

Administrator Guide

Microsoft Teams Rooms Introduction

About Microsoft Teams Rooms

Microsoft Teams Rooms

Bridge the gap between people working remotely and those in the office with a meeting room solution that allows everyone to be seen, heard, and fully participate from anywhere. Help everyone feel closer and more engaged so they can fully collaborate. Remote participants are present in the room, while in-room participants retain their identity and stand out in the crowd. The conferencing system makes it easy for IT admins to deploy and manage Windows 10 Skype applications.

Microsoft Teams Rooms Feature License

The following table lists the licensing-dependent features that are available in Microsoft Teams Rooms and what licenses you need to buy to get them.

Microsoft Teams Rooms Scenario	Microsoft team or Skype for Business Online and you need to purchase the following:	Skype for Business Server 2015/2019 (local or hybrid version) and you need to purchase the following:
Join a scheduled meeting	Meeting room SKU	Skype for Business Server Standard CAL
Initiate an ad hoc meeting	Meeting room SKU	Skype for Business Server Standard CAL Skype for Business Server Enterprise CAL
Initiate an ad hoc meeting and dial out the phone number from the meeting	Meeting room SKU	Skype for Business Server Standard CAL Skype for Business Server Enterprise CAL

Give the room a phone number and make or receive a call from the room or join an audio conference using a phone number	Meeting room SKU	Skype for Business Server Standard CAL Skype for Business Server Enterprise CAL
Manage your meeting room devices through Microsoft Intune	Meeting room SKU	With MDM' s Microsoft Intune subscription

For more information about Microsoft Teams Rooms Feature License, please refer to [Microsoft Teams Rooms licenses](#).

FAQ

[What is the minimum license required for a Microsoft teams room?](#)

Microsoft Teams® Rooms System

Minimum Requirements

These are the minimum system requirements your Microsoft Teams Rooms Platform Administrator Account requires the following.

- A Microsoft Teams or Skype for Business software account
- Microsoft 365 administrator access to create resource accounts and assign licenses. Please refer to [Microsoft Teams Rooms licenses](#) for more information about licenses.

Please refer to [Microsoft Teams deployment overview](#) for more information on deploying the Microsoft Teams Rooms systems.

Prerequisite Configuration

- **Verify Accounts:** The MVC Meeting Room System solution comes pre-configured with Microsoft Teams software, and you only need to log in to your Microsoft Teams Rooms account to use it. For guidelines on how to configure accounts for Microsoft Teams Rooms, visit [Configure accounts for Microsoft Teams Rooms](#).
- **Wired LAN:** The MCore and Mtouch II communicate over a VLAN network connection. Configure your network to provide an IP address using DHCP. Port 49500 is used by default. Run the [Microsoft Network Assessment Tool](#) to confirm that your network is properly configured. For more information, visit [Evaluate my environment](#).
- **Network Communications:** Open TCP ports 80 and 443 and UDP ports 3478 through 3481. The TCP ports are used to connect to Microsoft' s Online Services, such as SharePoint™ Online, Exchange Online, and the Teams Chat services. For more information, visit [Prepare your network](#).

