



Yealink MeetingBar A20 Collaboration Bar for Zoom Rooms Deployment Guide V1.0

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Introduction of MeetingBar A20 for Zoom Rooms

Yealink MeetingBar A20 is the video conferencing system released by Yealink that revolutionizes the Zoom Rooms meeting experience. Perfectly integrated with Zoom Rooms and Yealink cutting-edge audio & video solutions, the Yealink MeetingBar A20 and its controller CTP18 is deemed to cover all the usage scenarios and provide you with the excellent meeting experience in the conference room. Featuring 20MP camera and 133° super wide-angle lens, MeetingBar A20 delivers outstanding video quality. Together with the electric lens cap, its AI technologies allow users to experience a smarter and safer video conference. MeetingBar A20 is capable of content sharing and whiteboard that making the meeting more communicative and collaborative. Simple and flexible deployment but powerful features deliver excellent video collaboration performance.

This guide is applicable to the following MeetingBar A20 and CTP18 running in the following firmware version. Moreover, the firmware version of MeetingBar A20 and CTP18 should match each other.

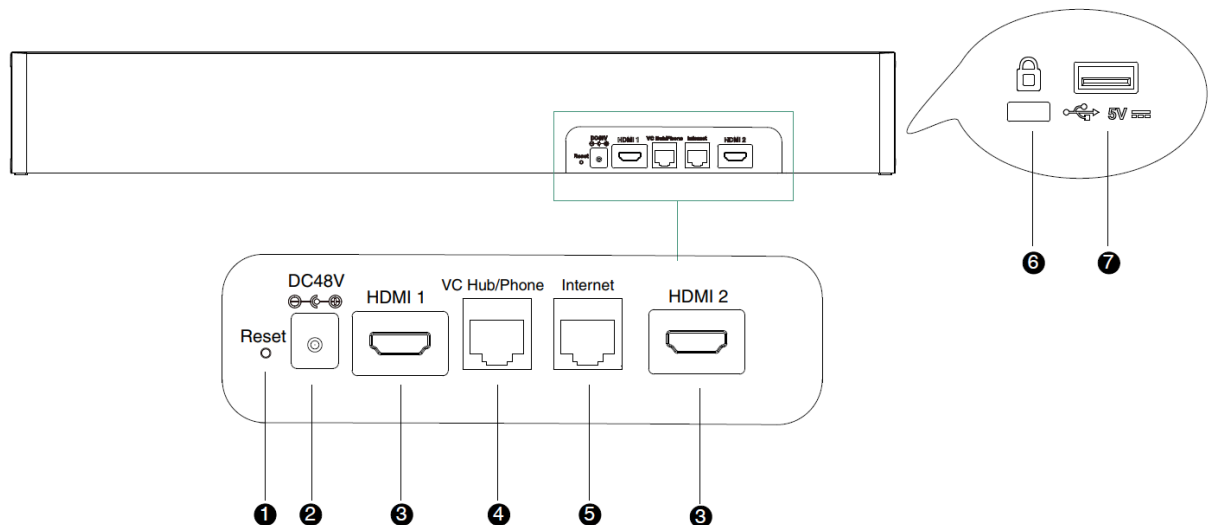
- **MeetingBar A20:** 133.30.0.35.rom or later
- **CTP18:** 133.30.0.30.rom or later
- [Hardware Overview](#)
- [Related Documents](#)
- [Technical Specifications](#)

Hardware Overview

This chapter mainly introduces the hardware of MeetingBar A20 for Zoom Rooms.

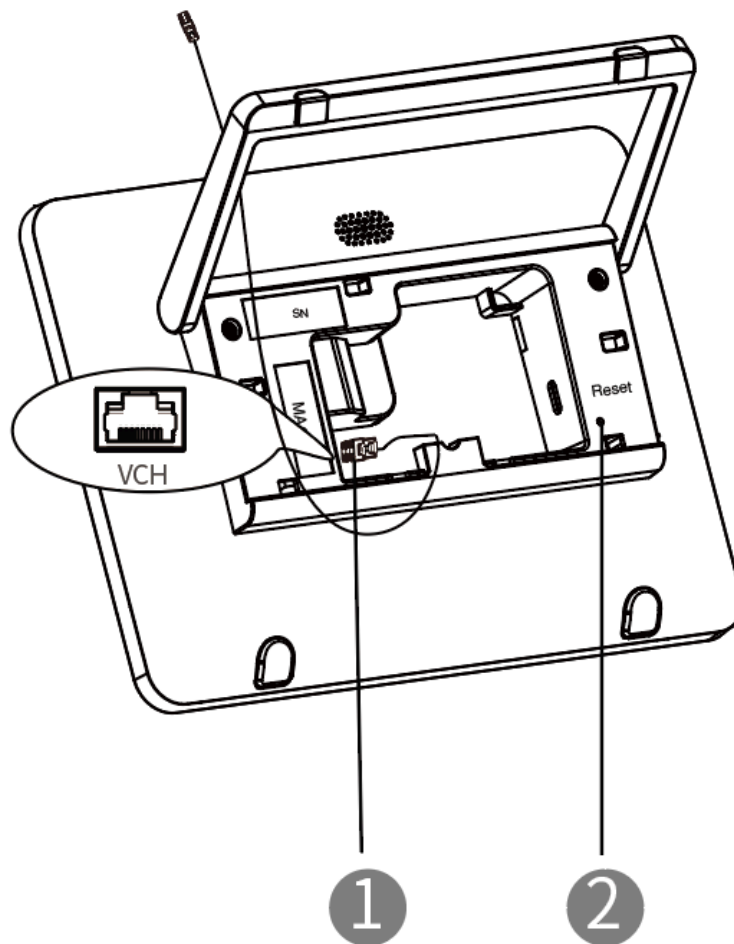
- [MeetingBar A20](#)
- [CTP18 Collaboration Touch Panel](#)

MeetingBar A20



	Port Name	Description
①	Reset Key	Resets to factory defaults.
②	DC48V port	Connects to the power source via a power adapter.
③	HDMI 1 port	Connects to a monitor for displaying video images.
④	VC Hub/Phone	Connects to the PoE port on VCH51 via the standard 7.5 meter network cable for wired content sharing.
⑤	Internet port	Connects to the network device.
⑥	HDMI 2 port	Connects to a monitor for displaying video images.
⑦	Security Slot	Creates a secure connection to the device with a universal security cable to lock the device down.
⑧	USB port	Connects to a wired mouse or a wireless USB dongle to use wireless mouse.

CTP18 Collaboration Touch Panel



	Port Name	Description
①	VCH port	Connects to PoE adapter for power supply and for the network and data transmission.
②	Reset Key	Resets to factory defaults.

Related Documents

The following related documents are available:

- [Yealink CTP18 Quick Start Guide \(EN, CN, DE, ES, FR\) V1.0.pdf](#)
- [Yealink MeetingBar A20 Teams&Zoom Quick Start Guide \(EN, CN, DE, FR, ES\) V1.0.pdf](#)

Technical Specifications

Operating System	Android 9.0
Software	Zoom Rooms
Processor/SSD/RAM	Qualcomm Snapdragon 845 chip
Port	<ul style="list-style-type: none"> • 2 x HDMI HD video output (CEC supported) • 1 x RJ45VCH port for connecting VCH51 • 1 x USB2.0 port • 1 x 10/100/1000M Ethernet port • 1 x Power port • 1 x Reset slot • 1 x Security slot
CTP18	<ul style="list-style-type: none"> • Android 9.0 • 8-inch IPS FHD capacitive touch screen • Power over Ethernet • Conference control • Presentation

