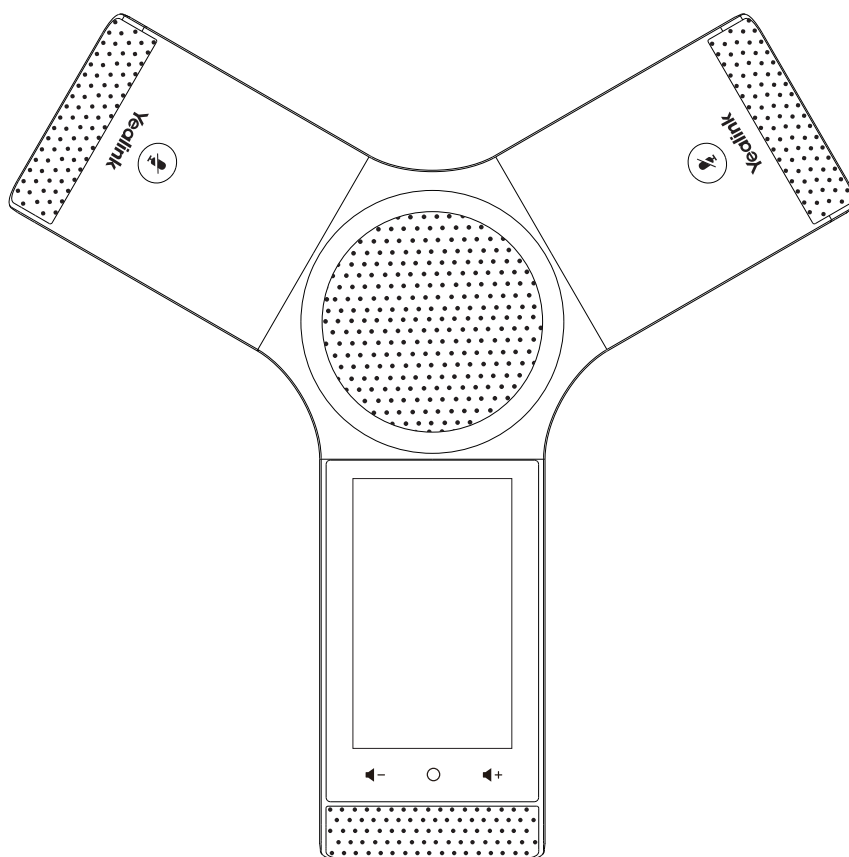


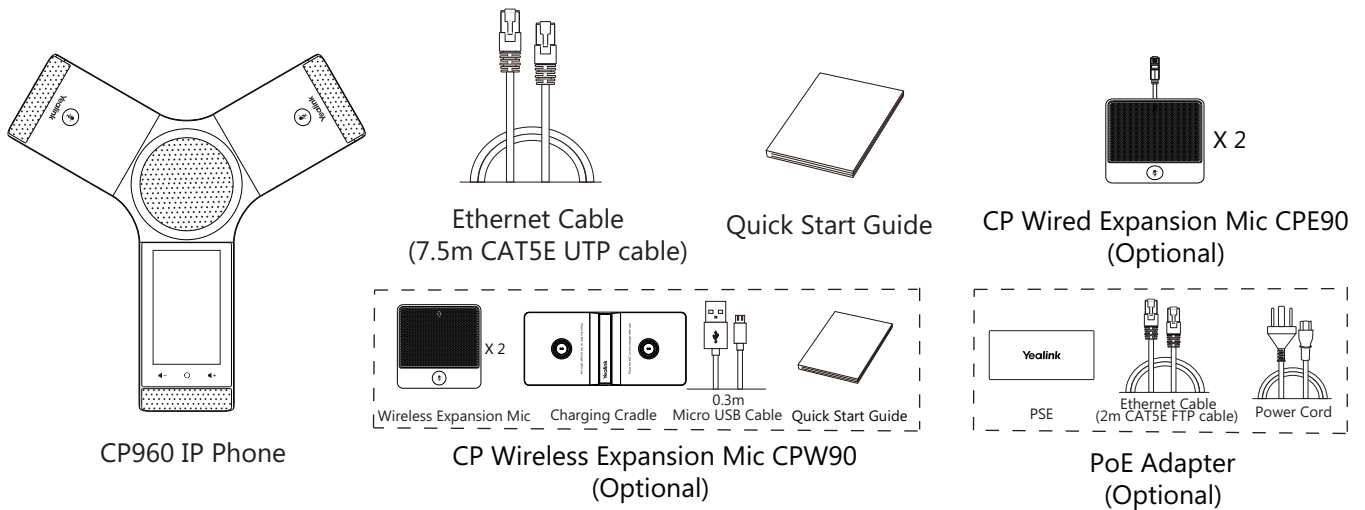
# Yealink CP960 for Zoom Rooms



## Quick Start Guide (V30.5)



# Package Contents

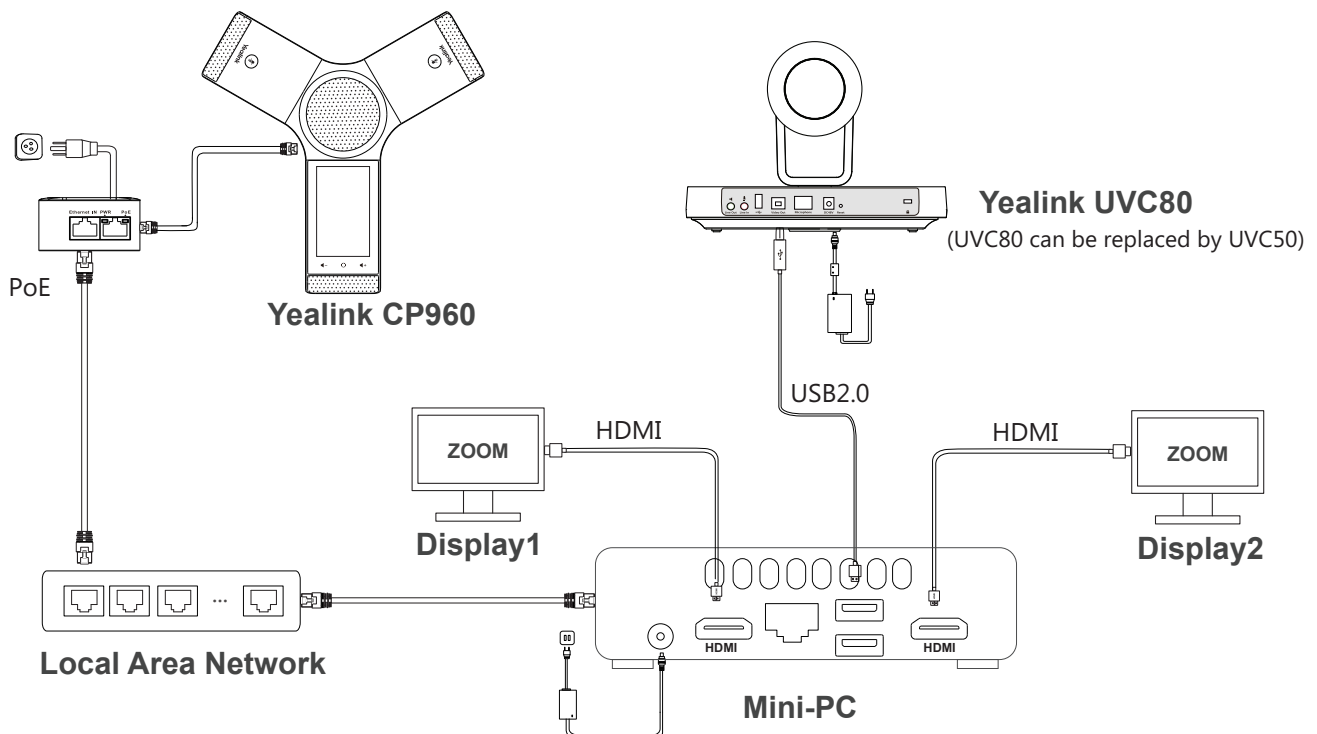


Note: The CPW90 helps you to expand the audio range of the IP phone. For more information, refer to Yealink CPW90 Quick Start Guide.

We recommend that you use the accessories provided or approved by Yealink. The unapproved third-party accessories may result in poor performance.

