Yealink USB Device Manager Client User Guide V1.2

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Introduction

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/UVC30 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

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**.
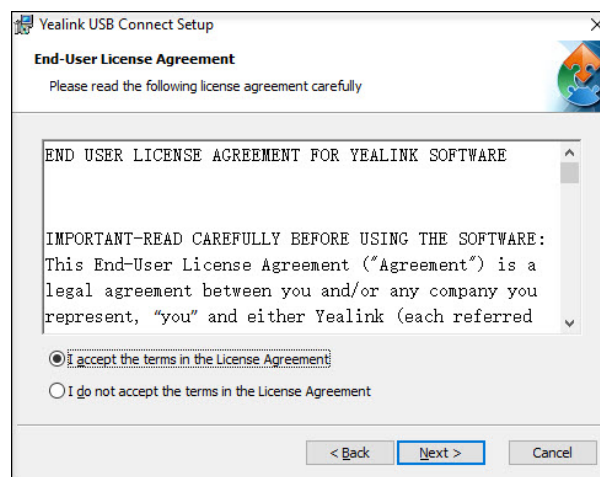
2. Click **I accept the terms in the License Agreement** and then click **Next** to continue.
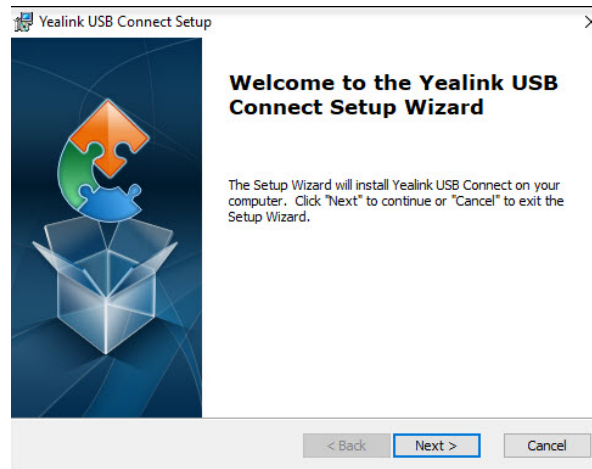
3. Click **Next** to continue.
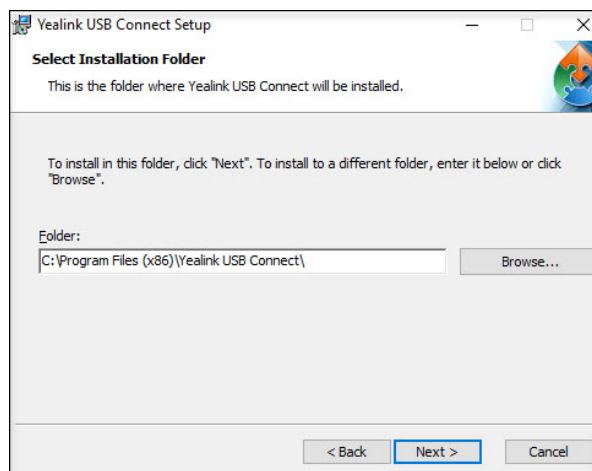
4. Click **Browse…** to select an installation folder and click **Next**.

By default, the Yealink USB Connect application is installed in the directory C:\Program Files\Yealink USB Connect\.
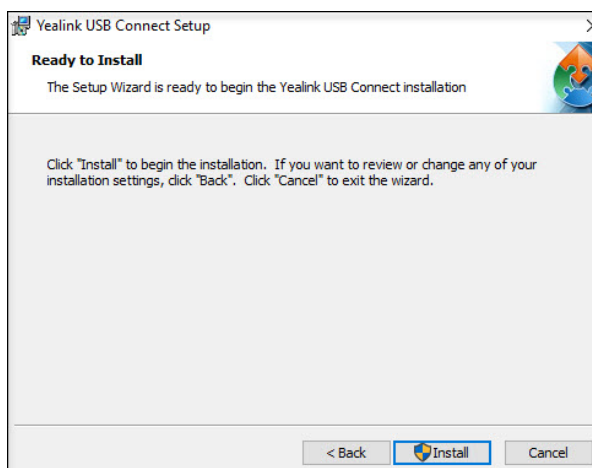
5. Click **Install** to begin the installation.

The installation may take several minutes. After the software has installed, a dialog is displayed as below:
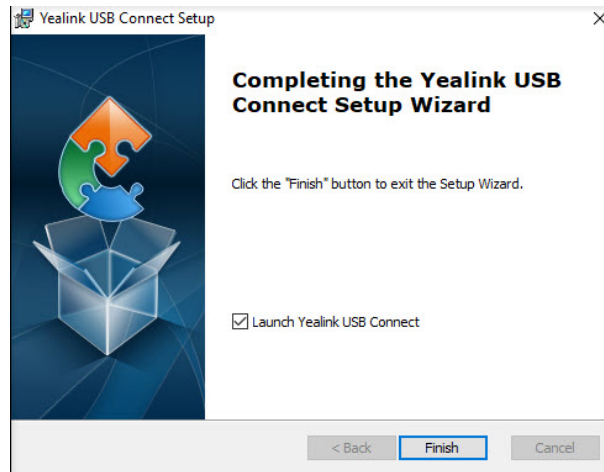
The checkbox of **Launch Yealink USB Connect** is checked by default, as shown above. If the checkbox of **Launch Yealink USB Connect** is not checked, you need to launch the Yealink USB Connect manually.

6. Click **Finish**.

Managing the Yealink USB Connect

- Configuring DM Server
- Switching Platform
- Checking for Updates
- Giving a Feedback
- Setting Language
- Disabling the Software Self-starting
- Disabling the Run Backstage when Close

Configuring DM Server

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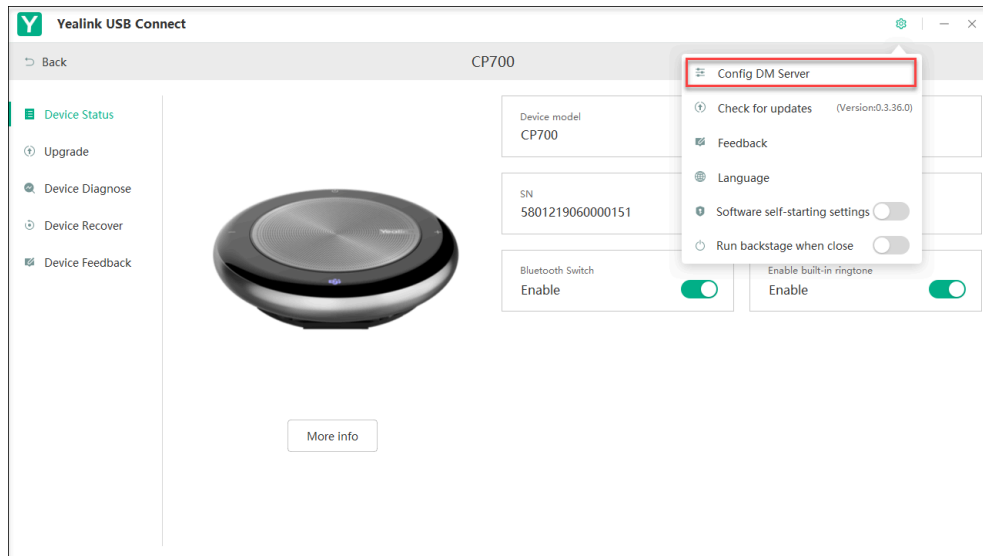
2. Select the desired platform from the **Connect to platform** drop-down menu.

   - 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.
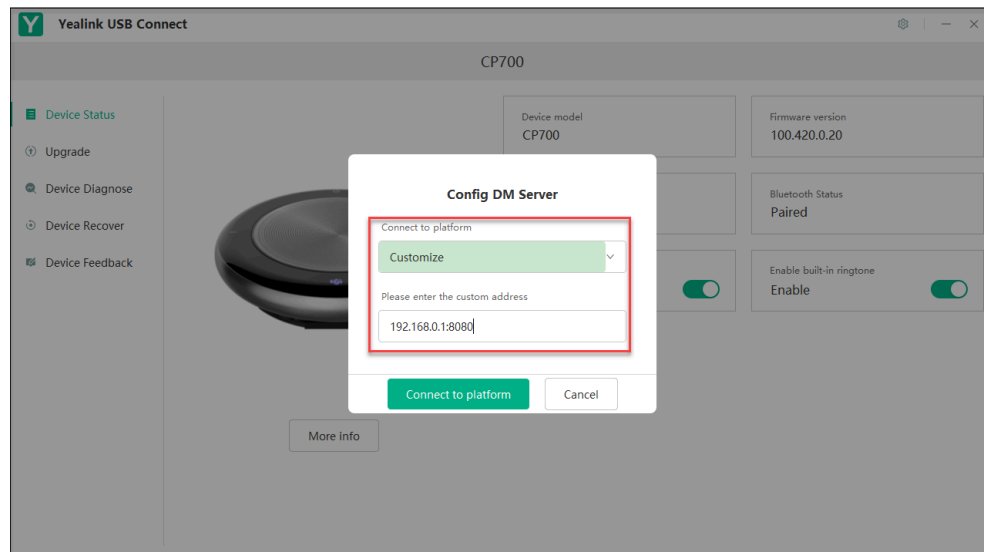
3. Click **Connect to platform**.