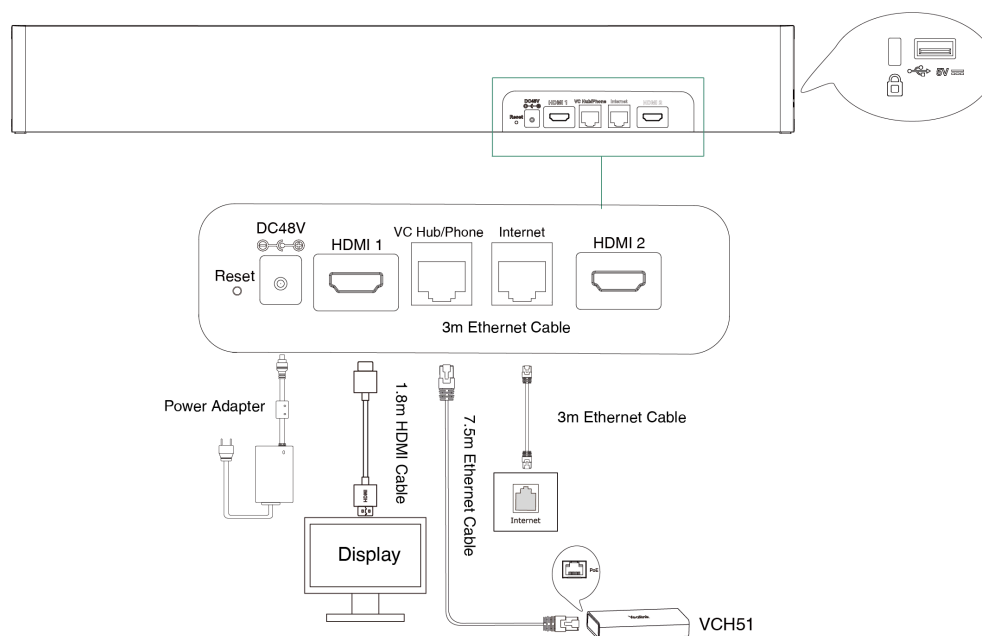
Deployment and Connection


This chapter mainly introduces the deployment and connection of MeetingBar A20 for Zoom Rooms.

CTP18 is connected to MeetingBar A20 in the same LAN through IP pairing, and acts as the controller of MeetingBar A20 for Zoom Rooms.

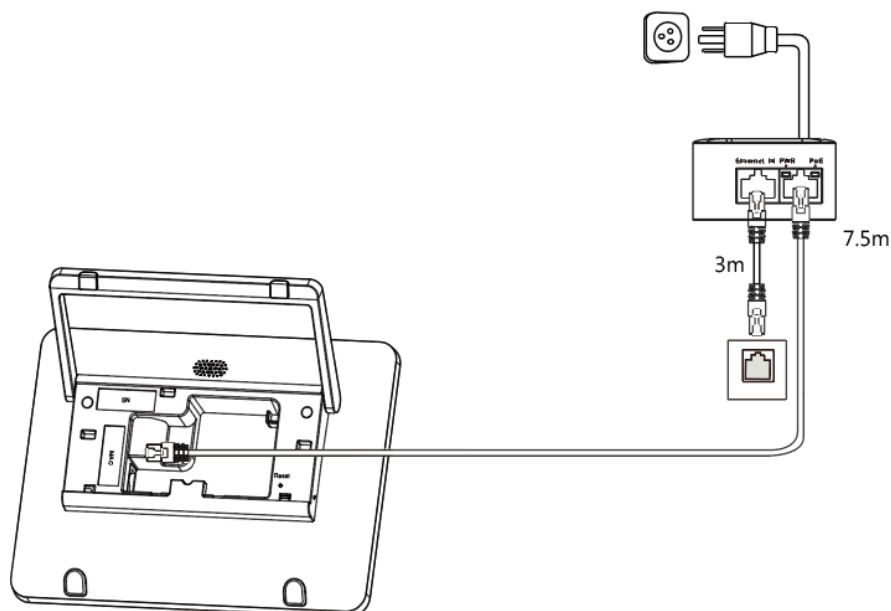
- [Deployment and Connection of MeetingBar A20](#)
- [Deployment and Connection of CTP18](#)
- [Recommended Deployment Solution](#)

Deployment and Connection of MeetingBar A20



 **Note:** If you only connect a display, connect it to the HDMI1 port.

Deployment and Connection of CTP18



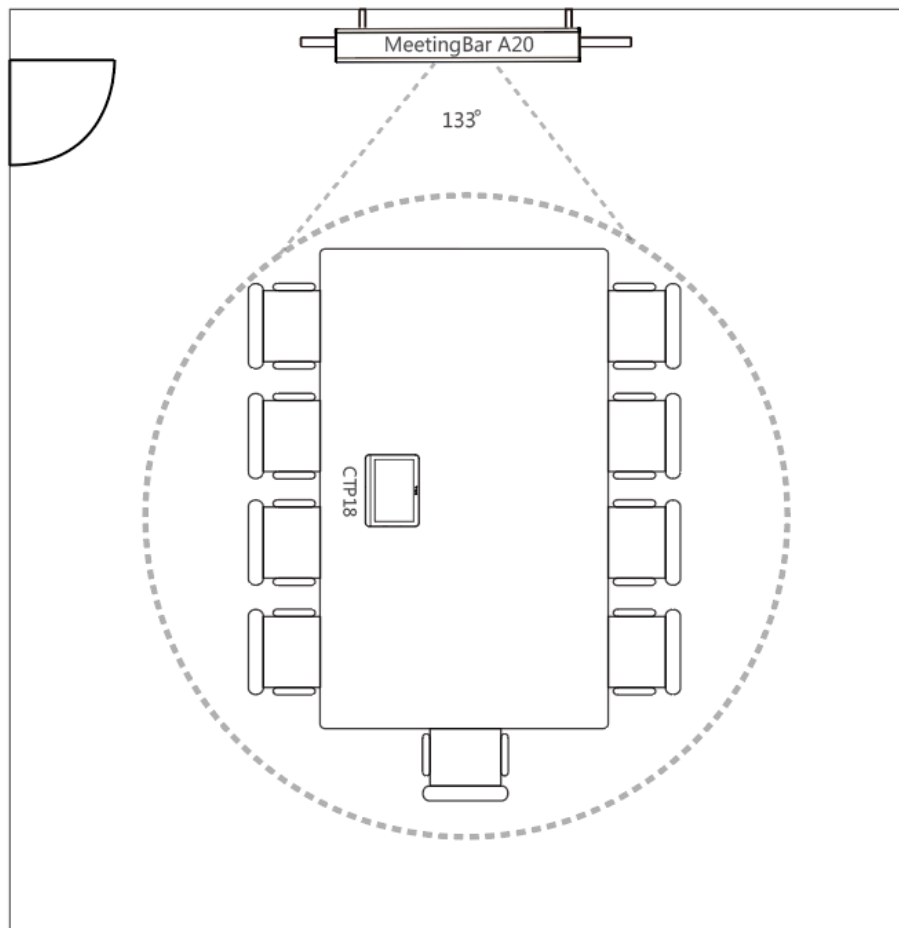
CTP18 will be automatically powered on after connected to the PoE.

Recommended Deployment Solution

- [Recommended Deployment Solution of MeetingBar A20 for Zoom Rooms](#)
- [MeetingBar A20 Installation](#)
- [Recommendations of CTP18 Installation](#)

Recommended Deployment Solution of MeetingBar A20 for Zoom Rooms

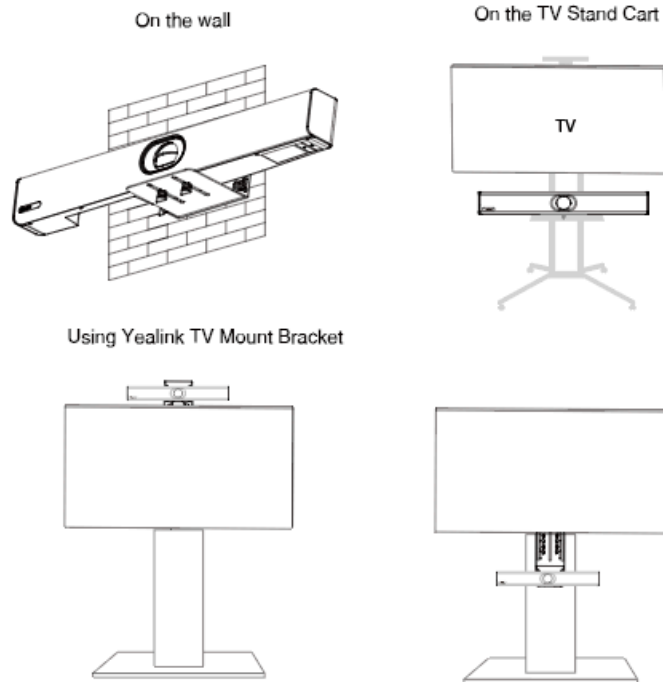
As a highly integrated audio-video collaboration endpoint, MeetingBar A20 for Zoom Rooms is suitable for focus and small meeting room.



MeetingBar A20 Installation

You can mount MeetingBar A20 on a TV stand cart, on the wall or using Yealink TV mount bracket.