## Overview of Yealink Solution for Zoom Rooms

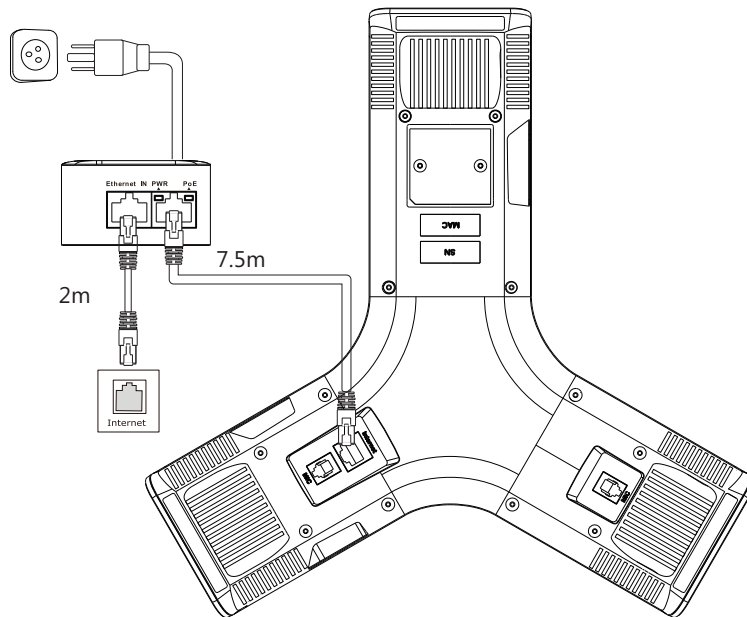
The CP960 with Zoom Rooms version, can communicate with the Mini-PC connected to the same LAN and can be used as Zoom Rooms controller, speaker and microphone. Yealink Plug-in for Zoom Rooms and Zoom Rooms App should be installed on the Mini-PC. And the UVC80/50 Camera is Plug-and-play.



Note: The CP960 should be powered by PoE adapter (54V/0.56A) or PoE switch. All devices are powered separately. The cable should be replaced at once if its skin is broken.

