Yealink

09:30 2017-08-11   Yealink VC500   LAN:10.2.5.179   2226   SIP 8601

Dial

Meet Now

More

Next Meeting (in 30 minutes)
Yealink VC500 Launch Event
Today 10:00-11:30
Organizer: Dawson

Yealink
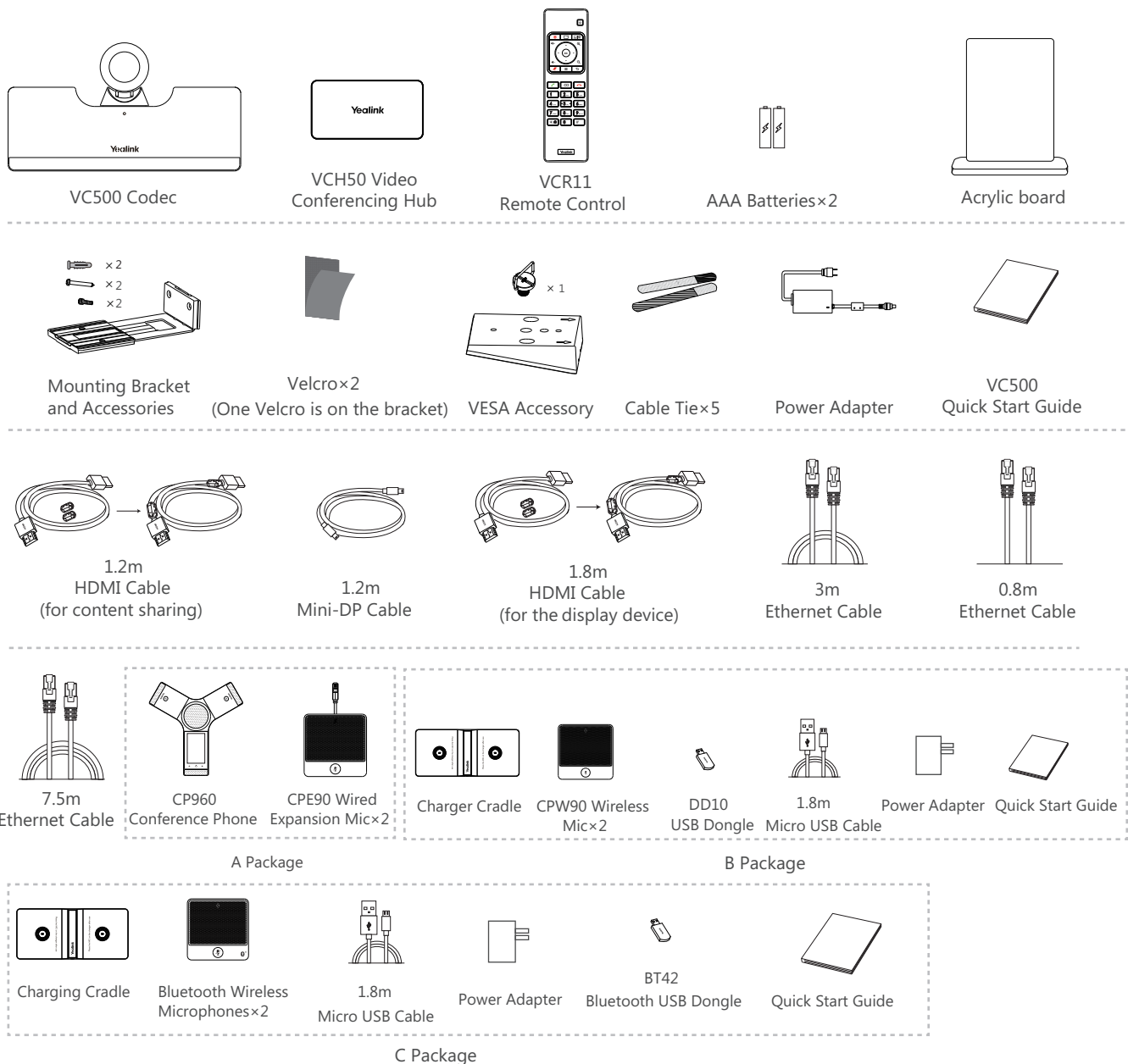
Yealink Network Technology CO., LTD

Yealink VC500 Full HD Video Conferencing Endpoint Quick Start Guide

V32.3   Applies to firmware version 63.32.0.3 or later

Package Contents

VC500 Codec	VCH50 Video Conferencing Hub	VCR11 Remote Control	AAA Batteries×2	Acrylic board
Mounting Bracket and Accessories	Velcro×2 (One Velcro is on the bracket)	VESA Accessory	Cable Tie×5	Power Adapter	VC500 Quick Start Guide

1.2m HDMI Cable (for content sharing)	1.2m Mini-DP Cable	1.8m HDMI Cable (for the display device)	3m Ethernet Cable	0.8m Ethernet Cable

7.5m Ethernet Cable	CP960 Conference Phone	CPE90 Wired Expansion Mic×2	Charger Cradle	CPW90 Wireless Mic×2	DD10 USB Dongle	1.8m Micro USB Cable	Power Adapter	Quick Start Guide

A Package   B Package

Charging Cradle	Bluetooth Wireless Microphones×2	1.8m Micro USB Cable	Power Adapter	BT42 Bluetooth USB Dongle	Quick Start Guide

C Package

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

💡 VC500 endpoint can work with A package, B package or C package.