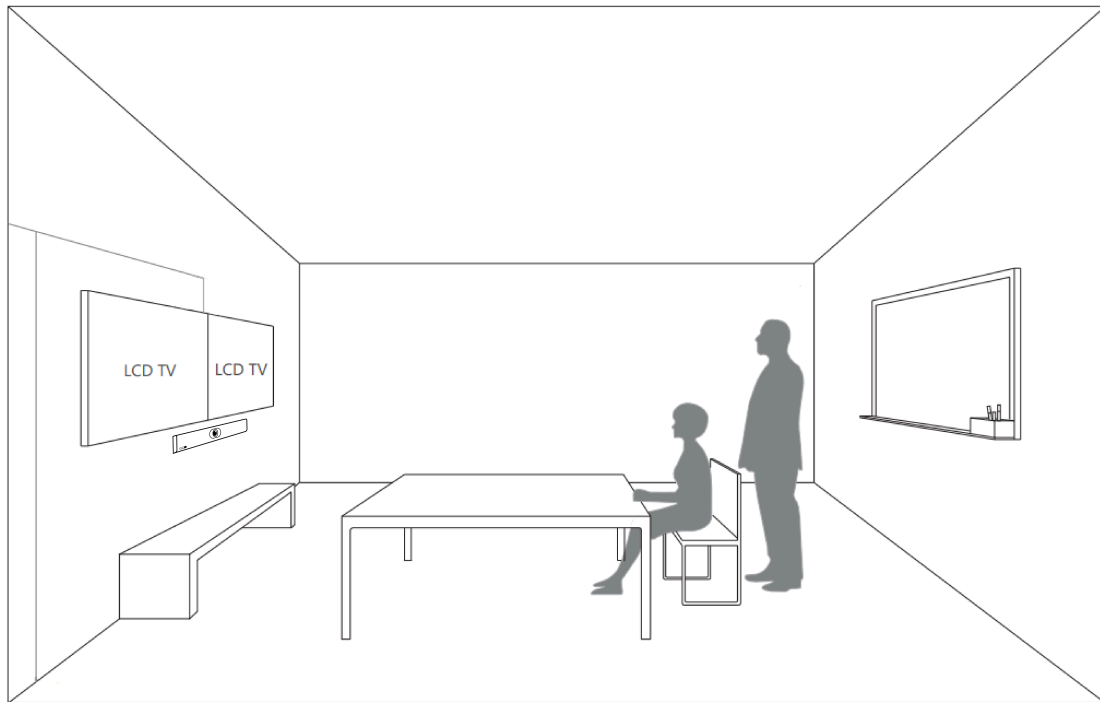
The installation methods are as follows:



- [Recommendations of Camera Installation](#)

Recommendations of Camera Installation

The recommended camera installation is as below:

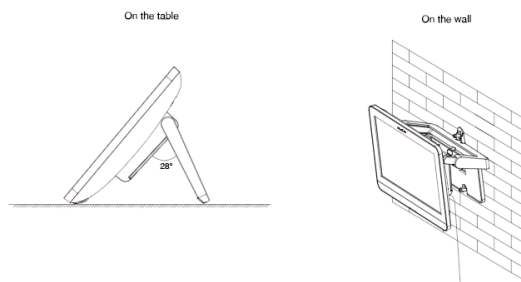


- Install the LCD TV and video camera relative to the center of the participants. Ensure that the participants face the camera and LCD TV directly during calls.
- If the mounting height of LCD TV is more than 120cm, install the camera below the LCD TV. If not, install the camera above the LCD TV.

- The distance between the camera and the LCD TV is about 10cm.
- The camera should not face the light source directly, to prevent bad experience caused by dazzling light.

Recommendations of CTP18 Installation

You can place CTP18 on the table or install it on the wall.



For more information about installing CTP18, refer to [Yealink CTP18 Quick Start Guide \(EN, CN, DE, ES, FR\) V1.0](#).

Powering on or off

After you connect the system (MeetingBar A20 and CTP18) to a power supply, it will automatically power on. The system does not have a power button, so you must unplug the power cable to turn off the power.

Initial Setup

After MeetingBar A20 and CTP18 are powered on for the first time (or reset to factory), you need to complete the initial settings on CTP18 to use CTP18 as the controller of MeetingBar A20.

Procedure

1. Pair CTP18 and MeetingBar A20 via IP address.
2. Select the corresponding language and tap **Next** to go to the Zoom Rooms page.
 - [Pairing CTP18 with MeetingBar A20](#)

Pairing CTP18 with MeetingBar A20

Before using CTP18 as a Zoom Rooms controller, you need to pair CTP18 (pre-installed with Zoom Rooms Controller) and MeetingBar A20 (pre-installed with Zoom Rooms) via IP address.

Before you begin

Make sure that CTP18 and MeetingBar A20 are in the same LAN.

Procedure

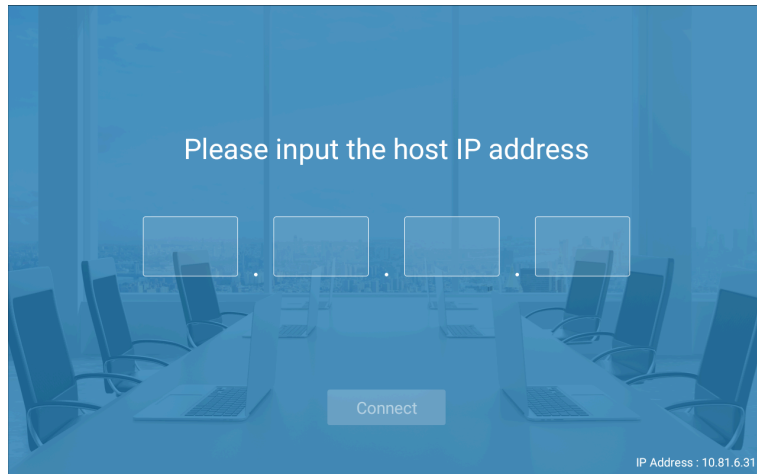
1. After starting MeetingBar A20, the Zoom Rooms app will start automatically.

The IP address is displayed on the initial interface of the display connected to MeetingBar A20.



2. Enter the IP address of MeetingBar A20 on CTP18.

CTP18 (Zoom Rooms Controller) is successfully paired with MeetingBar A20 (Zoom Rooms).



Signing into/Signing out of Your Zoom Rooms Account

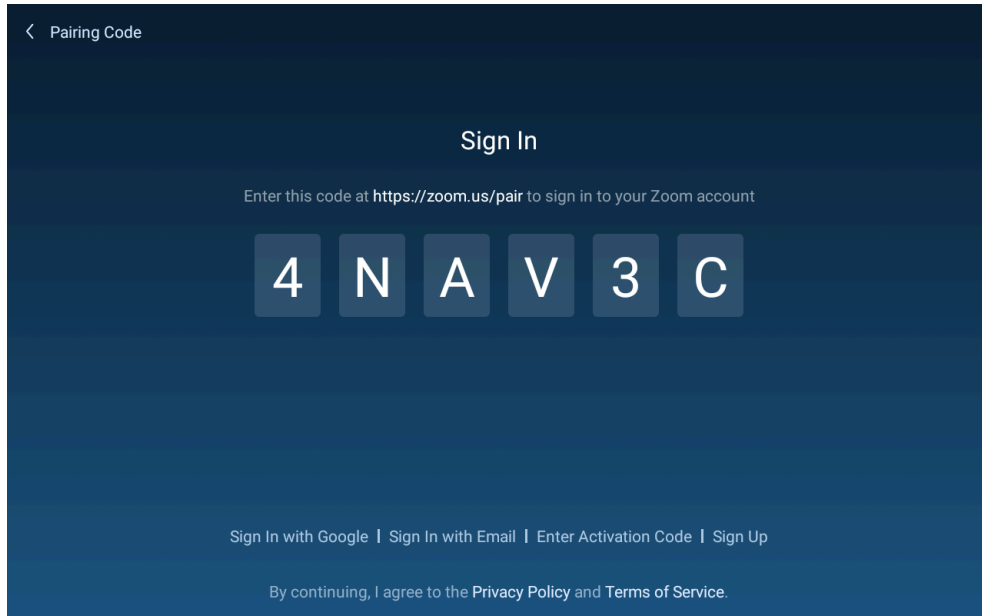
- [Signing into Your Zoom Rooms Account](#)
- [Signing out of Your Zoom Rooms Account](#)

Signing into Your Zoom Rooms Account

After pairing CTP18 with MeetingBar A20, you can sign into Zoom Rooms account on CTP18. At the same time, the Zoom Rooms account will be automatically signed in on MeetingBar A20.