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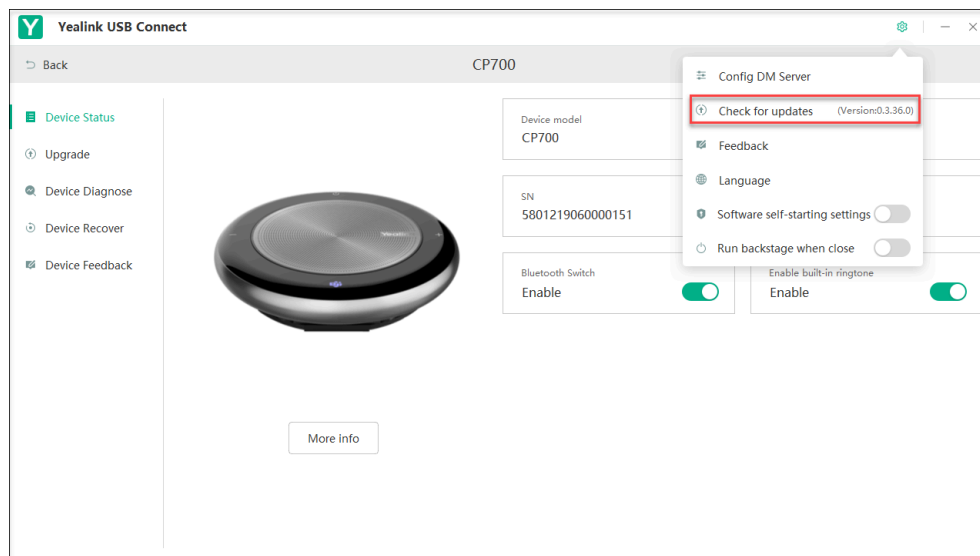
- If no new version is detected, the page displays that the current version is the latest.
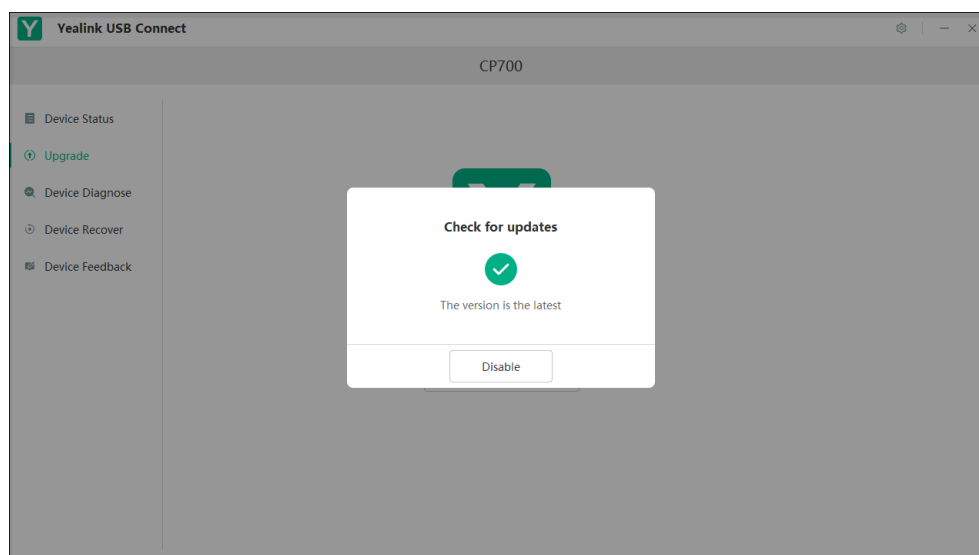
- If a new version is detected, the page displays the available version and the current version, you can click **Update now** to update the software.

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.
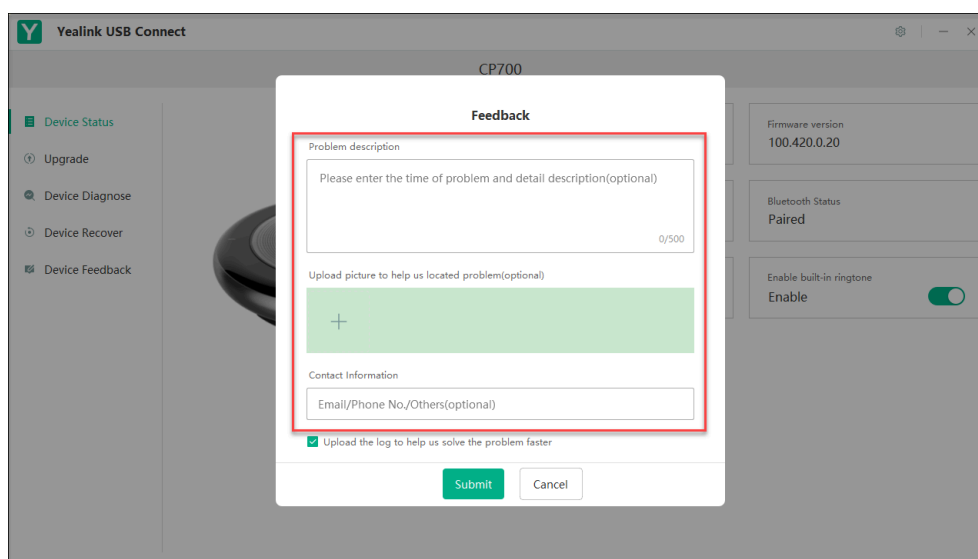
3. Click **Submit**.

   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.

Setting Language

The software supports the following five languages: Chinese, English, German, French, and Japanese, you can switch the interface language display you want.

Procedure

1. Click ⚙ > **Language**.
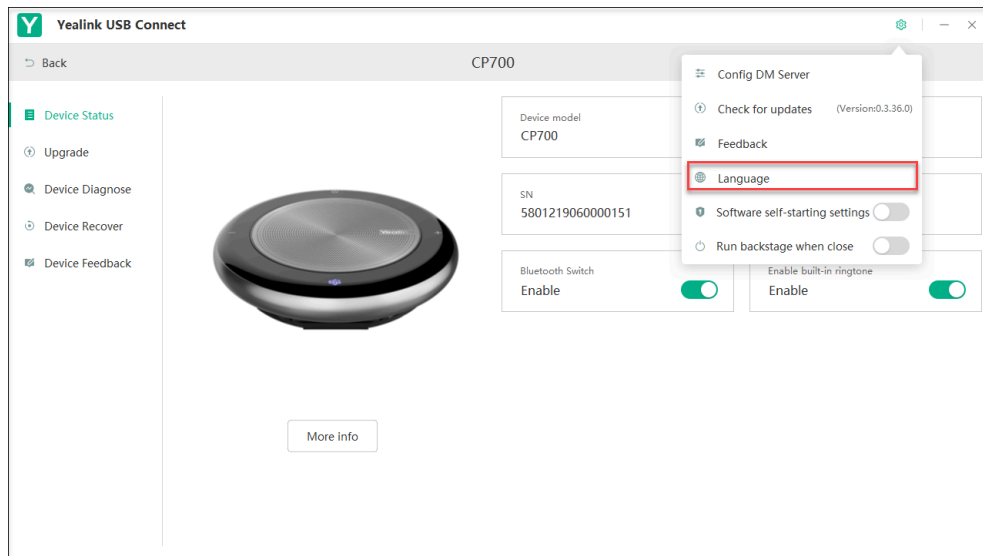
2. Select the desired language from the drop-down menu.

