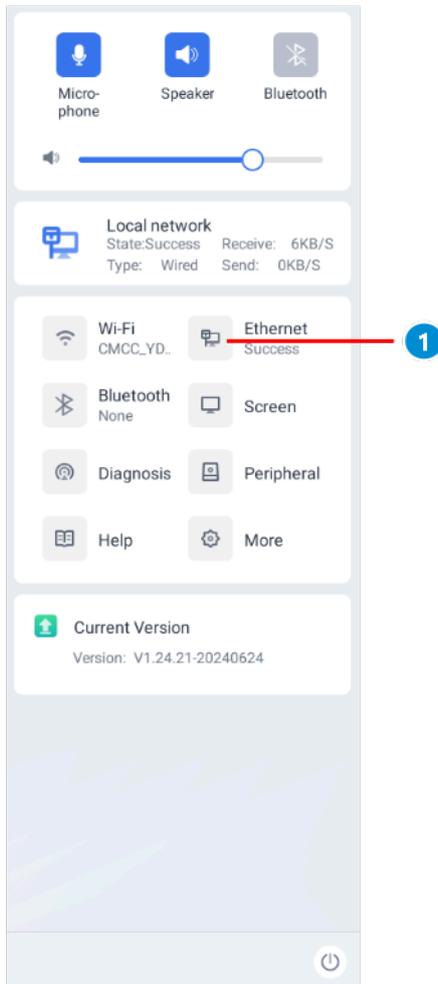
The USB-to-NIC converter or network cable is not properly connected.

1. Verify that the indicator on the NIC that the network cable is connected to is lit.



A USB-to-NIC converter is required if you want to connect a network cable to the terminal. If a recommended model is used but the NIC indicator is not lit, remove and then install the cable or converter again until the NIC indicator is lit.

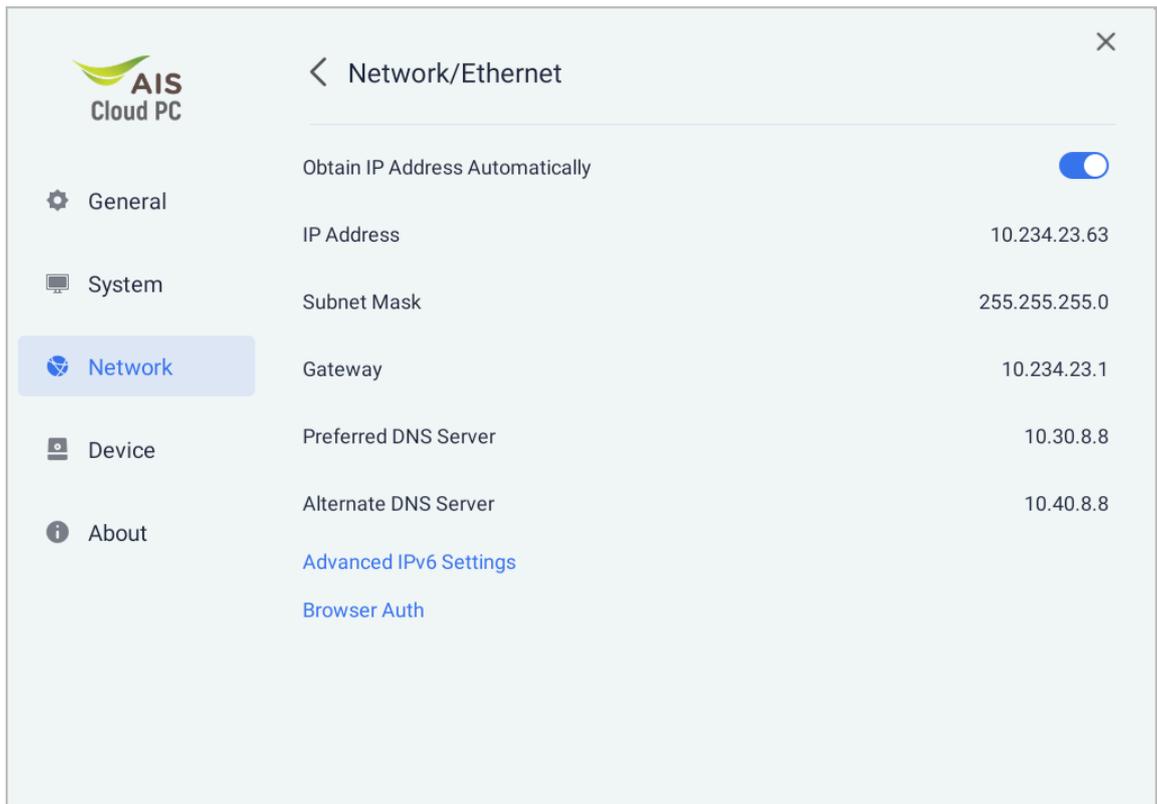
2. Click **Console**. The floating toolbox of the console is displayed, see [Figure 2-7](#).