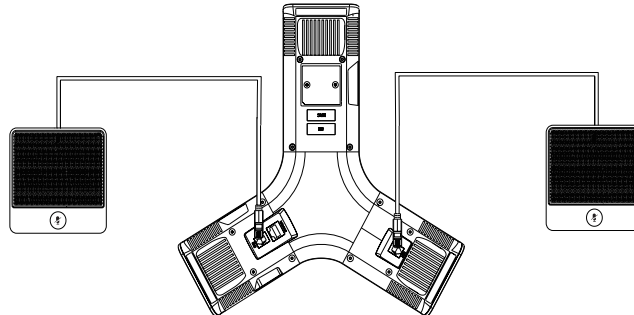
# Assembling the Phone

## 1. Connect the power and wired network.

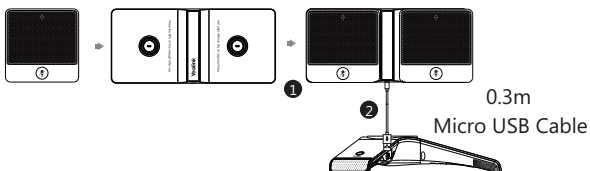


## 2(Optional).Connect the wired microphone or wireless microphone.

### • Connect the wired microphone



### • Connect and register the wireless microphone



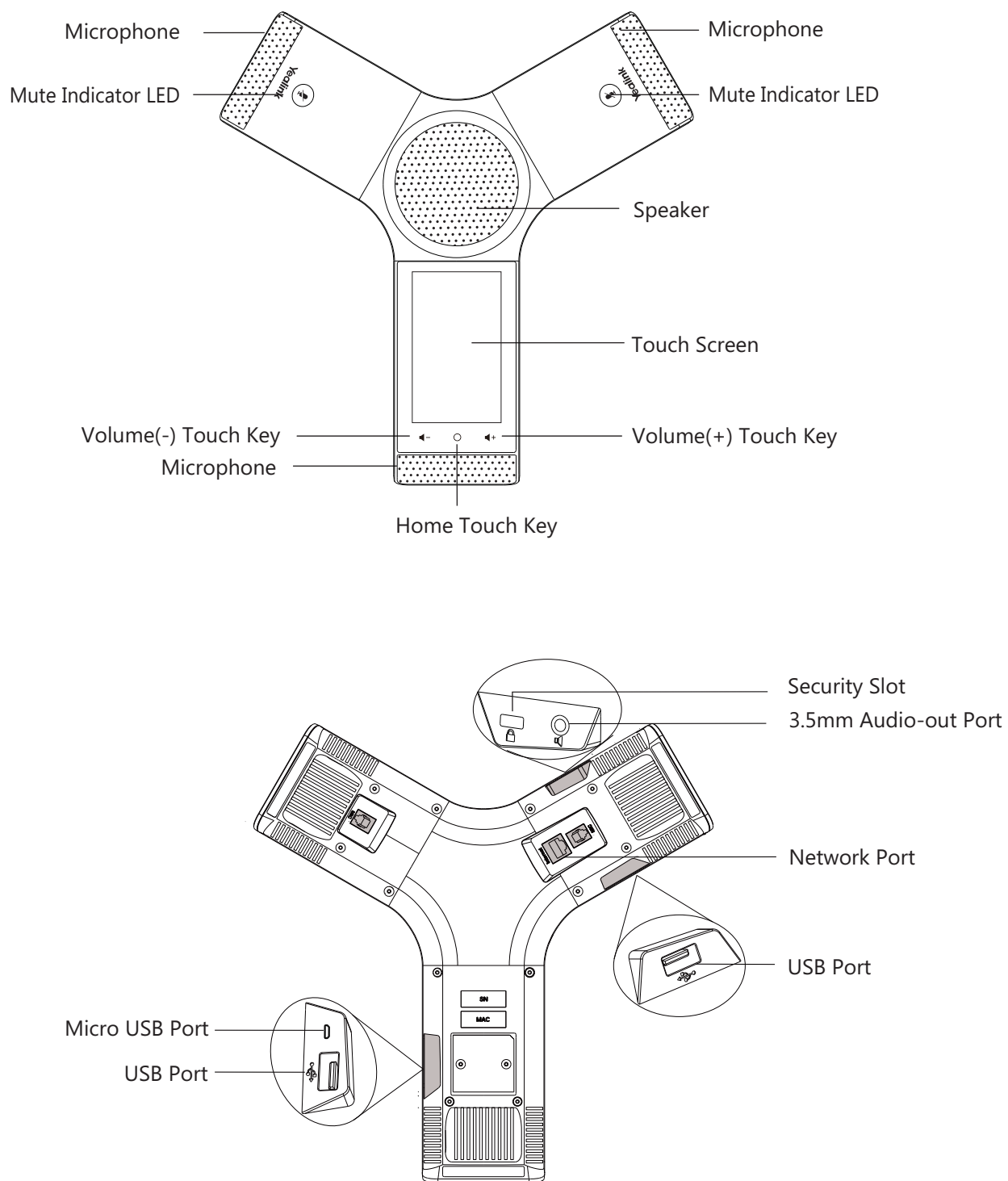
#### Step:

- 1 Put the CPW90 on the charger cradle.
- 2 Connect the micro USB port on the charger cradle to the USB port on the CP960 using a 0.3m USB cable.  
The CPW90 enters the registration mode automatically.  
And the mute LED indicator on the CPW90 fast flashes yellow.
- 3 Swipe down from the top of the CP960 touch screen and then tap **Settings(default password: admin)->Wireless Microphone->+**.
- 4 Long press the mute key on the CPW90 for 5 seconds.  
The CPW90 is registered with the CP960 conference phone automatically.

Note: For more information about the instructions of Mute LED indicator and Battery LED indicator on the CPW90 , refer to Yealink CPW90 Quick Start Guide.



# Hardware Component Instructions



# Installing Yealink Plug-in for Zoom Rooms

Yealink Plug-in for Zoom Rooms enables CP960 to establish the communication of audio data and control data with the Zoom Rooms APP. You need to download the plug-in from the Yealink Website and install the plug-in on your Mini-PC.

If you purchase the packaged product package, the following installation is not required.