3. Click **OK**.

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**.
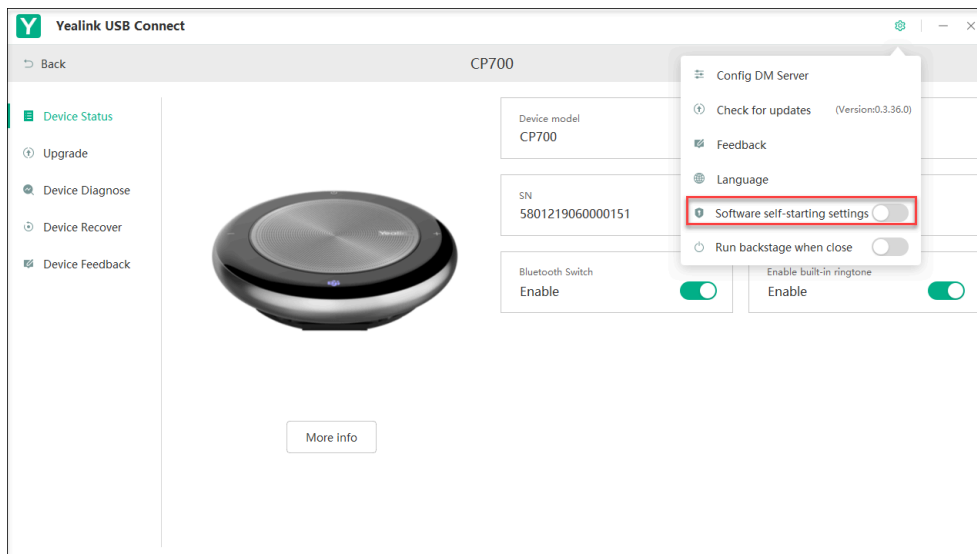
Disabling the Run Backstage when Close

By default, when you close the software, it will run in the background. You can turn off running application in the background, as long as you close the software, it will exit completely.

Procedure

1. Click ⚙ .
2. Turn off **Run backstage when close**.

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
- Presets (only available to UVC30)
- Advanced Setting (only available to UVC30)
- Device Diagnose (only available to CP700/CP900/UVC30)
- Device Recover (only available to CP700/CP900/UVC30)
- Device Feedback

- Device Status
- Upgrade
- Presets
- Advanced Setting
- Device Diagnose
- Device Recover
- Pair Management
- Device Feedback

Device Status

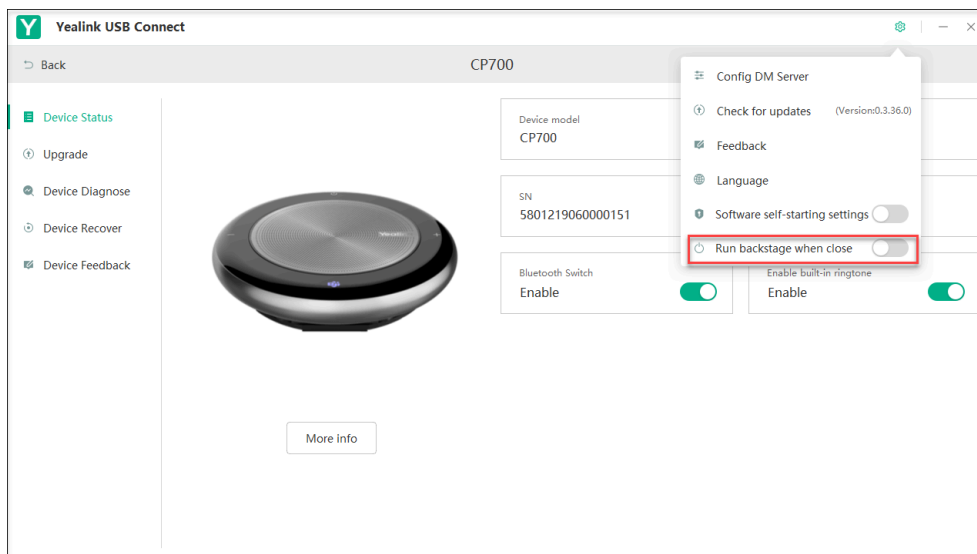Available information on device status includes:

- Device model
- Firmware version
- Attended mode
- Attended status
- SN
- Paired Status (not available to UVC30)
- 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**.
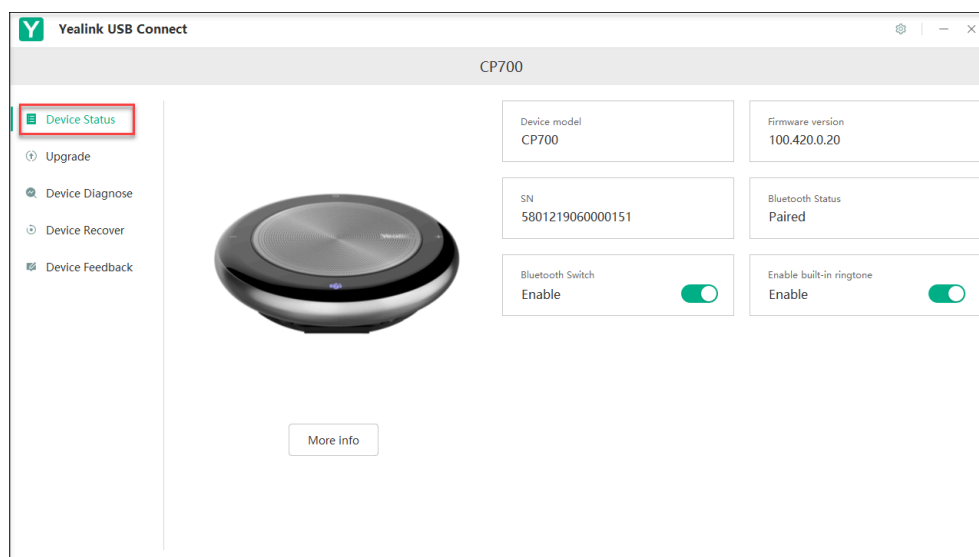
The device status is displayed on the right page.

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**.
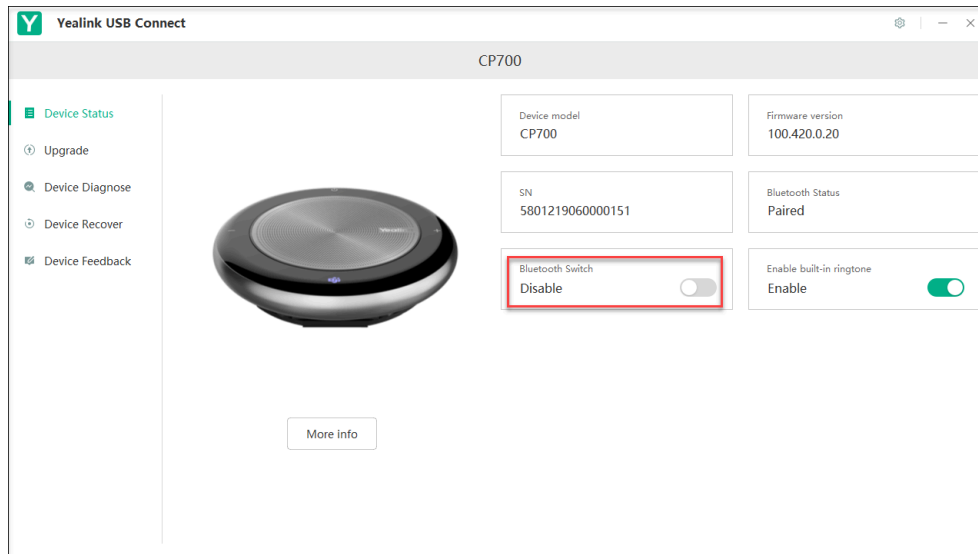
Upgrade

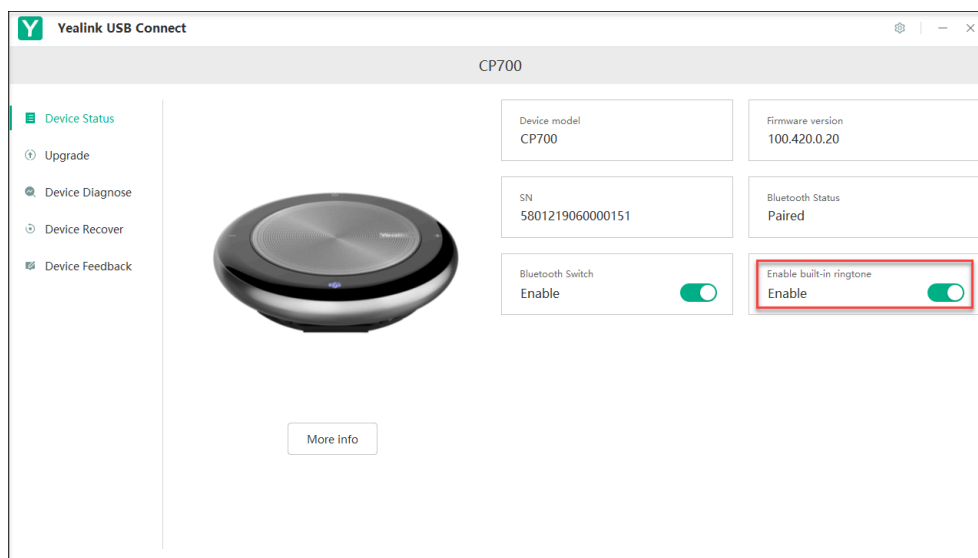Yealink may periodically check for the latest updates to keep your device running smoothly and securely. When there is a version update available, you can choose to check for updates for quick updates. You can also download the installation package and then update the firmware manually.