**Figure 2-7 Floating Toolbox of the Console**

1. Ethernet

3. Click **Ethernet**. The **Network/Ethernet** dialog box is displayed, see [Figure 2-8](#).

Figure 2-8 Network/Ethernet Dialog Box



4. Disable **Obtain IP Address Automatically**.
5. Enable **Obtain IP Address Automatically**.

## 2.5 What if Network Connection Not Stable When Wi-Fi Is Used

### Question

The terminal is connected to a Wi-Fi network but the network connection is not stable. What should I do?

### Answer

The wireless network signals are poor, or the network bandwidth is insufficient.

It is recommended that you make the following attempts:

1. Replace the network connection, and check whether the network connection is unstable.

### Note

You can connect the terminal to a wired network or a mobile network.

- Yes → Step 4.
- No → Step 2.

2. Restart the wireless router and modem, and check whether the network is unstable.
  - Yes → Step 3.
  - No → End.
3. Temporarily shut down other devices connected to the same Wi-Fi network, and check whether the network connection is unstable.
  - Yes → Step 4.
  - No → End.
4. Restart the terminal and reconnect it to the network. Check whether the network connection is unstable.
  - Yes → Step 5.
  - No → End.
5. Contact ZTE technical support to report the fault.

## 2.6 What if Wired Network Prone to Be Disconnected

### Question

The terminal is connected to a wired network through a USB-to-NIC converter, the wired network is prone to be disconnected or identified slowly. What should I do?

### Answer

The USB-to-NIC converter is in poor contact or not completely compatible.

1. Connect the terminal to a Wi-Fi network, and check whether the network is prone to be disconnected.
  - Yes → Step 3.
  - No → Step 2.
2. Change the USB-to-NIC converter, and check whether the network is prone to be disconnected.



### Note

You need to use a recommended USB-to-NIC converter.

- Yes → Step 3.
- No → End.
3. Restart the terminal and connect it to the network again. Check whether the network is prone to be disconnected.
  - Yes → Step 4.
  - No → End.

4. Contact ZTE technical support to report the fault.

# Chapter 3

# Bluetooth FAQ

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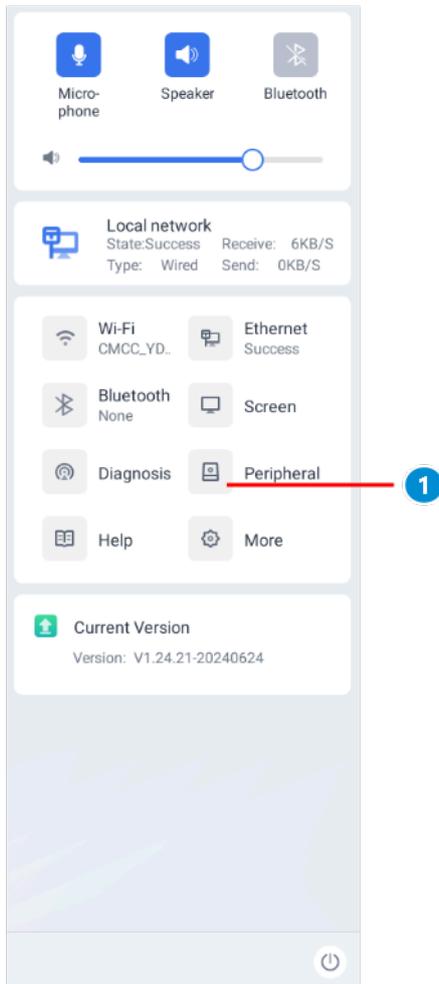
## 3.1 How to Connect Bluetooth Device to Terminal

### Question

How can I connect a Bluetooth device to the terminal?

