

# Yealink CP960-UVC Zoom Rooms Kit Deployment Guide



Version 30.10

## Overview

Yealink provides a video device solution consisting of HD IP Conference Phone CP960, UVC series camera and Mini-PC, which is deeply integrated with Zoom and is optimized to improve your conference experience.

Meanwhile, the Yealink solution for Zoom Rooms are able to work with other computers, this guide is designed for customers who didn't purchase the complete Yealink Zoom Rooms Kit.

## Deployment of Yealink Solution for Zoom Rooms

Yealink Solution for Zoom Rooms consists of CP960, UVC80/UVC50 camera and mini-PC.

- **For Yealink CP960:**

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.

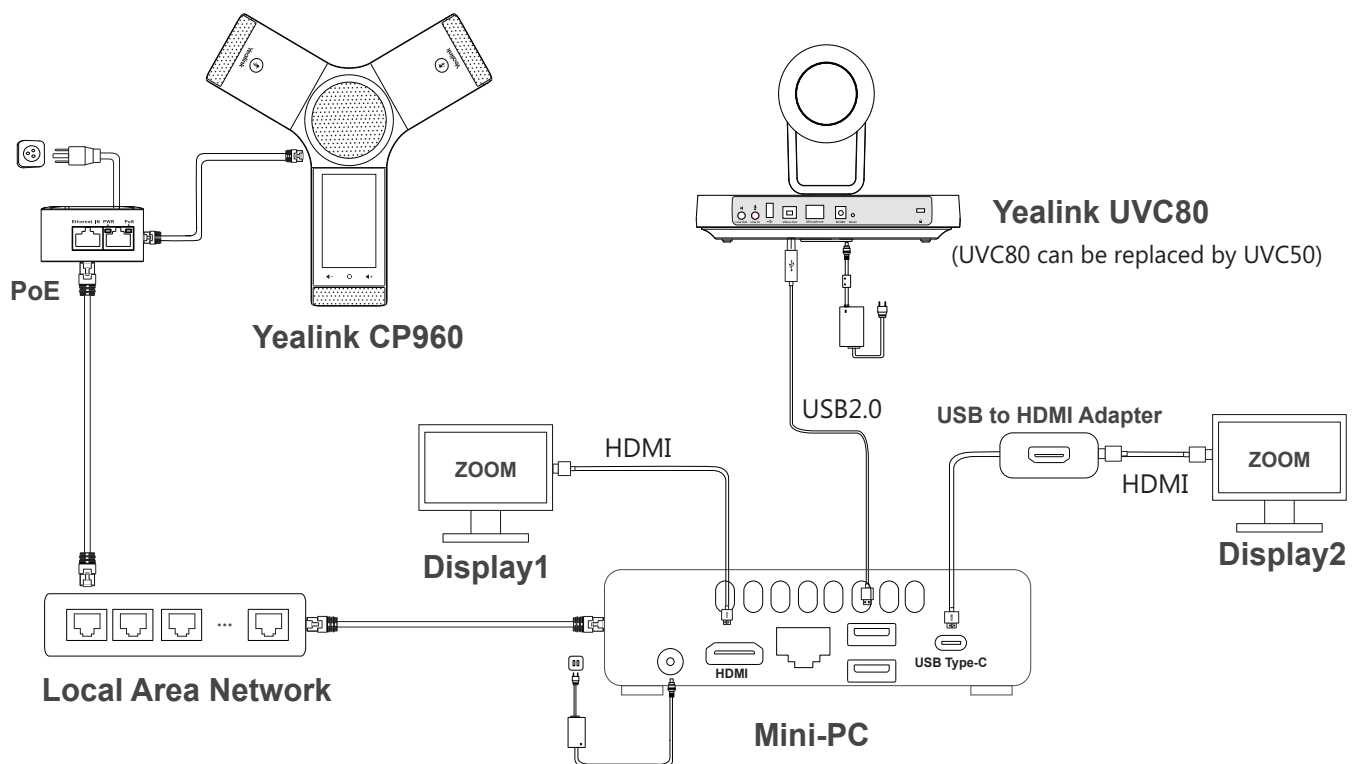
- **For Mini-PC:**

Yealink Plugin for Zoom Rooms and Zoom Rooms app should be installed on the mini-PC.