The latest installation package of CP900/CP700/BT50/UVC30 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/UVC30 without downloading the installation package.

Before you begin

Make sure the CP900/CP700/BT50/UVC30 is connected to your computer.

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

Procedure

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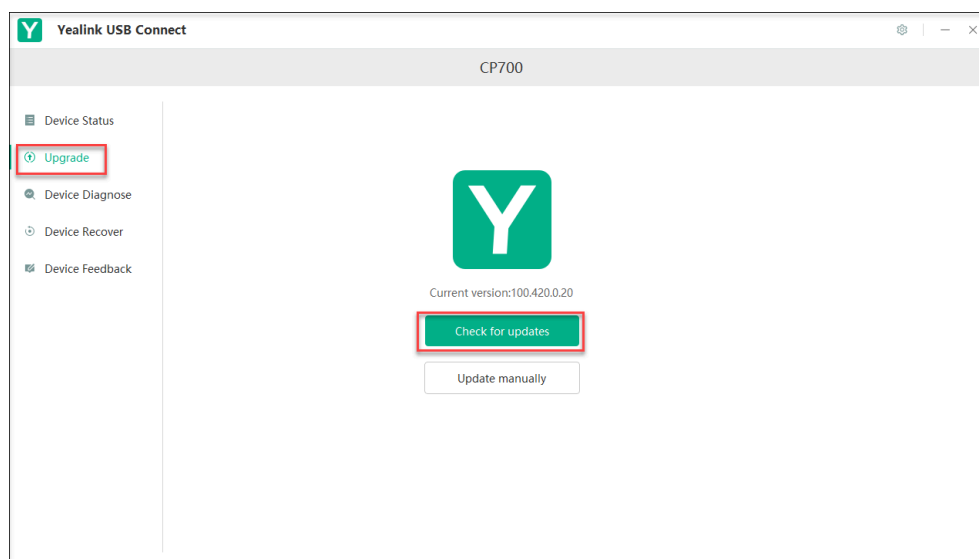
- If no new version is detected, the page displays that the current version is the latest.
- If a new version is detected, the page displays the latest available version and the current version, you can click **Update now** to update the device.

> **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**.
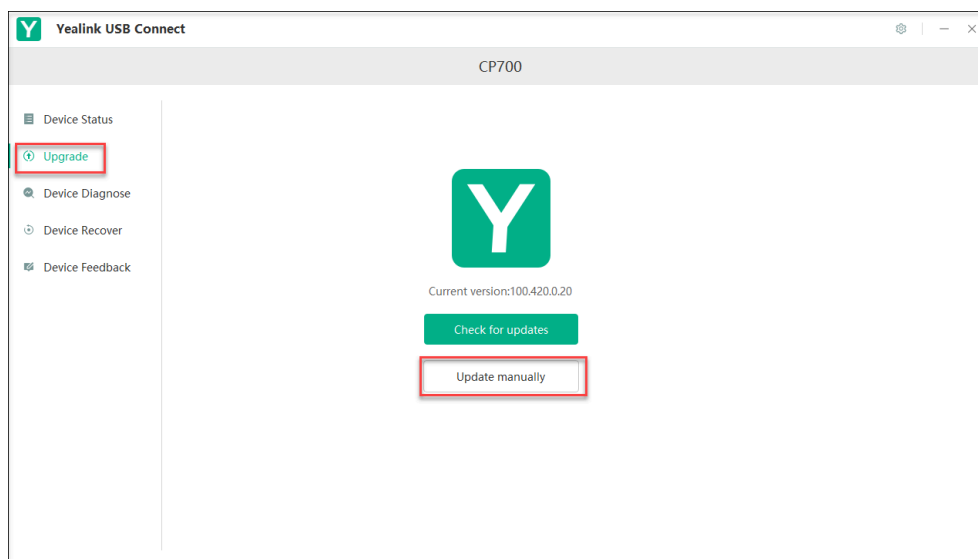
2. Drag the installation package to the specified location or select the installation package from your local system.

3. Click **Update now**.

   The installation may take several minutes.
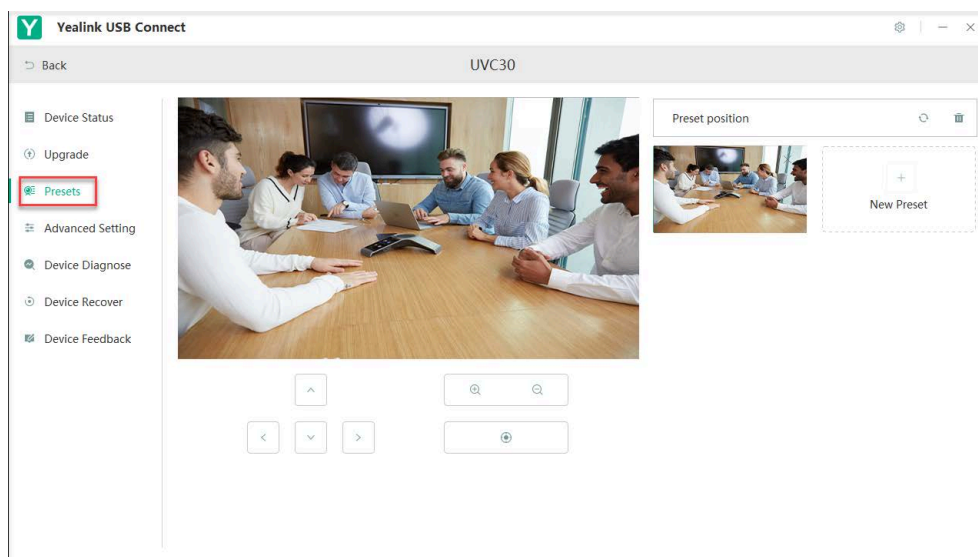
Presets

Presets specify the settings of both the angle and the focal length for the UVC30 camera that can be used to quickly point a camera at a pre-defined location. The camera presets can remain in effect until you change them.

- Creating the Camera Presets
- Updating Camera Presets
- Removing a Camera Preset
- Clearing All Camera Presets
- Restoring the Camera to Initial Position

Creating the Camera Presets

Procedure

1. Click **Presets**.

2. Click the navigation keys to adjust the camera angle.
3. Click ⊕ or ⊖ to adjust the focal length.
4. Click **New Preset** to create a new preset.

Updating Camera Presets

Once the camera is moved to a new location, which will cause the change of your created presets, you can update the presets to obtain a new image. All the presets are updated at one time.

Procedure

1. Click **Presets**.
2. Click ↻ above the preset list to update all presets.

Removing a Camera Preset

Procedure

1. Click **Presets**.

2. Click ☒ at the top-right of the desired preset.

   The screen prompts you whether to delete or not.

3. Click **OK**.

Clearing All Camera Presets

Procedure

1. Click **Presets**.

2. Click 🗑 above the preset list.

   The screen prompts you whether to clear all presets or not.

3. Click **OK**.

Restoring the Camera to Initial Position

Procedure

1. Click **Presets**.

2. Click ◉.

Advanced Setting

You can adjust the camera parameter configuration, such as exposure, graphics, and so on.

- Enabling Auto-framing
- Configuring the Exposure
- Adjusting Graphics
- Adjusting the White Balance Mode
- Configuring the Hangup Mode
- Configuring the Camera Pan Direction
- Displaying the Number of Participants
- Resetting the UVC Camera

Enabling Auto-framing

Auto-framing is mainly based on face detection, which provides real-time detection and position tracking on all faces in the conference room. All participants in the output screen are covered and the camera can be automatically adjusted according to the number of participants and the position changes.

About this task

When the auto-framing feature is enabled, you can not control the UVC30 camera.

Procedure

1. Navigate to **Advanced Setting** > **Auto-framing**.

2. Select **Enable** from the **Auto-framing** drop-down menu.
3. Save the change.

Configuring the Exposure

You can adjust the camera exposure mode.

About this task

UVC30 camera supports the following exposure modes:

- **Auto Exposure**: The goal of auto-exposure is to achieve desired brightness level, or so-called target brightness level in different lighting conditions and scenes, so that the videos or images captured are neither too dark nor too bright.
- **Manual Exposure**: Manual exposure mode allows you to achieve a combined exposure of the camera's aperture size and shutter speed.
- **Shutter Priority**: Shutter priority allows you to choose a specific shutter speed while the camera adjusts the aperture to ensure adequate exposure.
- **Brightness Priority**

Procedure

1. Navigate to **Advanced Setting** > **Exposure**.
2. Select the desired value from the **Exposure mode** drop-down menu.