💡 Use the power adapter provided by Yealink to charge the CPW90 wireless microphones only.

💡 Before using the HDMI cable, put the magnet rings on it to prevent electromagnetic interference.

Endpoint Installation

Select one of the following installation method based on your site requirements:

· Put on a Flat Surface

· Mount on top of a TV

· Mount on a wall

· Mount on a ceiling

· Mount onto a TV stand or a tripod

● Put on a Flat Surface

You can put the endpoint on a conference room table, and make sure that the slope is not more than 5 degrees so that the endpoint can operate correctly.

Mount on top of a TV

The endpoint may fall down when the thickness of the TV is more than 77 mm. In this situation, do not mount the endpoint on the top of a TV.

Please choose the following installation method when the thickness of the TV is between 1mm and 36mm.
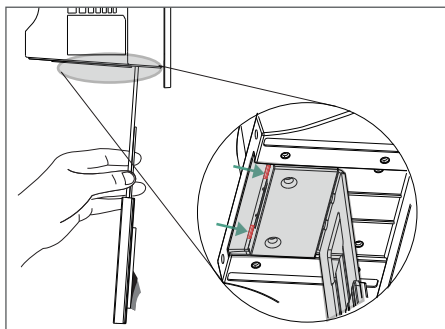

Notice the direction of the bracket
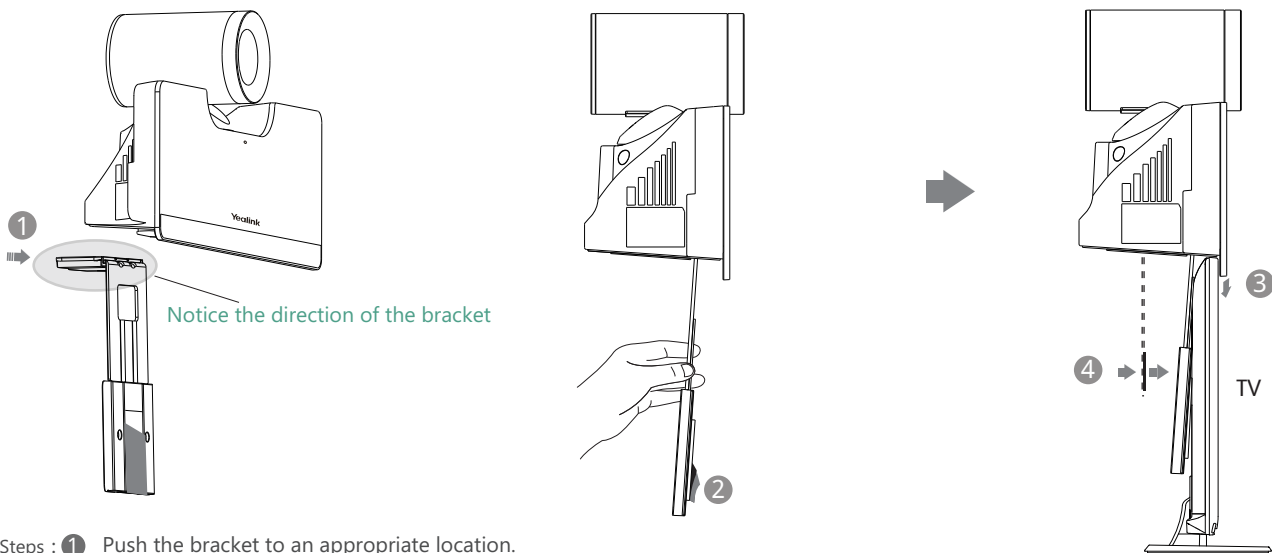
Steps : ➊ Push the bracket to an appropriate location.

➋ Remove one Velcro.

➌ Put the bracket on the top of the TV.

➍ Stick a Velcro onto the back of the TV, and make sure that the bracket and the back of the TV are tightly positioned against each other.

💡 If your endpoint cannot be mounted on the top of a TV when the bracket has reached the given location, you should remove the bracket, and then convert its direction. Refer to the following section for more information.

Please choose the following installation method when the thickness of the TV is between 37mm and 77mm.