- **For UVC80/UVC50 Camera:** Plug-and-play.

The following shows the connection for Yealink Solution for Zoom Rooms:

(The camera takes UVC80 as an example)



**Note:** The IP phone 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.

# Configuration for Mini-PC

## System Recommendations

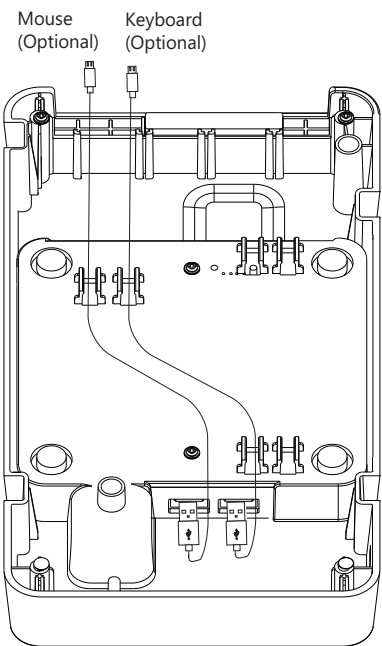
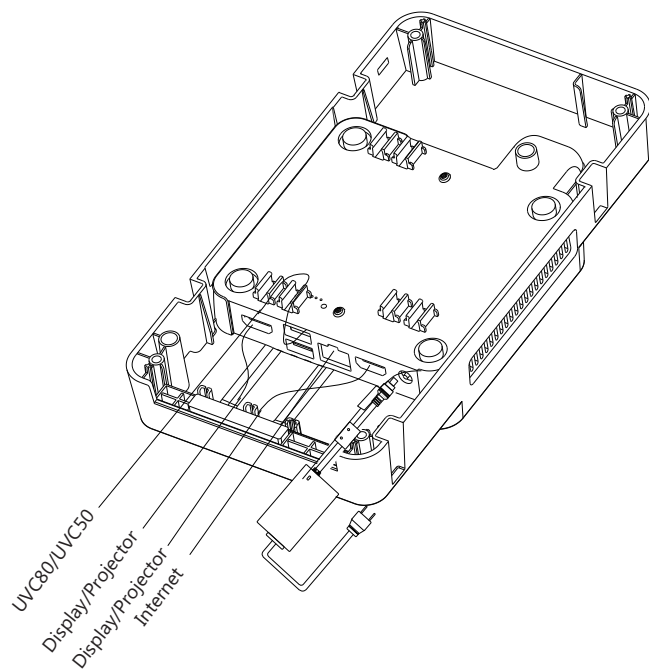
INTEL® NUC 8 MINI PC - NUC8I5BEK

- Processor: Intel® Core™ i5-8259U
- Memory: 8GB (2x4GB)
- Operating System: Windows 10 Enterprise

For the details about the operating system recommendation, please visit Zoom website:

<https://support.zoom.us/hc/en-us/articles/204003179-System-Requirements-for-Zoom-Rooms>.