Procedure

1. Tap **Sign In** on the **Meet Now** screen.



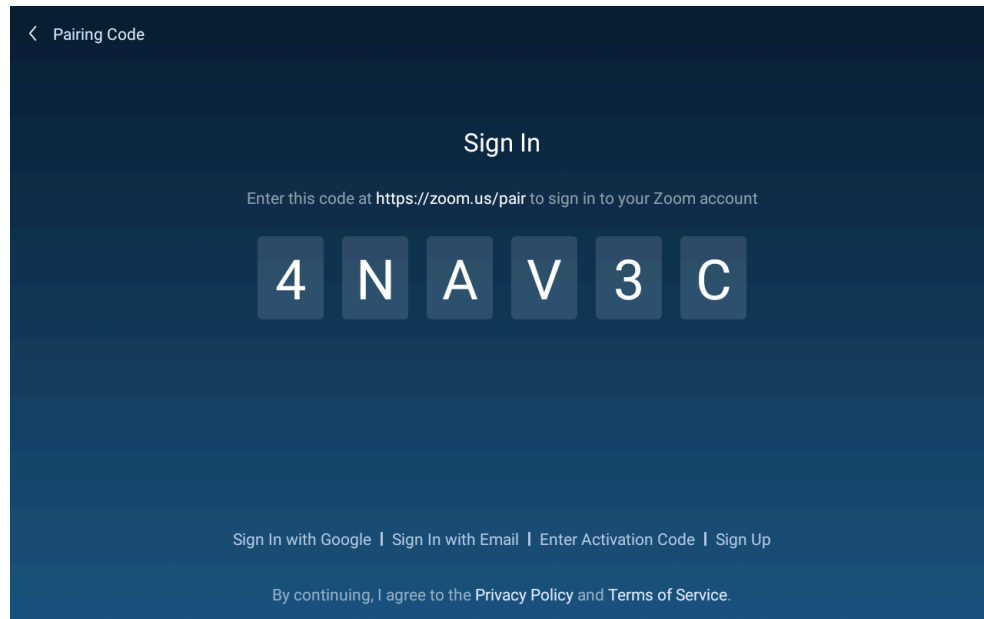
2. Select the desired method: enter the email and password.

- Sign into the Zoom Rooms account on the web page (<https://zoom.us/pair>) and enter the pairing code displayed on CTP18 according to the web page prompts.

Zoom Rooms account will be signed in.

- Select **Sign In with Email** at the bottom, enter the email and password on CTP18, and select **Sign In**.

After sign into the account, select the corresponding room.



The Zoom Room account will be signed into CTP18 and MeetingBar A20 simultaneously.

Signing out of Your Zoom Rooms Account

Procedure

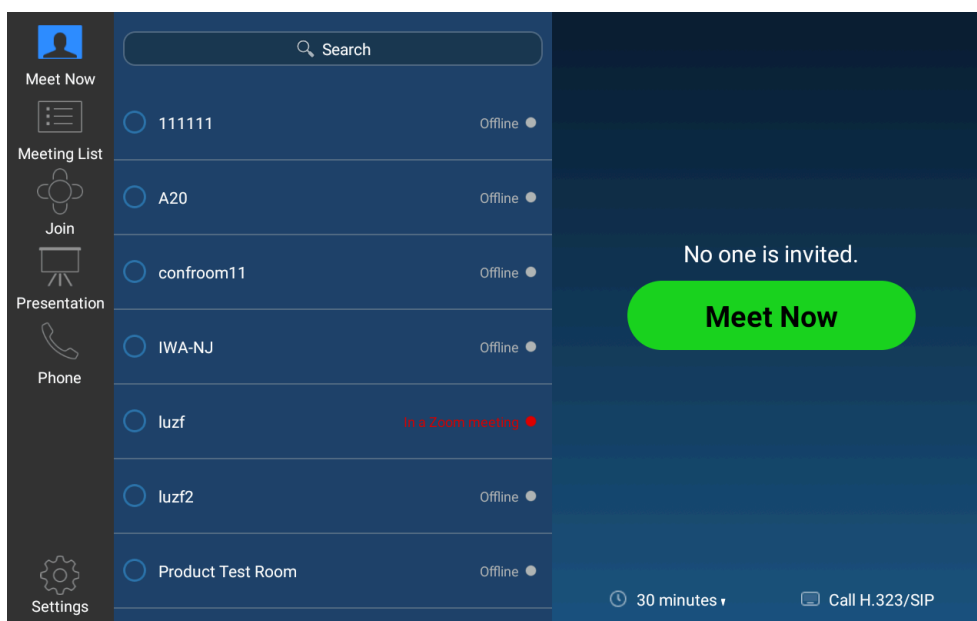
1. Tap **Settings** on the touch screen.
2. If the system has enabled the lock settings feature, enter the room password.
3. Tap **Sign Out**.



Note: If you need to switch the Zoom Rooms account, you need to enter the pairing code displayed on the MeetingBar A20 on CTP18 to pair, and then sign into the new account.

Basic Features for Zoom Rooms Systems

After you sign into your account on CTP18, the touch screen console is displayed as below.



- **Meet Now:** tap **Meet Now** to initiate a meeting immediately.
- **Meeting List:** tap **Start** to join the scheduled meeting.
- **Join:** tap **Join** and enter the meeting ID or personal link name to join a meeting.
- **Phone:** Tap **Phone** to dial a number.
- **Presentation:** Tap **Presentation** to start sharing your screen.
- **Settings:** Tap **Settings** to check the status of the connected microphone, speaker, and camera or configure system settings.

Go to **Settings** > **About** and you view the controller version, controller IP, and the privacy policy.

- In Meeting Control screen, you can do the following:
 - Mute/unmute microphones
 - Show/hide the local video
 - Record the meeting to the cloud
 - Share content
 - Control camera
 - View/manage meeting participants
 - Invite other participants to the meeting
 - Change view
 - Device settings (select the microphone, speaker, camera and so on)
 - Control the meeting volume
 - Leave/end the meeting
 - Security
 - View chat

For more information on Zoom Rooms, please visit [Zoom Rooms Help Center](#).

Setting the Camera

About this task



Note: If the system has enabled the lock settings feature, you need to enter the room password before entering the system settings.

- [Controlling MeetingBar A20](#)
- [Adjusting the Camera Exposure](#)
- [Adjusting the White Balance](#)
- [Adjusting the Display Image of the Camera](#)
- [Setting the Hangup Mode](#)
- [Adjusting the Camera Pan Direction](#)
- [Resetting the Camera](#)

Controlling MeetingBar A20

- [Enabling/Disabling Auto Framing](#)
- [Controlling the Camera](#)
- [Creating/Resetting Presets in a Meeting](#)
- [Renaming Presets in a Meeting](#)
- [Setting Camera to the Preset Position](#)

Enabling/Disabling Auto Framing

With the real-time face detection and position tracking, the auto framing feature can automatically adjust the camera according to the number and the position of the participants, covering every participant in the conference.

About this task



This feature will be automatically disabled if you manually use the PTZ feature or adjust the presets after enabling this feature. If you need to use this feature, re-enable it.

Procedure

1. On the idle screen, tap **Settings > General > System Settings > Others**.
During a meeting, tap **Camera Control**.
2. Enable/disable **Auto Framing (Auto-framing)**.

Controlling the Camera



Procedure

1. On the idle screen, tap **Settings > General > System Settings > Control**.
During a meeting, tap **Camera Control**.
2. Tap  (⊖) /  (⊕) to zoom in or zoom out the camera.
3. Tap the navigation keys pan or tilt the camera.

Creating/Resetting Presets in a Meeting

Presets are the pre-saved settings of both the angle and the focal length for the camera. You can use it to quickly point a camera at a pre-defined location.

Procedure

1. During a meeting, tap **Camera Control**.
2. Tap  /  to adjust the focal length.
3. Tap the navigation keys pan or tilt the camera.

4. Long press **Preset 1/Preset 2/Preset 3**, select **Save position** to create or reset the preset.

Renaming Presets in a Meeting

Procedure

1. During a meeting, tap **Camera Control**.
2. Long press **Preset 1/Preset 2/Preset 3**, select **Rename**.
3. Enter the name for the preset.
4. Tap **OK**.

