

# **Yealink USB Device Manager Client User Guide V1.1**

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# Introduction

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This guide provides you with instructions on how to use the Yealink USB device manager client – Yealink USB Connect.

You should download and install the USB device manager client on your computer first. After the CP900/CP700/BT50 is connected to your computer via USB, you can manage the device on the USB device manager client.

The USB device manager client is compatible with the following operating system: Windows 8 and Windows 10.



**Note:** This guide mainly takes CP700 as an example.

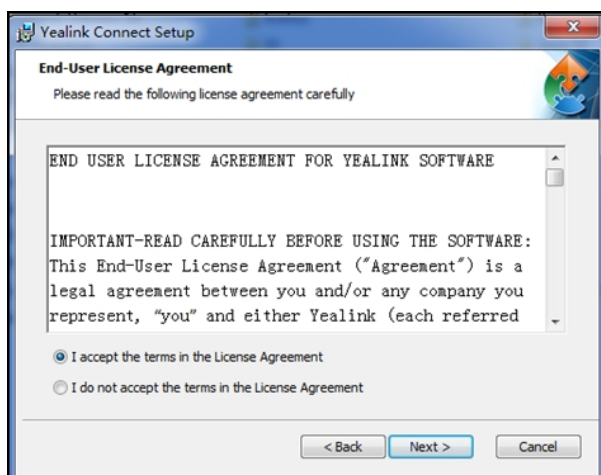
## Installing the Yealink USB Connect

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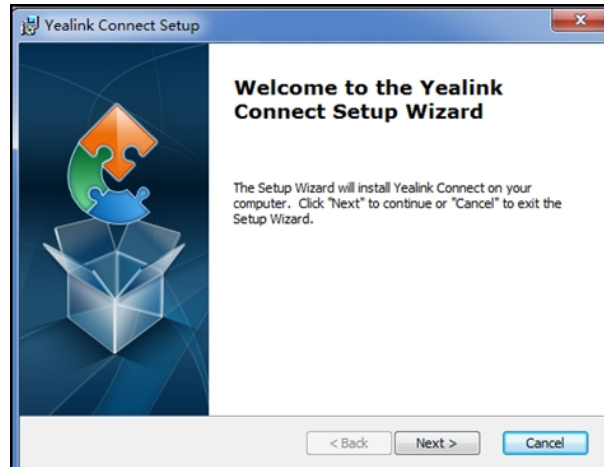
The USB device manager client installation package can be downloaded on the Yealink website <http://support.yealink.com>.

### Procedure

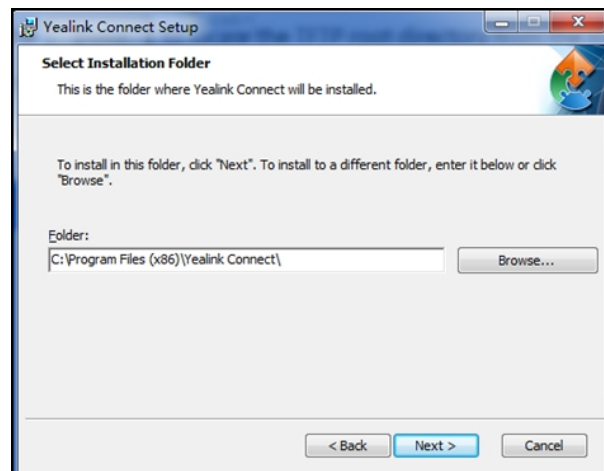
1. Double click the installation application **Yealink USB Connect**.



2. Click **I accept the terms in the License Agreement** and then click **Next** to continue.

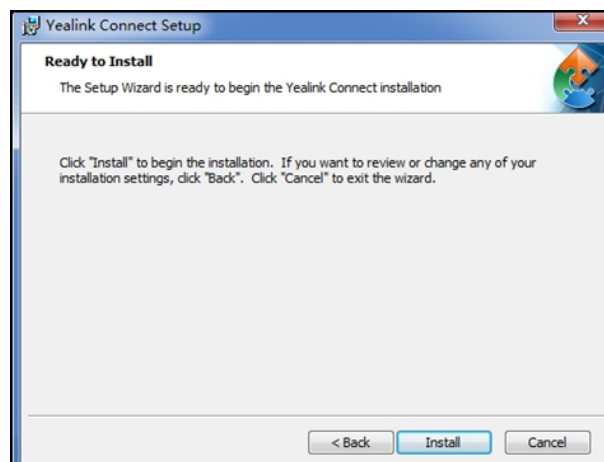


3. Click **Next** to continue.



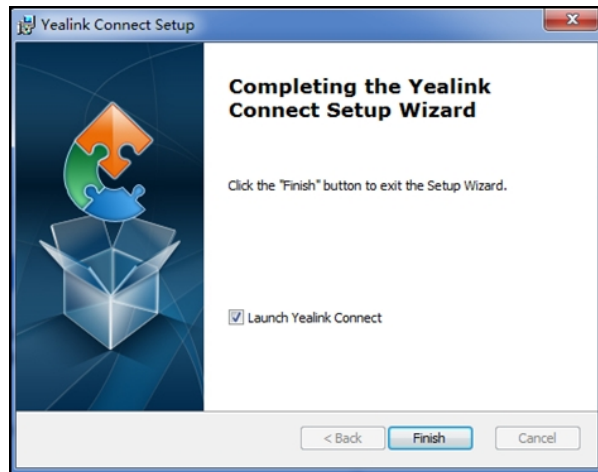
4. Click **Browse...** to select an installation folder and click **Next**.

By default, the Yealink USB Connect application is installed in the directory C:\Program Files\Yealink Connect\.



5. Click **Install** to begin the installation.

The installation may take several minutes. After the software has installed, a dialog is displayed as below:



The checkbox of **Launch Yealink Connect** is checked by default, as shown above. If the checkbox of **Launch Yealink Connect** is not checked, you need to launch the Yealink USB Connect manually.

6. Click **Finish**.

## Managing the Yealink USB Connect

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- [Configuring DM Server](#)
- [Switching Platform](#)
- [Checking for Updates](#)
- [Giving a Feedback](#)
- [Disabling the Software Self-starting](#)

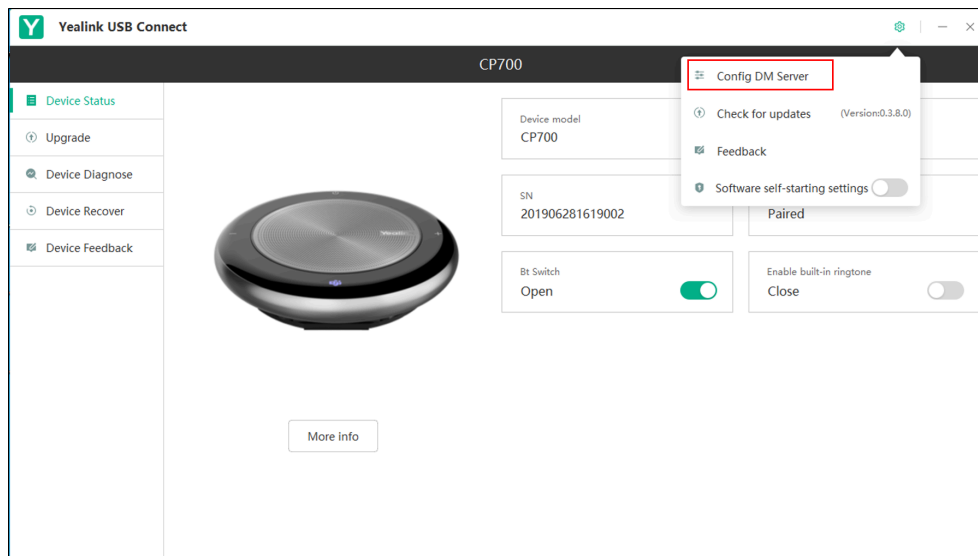
### Configuring DM Server

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If you want to use the Yealink device management platform (YDMP/YMCS) to manage the Yealink USB device, you need to configure the DM server.