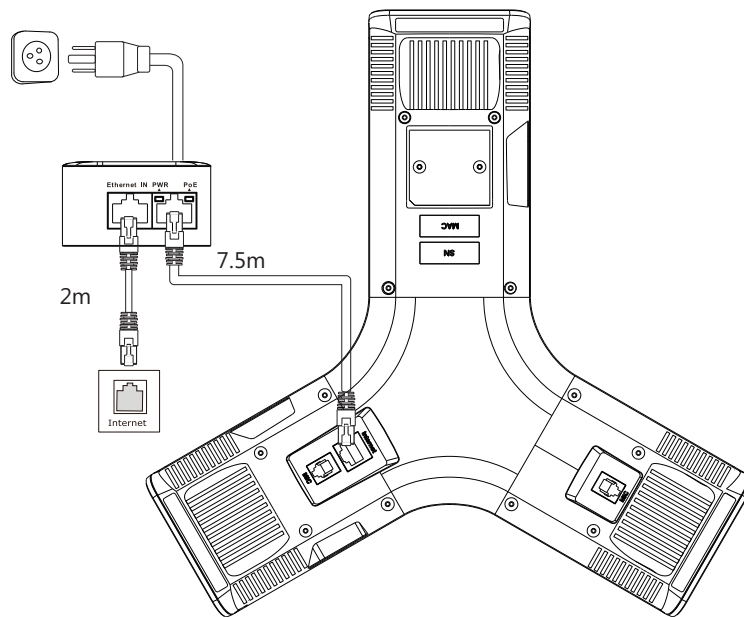
## Mini-PC Port Connection



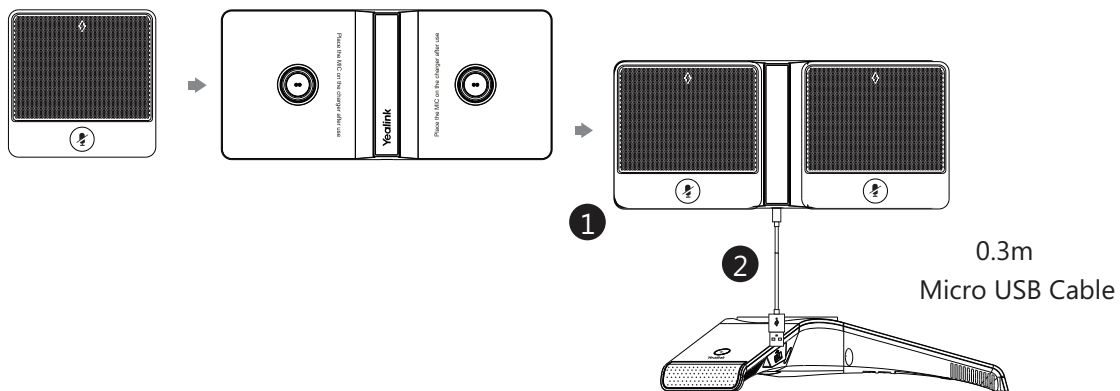
**Note:** We recommend that you use the Mini-PC with Yealink Mini-PC box. For more information on how to assemble and install the Mini-PC, refer to Yealink Mini-PC Box Quick Start Guide.

# Assembling the CP960

## 1. Connect the power and wired network.



## 2(Optional).Connect wireless microphone.



## Converting Your Mini-PC to Be Zoom Rooms Enabled

If you have not purchased a standard Yealink product package and want to convert your mini-PC to be Zoom Rooms enabled, after install and activate the operating system for mini-PC, please follow the steps below:

**Step1:** Download and install Yealink plugin for Zoom Rooms.

**Step2:** Configure the Settings for the plug-in.

**Step3:** Enable automatically windows update.

**Step4:** Download and install the **Zoom Rooms** app.



## Step1: Download and install the Yealink Plugin for Zoom Rooms

Yealink Plugin 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(<http://support.yealink.com>) and install the plug-in on your mini-PC.

Make sure the 10026~10028 ports are allowed by the computer firewall.

### Procedure

1. Double click the installation application **Yealink Plugin 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 Plugin 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.

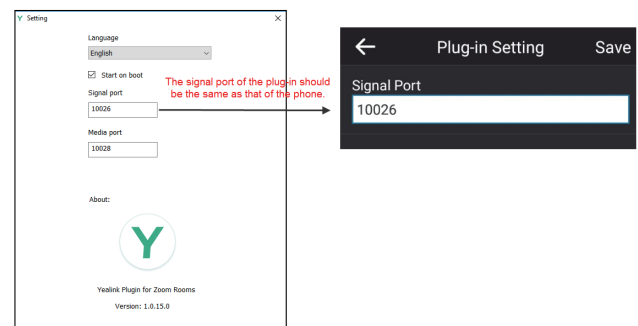
7. Click **Yes**.
8. After the application is installed, click **Finish**.

## Step2: Configure the settings for the Yealink Plugin 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 Plugin for Zoom Rooms** application.
2. Click  to enter the **Setting** screen.
3. Do the following:
  - Set the language.
  - Enable the **Start on boot**.
  - Configure the signal port and media port.
  - View the current version information.