Setting Camera to the Preset Position

Procedure

1. During a meeting, tap **Camera Control**.
2. Select **Preset 1/Preset 2/Preset 3**.

The camera will be set to the corresponding preset position.

Related tasks

[Creating/Resetting Presets in a Meeting](#)

Adjusting the Camera Exposure

- [Configuring Auto Exposure Mode](#)
- [Configuring Manual Exposure Mode](#)
- [Configuring the Mode of Shutter Priority](#)
- [Configuring the Mode of Brightness Priority](#)

Configuring Auto Exposure Mode

The auto-exposure feature can achieve the 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.

Procedure

1. On the idle screen, tap **Settings > General > System Settings > Exposure Settings**.
2. Select **Auto Exposure** from the pop-up menu of **Exposure mode**.
3. Configure and save the following settings:

Parameter	Description
Exposure Compensation	<p>Configure the value of exposure compensation.</p> <p>The exposure compensation is used to compensate the camera effectively when the camera is shooting in a backlit environment. If the environment light is dark, you can increase the compensation value.</p> <p>Note: The value can be any integer from -6 to 6. The default value is 0.</p>

Parameter	Description
Flicker	<p>Configure the value of camera flicker frequency.</p> <p>The supported types are as follows:</p> <ul style="list-style-type: none"> • 50 Hz • 60 Hz • Off <p>The indoor lights powered by a 50 Hz or 60 Hz power source may produce a flicker. You can adjust the camera flicker frequency according to the power source that the light is powered by.</p> <p>Default: 50 Hz.</p>
Gain Limit	<p>Specify the value.</p> <p>The value can be any integer from 1 to 15.</p> <p>Default: 15.</p>
Wide Dynamic Range	<p>Off or Specify the WDR. The value represents the compression degree of the dynamic range</p> <p>Cameras with WDR technology can work perfectly both in the bright and the dark conditions and present clear images that balances different lighting, so that you can identify the details.</p> <ul style="list-style-type: none"> • Off-do not use WDR. • 1~5 <p>Default: Off.</p>
Metering	<p>Configure the value of metering.</p> <ul style="list-style-type: none"> • Average • Central • Bottom • Top <p>Default: Average.</p>

Configuring Manual Exposure Mode

Manual exposure mode allows you to achieve a combined exposure of the camera aperture size and the shutter speed.

Procedure

1. On the idle screen, tap **Settings > General > System Settings > Exposure Settings**.
2. Select **Manual Exposure** from the pop-up menu of **Exposure Mode**.
3. Configure and save the following settings:

Parameter	Description
Gain Limit	<p>Specify the value.</p> <p>Default: 2.</p>

Parameter	Description
Wide Dynamic Range	<p>Off or Specify the WDR. The value represents the compression degree of the dynamic range</p> <p>Cameras with WDR technology can work perfectly both in the bright and the dark conditions and present clear images that balances different lighting, so that you can identify the details.</p> <ul style="list-style-type: none"> • Off-do not use WDR • 1~5 <p>Default: Off.</p>
Shutter	<p>Configure the value of the shutter.</p> <p>Value: 1/60, 1/90, 1/100, 1/125, 1/180, 1/250, 1/350, 1/500, 1/725, 1/1000, 1/1500, 1/2000, 1/3000, 1/4000, 1/6000, 1/10000</p> <p>Default: 1/100.</p>

Configuring the Mode of Shutter Priority

Shutter priority allows you to choose a specific shutter speed while the camera adjusts the aperture to ensure adequate exposure.

Procedure

1. On the idle screen, tap **Settings > General > System Settings > Exposure Settings**.
2. Select **Shutter Priority** from the pop-up menu of **Exposure Mode**.
3. Configure and save the following settings:

Parameter	Description
Exposure Compensation	<p>Configure the value of exposure compensation.</p> <p>The exposure compensation is used to compensate the camera effectively when the camera is shooting in a backlit environment. If the environment light is dark, you can increase the compensation value.</p> <p>Note: the value is from -6 to 6. The default value is 0.</p>
Gain Limit	<p>Specify the value.</p> <p>The value can be any integer from 1 to 15.</p> <p>Default: 15.</p>
Wide Dynamic Range	<p>Off or Specify the WDR. The value represents the compression degree of the dynamic range</p> <p>Cameras with WDR technology can work perfectly both in the bright and the dark conditions and present clear images that balances different lighting, so that you can identify the details.</p> <ul style="list-style-type: none"> • Off-do not use WDR. • 1~5 <p>Default: Off.</p>

Parameter	Description
Metering	<p>Configure the value of metering.</p> <ul style="list-style-type: none"> • Average • Middle Zone • Bottom • Top <p>Default: Average.</p>
Shutter	<p>Configure the value of the shutter.</p> <p>Value: 1/60, 1/90, 1/100, 1/125, 1/180, 1/250, 1/350, 1/500, 1/725, 1/1000, 1/1500, 1/2000, 1/3000, 1/4000, 1/6000, 1/10000</p> <p>Default: 1/100.</p>

Configuring the Mode of Brightness Priority

Procedure

1. On the idle screen, tap **Settings > General > System Settings > Exposure Settings**.
2. Select **Brightness Priority** from the pop-up menu of **Exposure mode**.
3. Configure and save the following settings:

Parameter	Description
Wide Dynamic Range	<p>Off or Specify the WDR. The value represents the compression degree of the dynamic range</p> <p>Cameras with WDR technology can work perfectly both in the bright and the dark conditions and present clear images that balances different lighting, so that you can identify the details.</p> <ul style="list-style-type: none"> • Off-do not use WDR. • 1~5 <p>Default: Off.</p>
Brightness	<p>Configure the value of brightness.</p> <p>Note: the valid value is from 0 to 14 and the default value is 6.</p>
Flicker	<p>Configure the value of camera flicker frequency.</p> <p>The supported types are as follows:</p> <ul style="list-style-type: none"> • 50 Hz • 60 Hz • Off <p>The indoor lights powered by a 50 Hz or 60 Hz power source may produce a flicker. You can adjust the camera flicker frequency according to the power source that the light is powered by.</p> <p>Default: 50 Hz.</p>

Parameter	Description
Metering	Configure the value of metering. <ul style="list-style-type: none"> • Average • Middle Zone • Bottom • Top Default: Average.

Adjusting the White Balance

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

Procedure

1. On the idle screen, tap **Settings > General > System Settings > White Balance Settings**.
2. Select the desired value from the pop-up menu of **White Balance Mode** and save it.

Parameter	Description
Auto	We recommend that you use this setting for most situations. It calculates the best white balance setting based on lighting conditions in the room.
Indoor	/
Outdoor	/
One push	/
ATW	Automatically adjust the white balance according to the picture took by the camera.
Manual Setting	Manually adjust the color temperature.
Temperature	Configure the value of the color temperature. Note: the value is from 2800K to 6800K. The default value is 5000K. You can set this parameter only when the white balance mode is configured to Manual Setting.

Adjusting the Display Image of the Camera

To display high-quality video image, you can adjust display mode of the camera or customize the image display.

Procedure

1. On the idle screen, tap **Settings > General > System Settings > Graphics**.

2. Configure and save the following settings:

Parameter	Description
Display Mode	<p>Configure the display mode of the camera.</p> <ul style="list-style-type: none"> • High Definition • Standard • Warm • Custom <p>Default: Standard.</p>
Saturation	<p>Configure the saturation of the camera's image.</p> <p>The saturation means the maximum intensity of color in the image.</p> <p>Note: the value is from 0 to 100. The default value is 50.</p>
Sharpness	<p>Configure the sharpness of the camera's image.</p> <p>The sharpness is an indicator that reflects the definition of the image plane and the sharpness of image edge. Increasing the sharpness will improve the definition of the image. However, if the sharpness is set too high, the image will look distorted and glaring.</p> <p>Note: the value is from 0 to 100. The default value is 15.</p>
Brightness	<p>Configure the brightness of the camera's image.</p> <p>Note: the value is from 0 to 100. The default value is 50.</p>
Contrast	<p>Configure the contrast of the camera's image.</p> <p>Note: the value is from 0 to 100. The default value is 50.</p>
Noise Reduction(2D)	<p>Specify the noise reduction (2D) mode.</p> <p>The available modes are described as below:</p> <ul style="list-style-type: none"> • Off • Low • Middle • High <p>Default: Middle.</p>

Setting the Hangup Mode

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. On the idle screen, tap **Settings** > **General** > **System Settings** > **Others**.
2. Enable/disable the **Hangup Mode**.