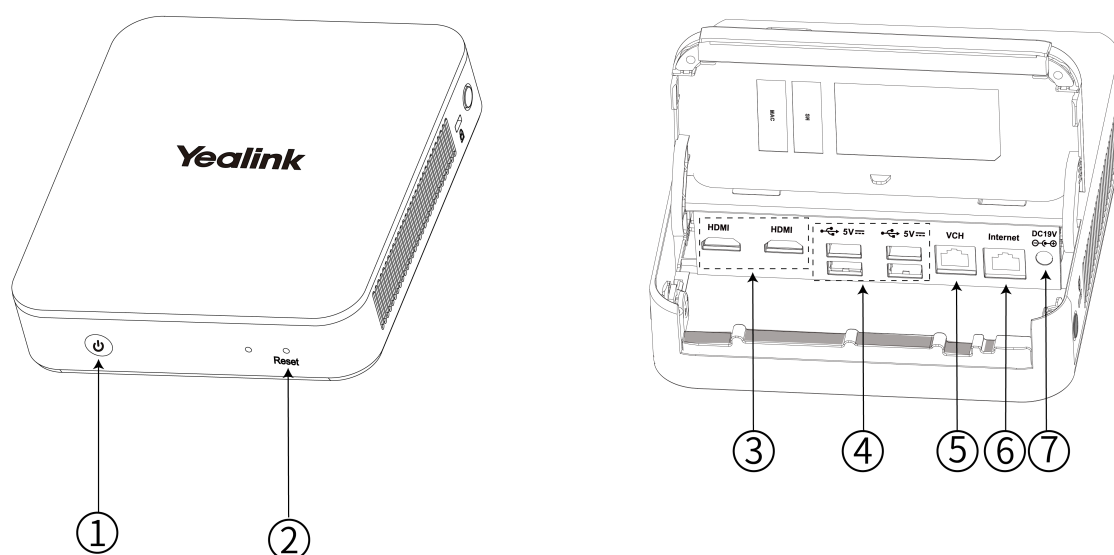
Deployment & Connection

MVC Hardware Overview

Hardware Overview

This chapter describes the corresponding names and functions of each interface of MVC hardware devices.

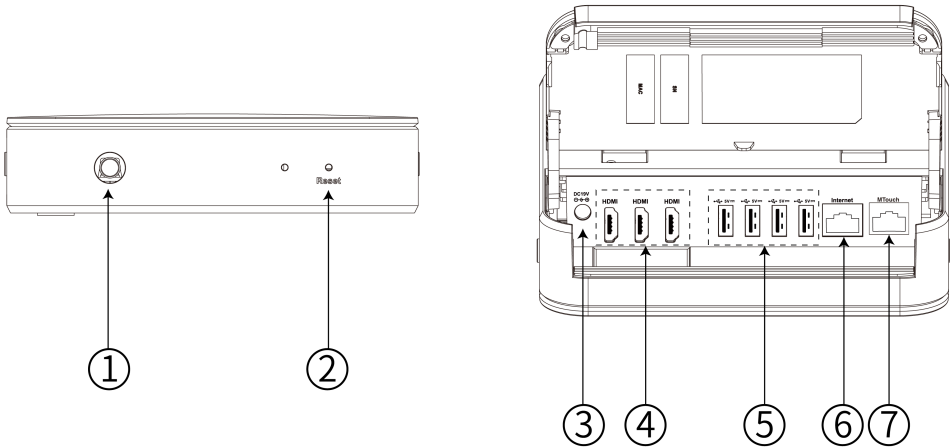
MCore



No.	Port Name	Description
1	Power Button	Power on or power off.
2	Reset Button	Reset to factory defaults.
3	HDMI Port	Connect to a monitor for displaying video images.
4	USB 3.0 Port	- Connect to UVC86/UVC84/UVC80/UVC50/UVC40/UVC30 Room camera. - Connect to a wireless USB dongle to use the wireless keyboard or the mouse. - Connect to other USB devices.
5	VCH Port	Connect to MTouch II.

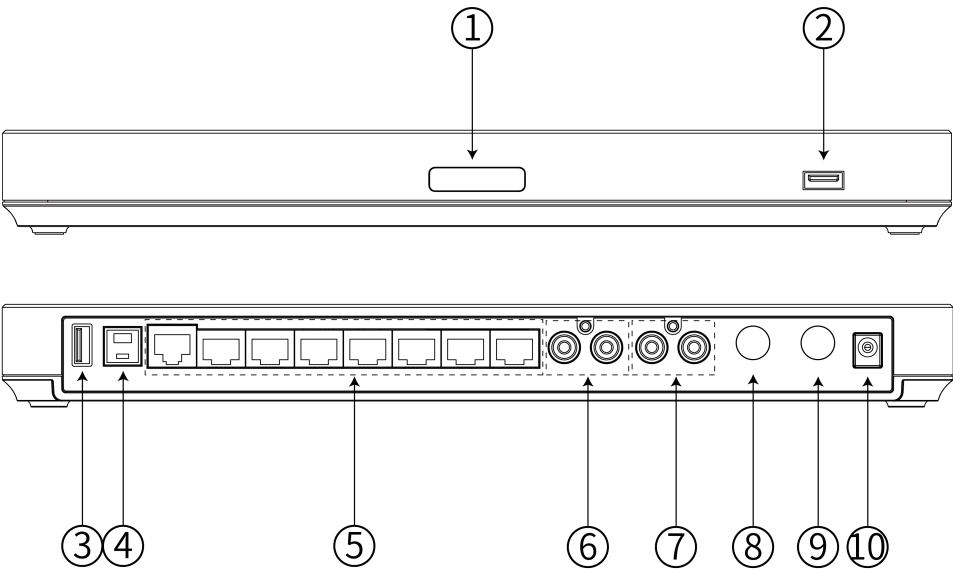
6	Internet Port	Connect to the network device.
7	DC19V Port	Connect to the power source via a power adapter.