## Step3: Enable automatically windows update

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

## Step4: Download and install the Zoom Rooms APP

Download the Zoom Rooms app from the Zoom Website([https://zoom.us/download#room\\_client](https://zoom.us/download#room_client)) and follow the installation steps to complete the installation on your mini-PC.

# Converting a Standard CP960 IP Conference Phone into a Zoom Edition

If you have purchased a standard Yealink CP960 IP conference phone and want to update your meeting room from audio to Zoom Rooms. Please follow the steps below.

(If you already purchase a CP960 Zoom Rooms Edition, these steps can be skipped).

**Step1:** Download and update the CP960 firmware to Zoom edition.

**Step2:** Apply for and import the license to the CP960.

**Step3:** Pair the CP960 controller with the mini-PC.

**Step4:** Set your phone as an audio input and output device.

**Step5:** Sign in the Zoom Rooms account on the CP960.

## Step1: Download and update the CP960 firmware to Zoom edition

There are two ways to update the firmware:

- Update the firmware manually via web user interface
- Batch update a group of phones on the Yealink device management platform

**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.

## Updating the Firmware via Web User Interface

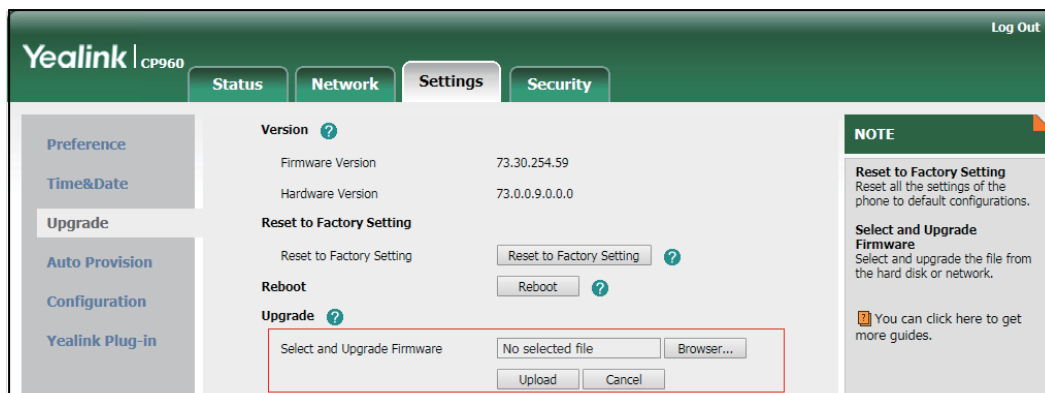
### Procedure

1. Download the latest version of CP960 Zoom edition from the Yealink Support Website (support.yealink.com).

2. On the web user interface(https://IP address of the CP960), navigate to **Settings->**

**Upgrade->Upgrade.**

After the update, the CP960 will reboot automatically.

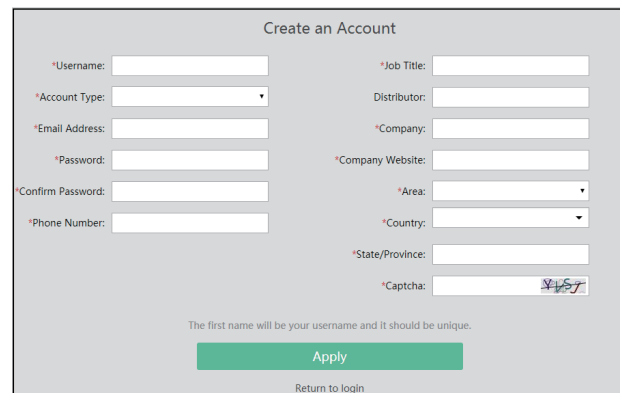


## Step2: Apply and import the license for the CP960

You should apply for a CP960 Zoom edition license and then import it to use the Zoom Rooms features on the phone.