Adjusting the Camera Pan Direction

You can set the camera pan direction as normal or reversed. If you set it as reversed, the camera pan direction will be reversed when pressing the left and right navigation keys.

Procedure

1. On the idle screen, tap **Settings** > **General** > **System Settings** > **Others**.
2. Select **Normal** or **Reversed** from the drop-down menu of **Camera Pan Direction**.

Resetting the Camera

Procedure

1. On the idle screen, tap **Settings** > **General** > **System Settings** > **Others**.
2. Tap **Reset Camera** to reset the camera to factory settings.

Content Sharing

You can present the content while the device is idle or during a meeting.

- [Wired Content Sharing](#)

Wired Content Sharing

You can connect MeetingBar A20 to the PC via VCH51 for wired content sharing.

Procedure

Do one of the following:

- Tap **Presentation** on the idle screen.
- Generally, you can see the PC content on the display after connecting MeetingBar A20 to the PC. If you want to stop sharing, tap **Share Content** > **Start Sharing**.



Note: For more information on how to connect the VCH51 to the endpoint, refer to [Yealink VCH51 Quick Start Guide](#).

Network Settings

This chapter introduces how to configure the network of MeetingBar A20 and CTP18.

About this task



Note: If the system has enabled the lock settings feature, you need to enter the room password before entering the system settings.

- [Configuring IPv4 Network](#)
- [Connecting to the Wireless Network](#)
- [Configuring QoS](#)
- [Configuring LLDP](#)
- [Configuring the 802.1x Authentication](#)

Configuring IPv4 Network

MeetingBar A20 and CTP18 only support IPv4 network mode. You can configure IPv4 network for MeetingBar A20 and CTP18 respectively.

Before you begin

Make sure that MeetingBar A20 and CTP18 are in the same LAN.

Procedure

1. On the idle screen, tap **Settings > General > System Settings > Network**.
2. Enter the administrator password (default: 0000) and tap **Enter**.
3. Select **Collar Bar/Touch Console**.
4. Configure and save the following settings:

Parameter	Description
DHCP	Enable or disable the endpoint/touch panel to obtain network settings from the DHCP server. Note: it defaults to enabled. Change causes system to restart or reboot.
IP Address	Assign an IP address to the endpoint/touch panel. Note: it is configurable only when you disable the DHCP. Change causes system to restart or reboot.
Subnet Mask	Configure the subnet mask of the endpoint/touch panel. Note: it is configurable only when you disable the DHCP. Change causes system to restart or reboot.
Gateway	Configure the gateway of the endpoint/touch panel. Note: it is configurable only when you disable the DHCP. Change causes system to restart or reboot.

Parameter	Description
IPv4 Static DNS	Enable or disable DNS feature. Note: it defaults to disabled. Change causes system to restart or reboot.
IPv4 Pri DNS	Configure the IP address of the primary DNS server. Note: in the DHCP environment, you can configure this parameter only when you enable the IPv4 Static DNS feature. Change causes system to restart or reboot.
IPv4 Sec DNS	Configure the IP address of the secondary DNS server. Note: in the DHCP environment, you can configure this parameter only when you enable the IPv4 Static DNS feature. Change causes system to restart or reboot.

Connecting to the Wireless Network

You can use the following two methods to connecting MeetingBar A20 and CTP18 to the wireless network:

- Connecting to an available wireless network
- Connecting to a hidden wireless network
- [Connecting to the Wireless Network](#)
- [Connecting to a Hidden Wireless Network](#)

Connecting to the Wireless Network

Procedure


1. On the idle screen, tap **Settings > General > System Settings > Wi-Fi**.
2. Enter the administrator password (default: 0000) and tap **Enter**.
3. Select **Collar Bar/Touch Console**.
4. Enable Wi-Fi.
The system will automatically search for available wireless networks in your area.
5. Select the desired wireless network (SSID) and connect to it.
If the network is secure, enter its password to connect to the network.

Connecting to a Hidden Wireless Network

Some wireless networks do not broadcast their SSIDs, which makes them unavailable to find. In order to connect to one of those networks, you need to connect to one of them manually.

Procedure

1. On the idle screen, tap **Settings > General > System Settings > Wi-Fi**.
2. Enter the administrator password (default: 0000) and tap **Enter**.
3. Select **Collar Bar/Touch Console**.
4. Enable Wi-Fi.
The system will automatically search for available wireless networks in your area.

5. Tap  in the top-right corner.
6. Select **Add**.
7. Enter the name (SSID) of the wireless network in the pop-up window.
8. Select the desired mode in pop-up menu of **Security Mode**.
9. Configure the corresponding parameters.
10. Save the change.

Configuring QoS

MeetingBar A20 for Zoom Rooms is subject to the bandwidth and the delay. Therefore, the QoS is very important for the network having limited bandwidth. QoS is a major issue in VoIP implementations, regarding how to guarantee that packet traffic is not delayed or dropped due to interference from other lower priority traffic. The endpoint supports the DiffServ model of QoS.

About this task

- **Audio priority:** the loss of audio packets, the delay and so on may cause poor audio quality. To solve this, you can configure DSCP priority for the audio packets.
- **Video priority:** some issues, such as the video packet loss and delay may cause the video images distorted and unclear. To ensure acceptable visual quality for video, video packets emanated from the system should be configured with a high transmission priority.
- **Video priority:** to ensure better presentation, data packets (PC content) emanated from the system should be configured with a high transmission priority. DSCPs for audio, video and data packets can be specified respectively.

Procedure

1. On the idle screen, tap **Settings > General > System Settings > Network**.
2. Enter the administrator password (default: 0000) and tap **Enter**.
3. Select **Collar Bar**.
4. Configure and save the following settings:

Parameter	Description
QoS Enable	Enable or disable the QoS feature. Note: it defaults to disabled. Change causes system to restart or reboot.
Audio priority (0-63)	Configure the DSCP (Differentiated Services Code Point) for audio packets. Note: it defaults to 63. The greater the number is, the higher the priority is. Change causes system to restart or reboot.
Video priority (0-63)	Configure the DSCP (Differentiated Services Code Point) for video packets. Note: it defaults to 34. The greater the number is, the higher the priority is. Change causes system to restart or reboot.

Parameter	Description
Data priority (0-63)	<p>Configure the DSCP (Differentiated Services Code Point) for data packets.</p> <p>Note: it defaults to 63. The greater the number is, the higher the priority is. Change causes system to restart or reboot.</p>

Configuring LLDP

LLDP (Linker Layer Discovery Protocol) is a vendor-neutral Link Layer protocol, which allows the endpoint/touch panel to advertise its device identification and performance in the local subnet. Also, this protocol allows the endpoint/touch panel to save the information of itself and neighboring devices for managing the network and communication status.

About this task

When LLDP feature is enabled, the endpoint/touch panel periodically advertises their information to the directly connected LLDP-enabled switch. The endpoint/touch panel can also receive LLDP packets from the connected switches and obtain their VLAN IDs, and then start communications with the call control. The switch assigns a VLAN ID to the endpoint/touch panel through the LLDP protocol.

Procedure

1. On the idle screen, tap **Settings > General > System Settings > Network**.
2. Enter the administrator password (default: 0000) and tap **Enter**.
3. Select **Collar Bar/Touch Console**.
4. Configure and save the following settings:

Parameter	Description
Activated	<p>Enable or disable the LLDP feature on the system.</p> <p>Note: it defaults to disabled.</p> <p>Change causes system to restart or reboot.</p>
Contracting interval(1-3600s)	<p>Configure the interval (seconds) for the system to send LLDP requests.</p> <p>Note: it defaults to 60 seconds. The value can be any integer from 1 to 3600.</p> <p>Change causes system to restart or reboot.</p>

Configuring the 802.1x Authentication

The 802.1X protocol can restrict unauthorized devices from accessing the LAN through the access port. Before the system/controller obtains all the businesses, the 802.1x authentication authenticates the device connected to the port.

About this task

The system/controller supports the following protocols for 802.1X authentication:

- EAP-MD5
- EAP-TLS (Device and CA certificates are required, password is not required)
- PEAP-MSCHAPv2 (CA certificates are required)
- EAP-TTLS/EAP-MSCHAPv2 (CA certificates are required)



Note: If you choose the protocol that requires CA certificate, you can go to the web user interface of the system/controller to upload certificates (go to **Network** > **Advanced** > **802.1x**).