MCore Pro



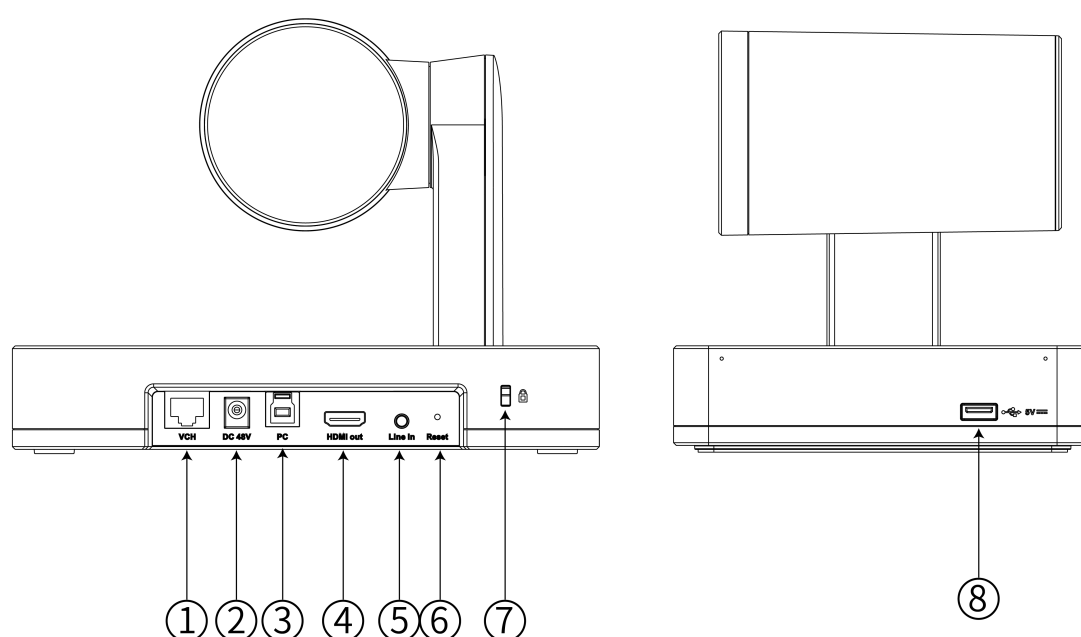
No.	Port Name	Description
1	Power Button	Power on or power off.
2	Reset Button	Reset to factory defaults.
3	DC19V Port	Connect to the power source via a power adapter.
4	HDMI Port	Connect to a monitor for displaying video images.
5	USB 3.0 Port	· Connect to UVC86/UVC84/UVC80/UVC50/UVC40/UVC30 Room camera. · Connect to a wireless USB dongle to use the wireless keyboard or the mouse. · Connect to other USB devices.
6	Internet Port	Connect to the network device.
7	MTouch II Port	Connect to MTouch II .