## Procedure

1. Click  > **Config DM Server**.



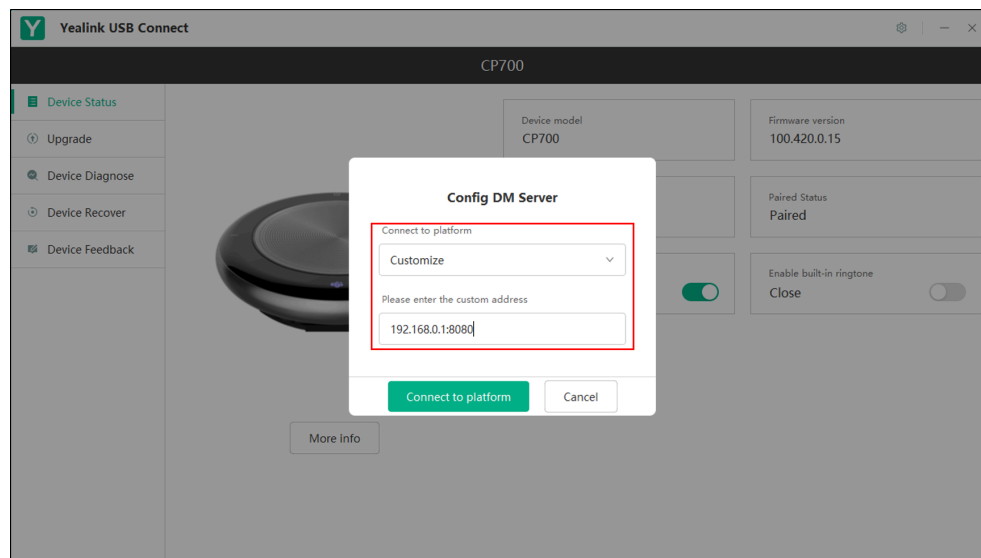
2. Select the desired platform from the **Connect to platform** drop-down menu.

- If you select **Yealink management cloud service**, enter the desired enterprise ID in the **Enterprise ID** field.

The enterprise ID can be obtained from the **Account Settings** on your Yealink Management Cloud Service.

- If you select **Customize**, enter the server URL in the **Please enter the custom address** field.

The length of the server URL should be within 128 characters. The format is *domain name/ IP address: port number*. For example, 192.168.0.1:8080 or http://support.com:8080.




3. Click **Connect to platform**.

The software will connect to the Yealink Management Cloud Service/Yealink Device Management Platform.

## Switching Platform

You can switch between Yealink Management Cloud Service and Yealink Device Management Platform.

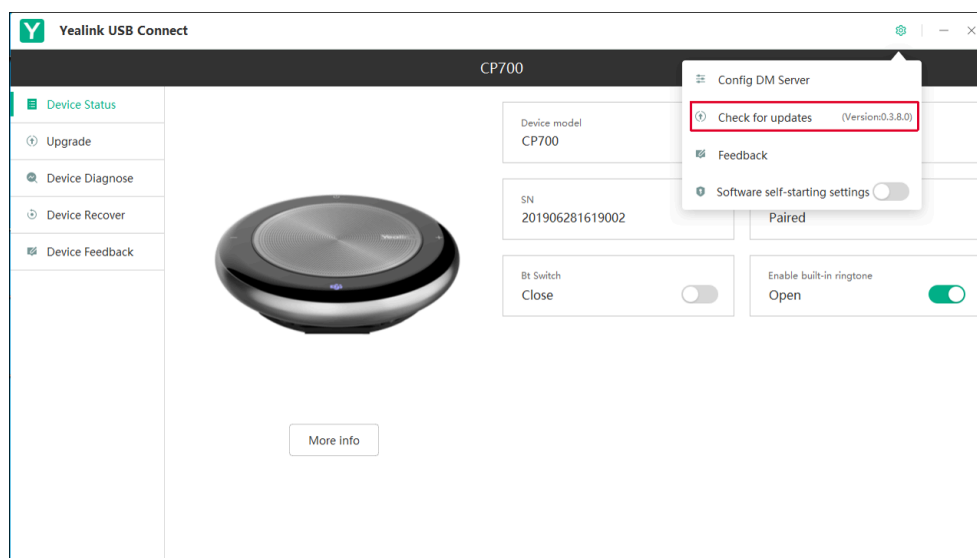
### Procedure

1. Click  > **Config DM Server**.
2. Click **Switch platform**.  
The screen prompts you whether to exit the current platform.
3. Click **OK**.
4. Select the desired platform and enter the corresponding information.
5. Click **Connect to platform**.

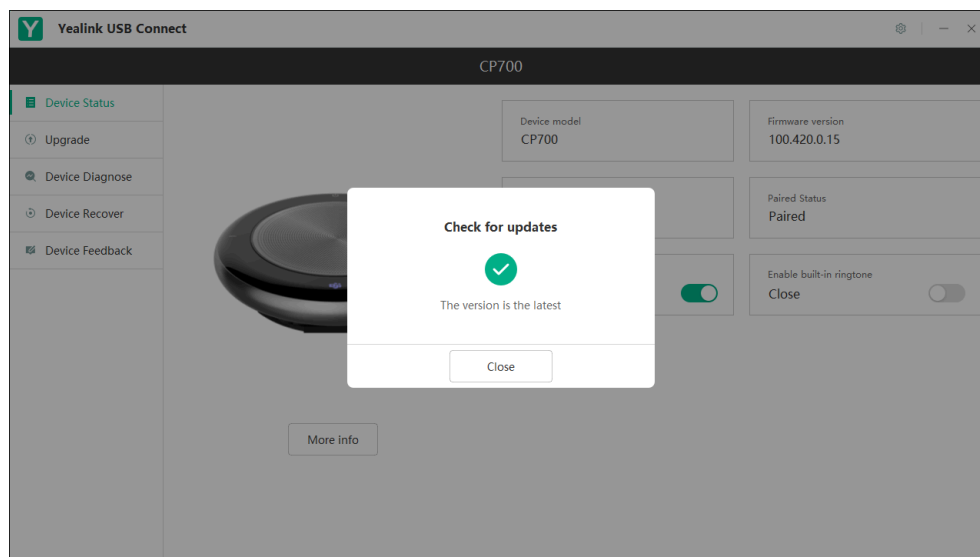
## Checking for Updates

### Procedure

Click  > **Check for updates**.



- If no new version is detected, the page displays that the current version is the latest.



- If a new version is detected, the page displays the available version and the current version, you can click **Update now** to update the software.

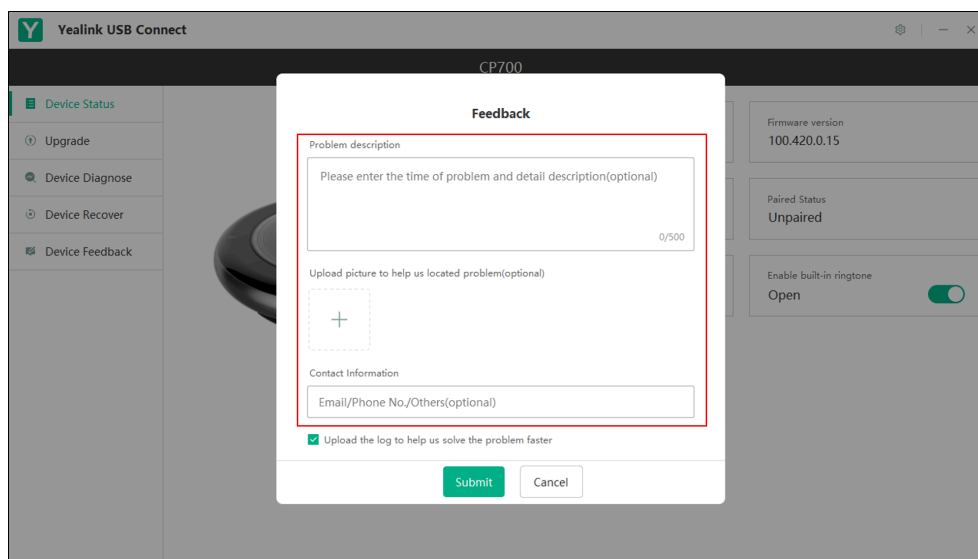
## Giving a Feedback

We are striving to improve our software quality and we appreciate your feedback.