Procedure

1. On the idle screen, tap **Settings** > **General** > **System Settings** > **Network**.
2. Enter the administrator password (default: 0000) and tap **Enter**.
3. Select **Collar Bar/Touch Console**.
4. Configure and save the following settings:

Parameter	Description
802.1xMode	<p>Disable the 802.1x authentication or select the desired mode.</p> <ul style="list-style-type: none"> • Disabled • EAP-MD5 • EAP-TLS • PEAP-MSCHAPv2 • EAP-TTLS/EAP-MSCHAPv2 <p>Note: it defaults to disabled. Change causes system to restart or reboot.</p>
Identity	<p>Configure the user name for 802.1x authentication.</p> <p>Note: it defaults to blank. Change causes system to restart or reboot.</p>
MD5 Password	<p>Configure the password for 802.1x authentication.</p> <p>Note: it defaults to blank. Change causes system to restart or reboot.</p>

Related tasks

[Logging into the Web User Interface](#)

System Security

- [System Lock Settings](#)
- [Changing the Administrator Password](#)

System Lock Settings

The system lock setting is used to restrict users from changing system-related settings, restart the system or log out of the system account.

Procedure

1. Tap **Settings** > **Lock Setting**.
2. Enable **Lock Settings**.
3. Enter the room password according to the on-screen prompts.
4. Confirm the action.

Changing the Administrator Password

The default administrator user name and password of MeetingBar A20 and CTP18 are "admin" and "0000" respectively. Only the administrator can configure the network settings, log settings, re-pair the MeetingBar A20 with CTP18, and modify the administrator password. For security reasons, we recommend that you change the default administrator password as soon as possible.

About this task



Note: If the system has enabled the lock settings feature, you need to enter the room password before entering the system settings.



Attention: If you change the administrator password after pairing CTP18 and MeetingBar A20, the password takes effect to both end. If you change the administrator password on MeetingBar A20 or CTP18 before pairing, the password of CTP18 will be synchronized with the password of MeetingBar A20 after pairing.

Procedure

1. On the idle screen, tap **Settings** > **General** > **System Settings** > **Admin Password**.
2. Enter the administrator password (default: 0000) and tap **Enter**.
3. Enter the Old Password, the New Password, the Confirm Password, and save the change.

System Settings

The system settings support basic (language, date and camera, etc.) and advanced settings (network and log, etc.) for CTP18 and MeetingBar A20.

About this task



Note: If the system has enabled the lock settings feature, you need to enter the room password before entering the system settings.

- [Setting the Language](#)
- [Setting the Time and Date](#)
- [Single and Dual External Display](#)
- [Using Web User Interface](#)

Setting the Language

Procedure

1. Tap **Settings > General > System Settings > Language**.
2. Select the desired language.
It prompts whether or not you are sure perform the action.
3. Confirm the action.

Setting the Time and Date

You can manually set the current the time and date. The format of the time and date is configurable.

- [Customizing the Time and Date](#)
- [Editing Time and Date](#)

Customizing the Time and Date

About this task

If the system cannot automatically obtain the precise time, you can manually enter the current time and date.

Procedure

1. Tap **Settings > General > System Settings > Time & Dates**.
2. In the **Type** field, select **Manual**.
3. Set the time and date.

Editing Time and Date

You can change the time display format in 12-hour or 24-hour format. Also, you can change the date format, including the date, month and year.

About this task

The built-in date format is as follows:

Date Format/Date	Example(2019-10-12)
WWW MMM DD	Sat Oct 12
DD-MMM-YY	12-Oct-19
YYYY-MM-DD	2019-Oct-12
DD/MM/YYYY	12/Oct/2019
MM/DD/YY	Oct/12/19
DD MMM YYYY	12 Oct 2019
WWW DD MMM	Sat 12 Oct

Procedure

Tap **Settings** > **General** > **System Settings** > **Time & Date** > **Date & Time Format**.

Single and Dual External Display

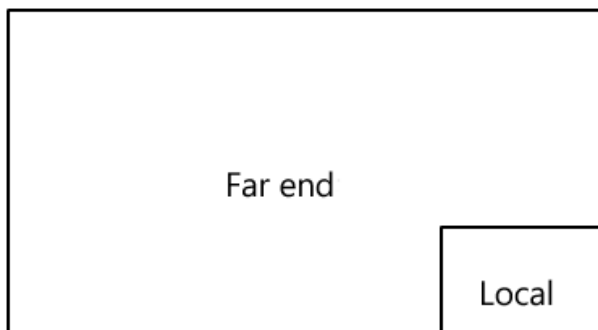
To fully enjoy the video and content sharing in the meeting, we recommend that you connect at least two external display to MeetingBar A20. If you connect two external displays, the second screen will display the shared content in full screen.

- [Single Screen Layouts](#)
- [Dual Screen Layouts](#)

Single Screen Layouts

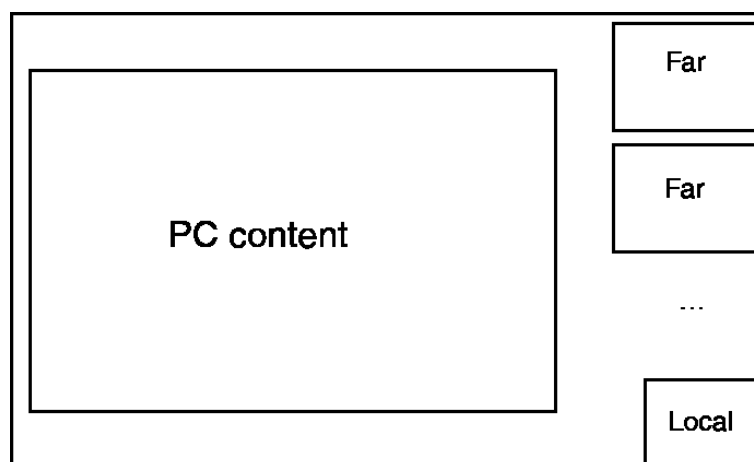
The following introduces the default layout when you connect one display screen.

Only Video Calls



Video Calls with a Presentation

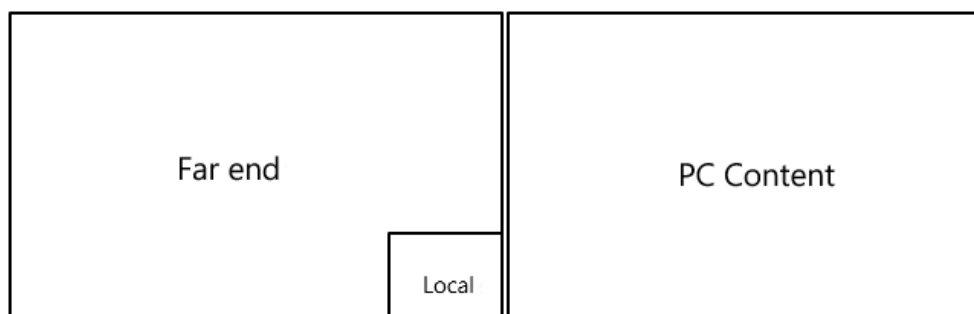
The PC content is given prominence in the largest pane and other participants are displayed beside the PC content.



Dual Screen Layouts

The following introduces the default layout when you connect two displays.

On one display, the remote video and the PC content is displayed in PiP mode with the remote video in full screen and the PC content in a small window. On the other display, the PC content is displayed in full screen.



Using Web User Interface

MeetingBar A20 and CTP18 allow the administrator to access the web user interface, including configuring the network settings, upgrading firmware, and export the log, and so on.

- [Configuring the Web Server Type](#)
- [Logging into the Web User Interface](#)

Configuring the Web Server Type

The web server type determines the protocol used for accessing the web user interface of the endpoint/touch panel. Both HTTP and HTTPS are available. It defaults to HTTPS. The HTTPS ensures that the configuration of all login information (such as user names and passwords) is transmitted using an encrypted channel. If you disable the desired protocol, you cannot access the web user interface via this protocol.

Procedure

1. On the idle screen, tap **Settings > General > System Settings > Network**.
2. Enter the administrator password (default: 0000) and tap **Enter**.