## Procedure

1. Double click the installation application **Yealink Plug-in for Zoom Rooms**.
2. Click **Next** to continue.
3. Mark the radio box of the **I accept the terms in the License Agreement** field, and then click **Next** to continue.
4. Select a desired folder where the **Yealink Plug-in for Zoom Rooms** application will be installed.
5. Click **Next** to continue.
6. Click **Install**.  
A dialog is displayed that if you want to allow this app to make changes to your device.
7. Click **Yes**.
8. After the application has installed, click **Finish**.

# Using Yealink Plug-in for Zoom Rooms

## Pairing Yealink Plug-in for Zoom Rooms with your phone

Before using CP960 as the Zoom Rooms Controller, you need to pair the Yealink Plug-in for Zoom Rooms application with your phone. The plug-in will be automatically paired with the CP960 as long as the Zoom Rooms is successfully paired with the Zoom Rooms Controller on the CP960.

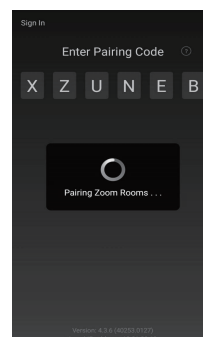
Ensure that the plug-in is in operation.

### Before you begin:

- Zoom Rooms application should be installed on your Mini-PC.
- You have uploaded the license for your CP960 if you upgrade the CP960 from another version to the zoom version.

## Procedure

1. Open the **Zoom Rooms** application on the Mini-PC.  
The pairing code is displayed on the screen.
2. Enter the pairing code on the touch screen of CP960.  
The plug-in is paired with the CP960 successfully.




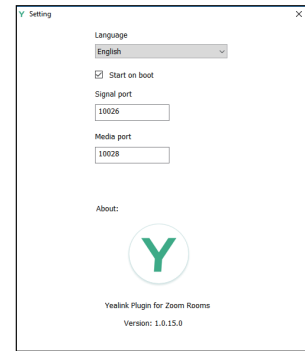
## Basic Settings for the Yealink Plug-in for Zoom Rooms:

You can set the language, configure the signal port and media port for the plug-in.

You can also view the version information of the plug-in.

## Procedure

1. Open the **Yealink Plug-in for Zoom Rooms** application.
2. Click  to enter the Settings.
3. Do the following:
  - Set the language.
  - Enable the **Allow start on boot**.
  - Configure the signal port and media port.
  - View the current version information.



## Using Your Phone as Zoom Room Controller


After your phone is paired with the Yealink Plug-in for Zoom Rooms, it can be used as a Zoom Rooms Controller.

### Signing into your Zoom account on your phone

1. Tap **Sign in** on the touch screen.
2. Enter the email and password.
3. Tap **Sign in**.

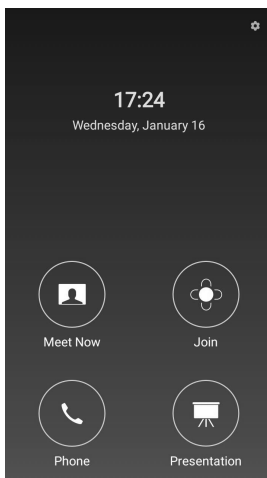
The account is signed into the Zoom Room application synchronously.

### Signing out of your Zoom account from your phone

1. Tap  -> **Sign out** on the touch screen.
2. Enter the password to sign out.
3. Tap **OK**.

### Basic features on the home screen of the phone:

After you sign into an account on your phone, more features are available on the phone.






**-Meet now:** Tap **Meet now** to create an instant meeting.

**-Join:** Tap **Join** to join a meeting by entering the meeting ID or personal link name.

**-Phone:** Tap **Phone** to place a call.

**-Presentation:** Tap **Presentation** to start a presentation.

**- :** Tap  to check the status of connected microphone, speaker and camera and configure basic settings.

You can also view the Controller version, Zoom Rooms version and Controller IP at the path of  -> **About**.


## Using Your Phone as an Audio Input and Output Device

After your phone is paired with the Yealink Plug-in for Zoom Rooms, it can be used as an audio input and output device.