Notice the direction of the bracket
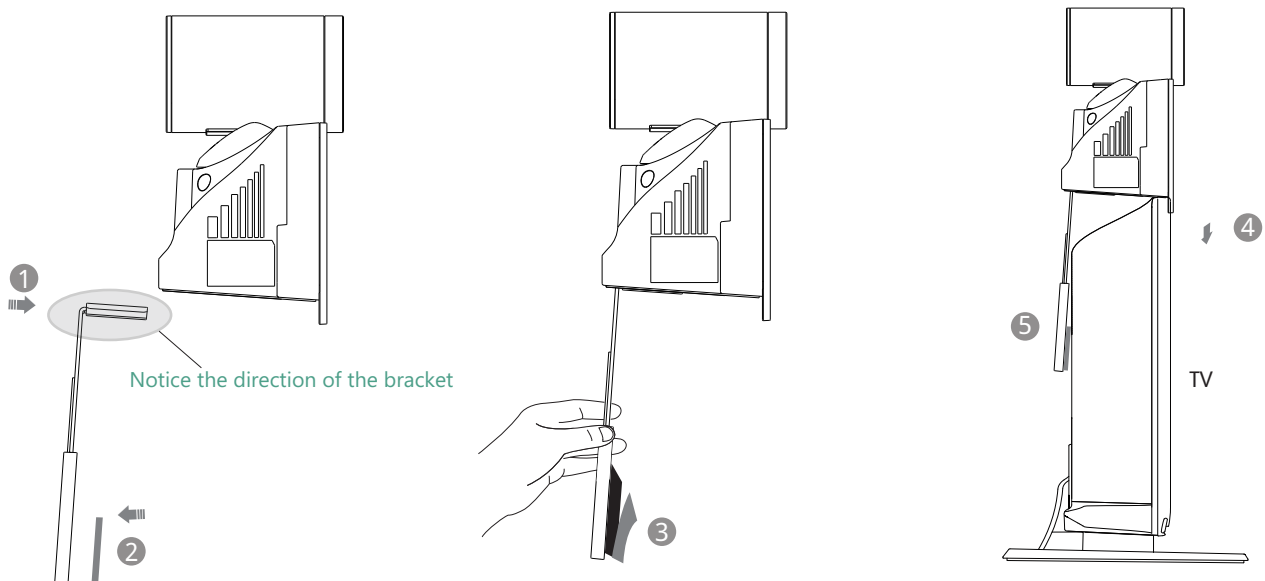
Steps : ❶ Push the bracket along the track of the endpoint to an appropriate location.

❷ Stick a Velcro onto the bracket.

❸ Remove one Velcro.

❹ Put the bracket on the top of the TV.

❺ Stick a Velcro onto the back of the TV, and make sure that the bracket and the back of the TV are tightly positioned against each other.
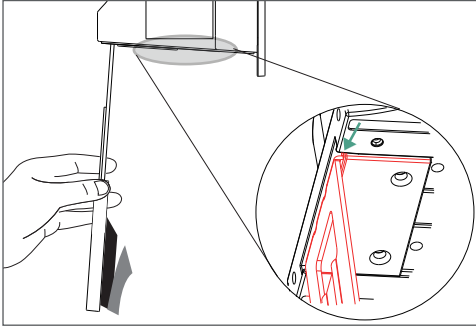