AVHub



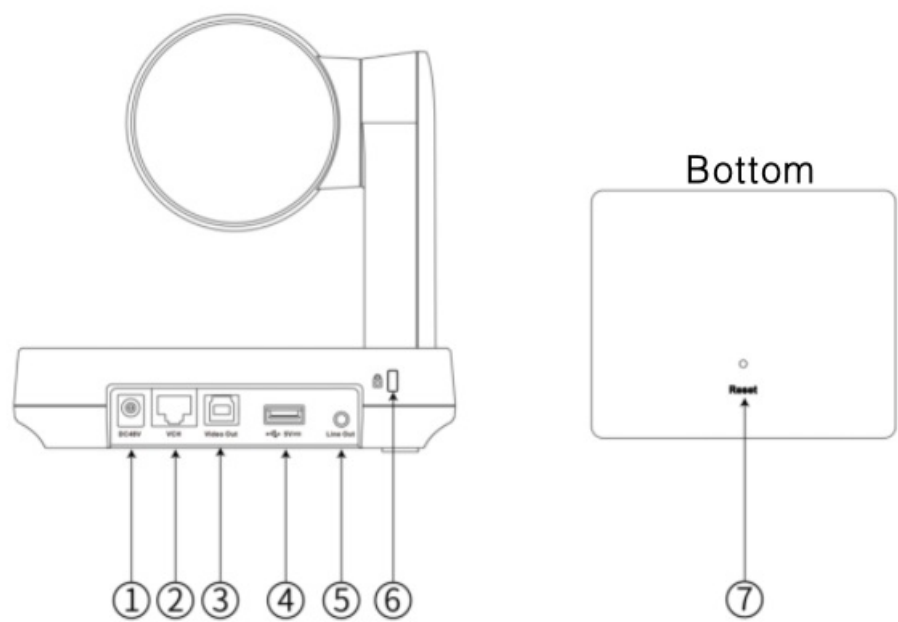
No.	Port Name	Description
1	LED Indicator	Different status of the AVHub.
2	USB-A Port	Connect to 3rd party DSP system.
3	USB Port	Connect to 3rd party DSP system.
4	Codec Port	Connect to MCore device.
5	VCH Port	Connect to cameras, microphones and MVC-BYOD-Extender.
6	RCA In Port	Connect to an audio input device via an RCA cable.
7	RCA Out Port	Connect to an audio output device via an RCA cable.
8	6.3 mm Line-in Port	Connect to a third-party audio input device via a 6.3 mm audio cable.
9	6.3 mm Line-out Port	Connect to a third-party audio output device via a 6.3 mm audio cable.
10	DC48V Port	Connect to the power adapter.

UVC86 Camera



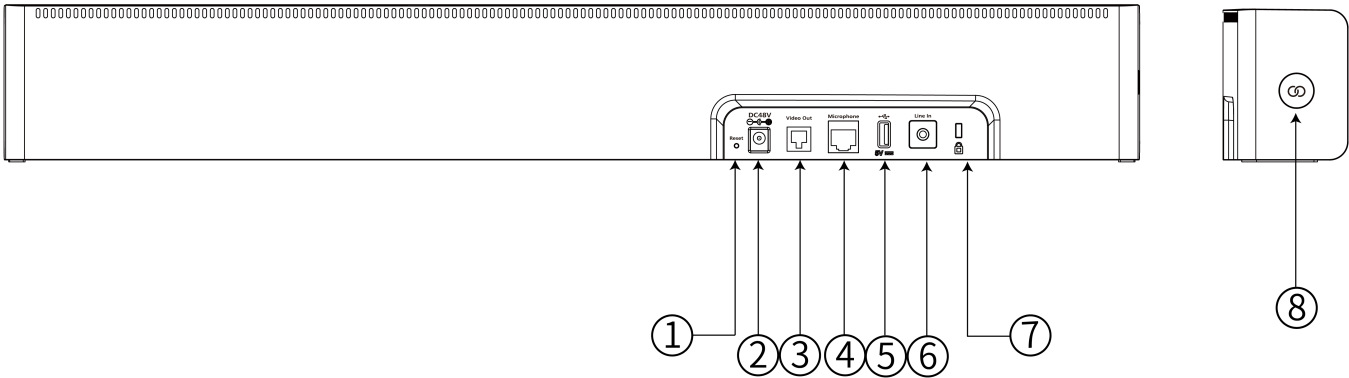
No.	Port Name	Description
1	VCH Port	In the MVC system, connect to an audio device (e.g. VCM34).
2	DC48V	Connect to the power adapter.
3	PC Port	Connect to a PC as video output.
4	HDMI Out	In the VCS system, used for sharing content or camera image (it does not apply to the MVC system).
5	Line in	Connect the audio output of the third-party audio system to the UVC86 using a 3.5 mm audio cable to provide the audio reference signal for the speaker tracking feature of the UVC86.
6	Reset Button	Reset to factory defaults.
7	Security Slot	Connect a universal security cable to the UVC86 so that you can lock the UVC86 down.
8	USB-A Port	· Connect to DD10 or USB disk. · Connect to the third-party DSP.

