Yealink CP960 Deployment Guide for Zoom Rooms

Overview

Yealink provides a video device solution consisting of HD IP Conference Phone CP960, UVC series camera and MCore, 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 MCore.
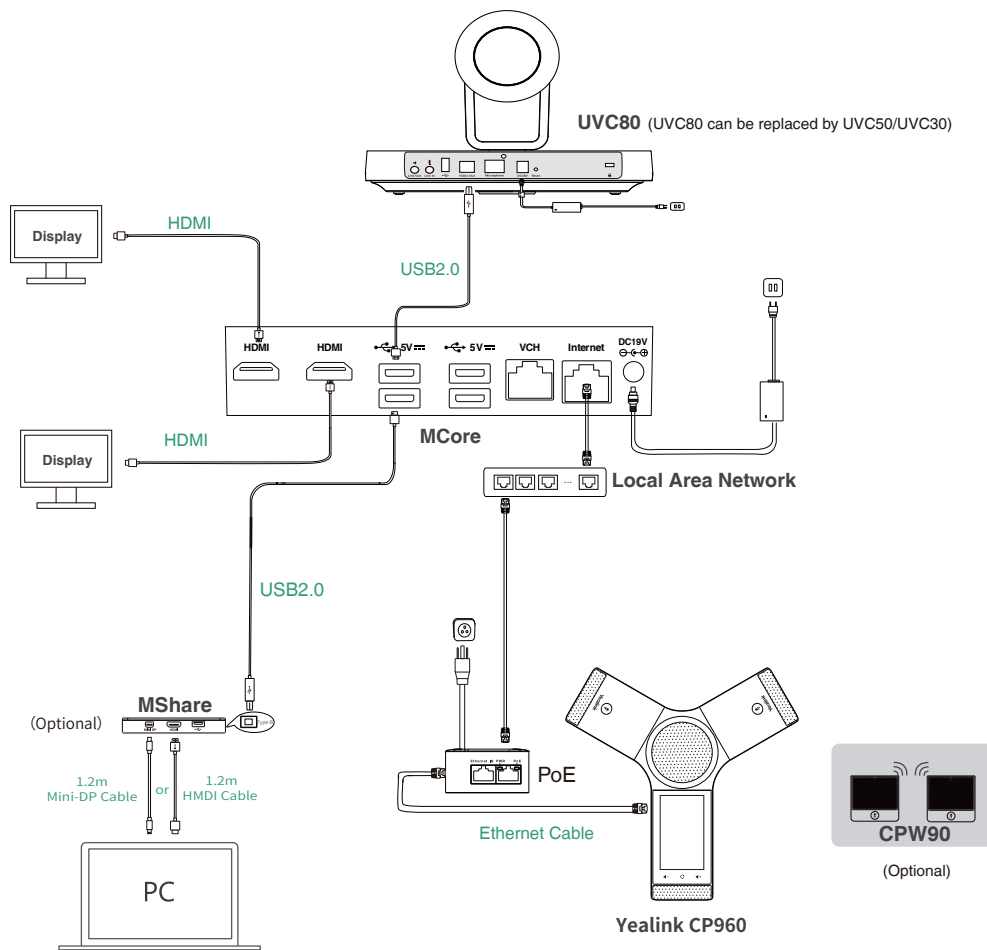
- **For Yealink CP960:**

The CP960 with Zoom Rooms version can communicate with the MCore connected to the same LAN and can be used as Zoom Rooms controller, speaker and microphone.

- **For MCore:**

Yealink Plugin for Zoom Rooms, Yealink Roomconnect plug-in and Zoom Rooms app should be installed on the MCore.