💡 If your endpoint cannot be mounted on the top of a TV when the bracket has reached the edge of the endpoint, choose other installation methods.
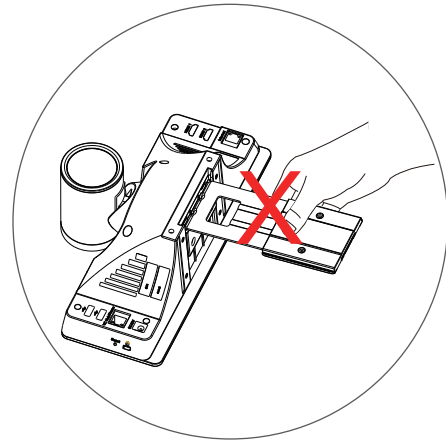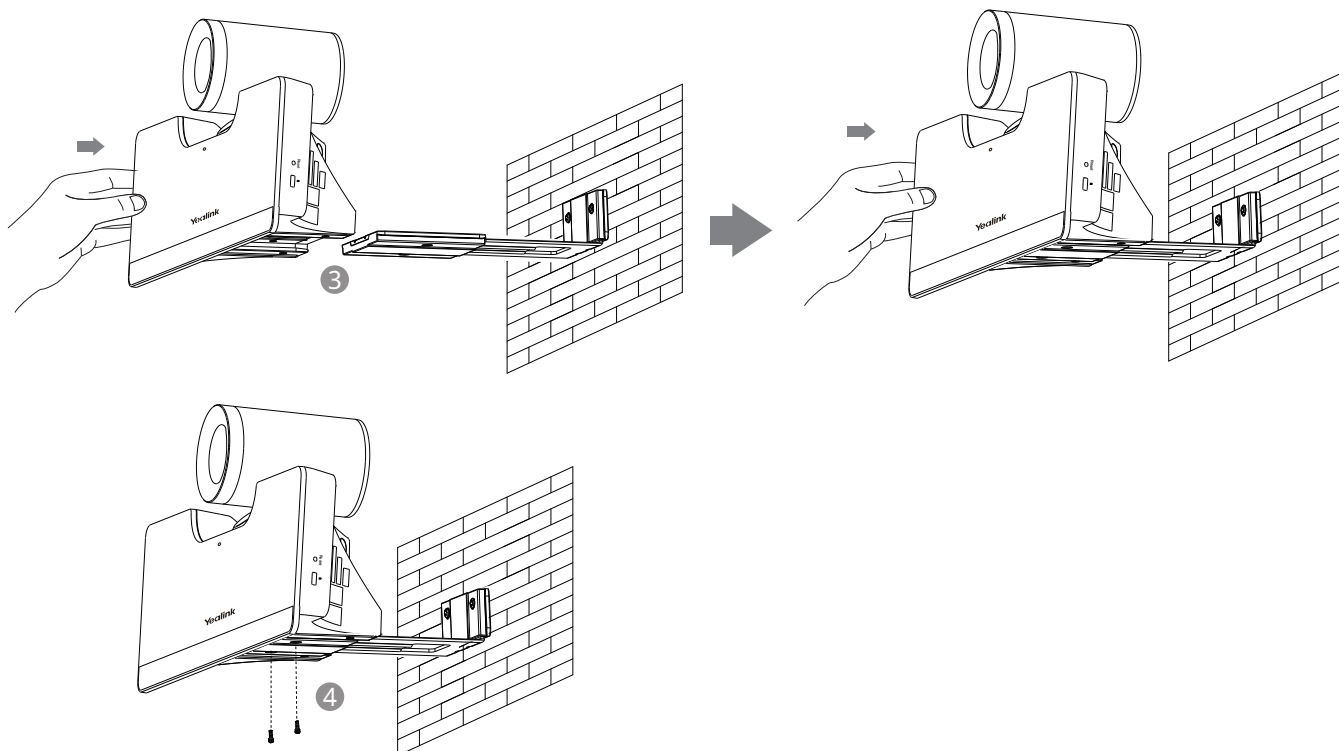
💡 Do not pick up the bracket which connects with an endpoint, the endpoint may fall down in this situation.

● **Mount on a Wall**

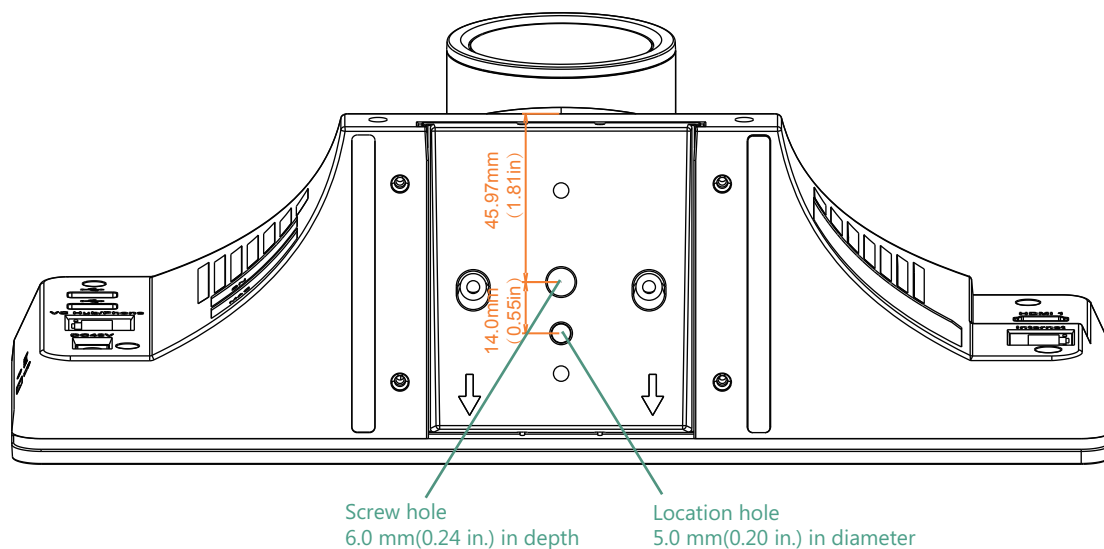The recommended height is 1.55m-1.85m above the ground.