## Procedure:

1. Visit the **license.yealink.com** website and create a user account and then sign in to the web portal.

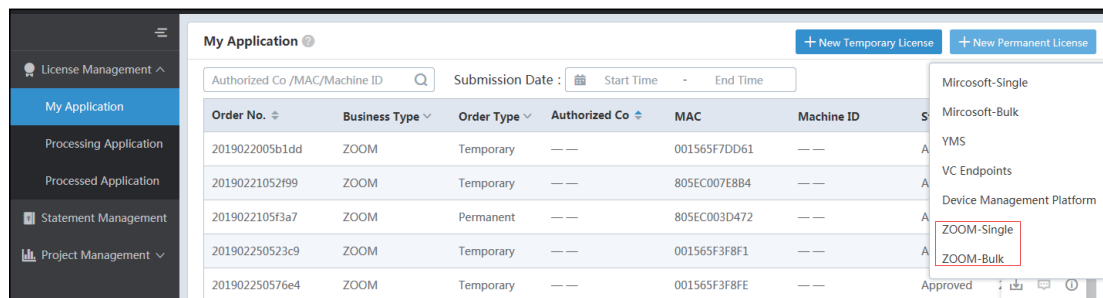


The 'Create an Account' form contains the following fields:

- \*Username: [text input]
- \*Account Type: [dropdown menu]
- \*Email Address: [text input]
- \*Password: [text input]
- \*Confirm Password: [text input]
- \*Phone Number: [text input]
- \*Job Title: [text input]
- Distributor: [text input]
- \*Company: [text input]
- \*Company Website: [text input]
- \*Area: [dropdown menu]
- \*Country: [dropdown menu]
- \*State/Province: [text input]
- \*Captcha: [image with text 'YLS']

Below the fields, a note states: 'The first name will be your username and it should be unique.' At the bottom, there is a green 'Apply' button and a 'Return to login' link.

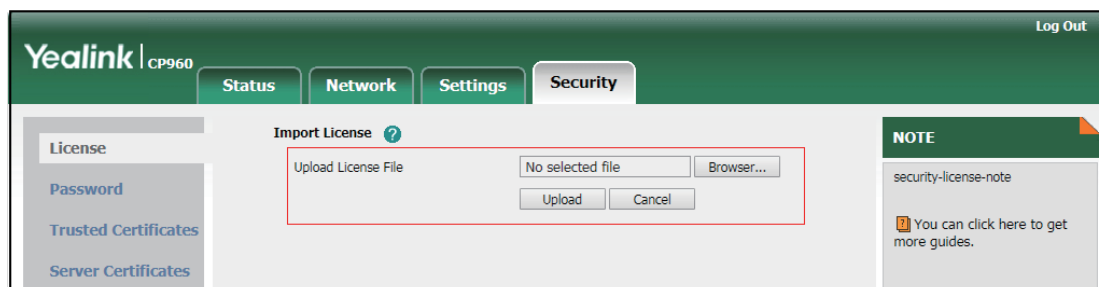
2. Follow the prompts to apply for a CP960 Zoom edition license.  
Do remember to input the Email address then you will receive the license by email.



The 'My Application' table displays a list of applications with the following columns: Order No., Business Type, Order Type, Authorized Co., MAC, Machine ID, and a status column. The status column includes a dropdown menu with options: Microsoft-Single, Microsoft-Bulk, YMS, VC Endpoints, Device Management Platform, ZOOM-Single, and ZOOM-Bulk. The ZOOM-Single and ZOOM-Bulk options are highlighted with a red box.

Order No.	Business Type	Order Type	Authorized Co.	MAC	Machine ID	Status
2019022005b1dd	ZOOM	Temporary	---	001565F7DD61	---	A
20190221052f99	ZOOM	Temporary	---	805EC007E8B4	---	A
2019022105f3a7	ZOOM	Permanent	---	805EC003D472	---	A
201902250523c9	ZOOM	Temporary	---	001565F3F8F1	---	A
201902250576e4	ZOOM	Temporary	---	001565F3F8FE	---	A

3. On the web user interface(<https://IP address of the CP960>), navigate to **Settings->License->Import License** to upload the license.



The 'Import License' form is part of the Yealink CP960 web interface. It features a sidebar with 'License', 'Password', 'Trusted Certificates', and 'Server Certificates'. The main area has tabs for 'Status', 'Network', 'Settings', and 'Security'. The 'Import License' section includes a file upload area with a 'No selected file' message, a 'Browser...' button, and 'Upload' and 'Cancel' buttons. A 'NOTE' box on the right states: 'security-license-note' and 'You can click here to get more guides.'