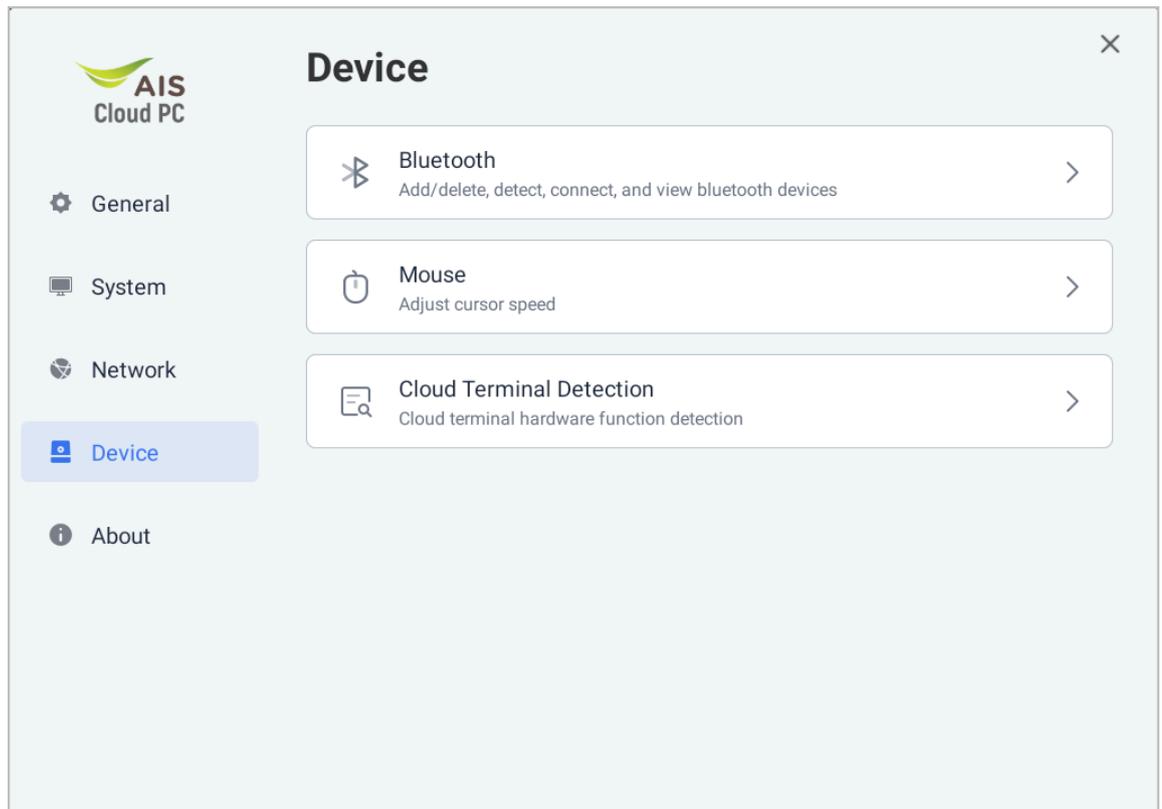
### Answer

1. Click **Console**. The floating toolbox of the console is displayed, see [Figure 3-1](#).

**Figure 3-1 Floating Toolbox of the Console**

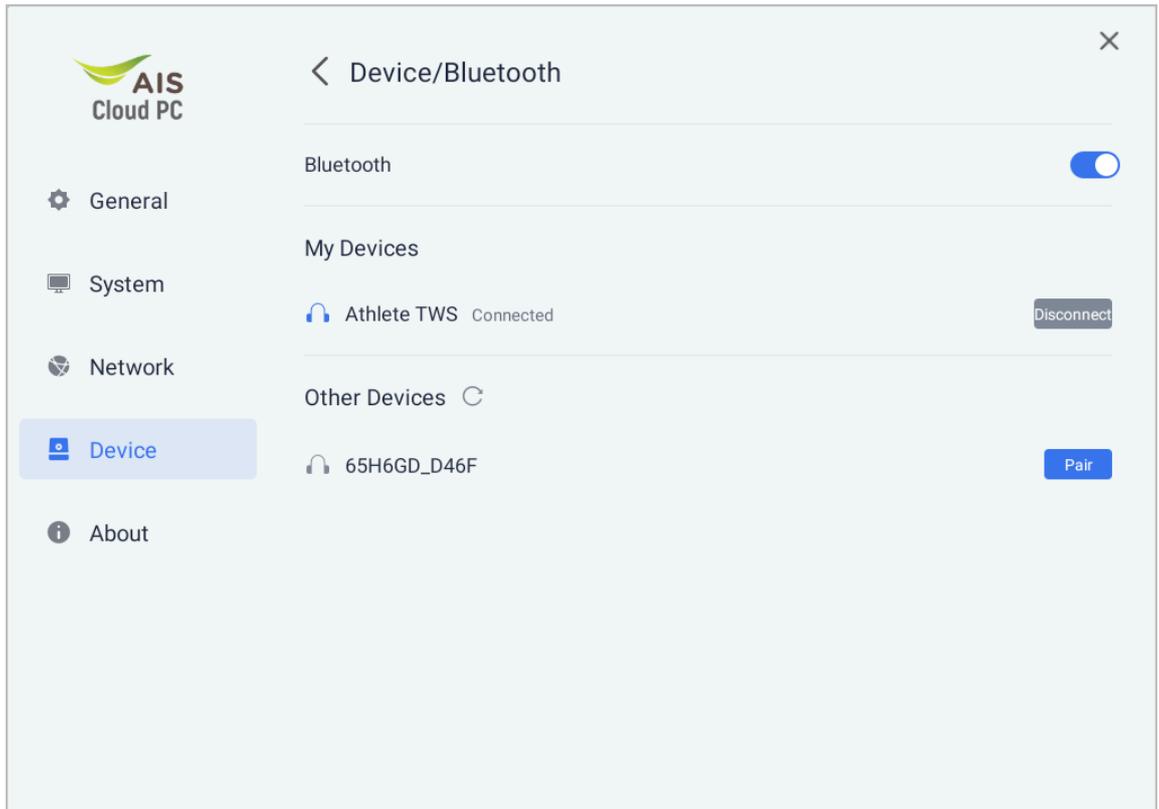
1. Peripheral
2. Click **Peripheral**. The **Device** dialog box is displayed, see [Figure 3-2](#).

Figure 3-2 Device Dialog Box



3. Click **Bluetooth**. The **Device/Bluetooth** dialog box is displayed, see [Figure 3-3](#).

Figure 3-3 Device/Bluetooth Dialog Box



4. Turn **Bluetooth** on to enable the Bluetooth function and start discovering Bluetooth devices.

 **Note**

The discovered Bluetooth devices are displayed in the **Other Devices/My Devices** list.

5. Perform the following operations as required.

If...	Then...
The Bluetooth device is connected to for the first time	In the <b>Other Devices</b> list, click <b>Pair</b> for the desired Bluetooth device. Note: After the terminal is paired with and connected to the Bluetooth device successfully, the Bluetooth device is saved in the <b>My Devices</b> list.
The Bluetooth device was once connected to successfully	In the <b>My Devices</b> list, click <b>Connect</b> for the desired Bluetooth device.

## 3.2 What if Some Bluetooth Devices Hard or Failed to Be Discovered

### Question

The terminal discovers some Bluetooth devices, for example, a Bluetooth earphone, an acoustic device, a Bluetooth keyboard, or a Bluetooth mouse, slowly or even cannot discover them. What should I do?

### Answer

- For a Bluetooth device that has a button for manual pairing, manually pair the Bluetooth device with the terminal again.
- A Bluetooth device that has no button for manual pairing can only automatically enter Bluetooth pairing mode.

Assume that such a Bluetooth device was successfully paired with device A and disconnected from device A later. After Bluetooth is enabled on the Bluetooth device, the Bluetooth device first tries to discover device A. In this case, other devices cannot discover the Bluetooth device. If a timeout occurs before the Bluetooth device is paired with device A, the Bluetooth device enters Bluetooth pairing mode, so other devices can discover the Bluetooth device.

A Bluetooth earphone is used as an example. For the handling suggestions for different types of devices, refer to [Table 3-1](#).