### Setting your phone as an audio input device:

1. Tap  on the touch screen.
2. Tap the **Microphone** field and then select **Echo Cancelling Speakerphone(Yealink CP960)** as your audio input device from the **SOURCE** field.

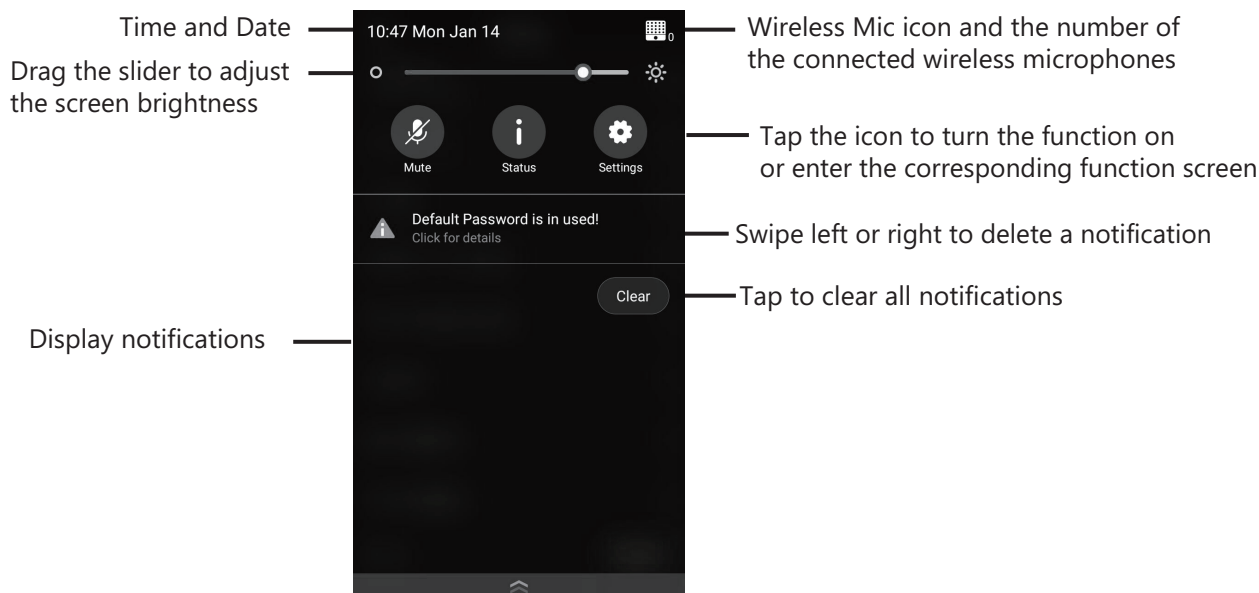
### Setting your phone as an audio output device:

1. Tap  on the touch screen.

2. Tap the **Speaker** field and then select **Echo Cancelling Speakerphone(Yealink CP960)** as your audio output device from the **SOURCE** field.

## Using the Control Center and Notification Center

Swipe down from the top of the screen to enter the control center and the notification center.



## Configuring Your Phone

### Configuring via web user interface

#### Accessing the web user interface:

1. Swipe down from the top of the screen to enter the control center and the notification center.
2. Tap **Status** to obtain the IP address of the phone.
3. Open a web browser on your computer, enter the IP address into the address bar (For example., "http://192.168.0.10" or "192.168.0.10").
4. Enter the user name (default: admin) and password (default: admin) in the login page and then click **Confirm**.

#### Network Settings: Click **Network->Basic->IPv4 Config**

You can configure the network settings in the following ways:

**DHCP:** By default, the phone attempts to contact a DHCP server in your network to obtain its valid network settings, for example, IP address, subnet mask, gateway address and DNS address.

**Static IP Address:** If the phone cannot contact a DHCP server for any reason, you need to configure IP address, subnet mask, gateway address, primary DNS address and secondary DNS address for the phone manually.

Note: The IP phone also supports IPv6, but IPv6 is disabled by default.

The wrong network settings may result in inaccessibility of your phone and may have an impact on the network performance. Contact your system administrator for more information.