### Procedure

1. Click  > **Feedback**.
2. Enter your problem, attach the desired picture, and leave your contact information.

You can upload up to five pictures, and a single picture is less than 20M. The format of the picture must be \*.png, \*.jpg, \*.bmp.



3. Click **Submit**.

By default, system logs will also be uploaded. If you do not want to upload the system logs, clear the **Upload the log to help us solve the problem faster** check box.

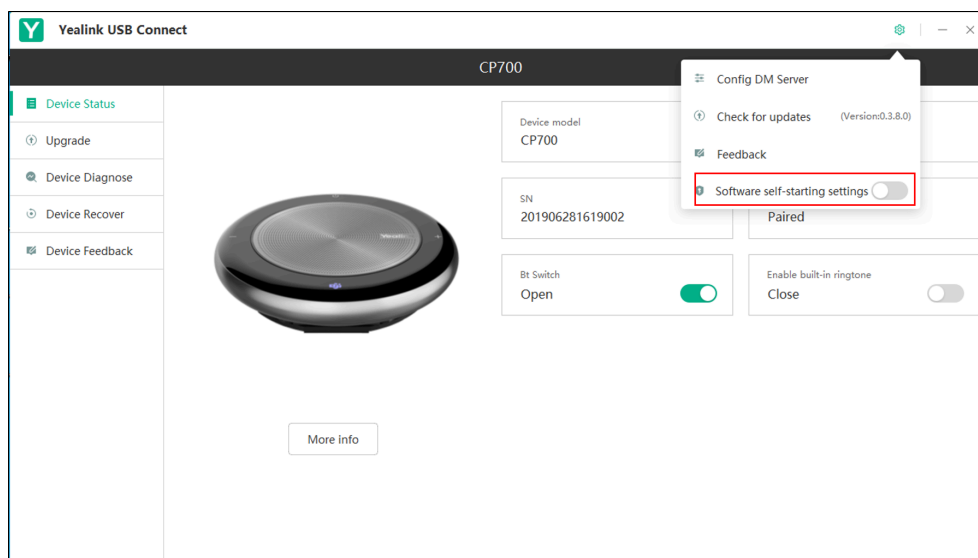


## Disabling the Software Self-starting

By default, the software self-starting is enabled. If it is disabled, the software will not start automatically after the computer starts.

### Procedure

1. Click .
2. Turn off **Software self-starting settings**.



## Managing a Single USB Device

This chapter mainly describes how to manage a single device on the USB device manager client.

You can manage the following device configuration:

- Device Status
- Upgrade
- Device Diagnose (only available to CP700/CP900)
- Device Recover (only available to CP700/CP900)
- Device Feedback
- [Device Status](#)
- [Upgrade](#)
- [Device Diagnose](#)
- [Device Recover](#)
- [Pair Management](#)
- [Device Feedback](#)

### Device Status

Available information on device status includes:

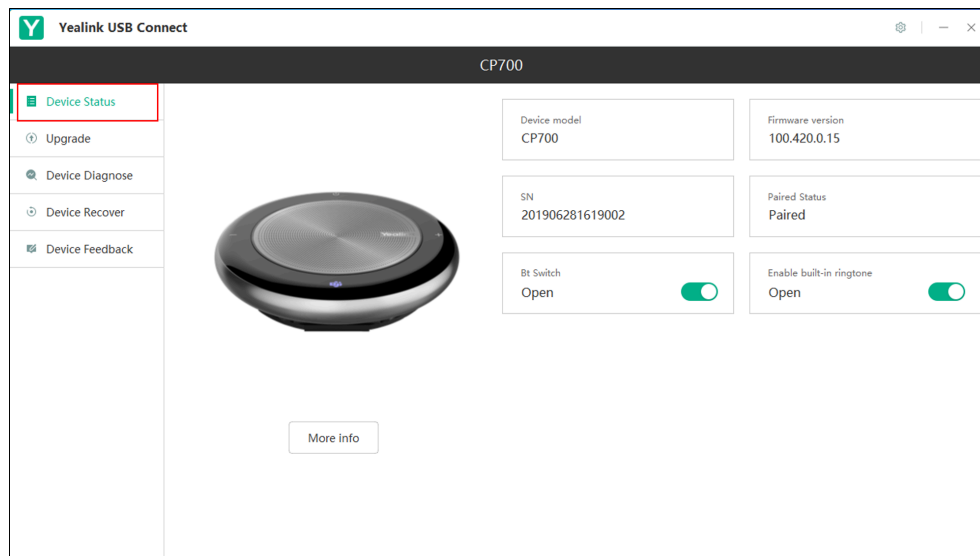
- Device model

- Firmware version
- Attended mode
- Attended status
- SN
- Paired Status
- Bt Switch (only available to CP700/CP900)
- Enable built-in ringtone (only available to CP700/CP900)
- [Viewing the Device Status](#)
- [Enabling Built-in Ringtone](#)
- [Disabling the BT Switch](#)

## Viewing the Device Status

### Procedure

Click **Device Status**.



The device status is displayed on the right page.

You can click **More info** to view more information on the device via Yealink website.

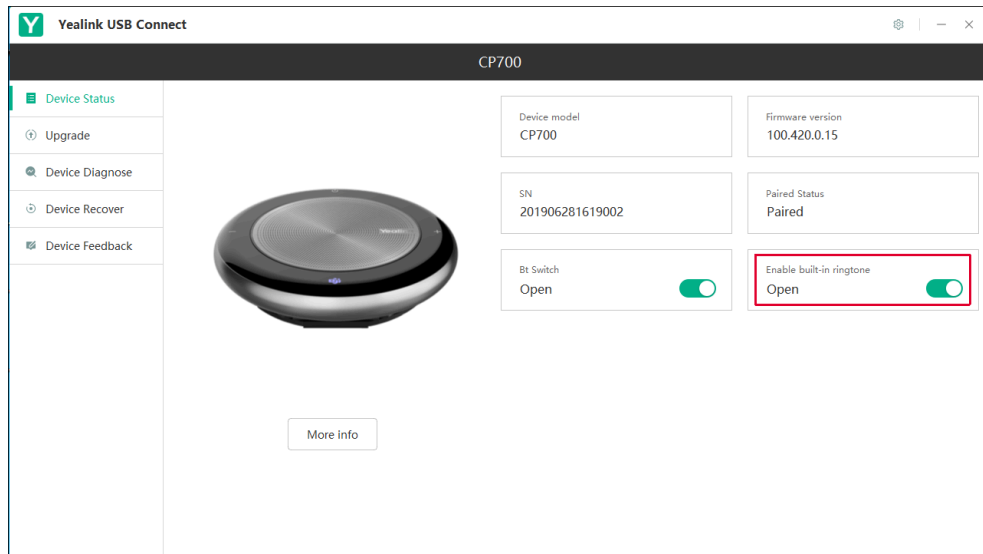
## Enabling Built-in Ringtone

You can enable the CP700/CP900 to play the built-in ringtone when receiving an incoming call.