**Table 3-1 Bluetooth Earphone Handling Suggestions**

No.	Bluetooth Device Type	Probable Cause	Recommended Action	Remarks
1	There is a button for manual pairing.	The Bluetooth device does not enter pairing mode.	Press and hold the button for three seconds to enter Bluetooth pairing mode.	Different earphones may enter Bluetooth pairing mode in different ways. For specific operations, refer to their manuals.
2		After entering pairing mode, the Bluetooth device enters standby mode upon timeout.	Put the Bluetooth device back to the charging compartment, close the compartment, and then open the compartment. The Bluetooth device enters Bluetooth pairing mode again.	The pairing timeout values vary with Bluetooth devices. For details, refer to their manuals.
3	There is no button for manual pairing.	The Bluetooth device enters previous-connection retry mode.	Wait for a while. After previous-connection retry fails, the Bluetooth	The previous-connection retry timeout varies with Bluetooth devices. For details, refer to their manuals.

No.	Bluetooth Device Type	Probable Cause	Recommended Action	Remarks
			device enters pairing mode.	
4		The Bluetooth device is automatically connected to another previously-paired device.	On the previously-paired device, disconnect or ignore the Bluetooth device.	-

### 3.3 How to Pair Terminal with Apple AirPods Bluetooth Earphone

#### Question

How can I pair the terminal with an Apple AirPods Bluetooth earphone?

#### Answer

On the back of the AirPods battery compartment, there is a round button. It is used to reset the earphone and connect it to a non-Apple device.

1. Open the AirPods charging compartment.
2. Press and hold the round button on the back until the indicator is flashing white. This indicates that the earphone has entered pairing mode.
3. In the **Preference** window of the terminal, search for the device and pair it with the terminal.
4. Wait until the connection is proper.

### 3.4 How to Pair Terminal with HUAWEI FreeBuds4 Bluetooth Earphone

#### Question

How can I connect a HUAWEI FreeBuds4 Bluetooth earphone to the terminal and pair them?

#### Answer

On the right side of the HUAWEI FreeBuds4 battery compartment, there is a round button, which is used to reset the earphone and connect it to a non-Huawei device.

1. Open the HUAWEI FreeBuds4 battery compartment.
2. Press and hold the round button on the right until the indicator light is flashing white, which indicates that the HUAWEI FreeBuds4 is in pairing mode.
3. In the **Preference** window of the terminal, search for the device and pair it with the terminal.
4. Wait until the connection is proper.



**Note**

Due to compatibility issues, when you remove the earphone and then wear it again, you need to disconnect the earphone and connect it again or exit the conference and join it again.

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# Chapter 4

# Cloud Desktop Login FAQ

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## 4.1 What to Do in Case of Cloud Desktop Login Failure with a Network Interruption Prompt Displayed When a USB NIC Is Used?

1. Check whether the USB Network Interface Card (NIC) is of the recommended product model.
  - Yes → [Step 3](#).
  - No → [Step 2](#).
2. Replace the USB NIC with one of the recommended product model, and check whether the network connection is proper.
  - Yes → End.
  - No → [Step 3](#).
3. Contact the cloud desktop maintenance personnel to check the peripheral redirection configuration and add the information about the USB NIC to the whitelist.

## 4.2 What If There Is No Audio Output After Login to the Cloud Desktop?

1. In the lower right corner of the cloud desktop, check whether the audio playback device is disabled.
  - Yes → [Step 2](#).
  - No → [Step 3](#).
2. Enable the audio playback device, and check whether audio output is proper.
  - Yes → End.

- No → [Step 3](#).
3. Reseat the cable of the audio playback device, or replace the audio playback device.

# Chapter 5

# Cloud Desktop Usage

# FAQ

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## 5.1 What If the USB Storage Device Connected to the Cloud Terminal Cannot Be Found?

1. Reseat the USB storage device, and check whether the storage device is displayed on the cloud desktop.
  - Yes → End.
  - No → [Step 2](#).
2. Contact the cloud desktop maintenance personnel to enable the USB mapping function.

## 5.2 What If I Forget the Password for Logging In to the Cloud Desktop?

### Question

What if I forget the password for logging In to the cloud desktop?