3. Tap **Web service type**, select the desired web service type, and save the change.

Parameter	Description
HTTP	Enable or disable the user to access the web user interface via the HTTP. Default: Off.
HTTPS	Enable or disable the user to access the web user interface by using the HTTPS. Default: enabled.
HTTP&HTTPS	Enable or disable the user to access the web user interface via the HTTP and HTTPS. Default: Off.
Disabled	Disable the user to access the web user interface via the HTTP and HTTPS.

Logging into the Web User Interface

After powering on MeetingBar A20 and CTP18, open a browser. The default administrator username is “admin” (case-sensitive) and password is “0000”.

About this task



Note: We recommend that you use the Chrome or Internet Explorer 11 to access the web user interface. Some features may not work properly if you are using other or older browsers.

Procedure

1. Open a web browser and enter the device IP address in the address bar. For example, `http(s)://10.82.24.11/`, and press Enter.

To get the IP address, refer to [Checking the Status of MeetingBar A20 and CTP18](#).

2. Enter the administrator username and the password.
3. Click **Login**.



Attention: The web user interface will be locked after 3 failed login attempts. Please contact your support team or try again 3 minutes later.

Troubleshooting

This section describes solutions to common issues that may occur while using Yealink Zoom Rooms. Upon encountering a case not listed in this section, contact Yealink reseller or technical support for further support.

- [Upgrading the Firmware](#)
- [Logs](#)
- [Rebooting the System](#)
- [Resetting to Factory Settings](#)
- [Repairing with MeetingBar A20](#)
- [Checking the Status of MeetingBar A20 and CTP18](#)
- [General Issues](#)

Upgrading the Firmware

We support the following two methods for upgrading the firmware of MeetingBar A20 and CTP18:

- [Upgrading Firmware via the Web User Interface](#)
- Upgrading via Yealink Management Cloud Service or Yealink Device Management Platform



Note: If you want to upgrade your device firmware from other version to Zoom Room, for example, from Teams to Zoom Rooms, you need to do the following: ① [Logging into the Web User Interface](#); ② go to **Security > License > Import License** to import the license, then you can use the device. Contact Yealink for the license.

For more information about how to upgrading firmware on Yealink Management Cloud Service or Yealink Device Management Platform, refer to [Yealink Device Management Platform Administrator Guide](#) and [Yealink Management Cloud Service Administrator Guide](#).

- [Upgrading Firmware via the Web User Interface](#)

Upgrading Firmware via the Web User Interface

You need to upgrade the firmware of MeetingBar A20 and CTP18 independently.

Procedure

1. [Logging into the Web User Interface](#).
2. Go to **Settings > Upgrade**.
3. On the right side of Upgrade Firmware, click **Browser** to upload the desired firmware.
4. Click **Upgrade**.

Logs

Log files are essential when troubleshooting the MeetingBar A20 and CTP18 issues. Log files contain information about phone activities and the phone configuration profile. You can also export logs to the local PC or to a specific syslog server.

- [Setting the Severity Level of the Local Log](#)
- [Exporting Logs to the Local](#)

Setting the Severity Level of the Local Log

About this task



Note: If the system has enabled the lock settings feature, you need to enter the room password before entering the system settings.

Procedure

1. Do on of the following:
 - Tap **Settings > General > System Settings > Debug**.
Enter the administrator password (default: 0000) and tap **Enter**.
Select **Collar Bar/Touch Console**.
 - Log into the web user interface of the collaboration bar/touch console, **Settings > Configuration > Local Log**.

2. Configure and save the following settings:

Parameter	Description	Configuration Method
Local Log Level	<p>Specify the log level for the endpoint/touch panel.</p> <p>0-emerg: the system is unavailable</p> <p>1-aler: action must be taken immediately</p> <p>2-crit: critical condition</p> <p>3-err: error conditions</p> <p>4-warning: warning conditions</p> <p>5-notice: normal but significant condition</p> <p>6-info: informational</p> <p>Note: it defaults to 6. The smaller the number is, the higher the priority is. Higher value indicates more detailed content.</p>	<p>Web user interface</p> <p>Touch panel</p>
Max Log File Size	<p>Limit the maximum size (kb) of local log files.</p> <p>Default: 20480.</p>	Web user interface

Exporting Logs to the Local

Procedure

1. [Logging into the Web User Interface](#).
2. On your web user interface, go to **Settings > Configuration > Local Log**.
3. In the **Enable Local Log** field, select **On**.
4. Reproduce the issue.
5. Click **Export**.



Note: The severity level of the exported Module Log will not be greater than the local Log Level. For example: If you set Local Log Level to 3 and set Talk log Level to 6, the exported Talk log Level will still be 3 in your exported local log. If you set Local Log Level to 5 and set Talk log Level to 4, the exported Talk log Level will be 4 in your exported local log.

Rebooting the System

You can reboot MeetingBar A20 via CTP18.

About this task



Note: If the system has enabled the lock settings feature, you need to enter the room password before entering the system settings.

Procedure

1. Tap **Settings** > **General** > **System Settings** > **Reboot** > **Reboot phone**.
2. Tap **OK** to reboot MeetingBar A20 and CTP18.

Resetting to Factory Settings

Generally, some common issues may occur while using the system. You can reset your MeetingBar A20 or CTP18 to factory settings after you have tried all troubleshooting suggestions.

About this task

After resetting MeetingBar A20 to factory settings, you need to complete the initial setup on CTP18 and then MeetingBar A20 and CTP18 will be automatically paired.



Note: If the system has enabled the lock settings feature, you need to enter the room password before entering the system settings.

Procedure

1. Tap **Settings** > **General** > **System Settings** > **Debug**.
2. Enter the administrator password (default: 0000) and tap **Enter**.
3. Select **Collar Bar/Touch Console**.
4. Select **Reset to factory**.

The page prompts whether or not you are sure to reset.

5. Tap **OK**.

Related tasks

[Forget the IP Address of MeetingBar A20 after Restoring CTP18 to the Factory?](#)

Related information

[Zoom Rooms Cannot be Connected and Verified after Resetting CTP18](#)

Repairing with MeetingBar A20

If you want to use CTP18 to control other MeetingBar A20, you need to unpair the current paired MeetingBar A20 first and re-pair the new MeetingBar A20.

Procedure

1. Tap **Settings** > **General** > **System Settings** > **Debug**.
2. Enter the administrator password (default: 0000) and tap **Enter**.
3. Select **Collar Bar/Touch Console**.
4. Select **Repair**.

The page prompts whether or not you are sure to repair.

5. Confirm the action.

Related tasks

[Pairing CTP18 with MeetingBar A20](#)

Checking the Status of MeetingBar A20 and CTP18

You may need to provide some system information to Yealink technical support, such as the network status and firmware version of MeetingBar A20 and CTP18.

About this task



Note: If the system has enabled the lock settings feature, you need to enter the room password before entering the system settings.

Procedure

1. Tap **Settings** > **System Setting** > **About**.
2. Select **Collar Bar/Touch Console**.

General Issues

- [Zoom Rooms Cannot be Connected and Verified after Resetting CTP18](#)
- [Forget the IP Address of MeetingBar A20 after Restoring CTP18 to the Factory?](#)

Zoom Rooms Cannot be Connected and Verified after Resetting CTP18

If you reset only CTP18 to factory settings, CTP18 will be unpaired with MeetingBar A20. After entering the IP of MeetingBar A20 on CTP18 to complete the pairing, you need to sign into Zoom Rooms account on CTP18 again.

You can choose the following two solutions:

- Sign into CTP18 with the same account as MeetingBar A20 for automatic connection.
- If you want to use another account to sign in, you need to sign out of the Zoom Rooms account on MeetingBar A20 first, and sign into a new account on CTP18.

Procedures on how to sign out of Zoom Rooms account on MeetingBar A20

1. Connect a mouse to the left USB port of MeetingBar A20.
2. Click **Sign Out** on the display to sign out.

The interface prompts whether to sign out.

3. Click **OK**.

The page displays the pairing code for the controller, and CTP18 (Zoom Rooms controller) will be automatically paired with the Zoom Rooms of MeetingBar A20.

Related tasks

[Pairing CTP18 with MeetingBar A20](#)

[Signing into Your Zoom Rooms Account](#)

Forget the IP Address of MeetingBar A20 after Restoring CTP18 to the Factory?

Procedure

1. Connect a mouse to the left USB port of MeetingBar A20.
2. Click **Settings** > **General** > **System Settings** > **About** to view.