- **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)

UVC80 (UVC80 can be replaced by UVC50/UVC30)

Display — HDMI

USB2.0

HDMI | HDMI | 5V | 5V | VCH | Internet | DC19V

Display — HDMI

MCore

Local Area Network

USB2.0

MShare

(Optional)

1.2m Mini-DP Cable or 1.2m HMDI Cable

PoE

Ethernet Cable

CPW90

(Optional)

PC

Yealink CP960

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.
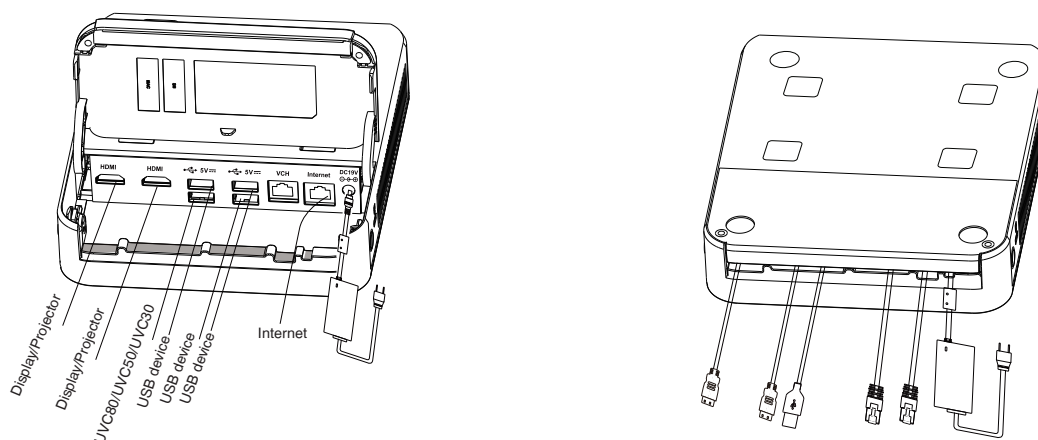
Configuration for MCore

System Recommendations

- Processor: 8th Gen Intel® Core™ i5
- SSD /RAM: 128GB/8GB (2 x 4GB)
- Operating System: Windows 10 Enterprise(64-bit)

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.
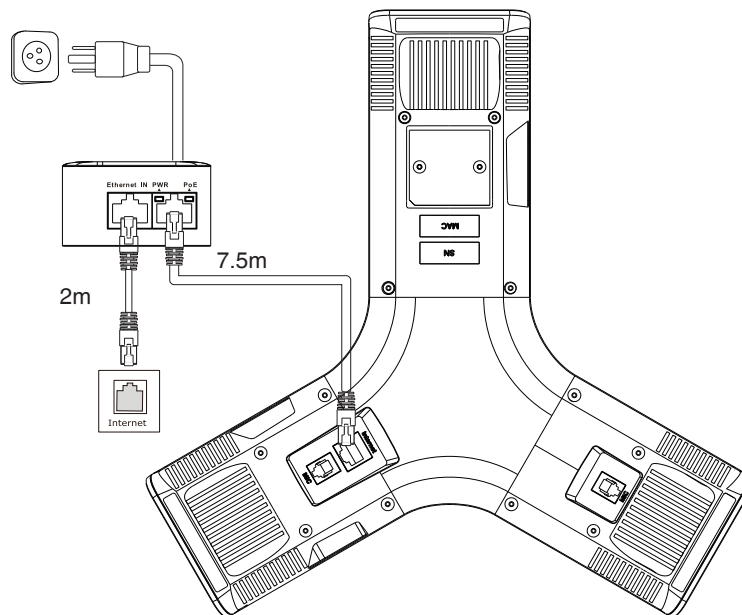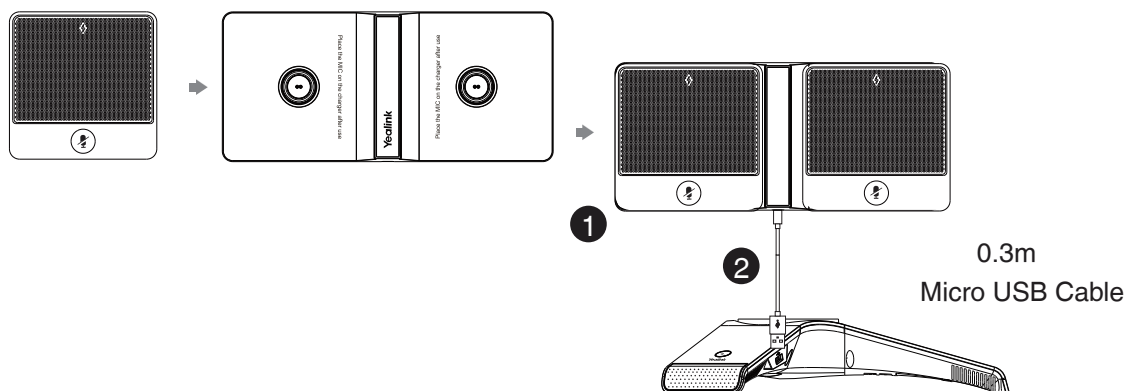
MCore Port Connection

Note: For more information on how to assemble and install the MCore, refer to Yealink MCore Quick Start Guide.