### Procedure

1. Click **Device Status**.

## 2. Turn on **Enable built-in ringtone**.

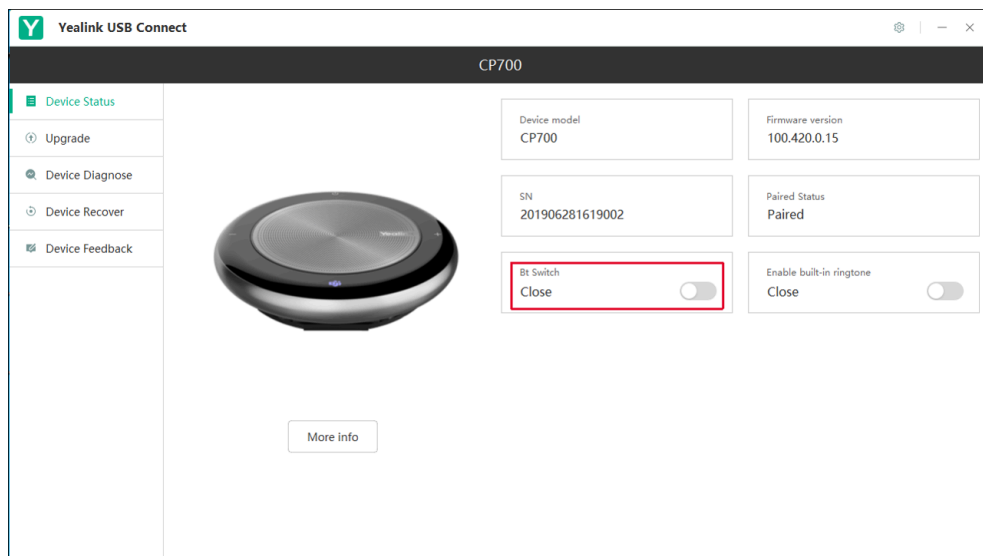


## Disabling the BT Switch

You can disable the CP700/CP900 to pair with the BT50.

### Procedure

1. Click **Device Status**.
2. Turn off **Bt Switch**.



## Upgrade

Yealink may periodically check for the latest updates to keep your device running smoothly and securely. When there is a version update available, you can choose to check for updates for quick updates. You can also download the installation package and then update the firmware manually.

The latest installation package of CP900/CP700/BT50 can be downloaded on the Yealink website: <http://support.yealink.com>.

- [Checking for Updates](#)
- [Update Manually](#)

## Checking for Updates

Check for updates allows you to automatically update the firmware for CP900/CP700/BT50 without downloading the installation package.

### Before you begin

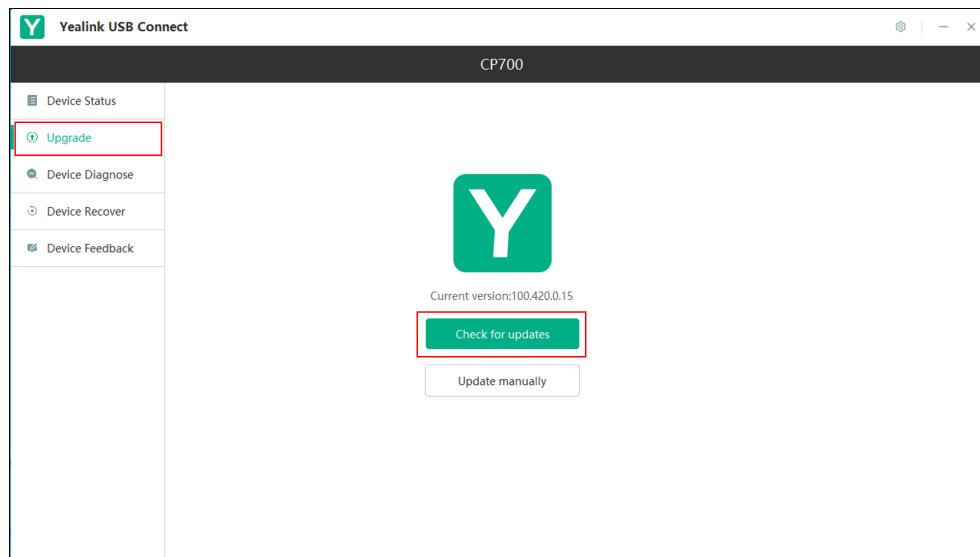
Make sure the CP900/CP700/BT50 is connected to your computer.



**Note:** Do not unplug the device during firmware upgrade.

### Procedure

Navigate to **Upgrade > Check for updates**.



- If no new version is detected, the page displays that the current version is the latest.
- If a new version is detected, the page displays the latest available version and the current version, you can click **Update now** to update the device.



**Note:** If a new version is automatically pushed by the server, you can navigate to **Upgrade > Update now** to update the firmware.

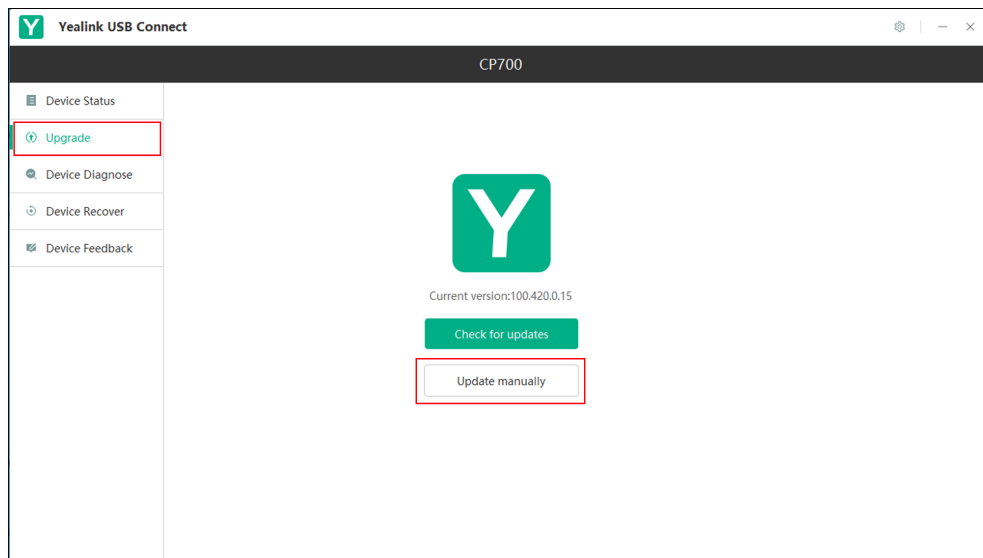
## Update Manually

### Before you begin

Download the installation package from Yealink website <http://support.yealink.com>.

## Procedure

1. Navigate to **Upgrade** > **Update manually**.



2. Drag the installation package to the specified location or select the installation package from your local system.
3. Click **Update now**.

The installation may take several minutes.

## Device Diagnose

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Logs record events or errors may occur in your device. To help you learn more about what's happening within your device, Yealink USB Connect provides logging services that allow you to export log messages to local system or server.

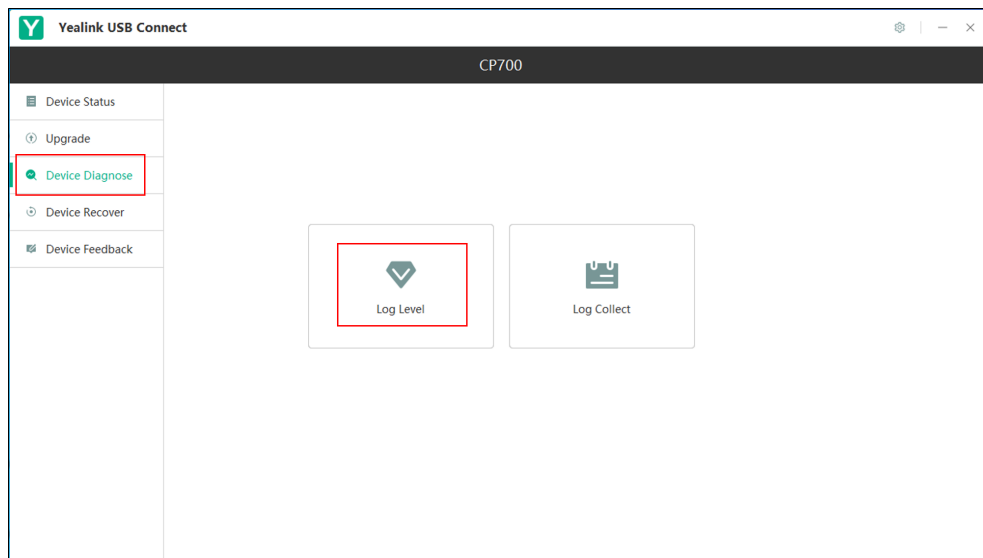
It is only applicable to CP700/CP900 device.