① 48mm

Hole depth: 30mm

Hole diameter: 6mm
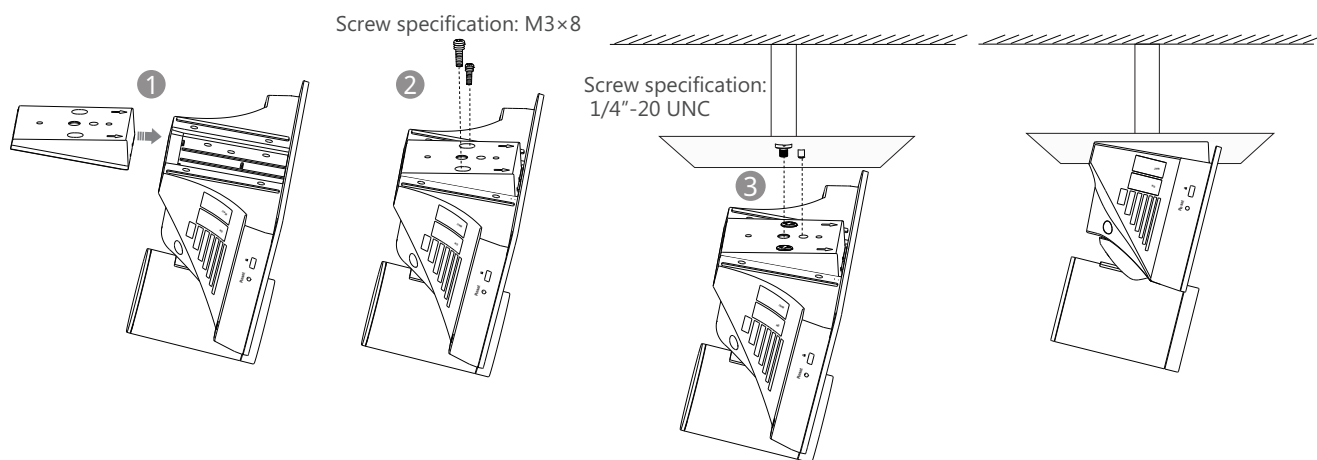
② Screw specification: T4×30
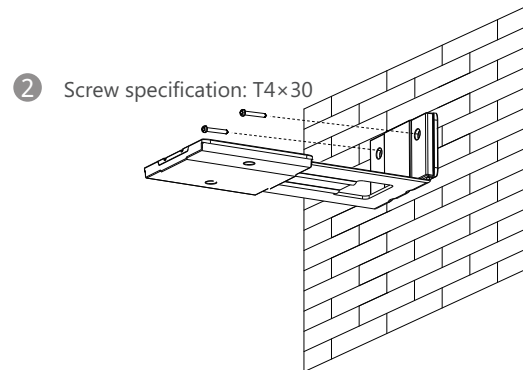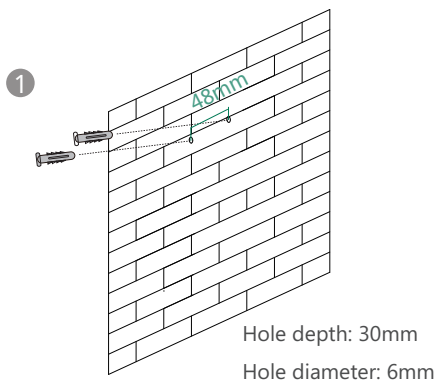
Screw specification: M3×8

Steps : ① Punch holes into the wall and then insert the expansion bolts.

② Secure the bracket using the T4×30 screws.

③ Push the endpoint along the track of the bracket.

④ Secure the endpoint onto the bracket using the M3×8 screws.

- **Mount on a Ceiling**

If you choose the ceiling-mounted installation, you need to purchase a bracket separately. The bracket must meet the following requirements:

- Able to bear a weight of at least 10.5kg (23.15 lb.) and has a thickness between 2mm (0.08 in.) and 3 mm (0.12 in.).
- Comes with a location pillar, which can be inserted into the location hole of the VESA accessory.
- The distance between the screw on the bracket and the location pillar must be 14 mm (0.55 in.).


Screw hole
6.0 mm(0.24 in.) in depth

Location hole
5.0 mm (0.20 in.) in diameter

Screw specification: M3×8

Steps：
1 Push the VESA accessory along the track.

2 Secure the VESA accessory to the endpoint using the M3×8 screws.

3 Align the location pillar at the location hole, and then secure the bracket to the VESA accessory using the 1/4"-20 UNC screw.
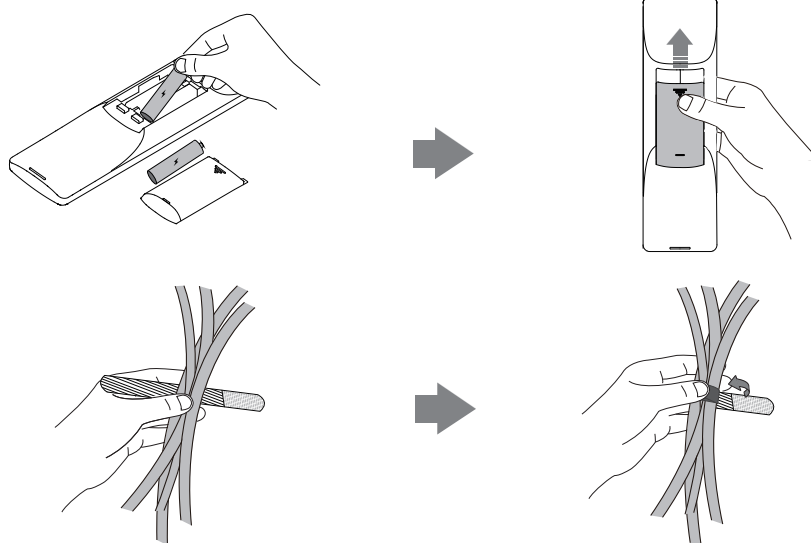
- **Mount onto a TV Stand or a Tripod**

You need to purchase a TV stand or a tripod separately. The TV stand or tripod has the same requirements as the bracket used in the ceiling-mounted installation method.