Assembling the CP960

1. Connect the power and wired network.

2(Optional).Connect wireless microphone.

0.3m
Micro USB Cable

Converting Your MCore to Be Zoom Rooms Enabled

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

Step1: Download and install Yealink Plugin for Zoom Rooms and Yealink RoomConnect.

Step2: Configure the Settings for the Yealink Plugin for Zoom Rooms.

Step3: Enable automatically windows update.

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

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

Yealink Plugin for Zoom Rooms enables CP960 to establish the communication of audio data and control data with the Zoom Rooms app.

Yealink RoomConnect allows you to manage and upgradethe CP960 and UVC camera, and provides camera-related parameter configuration.

You need to download the plug-ins from theYealink Website(**http://support.yealink.com**) and install the plug-ins on your MCore.

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

The Yealink Plugin for Zoom Rooms plug-in is basically the same as the Yealink RoomConnect plug-in. The following is an example of installing the Yealink Plugin for Zoom Rooms plugin:
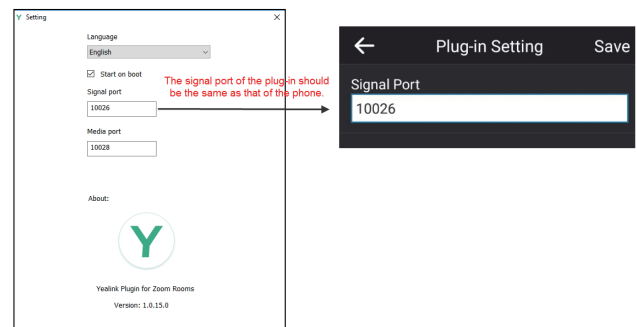
Procedure

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**.
7. 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) and follow the installation steps to complete the installation on your MCore.

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 MCore.

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.

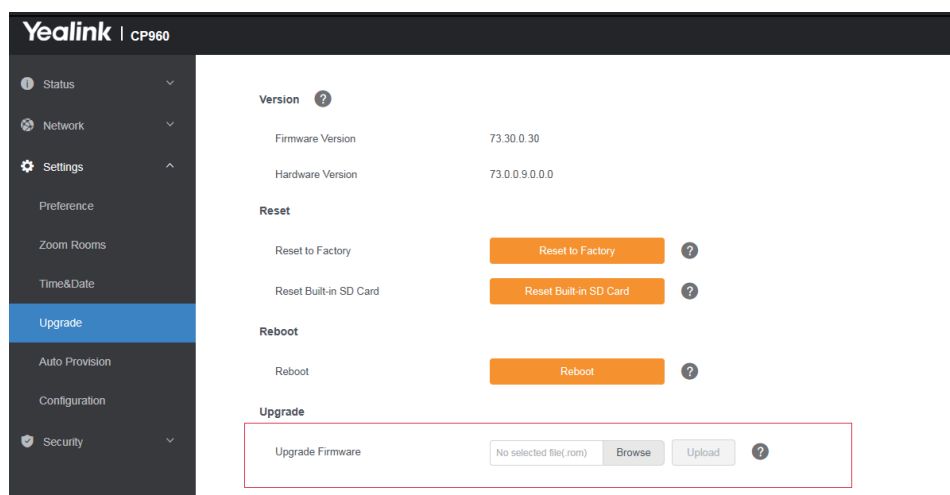## Updating the Firmware via Web User Interface

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**.
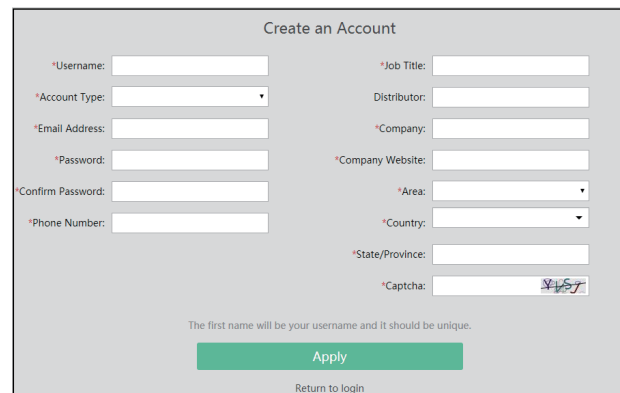   After the update, the CP960 will reboot automatically.