### Customizing your phone:

**Configuring Time&Date:** Click **Settings->Time&Date**.

**Configuring Backlight Active Level:** Click **Settings->Preference->Backlight Active Level**.

**Setting Screensaver Wait Time:** Click **Settings->Preference->Screensaver Wait Time**.

**Selecting the Screensaver Type:** Click **Settings->Preference->Screensaver Type**.

## Configuring via phone user interface

### Network Settings:

1. Swipe down from the top of the screen to enter the control center and the notification center.
2. Tap **Settings** (default: admin)->**Network**->**WAN Port/VLAN/Webserver Type/802.1x/VPN/LLDP/CDP** to configure the network.

### Settings the server port of Zoom Plug-in:

1. Swipe down from the top of the screen to enter the control center and the notification center.
2. Tap **Settings** (default: admin)->**Zoom Plug-in Settings**->**Server Port**.

### Customizing your phone:

Swipe down from the top of the screen to enter the control center and the notification center.

**Configuring Language:** Tap **Settings** (default: admin)->**Language**.

**Configuring Date&Time:** Tap **Settings** (default: admin)->**Date&Time**.

**Setting Backlight Active Level:** Tap **Settings** (default: admin)->**Display**->**Backlight Active Level**.

**Setting Backlight Time:** Tap **Settings** (default: admin)->**Display**->**Backlight Time**.

**Setting Screensaver Wait Time:** Tap **Settings** (default: admin)->**Display**->**Screen Saver**->**Screen SaverWait Time**.

**Selecting the Screensaver Type:** Tap **Settings** (default: admin)->**Display**->**Screen Saver**.

## Updating the Firmware

You can update the CP960 and Yealink Plug-in for Zoom Rooms manually or using the following methods:

- Windows Update(Only applicable to Yealink Plug-in for Zoom Rooms and UVC80/UVC50)
- Batch update on the Yealink device management platform(Only applicable to CP960)

### Updating the Yealink Plug-in for Zoom Rooms Manually

1. Download the latest version of the plug-in from the Yealink Website.
2. Install it on your Mini-PC.

The latest version will automatically overwrite the old version.

### Updating the Yealink CP960 Manually

1. On the web user interface, click **Settings**->**Upgrade**.
2. Click **Browser...**to locate the license on your local system.
3. Click **Upload**.

### Windows Update

#### Enable automatically windows update

1. Click the Start button, and then go to **Settings**->**Upgrade & Security**->**Windows Update**, and select **Advanced options**.
2. Enable **Automatically download updates, even over metered data connections(charge may apply)**.

#### Manually windows update

1. Do one of the following:
  - Click the Start button, and then go to **Settings**->**Update & Security**->**Windows Update**, and select **Check for updates**.  
Select the plug-in or UVC80/UVC50 camera and then complete the installation.
  - Press the **Windows key + X** or right-click the Start to open the Power User Menu.  
Click **Device Manager**.  
Right click the desired device and then select **Update driver**.  
Select a desired way to update.

**Note:** For more information on how to update a batch of phones on the Yealink device management platform, refer to Yealink Device Management Cloud Service for Enterprise Administrator Guide.

# Troubleshooting

## Importing the License for CP960

Yealink offers CP960 IP phones configured for use with Zoom Rooms, you should apply to your distributor for a license and then upload it to use the Zoom Rooms features on the phone.

### Procedure

1. On the web user interface, click **Security->License->Import License**.
2. Click **Browser...** to locate the license on your local system.
3. Click **Upload**.

## The Possible Reasons Why the Phone Cannot Be Paired with Yealink Plug-in for Zoom Rooms

Do the following:

- Ensure that the signal port of the plug-in is the same as the server port of the phone.
- Ensure that the signal port of the plug-in is not occupied by any other process on the Mini-PC.
- Ensure that the plug-in version matches the phone firmware version.
- Ensure that the phone and Mini-PC are connected to the same LAN.
- Ensure that the firewall does not block communication over signal port.

### • Checking Whether the Signal Port of the Plug-in Is Occupied Or Not:


1. Open a command prompt window on your Mini-PC.
2. Type **netstat -ano** and then press **Enter**.  
You can view the list of all ports and find the occupied port.
3. Type **netstat -aon|findstr "x"** (x stands for the occupied port ) and then press **Enter**.
4. Check the PID of the occupied port.
5. Type **tasklist|findstr "Y"** (Y stands for the PID of the occupied port ) and then press **Enter**.  
You can check which process or program occupies the port.