The installation steps are the same as the ceiling-mounted installation steps.
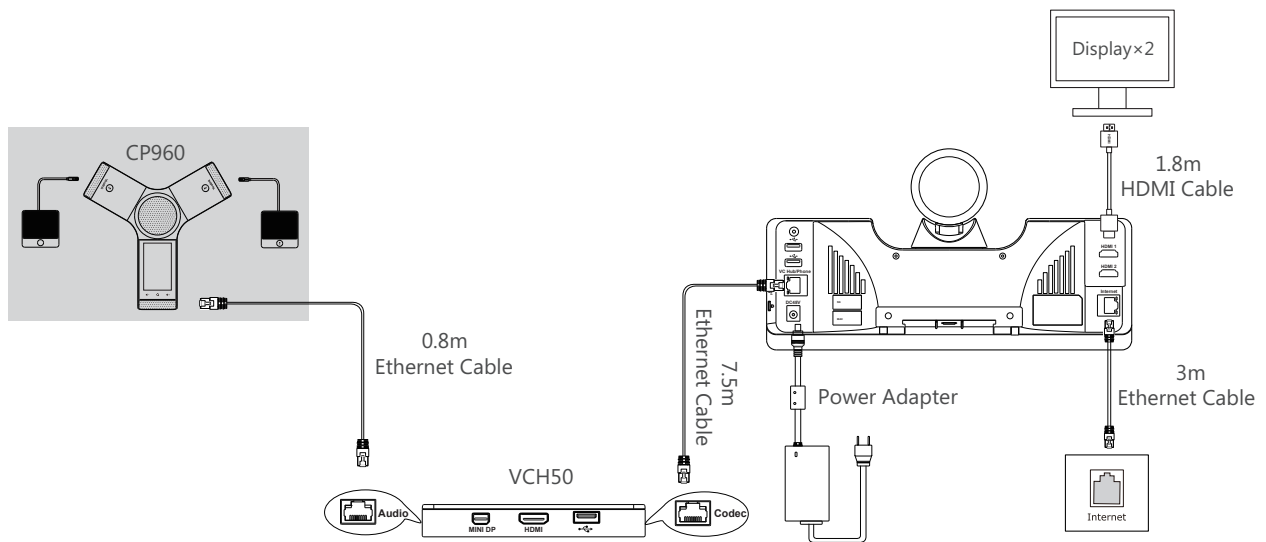
Screw specification: M3×8

Screw specification: 1/4"-20 UNC

TV Stand
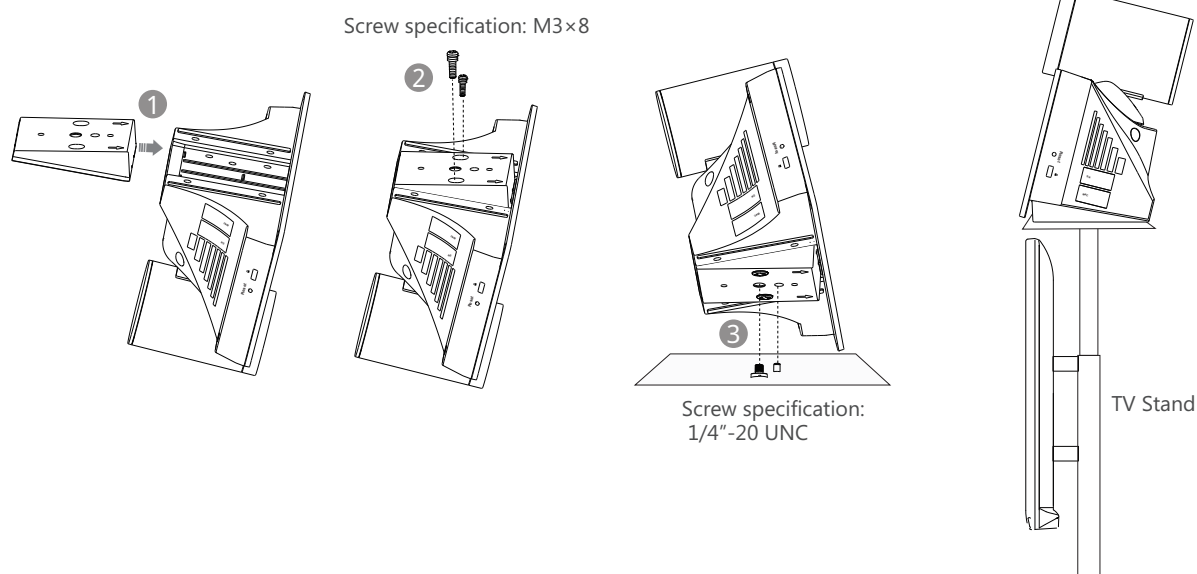
Remote Control and Cable Ties Installation