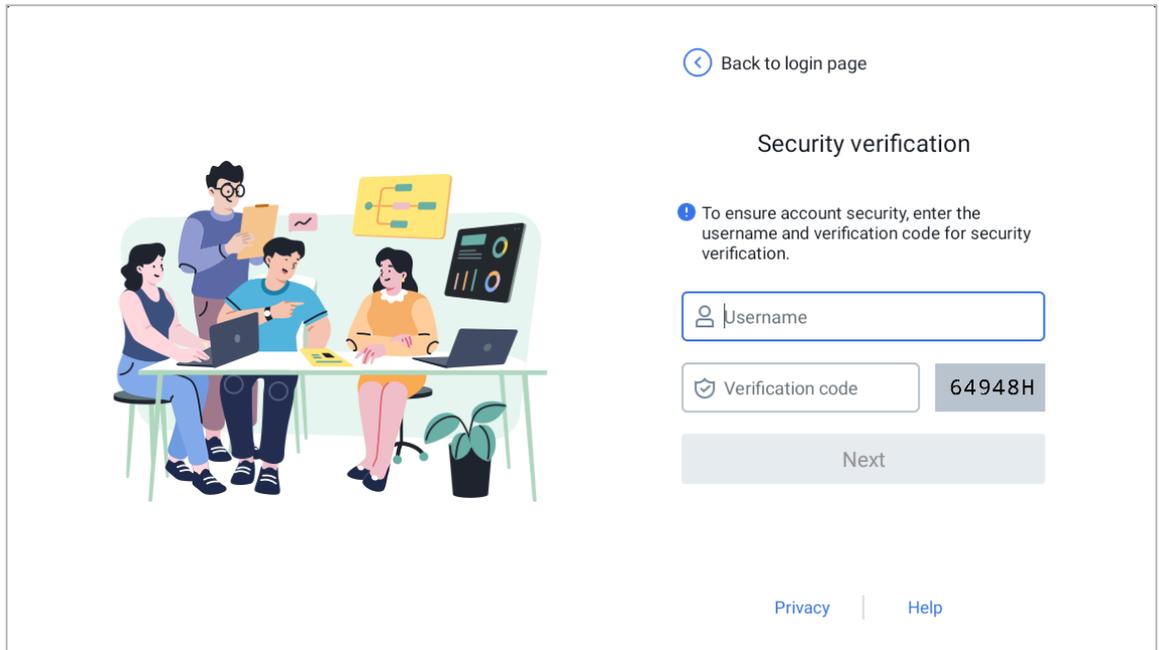
### Answer

You can set a new password by using the Forgot Password function.



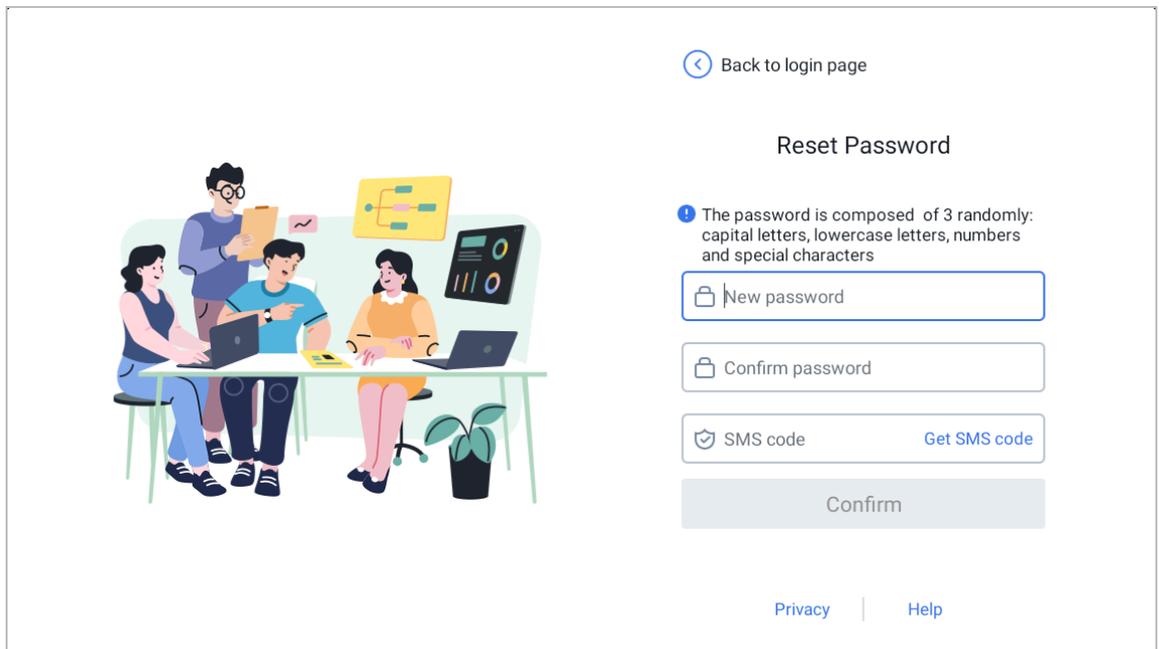
The account is already bound to a mobile phone number.