**Note:** After importing the license, if you upgrade the CP960 to other firmware version, you do not need to import it again when you switch back to the Zoom edition.

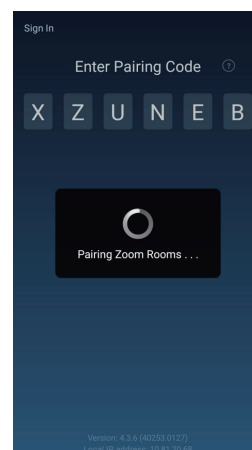
## Step3: Pair Yealink Plugin for Zoom Rooms with your phone

Before using CP960 as the Zoom Rooms Controller, you need to pair the Yealink Plugin 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.

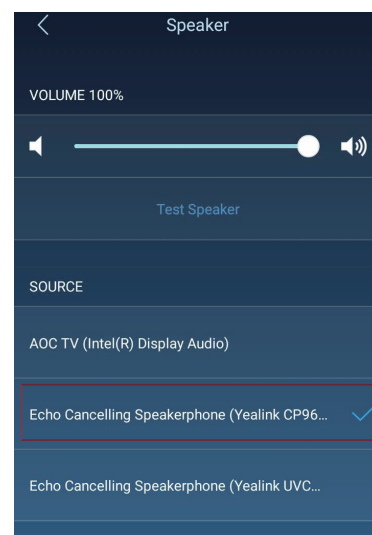
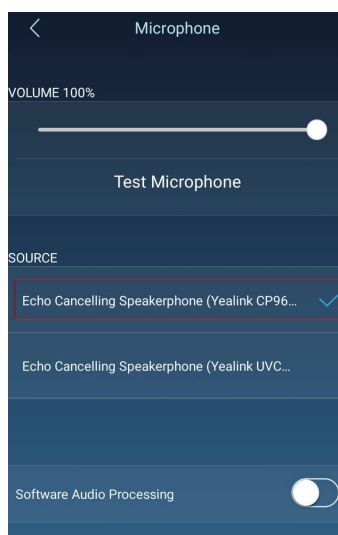
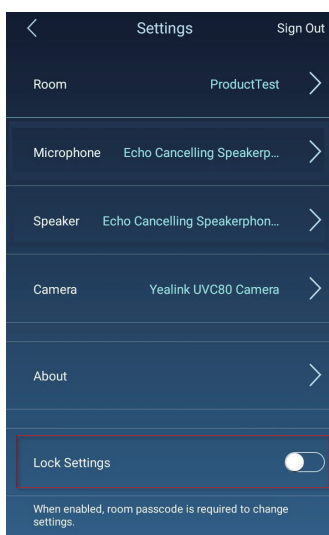
## Procedure :

1. Power on the mini-PC, the Zoom Rooms app and plug-in will run automatically.  
Starting the mini-PC for the first time may take a long time to configure the Windows system.  
And then you will see the pairing code on the TV display. If the pairing code is not displayed automatically, you need to open the Zoom Rooms app on the mini-PC.
2. Enter the pairing code in the CP960, then the CP960 will be automatically connected to the Zoom Rooms application.  
The plug-in will be automatically paired with the CP960 synchronously.



## Step4: Set the CP960 as an audio input and output device

1. Tap  on the touch screen.
2. Disable **Lock Settings**.  
You need to enter the room passcode to change the setting. The room passcode can be found on zoom web portal after you sign in your Zoom account.
3. Tap the **Microphone** field and then select **Echo Cancelling Speakerphone (Yealink CP960)** as your audio input device from the **SOURCE** field.
4. Tap the **Speaker** field and then select **Echo Cancelling Speakerphone (Yealink CP960)** as your audio output device from the **SOURCE** field.



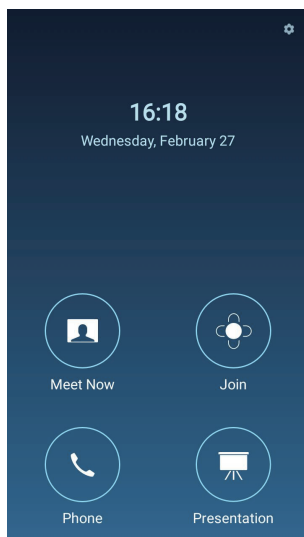
## Step5: Sign in the Zoom Rooms account on the CP960

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

# Using the CP960 in Zoom Edition

## 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 the 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**.

## Registering the Wireless Microphone With Your Phone

### Procedure :

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.