UVC84 Camera



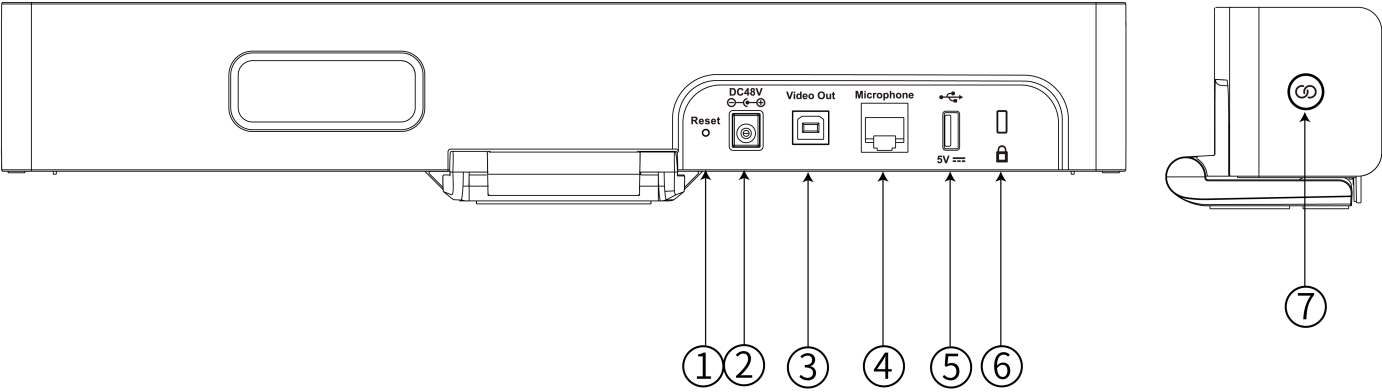
No.	Port Name	Description
1	DC48V	Connect to the power source via a power adapter.
2	VCH Port	Connect to audio devices (e.g. VCM34).
3	Video Out Port	Connect to a PC as a video output.
4	USB Port	Insert DD10 to connect to CPW90 (UVC84 Hardware version number is 262.0.65.0.0.0 or later).
5	Line Out Port	Connect to an audio output device (e.g. MSpeaker II) using a 3.5 mm audio cable.
6	Security Slot	Creates a secure connection to the device with a universal security cable to lock the device down.
7	Reset Button	Reset to factory defaults.

UVC40 Camera



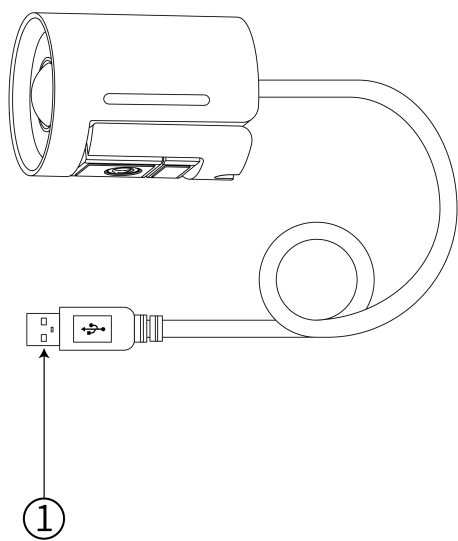
No.	Port Name	Description
1	Reset Key	Reset to factory defaults.
2	DC48V Port	Connect to the power source via a power adapter.
3	Video Out Port	Connect to a PC as a video output.
4	Microphone Port	Connect to a microphone (e.g. VCM34).
5	USB Port	Reserved port.
6	Line In Port	Connect to an audio input device using a 3.5 mm audio cable.
7	Security Slot	Creates a secure connection to the device with a universal security cable to lock the device down.
8	Pairing Key	Press the pairing button to enter the microphone' s pairing Bluetooth state.