   - If you select **Auto Exposure**:

     Select the desired value from the **Exposure Compensation**, **Flicker**, **Gain Limit**, **Wide Dynamic Range**, **Photometry** drop-down menu respectively.
   - If you select **Manual Exposure**:

     Select the desired value from the **Shutter**, **Gain**, **Wide Dynamic Range** drop-down menu.
   - If you select **Shutter Priority**:

     Select the desired value from **Shutter**, **Exposure Compensation**, **Gain Limit**, **Wide Dynamic Range**, **Photometry** drop-down menu respectively.
   - If you select **Brightness Priority**:

     Select the desired value from the **Brightness**, **Flicker**, **Wide Dynamic Range**, **Photometry** drop-down menu respectively.
3. Save the change.

Adjusting Graphics

To display the high quality video image, you can adjust the parameters of the camera graphics.

Procedure

1. Navigate to **Advanced Setting** > **Graphics**.
2. Configure the **Display Mode**, **Saturation**, **Sharpness**, **Brightness**, **Contrast**, and **Noise Reduction (2D)** mode.
3. Save the change.

Adjusting the White Balance Mode

To display high quality video image, you can adjust camera white balance.

Procedure

1. Navigate to **Advanced Setting** > **White Balance**.
2. Select the desired value from the **White Balance Mode** drop-down menu.
3. Save the change.

Configuring the Hangup Mode

Hangup mode enables or disables the camera to flip the image view when camera is hung up side down position. If this mode is enabled, the picture took by the camera is upside down. This mode is applicable to install the camera on the meeting room ceiling.

Procedure

1. Navigate to **Advanced Setting** > **Other Setting**.
2. Select **ON** from the **Hangup mode** drop-down menu.
3. Save the change.

Configuring the Camera Pan Direction

You can set the camera pan direction to be normal or reversed. The camera reversed mode means that the camera pan direction will be reversed.

Procedure

1. Navigate to **Advanced Setting** > **Other Setting**.
2. Select **Normal** or **Reversed** from the **Camera Pan Direction** drop-down menu.
3. Save the change.

Displaying the Number of Participants

The camera does not display the number of participants on the video screen by default. If the people counting feature is enabled, the number of participants can be displayed on the camera screen during the conference. So that you can check the number of participants in the conference room.

Procedure

1. Navigate to **Advanced Setting** > **Other Setting**.
2. Select **Enable** from the **People Counting** drop-down menu.
3. Save the change.

Resetting the UVC Camera

Procedure

1. Navigate to **Advanced Setting** > **Other Setting**.
2. In the **Reset Camera** field, click ⟳ .
   The screen prompts you whether to reset the camera or not.
3. Click **OK**.

Device Diagnose

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/audio collecting services that allow you to export log messages/audios to local system or server.

It is only applicable to CP700/CP900/UVC30 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
- Uploading the Audio to the DM Server

Setting the Log Level

About this task
It is not available to UVC30.

Procedure

1. Navigate to **Device Diagnose** > **Log Level**.
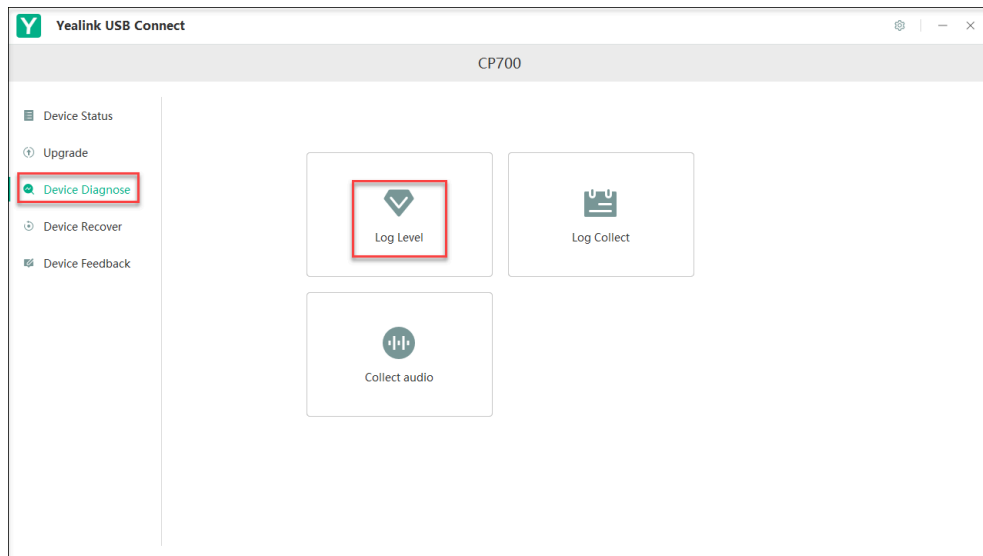
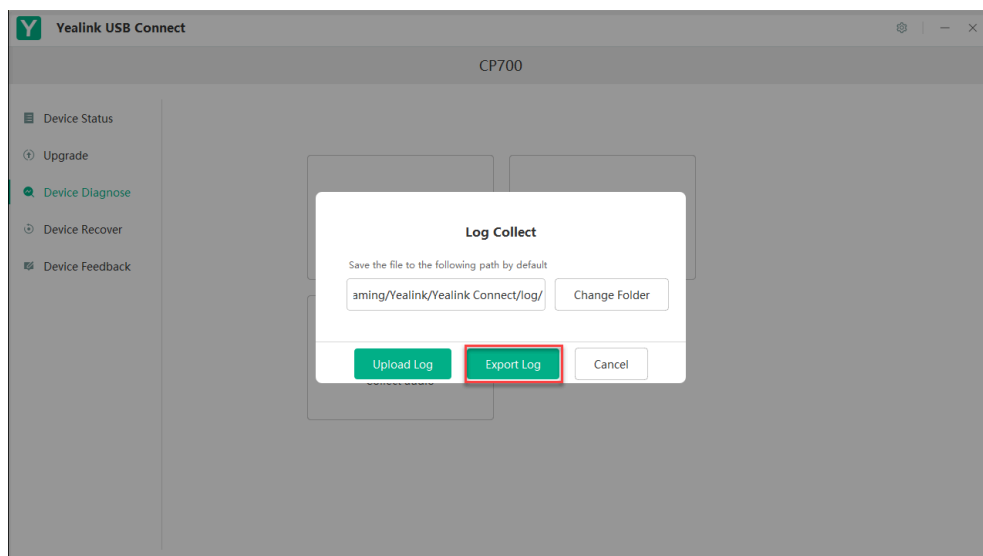2. Select the desired level from the **Choose Log Level** drop-down menu.
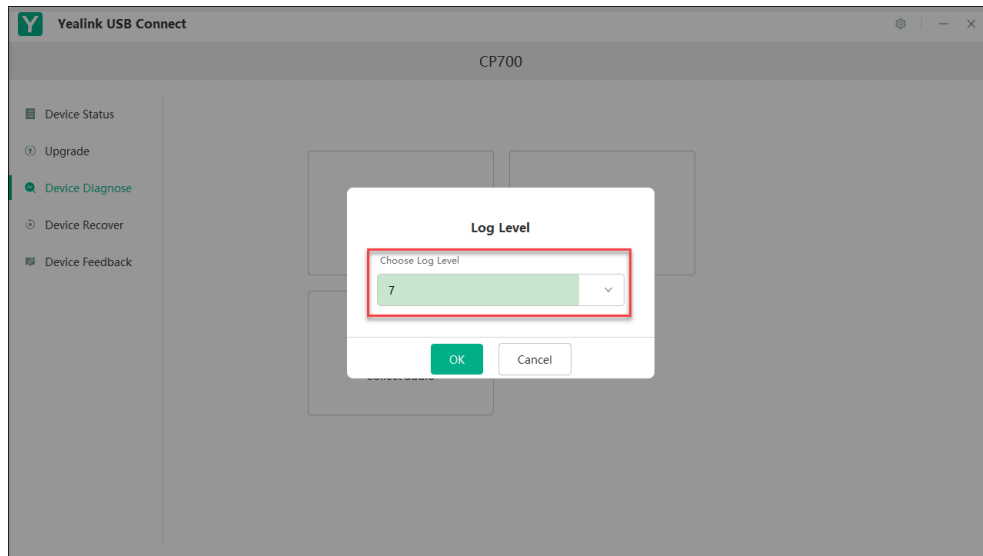
3. Click **OK**.