### • Disabling the firewall

1. Open the Control Panel.
2. Click **Windows Firewall**.
3. In the left navigation pane, click on **Turn Windows Firewall on or off**.
4. In the Customize Settings window, turn off the Windows Firewall and then click **OK**.

## Sending Feedback to Us

If your CP960 cannot be paired with the Yealink Plug-in for Zoom Rooms or the system does not recognize audio devices, click **Feedback** on the plug-in and submit the issue you're experiencing to us.

If you encounter any problems when use Zoom Rooms software, click  -> **About->Send Problem Report** to submit the issue you're experiencing to us.

## Regulatory Notices

### Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)
- Relative humidity: 5% to 90%, noncondensing
- Storage temperature: -22 to +160°F (-30 to +70°C)

### Warranty


Our product warranty is limited only to the unit itself, when used normally in accordance with the operating instructions and the system environment. We are not liable for damage or loss resulting from the use of this product, or for any claim from a third party. We are not liable for problems with Yealink device arising from the use of this product; we are not liable for financial damages, lost profits, claims from third parties, etc., arising from the use of this product.

### Explanation of the symbols

#### ● DC symbol

⎓ is the DC voltage symbol.

#### ● WEEE Warning symbol

 To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

### Restriction of Hazardous Substances Directive (RoHS)

This device complies with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting support@yealink.com.

### Safety Instructions

Save these instructions. Read these safety instructions before use!

#### General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean, avoid collision and crash.
- Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.

#### Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dusts.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.

#### Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.

- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately.
- Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.

#### Cleaning Requirements

- Before cleaning the device, disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry.

### Troubleshooting

The unit cannot supply power to Yealink device.

There is a bad connection with the plug.

1. Clean the plug with a dry cloth.
2. Connect it to another wall outlet.

The usage environment is out of operating temperature range.

1. Use in the operating temperature range.

The cable between the unit and the Yealink device is connected incorrectly.

1. Connect the cable correctly.

You cannot connect the cable properly.

1. You may have connected a wrong Yealink device.
2. Use the correct power supply.

Some dust, etc., may be in the port.

1. Clean the port.

Contact your dealer or authorized service facility for any further questions.

### FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following

two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### IC Statement

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) this device may not cause interference; and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device. CAN ICES-3(B)  
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage;
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement. NMB-3(B)

### Radiation Exposure Statement

This equipment complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

### Contact Information

YEALINK NETWORK TECHNOLOGY CO.,LTD.

309, 3rd Floor, No.16, Yun Ding North Road, Huli District, Xiamen City, Fujian, P.R. China

YEALINK (EUROPE) NETWORK TECHNOLOGY B.V.

Strawinskylaan 3127, Atrium Building, 8th floor, 1077ZX Amsterdam, The Netherlands

YEALINK (USA) NETWORK TECHNOLOGY CO., LTD.

999 Peachtree Street Suite 2300, Fulton, Atlanta, GA, 30309, USA

Made in China

## About Yealink

Yealink is a global leading provider of enterprise communication and collaboration solutions, offering video conferencing service to worldwide enterprises. Focusing on research and development, Yealink also insists on innovation and creation. With the outstanding technical patents of cloud computing, audio, video and image processing technology, Yealink has built up a panoramic collaboration solution of audio and video conferencing by merging its cloud services with a series of endpoints products. As one of the best providers in more than 140 countries and regions including the US, the UK and Australia, Yealink ranks No.1 in the global market share of SIP phones shipments.

## Technical Support

Visit Yealink WIKI (<http://support.yealink.com/>) for the latest firmware, guides, FAQ, Product documents, and more. For better service, we sincerely recommend you to use Yealink Ticketing system (<https://ticket.yealink.com>) to submit all your technical issues.



CP960- Zoom- Edi t i on- EN

YEALINK(XIAMEN) NETWORK TECHNOLOGY CO.,LTD.  
Web: [www.yealink.com](http://www.yealink.com)  
Copyright©2019 YEALINK(XIAMEN) NETWORK  
TECHNOLOGY CO.,LTD.All rights reserved.