Connections

- If endpoint works with A package, do the following:

CP960

Display×2

1.8m
HDMI Cable

0.8m
Ethernet Cable

7.5m
Ethernet Cable

Power Adapter

3m
Ethernet Cable

VCH50

Audio

MINI DP   HDMI

Codec

Internet

> If you do not need the VCH50 video conferencing hub to share content, you can connect the VC Hub/Phone port on the endpoint to the Internet port on the CP960 conference phone directly.

> When CP960 conference phone works with the endpoint, the 3.5mm Audio-out port and Micro USB port on the CP960 conference phone are unavailable.

- If endpoint works with B package or C package, do the following:

Display×2

1.8m
HDMI Cable

USB Dongle

Power Adapter

3m
Ethernet Cable

Internet
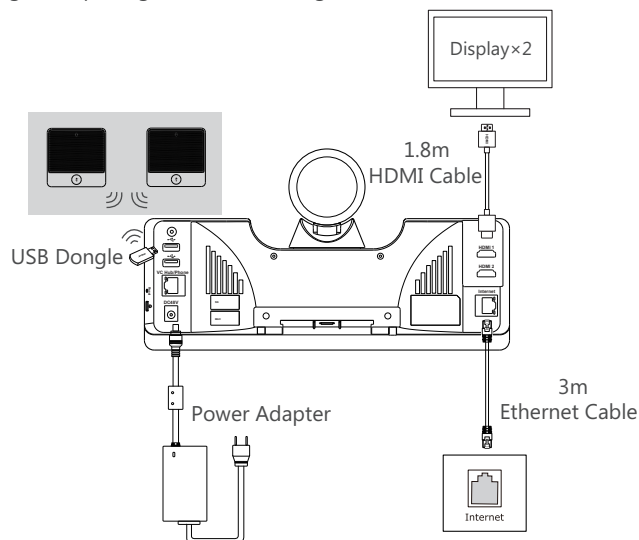
a) The CPW90 wireless microphones and endpoint are automatically paired from the factory.
   To use the CPW90 wireless microphones, connect the DD10 USB dongle to one of the USB ports on the endpoint, then the CPW90 wireless microphones can work as the audio input devices.

b) The CPW90-BT bluetooth wireless microphones and endpoint are automatically paired from the factory.
   To use the CPW90-BT bluetooth wireless microphones, connect the BT42 bluetooth USB dongle to one of the USB ports on the endpoint, then the CPW90-BT bluetooth wireless microphones can work as the audio input devices.

> The endpoint should be used with Yealink original power adapter (48V/0.7A) only. The use of the third-party power adapter may cause the damage to the endpoint. The cable should be replaced at once if its skin is broken.

Wired Sharing
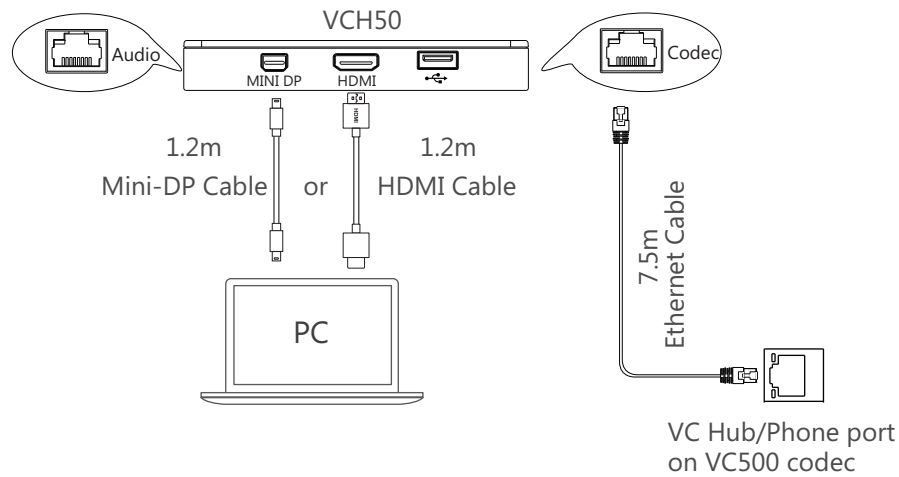
Wireless Sharing

For more information on WPP20 wireless presentation pod, refer to Yealink WPP20 Wireless Presentation Pod Quick Start Guide.