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.
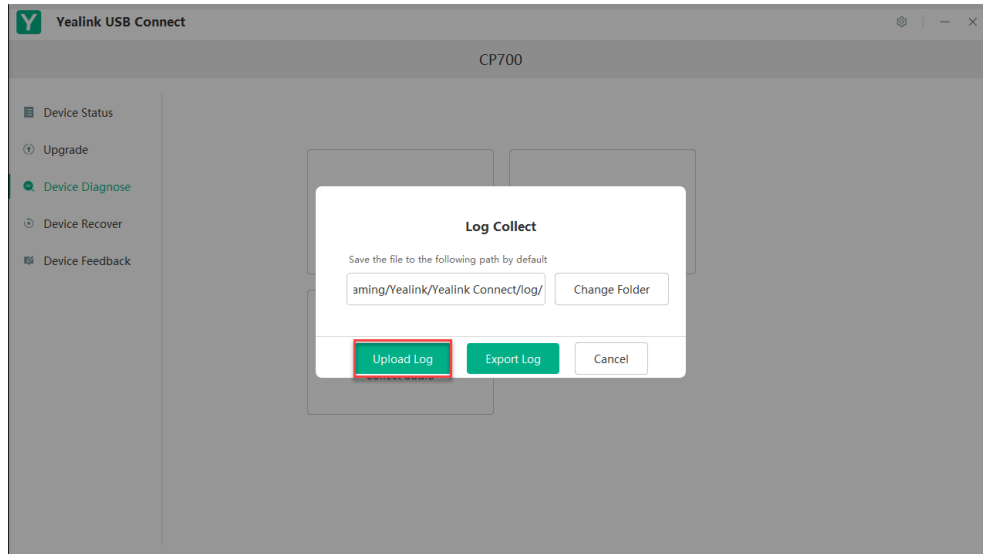3. Click **Export Log**.

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**.
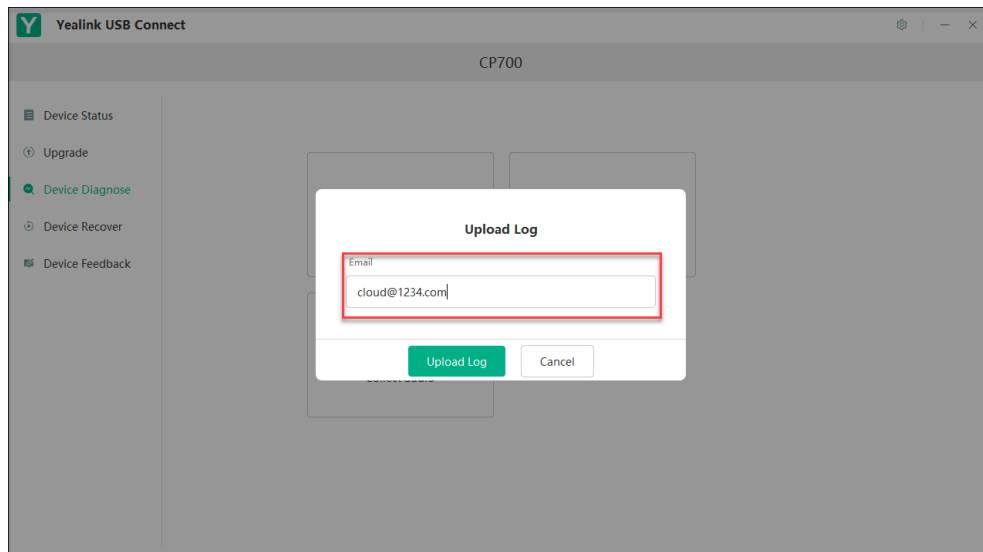
2. Click **Upload Log**.

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**.
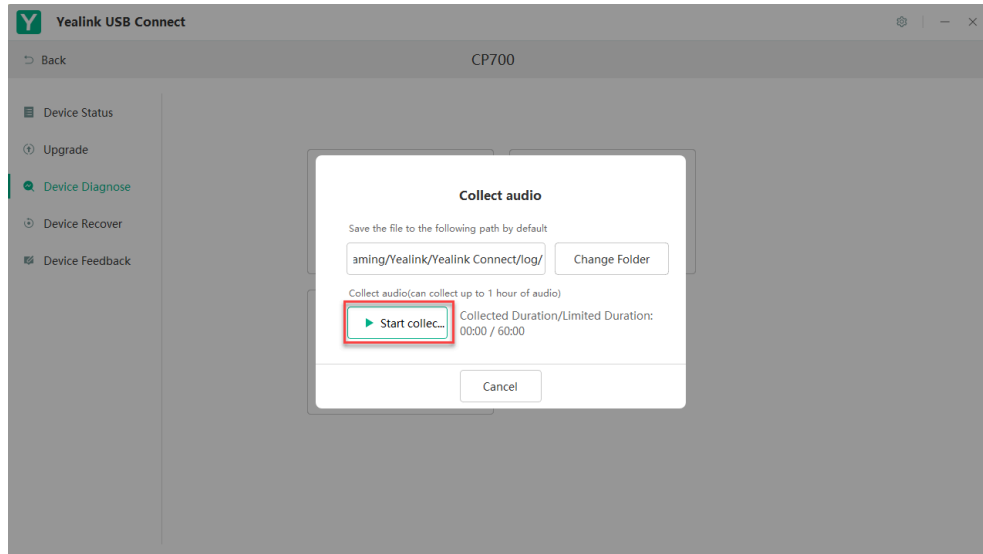
Uploading the Audio to the DM Server

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

About this task

It is not available to UVC30.

Procedure

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

2. Click **Start collect**.

3. Click **Stop collect**.

Related tasks

Configuring DM Server

Device Recover
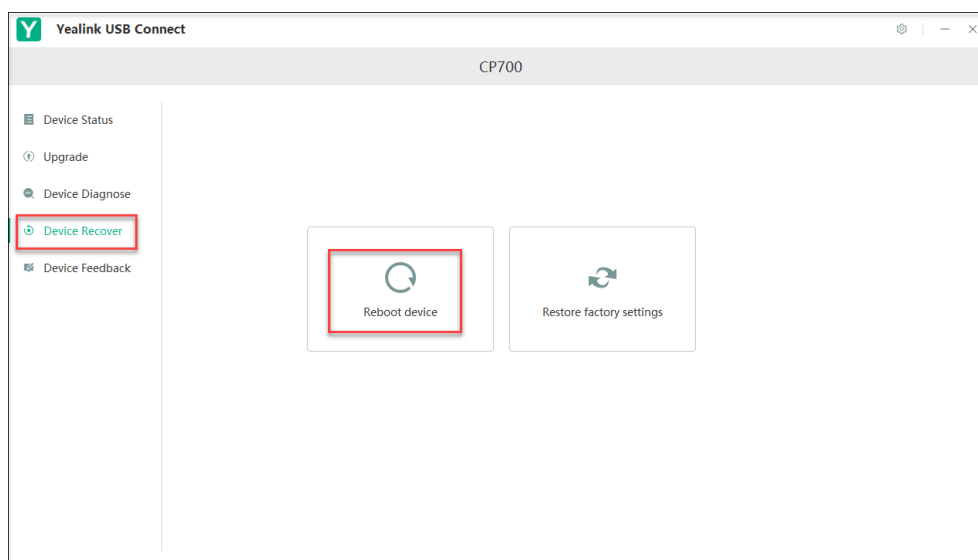
Device recover is only applicable to CP700/CP900/UVC30 device.

- Rebooting the Device
- Resetting to Factory Settings

Rebooting the Device

Procedure

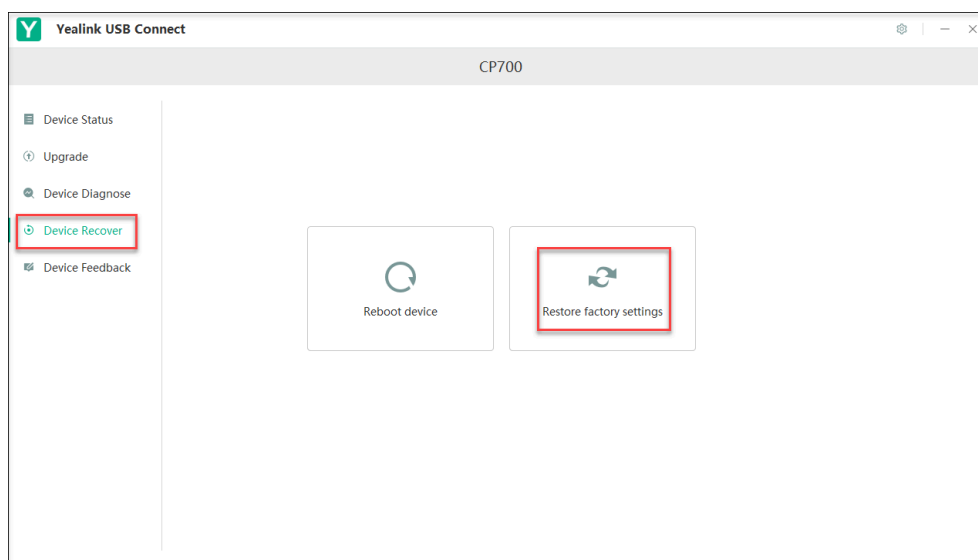1. Navigate to **Device Recover** > **Reboot device**.