- [Setting the Log Level](#)
- [Exporting the Log to the Local System](#)
- [Uploading the Log to the DM Server](#)
- [Uploading the Log to the Global Cloud Server](#)

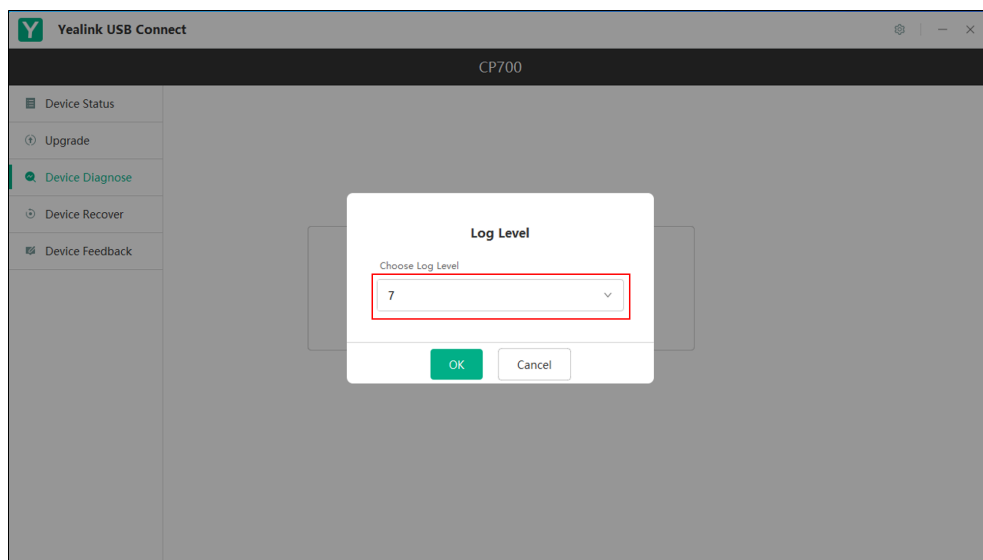
### Setting the Log Level

## Procedure

1. Navigate to **Device Diagnose > Log Level**.



2. Select the desired level from the **Choose Log Level** drop-down menu.



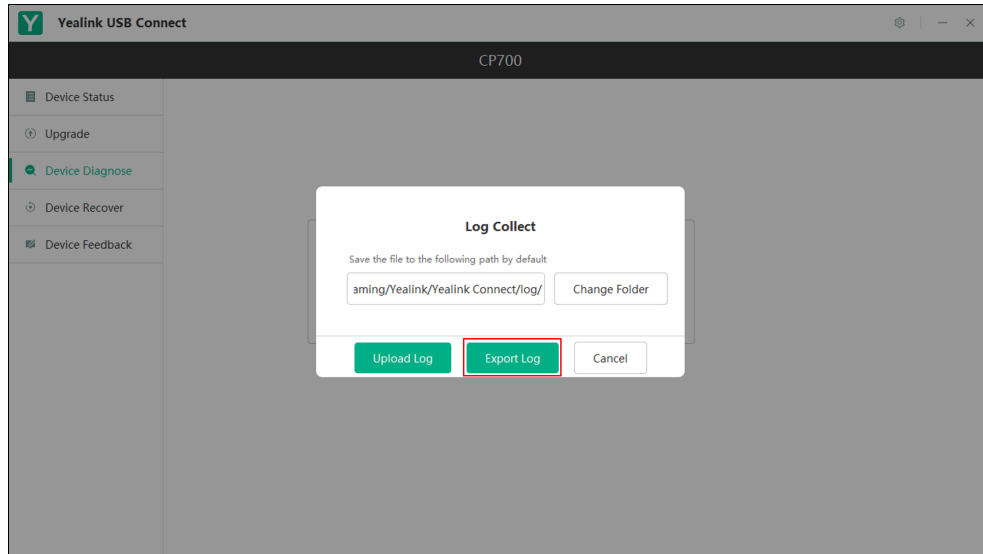
3. Click **OK**.

## Exporting the Log to the Local System

### Procedure

1. Navigate to **Device Diagnose > Log Collect**.
2. Select **Change Folder** to select the desired directory from the local system.

### 3. Click **Export Log**.

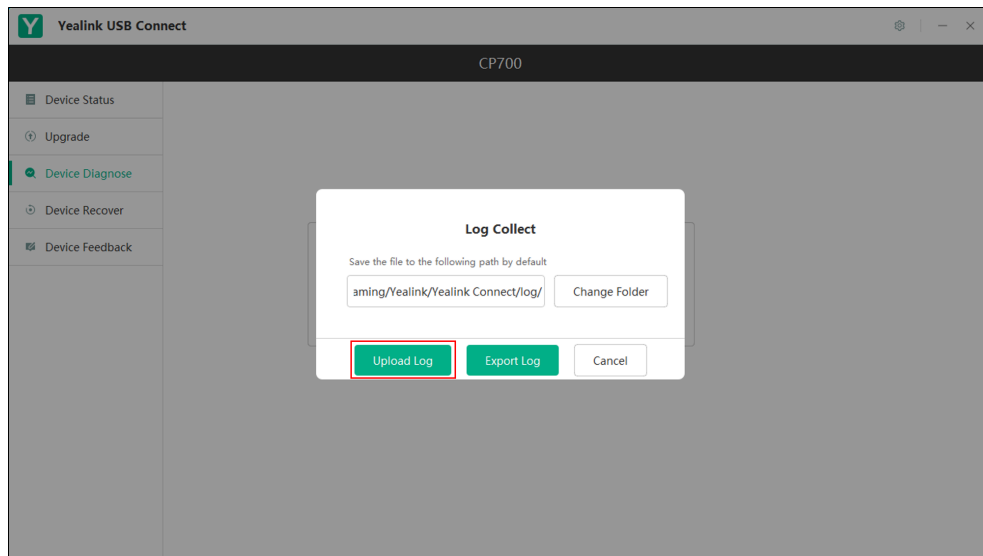


## Uploading the Log to the DM Server

If you have configured the DM server, the log will be uploaded to the corresponding server.

### Procedure

1. Navigate to **Device Diagnose > Log Collect**.
2. Click **Upload Log**.



### Related tasks

[Configuring DM Server](#)

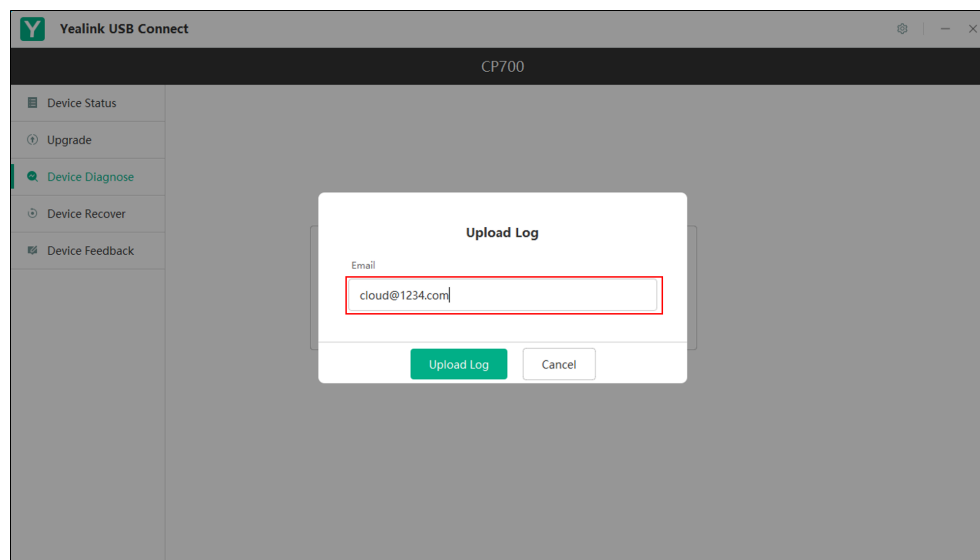
## Uploading the Log to the Global Cloud Server

If you do not configure a DM server, the log will be uploaded to the Yealink global cloud server.