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:

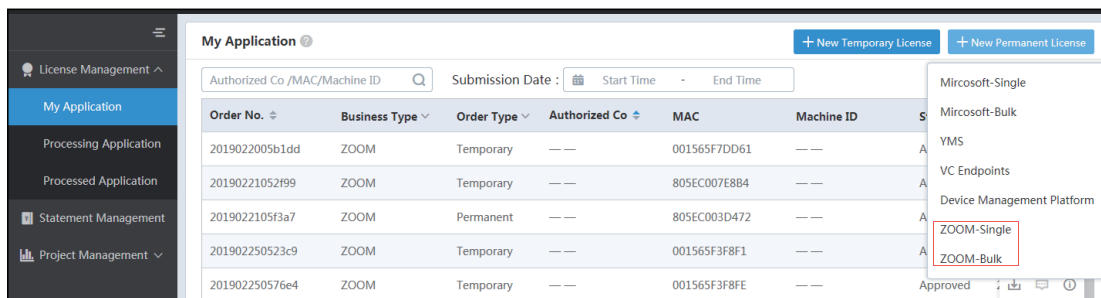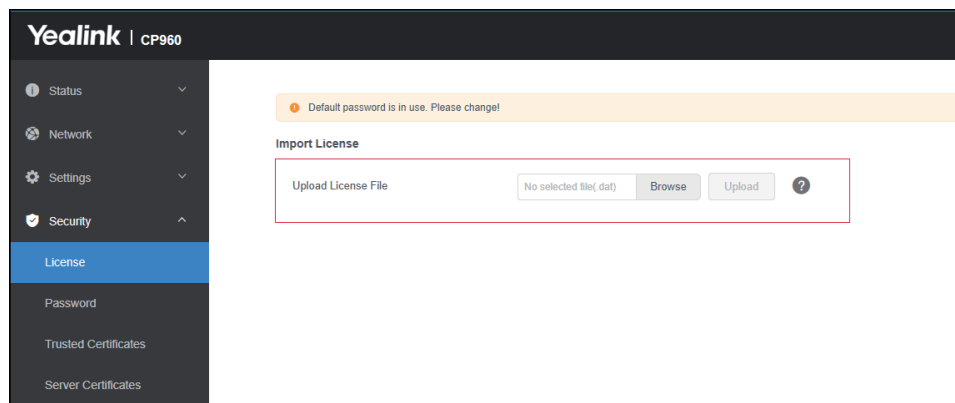1. Visit the **license.yealink.com** website and create a user account and then sign in to the web portal.

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.

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

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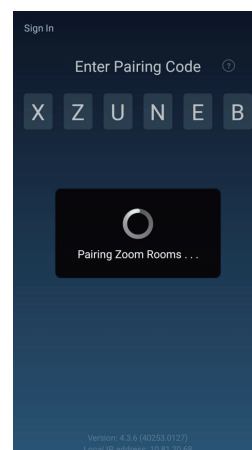
Step3: Pair Yealink Plugin for Zoom Rooms with your phone

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.