UVC34 Camera



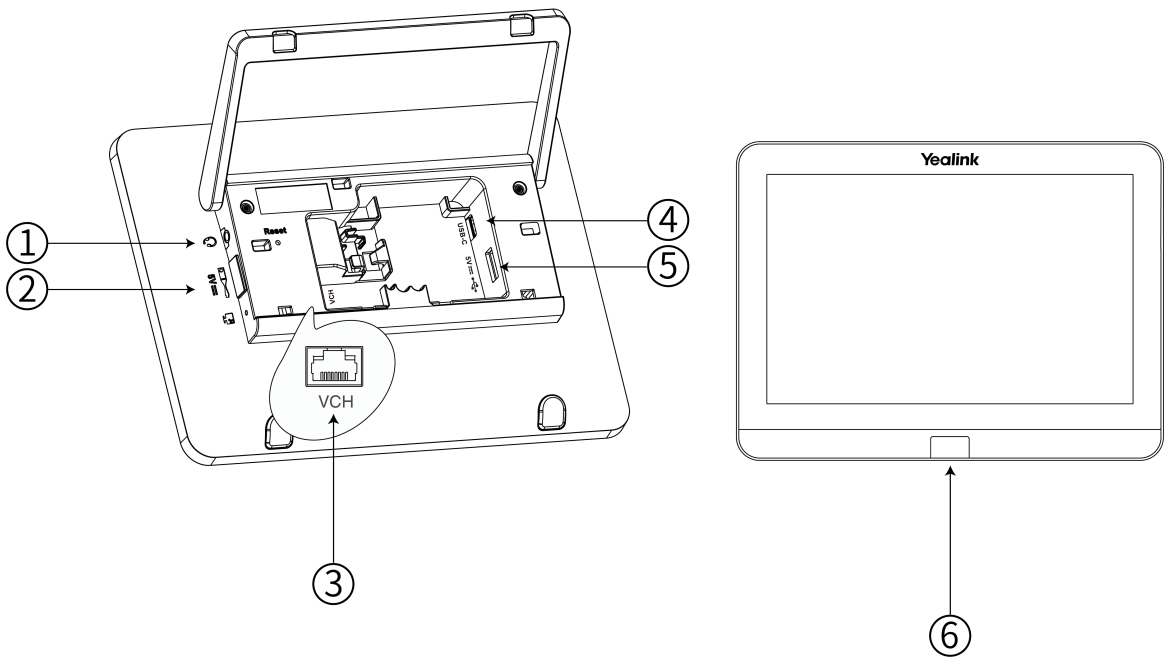
No.	Port Name	Description
1	Reset Key	Reset to factory defaults.
2	DC48V Port	Connect to the power source via a power adapter.
3	Video Out Port	Connect to a PC as a video output.
4	Microphone Port	Reserved port.
5	USB Port	Reserved port.
6	Security Slot	Creates a secure connection to the device with a universal security cable to lock the device down.
7	Pairing Key	Press the pairing button to enter the microphone' s pairing Bluetooth state.

UVC30 Camera



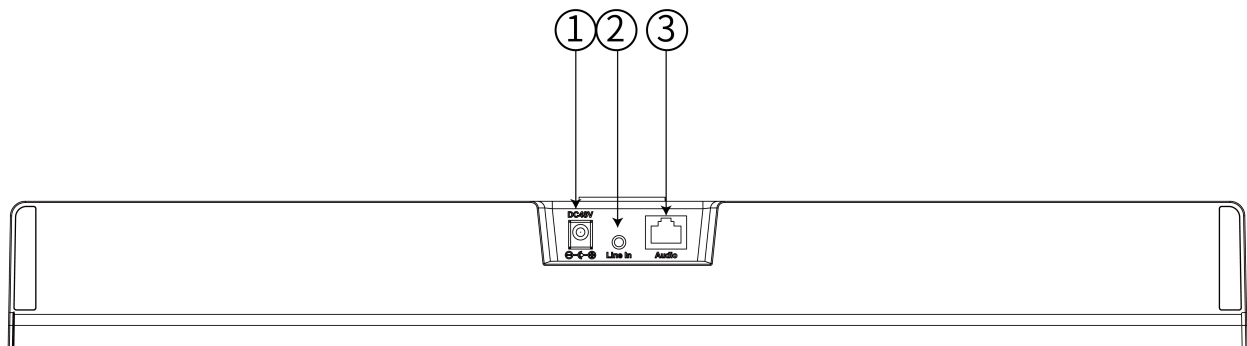
No.	Port Name	Description
1	USB Cable	Connect to MCore via the USB cable.