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

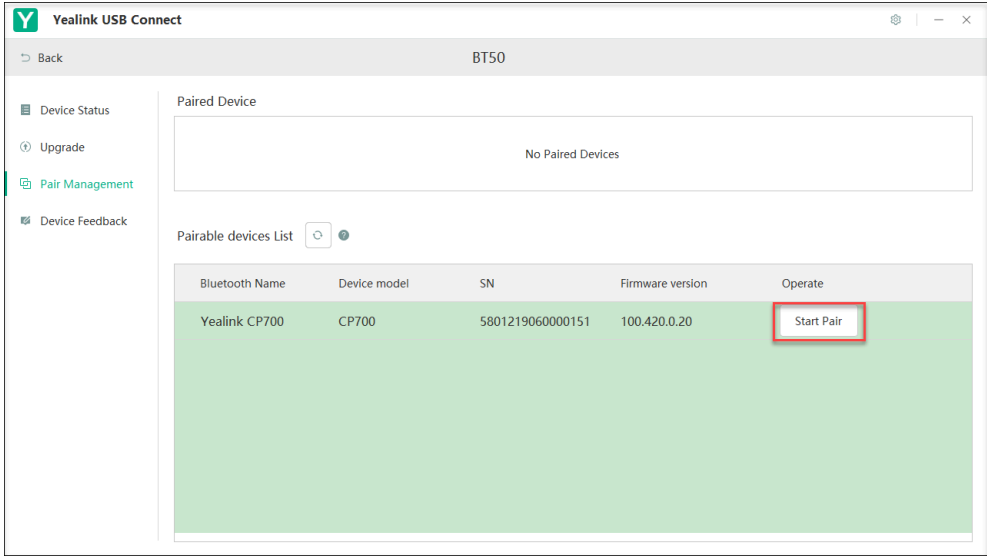## Pairing and Connecting the CP900/CP700

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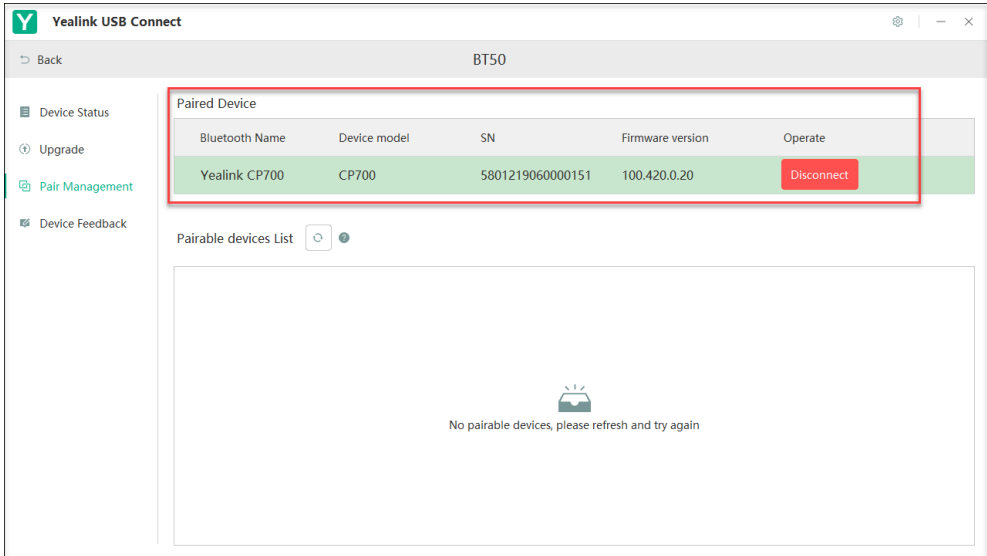
Procedure

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.
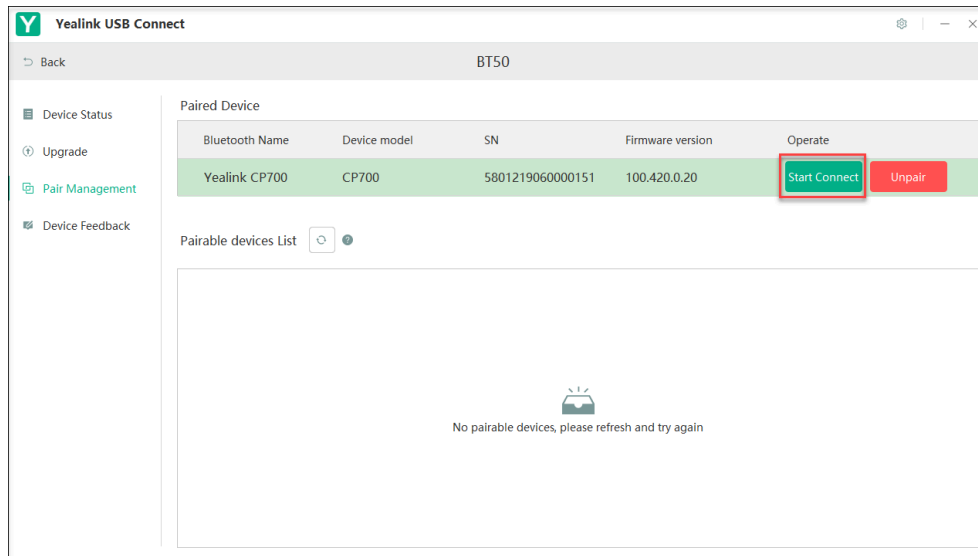

📝 **Note:** When multiple USB devices (the pairing information is empty) are connected, the unpaired BT50 is automatically paired with the speakerphone at the top of the **Pairable devices List**.

Connecting to a Paired Device

Procedure

1. Click **Pair Management**.

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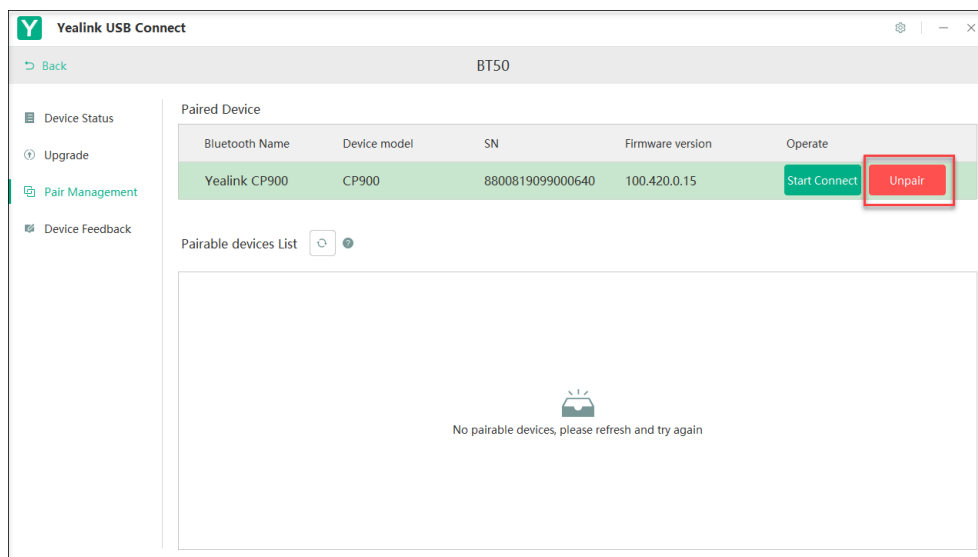