### Procedure

1. Navigate to **Device Diagnose > Log Collect**.

2. Click **Upload Log**.
3. Enter your email.



4. Click **Upload Log**.

## Device Recover

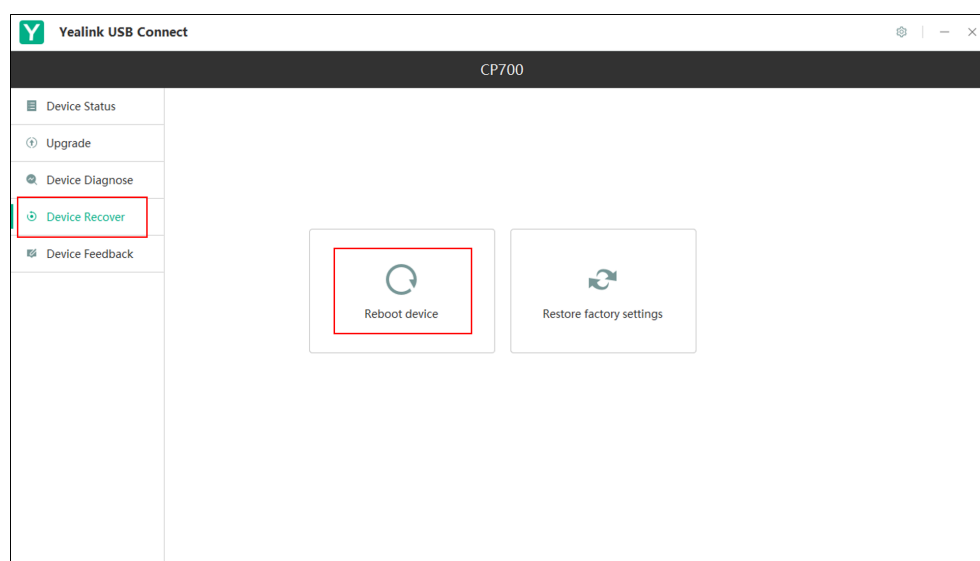
Device recover is only applicable to CP700/CP900 device.

- [Rebooting the Device](#)
- [Resetting to Factory Settings](#)

## Rebooting the Device

### Procedure

1. Navigate to **Device Recover** > **Reboot device**.



The screen prompts you whether to reboot the current device.

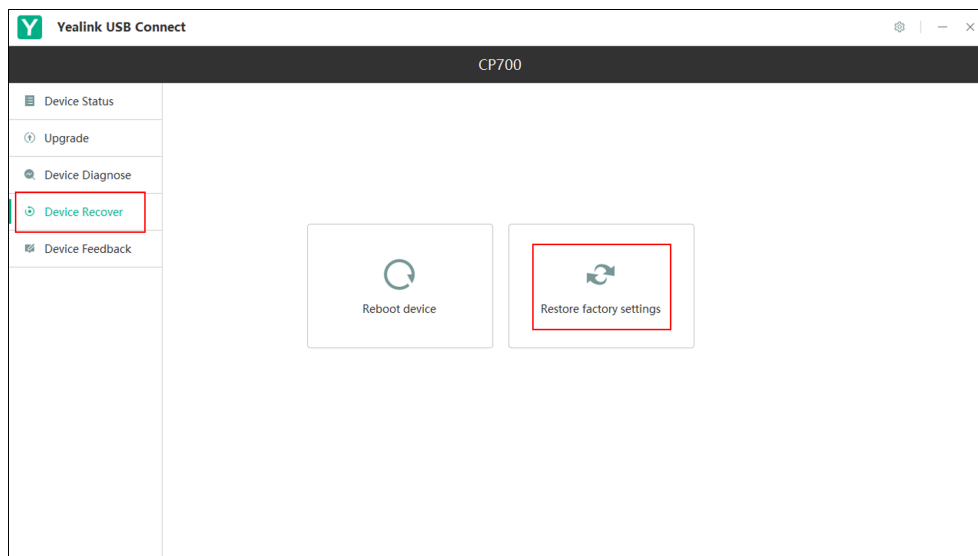


2. Click **OK** to reboot the device.

## Resetting to Factory Settings

### Procedure

1. Navigate to **Device Recover** > **Restore factory settings**.



The screen prompts you whether to restore the current device to factory settings.

2. Click **OK** to reset.

## Pair Management

You can pair the CP900/CP700 device with your BT50 on Yealink USB Connect.

To use the pair management feature, you should upgrade the following Yealink devices to the specific firmware:

Device	Firmware Version
BT50	1.420.0.15 or later
CP900/CP700	100.420.0.15 or later

- [BT50 LED Indicator](#)
- [Pairing and Connecting the CP900/CP700](#)
- [Connecting to a Paired Device](#)
- [Deleting the Paired Device](#)
- [Disconnecting the Bluetooth Device](#)
- [Viewing the Paired Status](#)

### Related information

[Upgrade](#)

## BT50 LED Indicator

### BT50 LED Indicator


LED Indicator	Description
Flashing blue	Bluetooth connecting
Solid blue	Bluetooth connected
Off	Bluetooth disconnected

## Pairing and Connecting the CP900/CP700

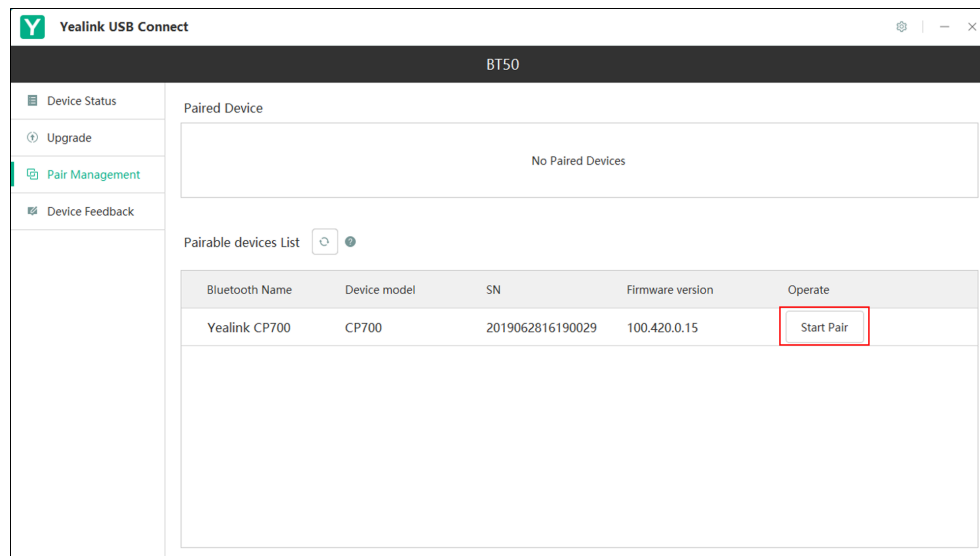
### Before you begin

Make sure that the CP900/CP700 is in the Bluetooth pairing mode or is connected to the same PC with BT50.

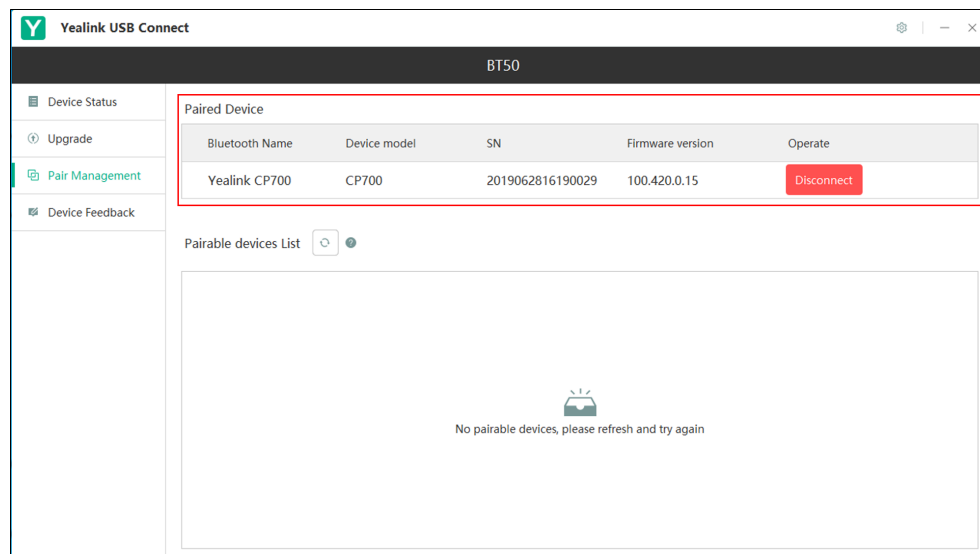
### Procedure

1. Click **Pair Management**.
2. Optional: In the **Pairable devices List** field, click  to search the pairable CP900/CP700.