Network Environment

Bandwidth Requirements

Video Resolution	Recommended Bandwidth
Full HD 1080P	1.3Mb
People 1080P+Content 1080P	2.6Mb

Both downlink bandwidth and uplink bandwidth should meet above requirements.

The bandwidth mentioned above is based on a two-way call. Bandwidth in head office should be increased along with the growing number of connected branch offices.

Network Deployment

Choose Cloud deployment or traditional deployment according to your need.

- **Cloud Deployment**

Cloud deployment does not need complex network settings. you only need to get account information from your system administrator, and log into video conference platform.

Do the following to log into video conference platform via remote control:

1. Select **More**->**Setting**->**Advanced** (Default Admin Password:0000)->**Video Conference Platform**.

2. In the **Cloud Account** field, check the **Enabled** checkbox.

3. Select the desired platform from the pull-down list of **Platform Type**.

4. Configure the desired platform and log in.

● Traditional Deployment

If you deploy endpoint in the head office, make sure it is reachable from public network.

If you deploy endpoint in the branch office, use intelligent traversal to deploy it or just follow the same steps as for the head office.

Head Office

If you deploy endpoint in the head office, at least one static public IP address is required to allow branch offices to connect.

Do one of the following to deploy endpoint:

Option1: Assign a static public IP address to your endpoint.

Option2: If you deploy endpoint in an Intranet (behind the firewall), assign a static private IP address to it and do port mapping on the firewall.

Configure a Static IP

The following introduces how to use the remote control to configure a static IPv4 address:

1. Select **More**->**Setting**->**Advanced** (Default Admin Password:0000)->**Wired Network**.

2. Select **IPv4** from the pull-down list of **IP Mode**.

3. Select **IPv4**, and then press OK key.

4. Uncheck the **DHCP** checkbox.

5. Enter the IP address, subnet mask, gateway and DNS information in corresponding fields.

6. Save the change.

   The display device prompts "Reboot now?".

7. Select OK to reboot the endpoint.

Configure Port Mapping

If you deploy endpoint in an Intranet, you must forward the following ports to the public network on the firewall, so that your endpoint can receive a public-to-private call.

Function	Port	Protocol Type
H.323 signal port	1719-1720	UDP/TCP
Audio & Video media stream port	50000-51000	TCP/UDP
Web management port（optional）	443	TCP
SIP（optional）	5060-5061	TCP/UDP

Branch Office

If you deploy VC500 endpoint in the branch office, do one of the following to deploy it:

Option1: Deploy the VC500 endpoint following the same steps as for the head office. In this way, both inbound and outbound calls are available.

Option2: Deploy the VC500 endpoint using intelligent traversal. You only need to assign a private IP address to your endpoint. Make sure this private IP address can access the public network. Only outbound calls are available when using this method.

When you use intelligent traversal to deploy your endpoint, you have to open following ports on your firewall if they are restricted.

Function	Port	Protocol Type
H.323 signal port	1719-1720	UDP/TCP
Audio & Video media stream port	50000-51000	TCP/UDP
SIP（optional）	5060-5061	TCP/UDP

It is recommended that you forward the web management port(443/TCP) to the public network, so that the head office can remotely manage the branch office.

Troubleshooting

● **Testing Connectivity**

After installation and deployment, you can test the endpoint by dialing the Yealink Demo Room (117.28.251.50 or 117.28.234.45). If you can't dial out successfully, please contact your IT administrator to check the network.

● **Configuring Static NAT**

If you do not use Cloud platform and deploy your endpoint in an Intranet, you have configured port mapping on the firewall or gateway, but you find that local endpoint appears black screen and you cannot hear sound when you call Yealink Demo or other endpoints. The most likely reason is that the firewall or gateway in your environment does not support the ALG feature. In this situation, please take the following actions so that the static NAT feature on the endpoint can solve this problem.

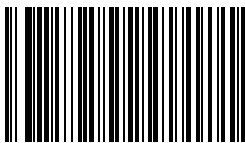**To configure static NAT via the remote control:**

1. Select **More**->**Setting**->**Advanced** (Default Admin Password:0000)->**NAT/Firewall**.
2. Select **Auto** from the pull-down list of **Type**, the endpoint will obtain public IP address automatically.
3. If the endpoint does not obtain a public IP address automatically, select **Manual Settings** from the pull-down list of **Type**, and then enter the public IP address in the **Public IP Address** field.
4. Save the change.

About Yealink

Yealink (Stock Code: 300628) is a global leading unified communication (UC) terminal solution provider that primarily offers video conferencing systems and voice communication solutions. Founded in 2001, Yealink leverages its independent research and development and innovation to pursue its core mission: "Easy collaboration, high productivity." The company's high-quality UC terminal solutions enhance the work efficiency and competitive advantages of its customers in over 100 countries. Yealink is the world's second-largest SIP phone provider and is number one in the China market.

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.

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