Deleting the Paired Device

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**.
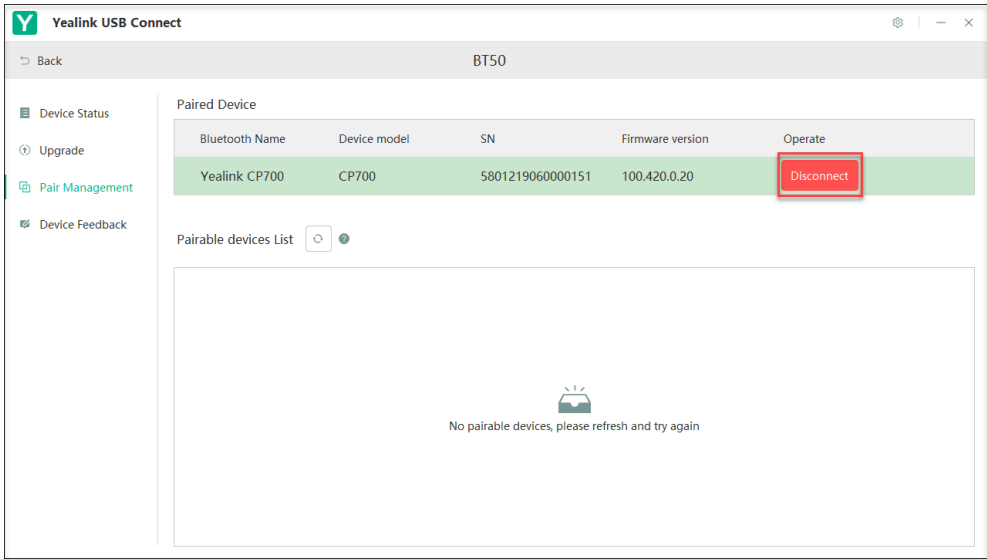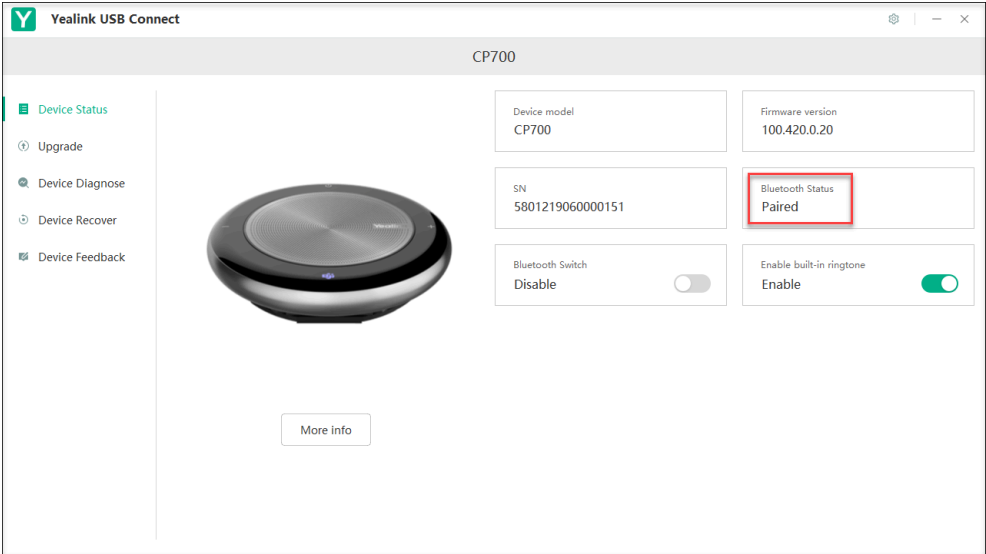

Related tasks

Connecting to a Paired Device

Viewing the Paired Status

You can view the current paired status of the device.

Procedure

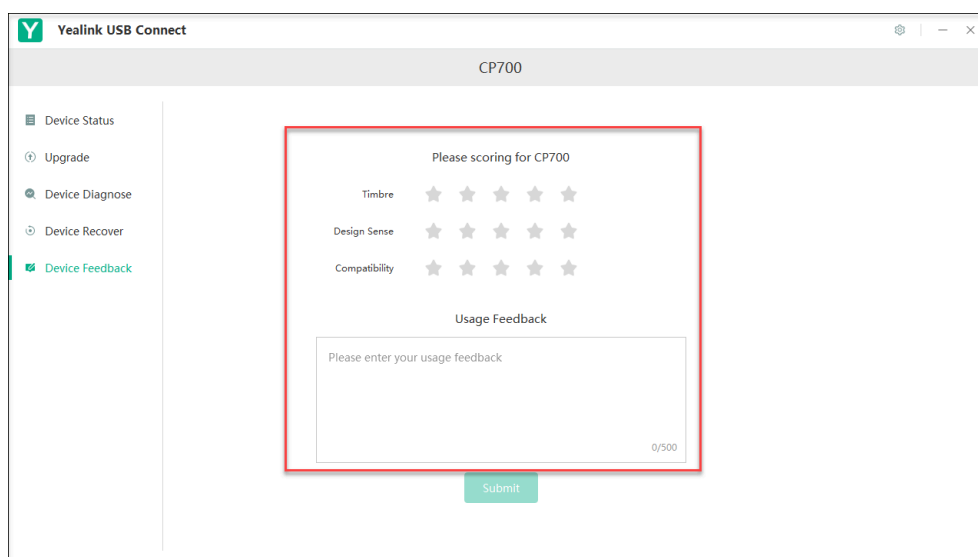On the device management page, click **Device Status**.

The current paired status is displayed on the right page.

Device Feedback

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.


4. Click **Submit**.

Managing Multiple USB Devices

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

When you connect one USB device to your computer and then another, you are currently in the management page of a single device.
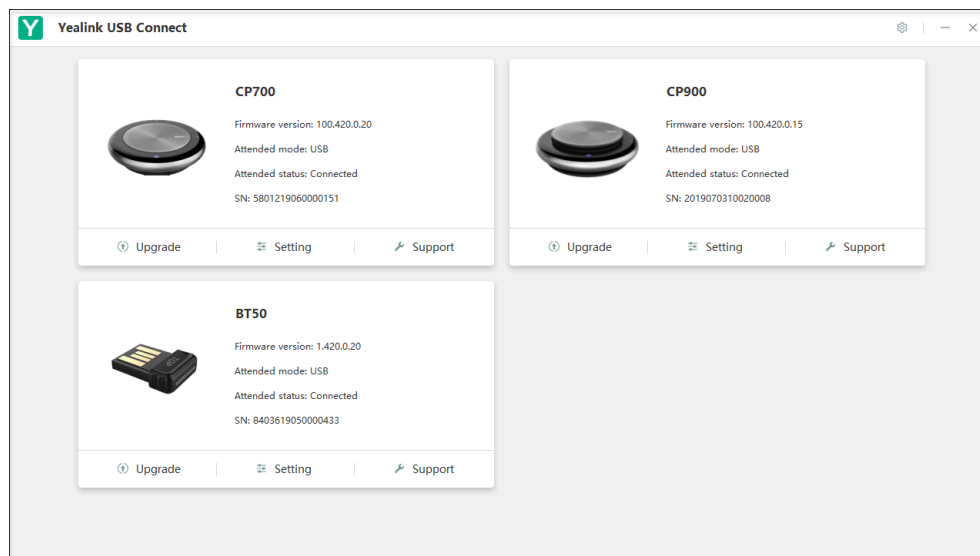
As shown below:
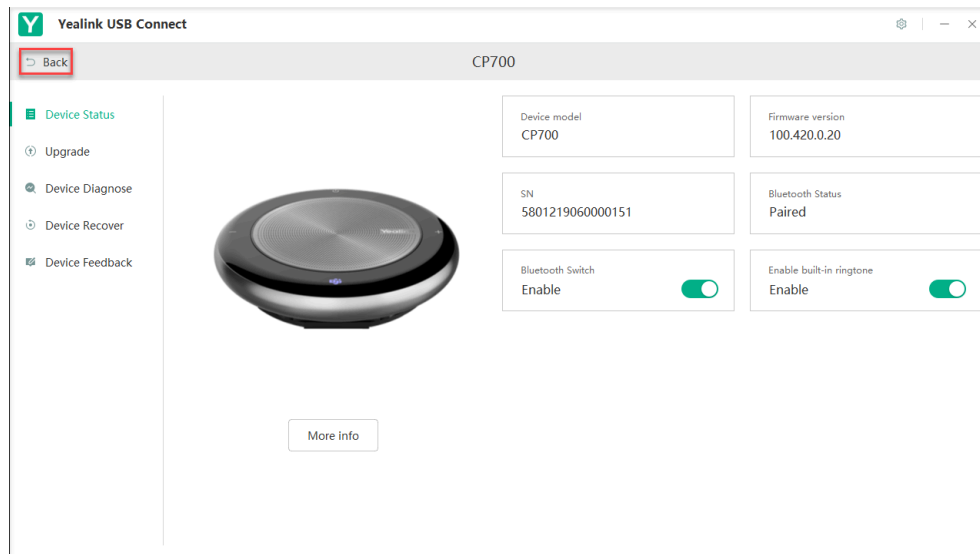
On the management page of a single device, you can do the following:

- 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.
- Drag and drop firmware to the device CARDS and go into the upgrade prompt box.

Device CARD