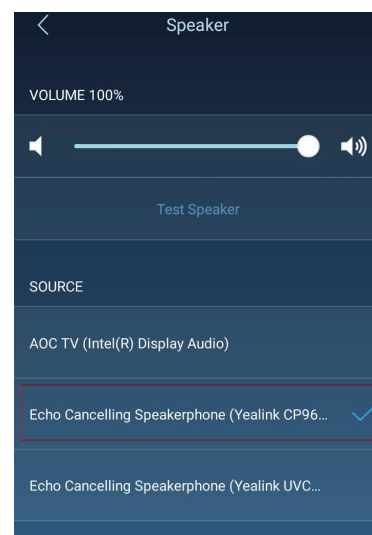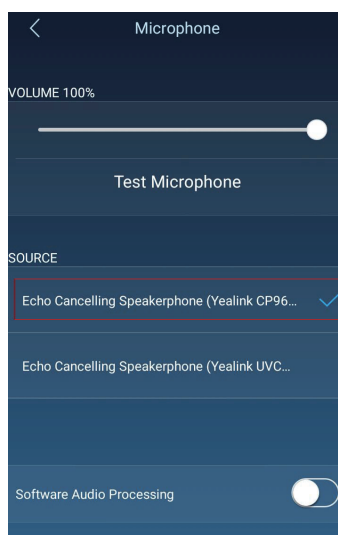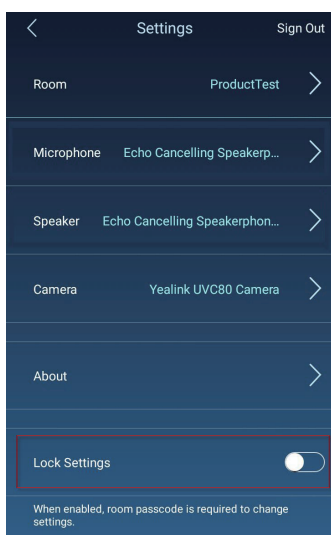Ensure that the plug-in is in operation.

Procedure：

1. Power on the MCore, the Zoom Rooms app and plug-in will run automatically.
   Starting the MCore 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 MCore.
2. Enter the paring 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.
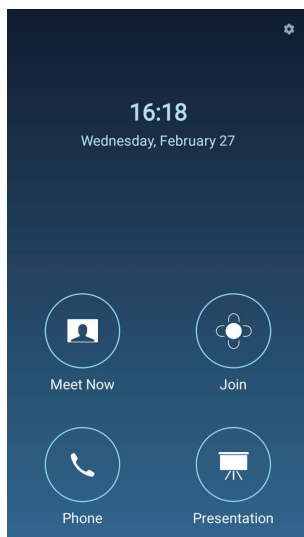

Step5: Sign in the Zoom Rooms account on the CP960

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.

16:18
Wednesday, February 27

Meet Now

Join

Phone

Presentation

-**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 MCore 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-ins 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 pasword (default: zoom123) to return to the desktop of the MCore.

Switching to the ZoomRooms Account

1. Click the Start button, and then go to [icon] ->**Sign out**.
2. Click the **ZoomRooms** account from the bottom-left corner and then enter the pasword (default: zoom123) to return to the desktop of the MCore.

Enabling Windows Update Service

1. Open a command prompt window on your MCore.
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 tpye** 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 UVC 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 MCore are connected to the same LAN.

-Ensure that the signal port of the Yealink Plugin for Zoom plug-in is the same as the server port of the phone and is not occupied by any other process on the MCore.

-Ensure that the phone can access the external network.

-Ensure that the firewall inbound rule is not restricted for the Yealink Plugin for Zoom.

Checking Whether the Signal Port of the Yealink Plugin for Zoom Rooms Is Occupied Or Not:

1. Open a command prompt window on your MCore.
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**.
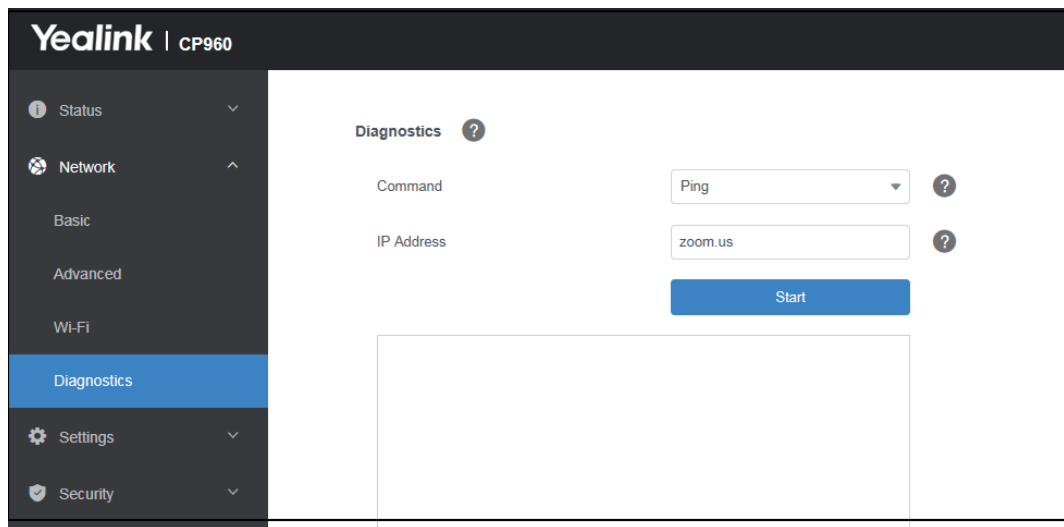   You can check which process or program occupies the port.