3. Find the desired device and click **Start Pair**.



The device is paired and connected successfully and appears in the **Paired Device** list.



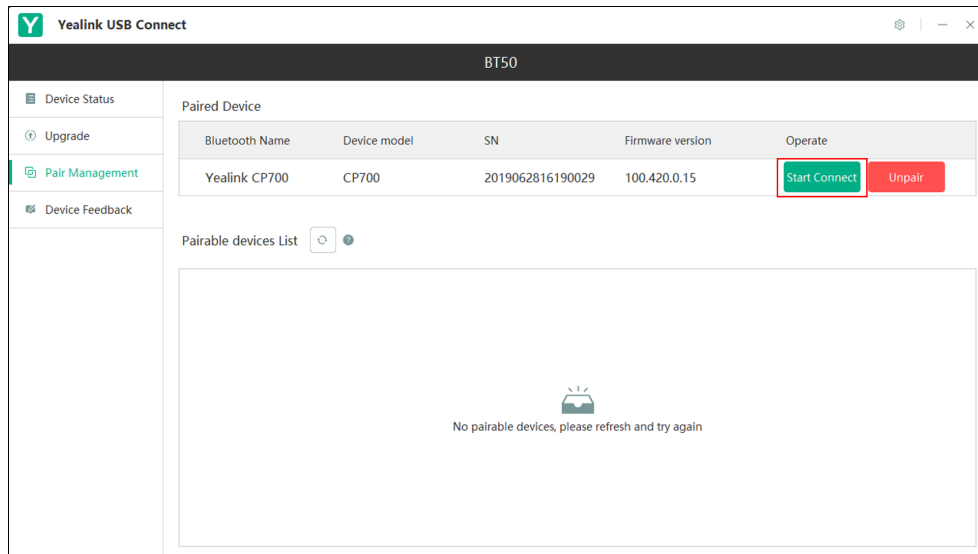
**Note:** When multiple USB devices (the pairing information is empty) are connected, the unpaired BT50 is automatically paired with the speakerphone at the top of the **Pairable devices List**.

## Connecting to a Paired Device

### Procedure

1. Click **Pair Management**.

2. In the **Paired Device** field, click **Start Connect**.

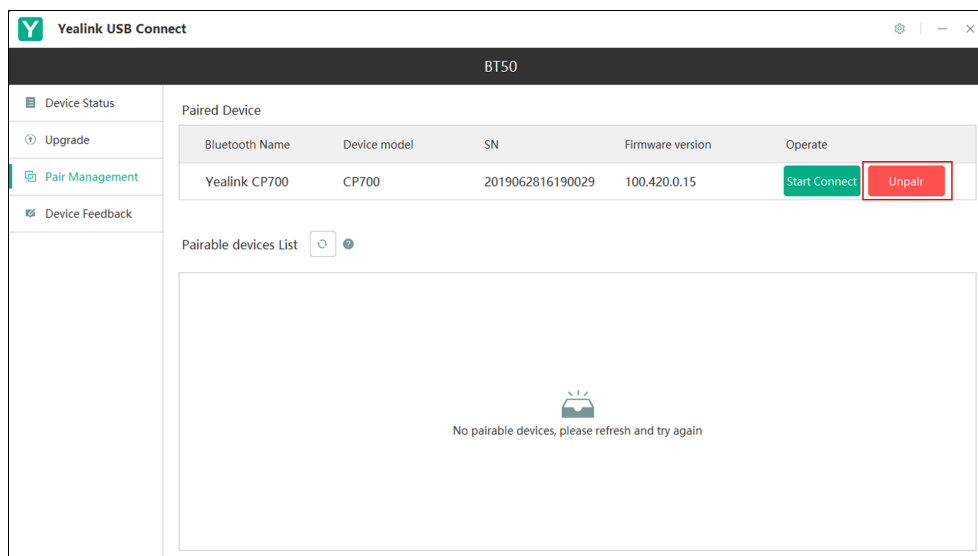


## Deleting the Paired Device

You can delete the CP900/CP700 device paired from your BT50, the next time you want to connect to this device, you should pair it first.

### Procedure

1. Click **Pair Management**.
2. In the **Paired Device** field, click **Unpair**.



The screen prompts you whether to unpair the device.

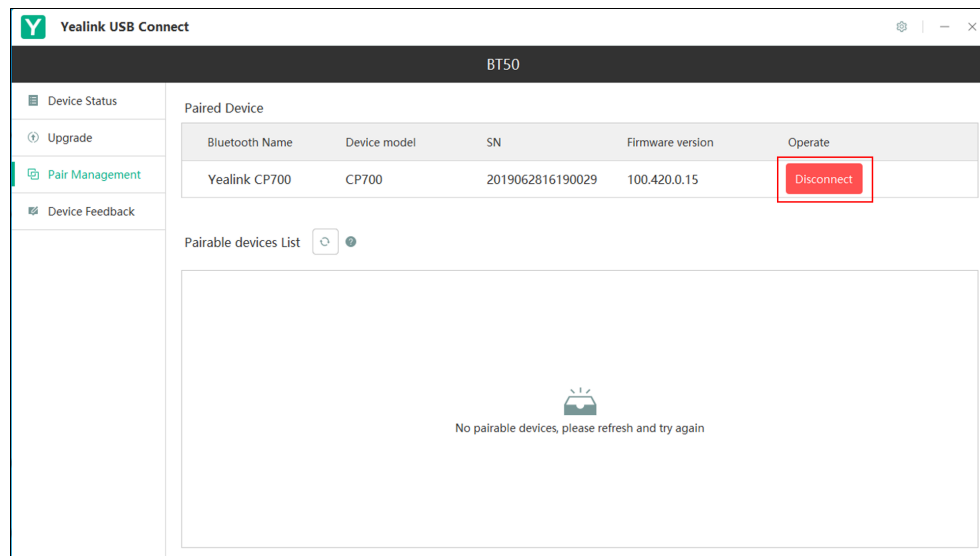
3. Click **OK**.  
The device disappears from the **Paired Device** list.

## Disconnecting the Bluetooth Device

You can disconnect your CP900/CP700 device from your BT50. When you disconnect the device, it remains paired and you can reconnect it to your BT50.