1. On the login management screen, click **Forgot password**. The **Security verification** screen is displayed, see [Figure 5-1](#).

**Figure 5-1 Security Verification Screen**

The screenshot shows a 'Security verification' screen. On the left is an illustration of four people (three women and one man) sitting around a table with laptops, looking at a document. On the right is the form area. At the top left is a back arrow and the text 'Back to login page'. The title 'Security verification' is centered. Below it is an information icon and the text: 'To ensure account security, enter the username and verification code for security verification.' There are two input fields: 'Username' and 'Verification code'. The 'Verification code' field contains the text '64948H'. Below the fields is a 'Next' button. At the bottom are links for 'Privacy' and 'Help'.

2. Enter a username and verification code, and click **Next**. The **Reset Password** screen is displayed, see [Figure 5-2](#).

**Figure 5-2 Reset Password Screen**

The screenshot shows a 'Reset Password' screen. On the left is the same illustration of four people at a table. On the right is the form area. At the top left is a back arrow and the text 'Back to login page'. The title 'Reset Password' is centered. Below it is an information icon and the text: 'The password is composed of 3 randomly: capital letters, lowercase letters, numbers and special characters'. There are three input fields: 'New password', 'Confirm password', and 'SMS code'. The 'SMS code' field has a 'Get SMS code' link to its right. Below the fields is a 'Confirm' button. At the bottom are links for 'Privacy' and 'Help'.

3. Enter the new password twice and click **Get SMS code**.
4. Enter the verification code received by the mobile phone and click **Confirm**. The modification result is displayed.



The password must contain at least three of the following types: uppercase letters, lowercase letters, digits, and special characters.

### 5.3 How to Disable Read and Write Access to a USB Flash Drive?

The cloud desktop supports policy management, which is used to manage user permissions on peripherals. This function can be used to disable read and write access to a USB flash drive.



You should contact the cloud desktop maintenance personnel to control read and write access to a USB flash drive through the cloud desktop console.

### 5.4 What If a Cloud Desktop Fails During Usage?

You can contact the cloud desktop maintenance personnel to troubleshoot the failure.

### 5.5 How to Speed Up Network Connection on a Cloud Desktop?

Window 10 is used as an example here. The actual configuration path depends on the operating system version of your cloud desktop.

1. Log in to the cloud desktop. Open the **Control Panel** window.
2. Select **Network and Internet > Network and Sharing Center**. The **Network and Sharing Center** window is displayed.
3. In the **View your active networks** area, click the connected network, for example, "Ethernet". The **Ethernet Status** dialog box is displayed.



"Ethernet" is used only as an example. In a real scenario, the connected network may be "Ethernet 2" or "Local area connection 2".

4. Click the **Properties** button. The **Ethernet Properties** dialog box is displayed.
5. Select **Internet Protocol Version 4 (TCP/IPv4)**, and click the **Properties** button. The **Internet Protocol Version 4 (TCP/IPv4) Properties** dialog box is displayed.
6. Click the **Advanced** button. The **Advanced TCP/IP Settings** dialog box is displayed.
7. Deselect **Automatic metric**, and set **Interface metric** to **2**.
8. Click **OK** in turn. The **Advanced TCP/IP Settings**, **Internet Protocol Version 4 (TCP/IPv4) Properties**, and **Ethernet Properties** dialog boxes are closed.
9. Click **Close**. The **Ethernet Status** dialog box is closed.

10. Close the **Network and Sharing Center** window.

# Chapter 6

## Other FAQs

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### 6.1 What Are the Network Quality Requirements for Accessing a Cloud Desktop?

For a single cloud desktop, the recommended network quality requirements are as follows:

- Average value: 300 kbps
- Peak value: 5 Mbps
- Packet loss rate:  $\leq 0.01\%$
- Round-trip delay:  $\leq 30$  ms
- Jitter:  $\leq 10$  ms