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.

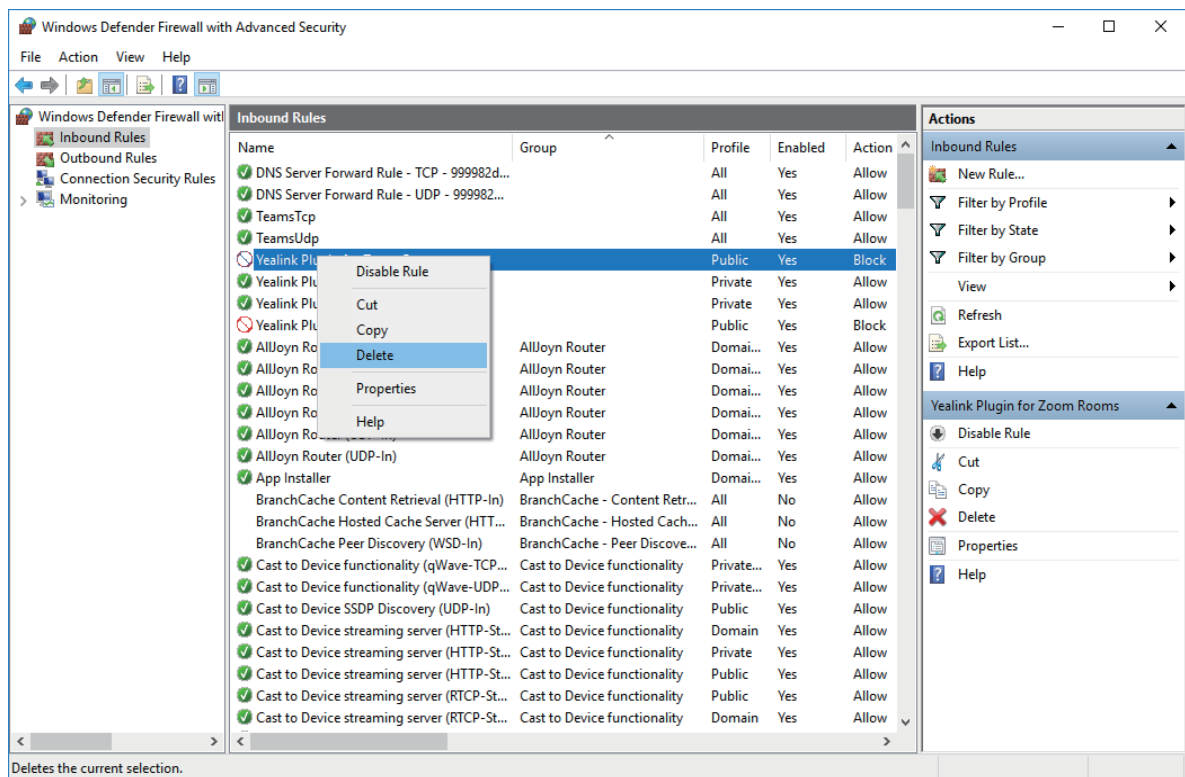## Checking Whether the Firewall Inbound Rules are Restricted for the Plug-ins

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 MCore in the **IP address** field.
4. Click **Start**.

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

Removing the Firewall Inbound Rule Restricted for the Plug-ins

1. Exit the plug-ins on your MCore.
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 Inboud Rules and select the Yealink Plugin for Zoom Rooms/Yealink Plug-in Software(Yealink RoomConnect) from the inboud rules list.
5. Right-click to delete the rule for the plug-ins.

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.