# Windows Update

If you purchase a standard Yealink product package, ZoomRooms account is the default account from which the Zoom Rooms app runs. Only the ZoomRoomsAdmin account has access to return to the desktop of the mini-PC to manage the devices. After switching the user account to ZoomRoomsAdmin, you can enable windows update service to update the devices.

If you did not purchase a standard Yealink product package, normally, the system devices can be upgraded automatically by default. Otherwise, you enable automatically Windows update to update the plug-in and camera or choose to perform Windows update manually.

## Switching to the ZoomRoomsAdmin Account

1. Press **Ctrl+Alt+Delete** and then select **Sign out**.
2. Click the **ZoomRoomsAdmin** account from the bottom-left corner and then enter the password (default: zoom123) to return to the desktop of the mini-PC.

 The default password required to switch back to the ZoomRooms account is zoom123.

## Enabling Windows Update Service

1. Open a command prompt window on your mini-PC.
2. Type **services.msc**, and press **Enter**.
3. Find **Windows Update** service, and double-click to open **Properties**.
4. Enable **Windows Update** service from the **Startup type** field.
5. Click **OK**.

## Update the Devices

The devices can be upgrade manually or can be automatically upgraded if you enable automatically windows update.

## Enabling 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 Start button 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.

## Troubleshooting

### The Possible Reasons Why the Phone Cannot Be Paired with Yealink Plugin for Zoom Rooms

#### Do the following:

- 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 signal port of the plug-in is the same as the server port of the phone and is not occupied by any other process on the mini-PC.
- Ensure that the phone can access the external network.
- Ensure that the firewall inbound rule is not restricted for the plug-in.

#### 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.

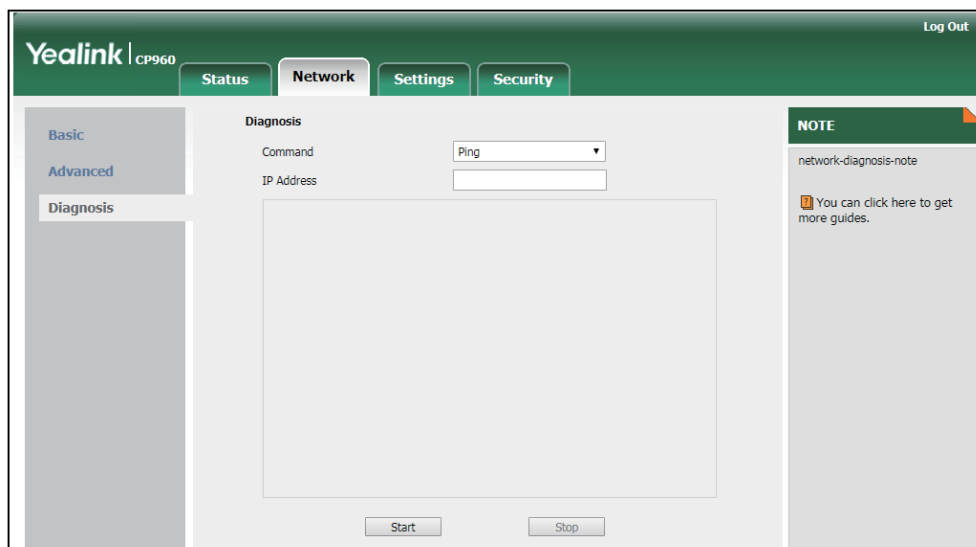
#### Checking Whether the Phone Can Access to the External Network

If it prompts that "Failed to pair. Make sure that this tablet is connected to the internet " after you enter the pairing code on the phone, you need to check whether the phone can access to the external network.

1. On the web user interface, click **Network->Diagnosis**.
2. Select **Ping** from the drop-down menu of the **Command** field.
3. Enter **Zoom.us** in the **IP address** field.
4. Click **Start**.