MTouch II Touch



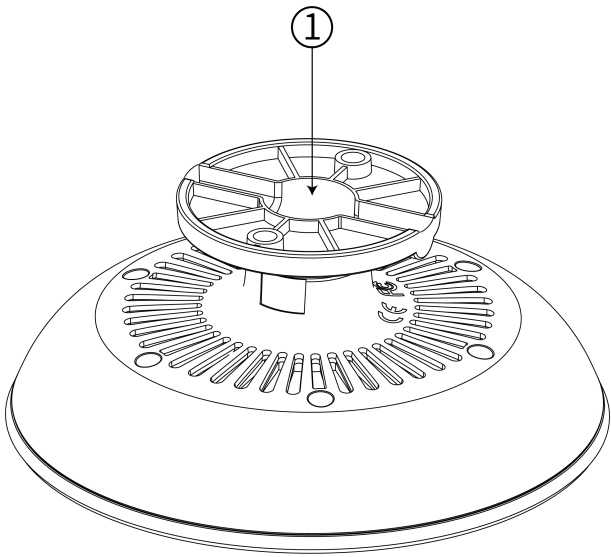
No.	Port Name	Description
1	3.5 mm headset Port	Connect to a headset.
2	WPP20 Port	Connect to the WPP20 to pair with WPP20 for wireless sharing.
3	VCH Port	Connect to PC for wired content sharing.
4	USB Type-C Port	Connect to a USB audio device, e.g. CP900.
5	USB Port	Connect to MCore and MTouch II is powered by MCore.
6	Human Motion Sensor	The motion detection sensor can automatically wake up the system and light up the touch screen when people approach the touch screen.

MSpeaker II Soundbar



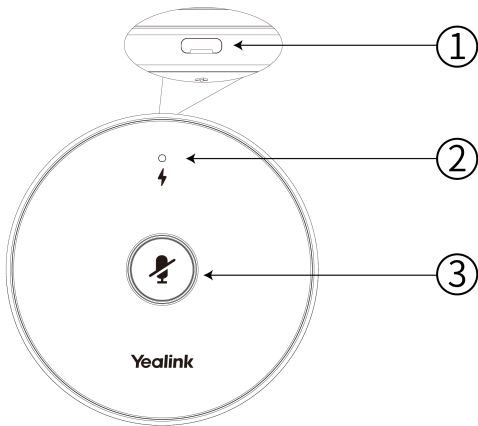
No.	Port Name	Description
1	DC48V	Connect to the power source via a power adapter.
2	Line In Port	Connect to the UVC86/UVC84/UVC80/UVC50.
3	Audio Port	- Connect to the UVC86/UVC84/UVC80/UVC50. - Connect to the PoE switch to cascade VCM34/VCM38.

VCM38



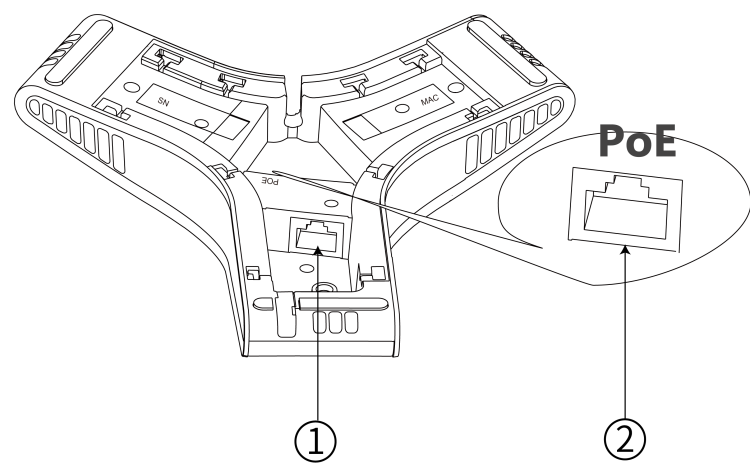
No.	Port Name	Description
1	PoE Port	· Cascades multiple VCM38 units via PoE switch. · Connect to UVC86/UVC84/UVC80/UVC50/Camera-Hub. · Cascade multiple VCM38 units via PoE switch.