## Procedure

1. Click **Pair Management**.
2. In the **Paired Device** field, click **Disconnect**.



## Related tasks

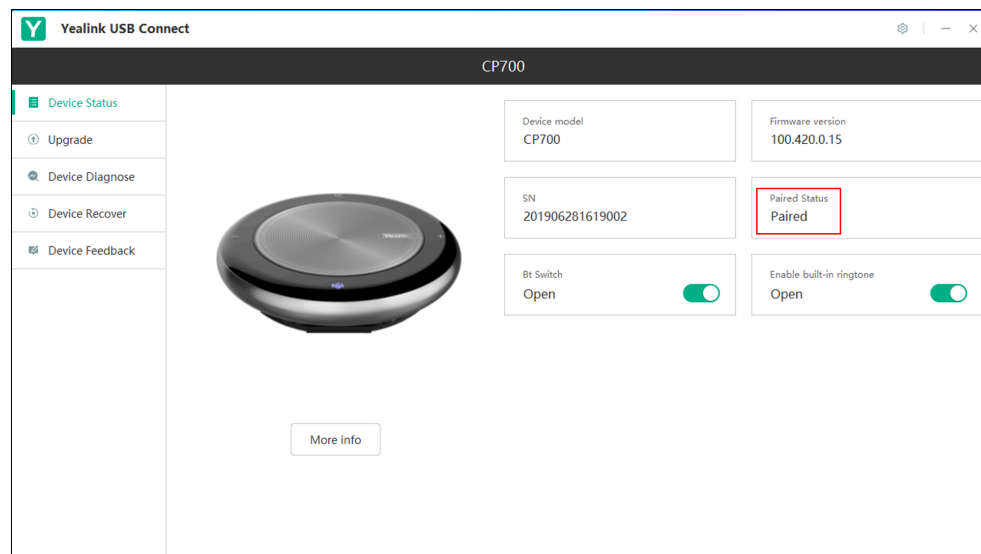
[Connecting to a Paired Device](#)

## Viewing the Paired Status

You can view the current paired status of the device.

## Procedure

On the device management page, click **Device Status**.



The current paired status is displayed on the right page.

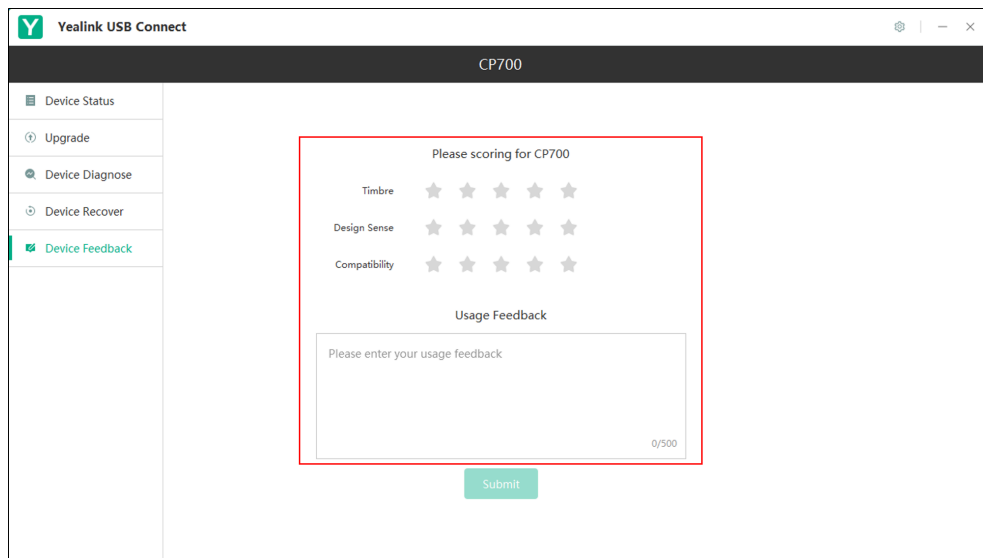
## Device Feedback

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We are striving to improve our device quality and we appreciate your feedback.

### Procedure

1. Click **Device Feedback**.
2. Rate the current device.
3. Enter your opinions and comments in the **Usage Feedback** field.



The screenshot shows the Yealink USB Connect web interface. On the left is a sidebar menu with options: Device Status, Upgrade, Device Diagnose, Device Recover, and Device Feedback (which is highlighted with a green checkmark). The main content area is titled 'CP700'. In the center, there is a feedback form titled 'Please scoring for CP700'. This form contains three rows of star ratings: 'Timbre' (5 stars), 'Design Sense' (5 stars), and 'Compatibility' (5 stars). Below these is a section titled 'Usage Feedback' with a text input field labeled 'Please enter your usage feedback' and a character count '0/500'. A green 'Submit' button is located at the bottom of the form.

4. Click **Submit**.

## Managing Multiple USB Devices

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If multiple USB devices are connected to your computer, you can select one of them to manage.

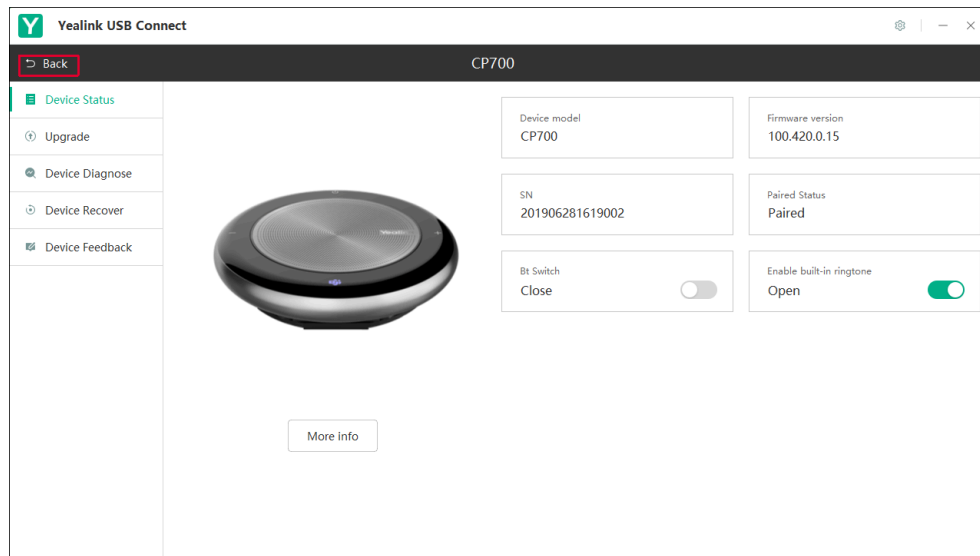
- [Management Page of a Single Device](#)
- [Multi-Device Management Page](#)

### Management Page of a Single Device

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When you connect one USB device to your computer and then another, you are currently in the management page of a single device.

As shown below:



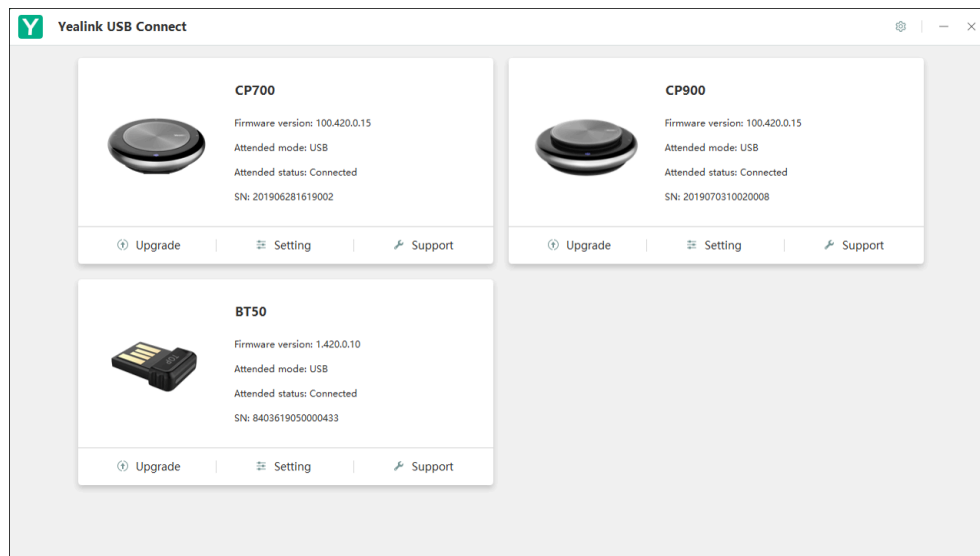
On the management page of a single device, you can do the following:

- Click **Back** to go to the [Multi-Device Management Page](#).
- Manage the current device.

For more information on how to manage a single USB device, refer to [Managing a Single USB Device](#).

## Multi-Device Management Page

The following shows that CP900, CP700, and BT50 are connected to your computer:



On the above multi-device management page, you can do the following:

- Click **Upgrade** to upgrade the desired device.
- Click **Setting** to check the device status.
- Click **Support** to go to the Yealink website.