If the phone cannot access the external network, contact your IT administrator to enable the phone to access the external network.



## Checking Whether the Firewall Inbound Rules are Restricted for the Plug-in

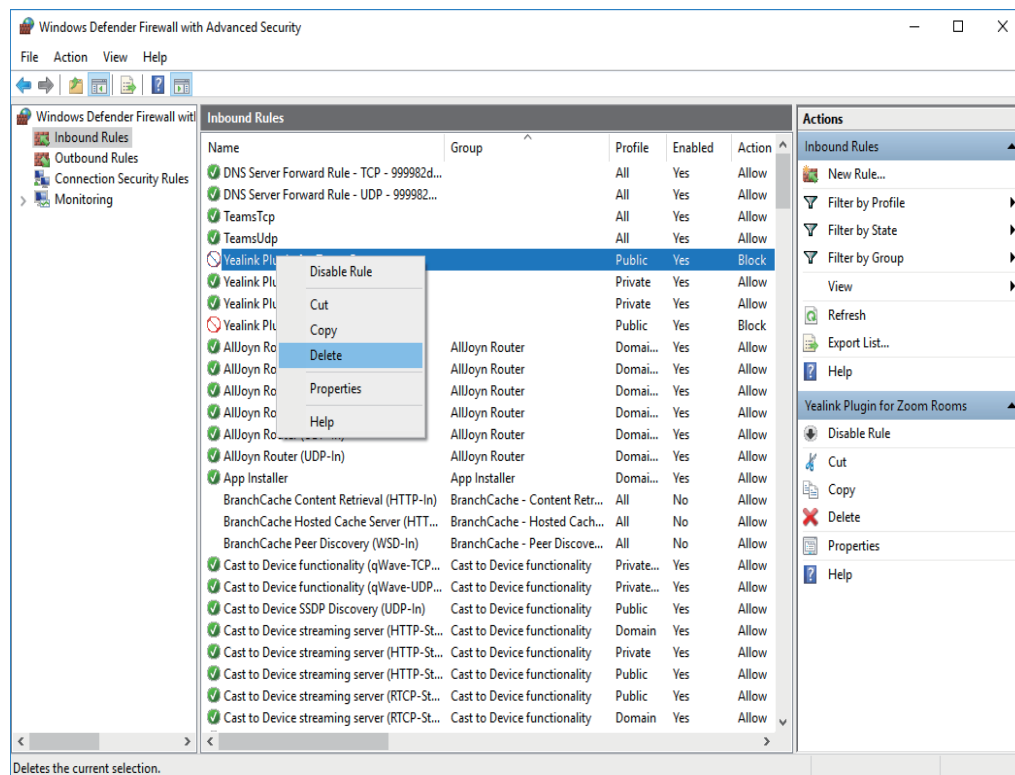
1. On the web user interface, click **Network**->**Diagnosis**.
2. Select **Ping** from the drop-down menu of the **Command** field.
3. Enter the IP address of the mini-PC in the **IP address** field.
4. Click **Start**.

It means the firewall inbound rules are restricted if you are unable to ping the IP address of the mini-PC, you need to remove the firewall inbound rules.

## Removing the Firewall Inbound Rule Restricted for the Plug-in

1. Exit the Yealink Plug-in for Zoom Rooms on your mini-PC.
2. Open the Control Panel and then click **System and Security**->**Windows Defender Firewall**.
3. Select **Advanced Settings** from the Windows Firewall control panel.
4. Click the Inbound Rules and select the Yealink Plug-in for Zoom Rooms from the inbound rules list.
5. Right-click to delete the rule for the plug-in .

Make sure all the Yealink Plugin for Zoom Rooms options are deleted from the list.




6. Restart the Yealink Plugin for Zoom Rooms.

It will prompt you that Windows Defender Firewall has blocked features for this app.

7. Click **Allow Access** from the pop-up windows.

## Sending Feedback to Us

If your CP960 cannot be paired with the Yealink Plugin 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 using Zoom Rooms software, click  -> **About**-> **Send Problem Report** to submit the issue you're experiencing to us.

## 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.



For more information  
visit the Yealink website