VCM36



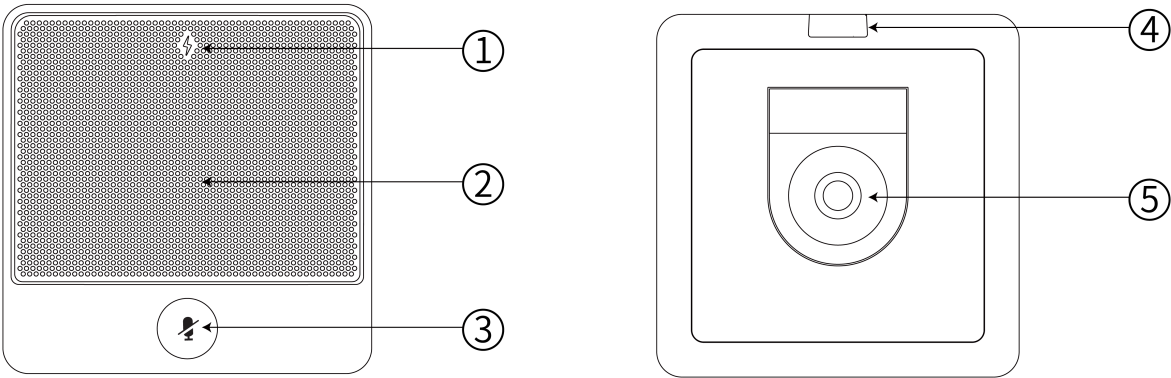
No.	Port Name	Description
1	USB Type-C Port	Connect the VCS device/computer for pairing.
2	Battery LED Indicator	Indicate the charge level while charging.
3	Mute/unmute Button	Touch to mute/unmute.

VCM34



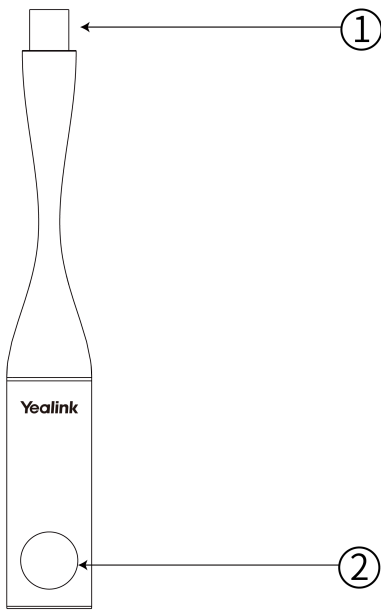
No.	Port Name	Description
1	RJ45 Port	Connect to the PoE port of another VCM34 to cascade more VCM34 units.
2	PoE Port	· Connect to UVC86/UVC80/UVC50/Camera-Hub. · Connect to the PoE port of another VCM34/VCM38 to cascade more VCM34/VCM38 units. · Connect to the RJ45 port of another VCM34 to cascade more VCM34 units.

CPW90



No.	Port Name	Description
1	Battery Indicator	Displays battery usage.
2	Built-in Microphone	Pick up conference sound.
3	Mute Button	Displays the microphone connection status.
4	Micro USB Port	Manually connect the camera interface.
5	Charging Slot	Connect the power supply via the charging cradle.

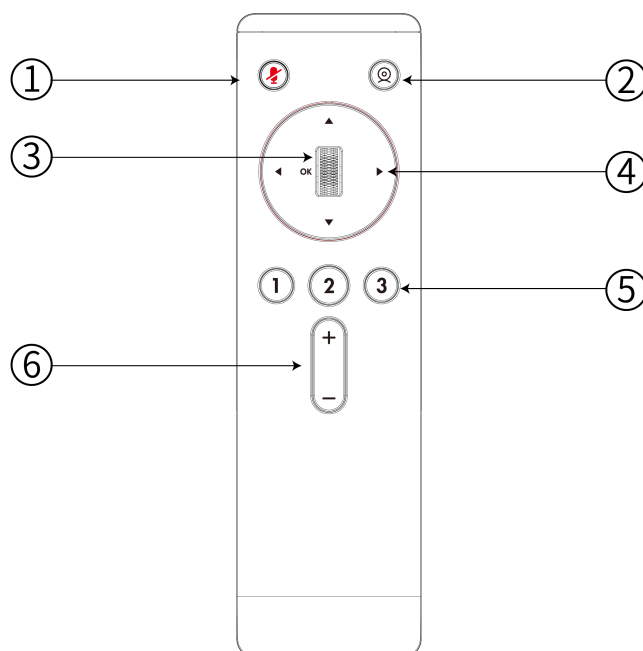
WPP20



No.	Port Name	Description
1	USB Port	· Connect to the MCore for pairing. · Connect to the PC for pairing.
2	Presentation Button	Press the button to share content.

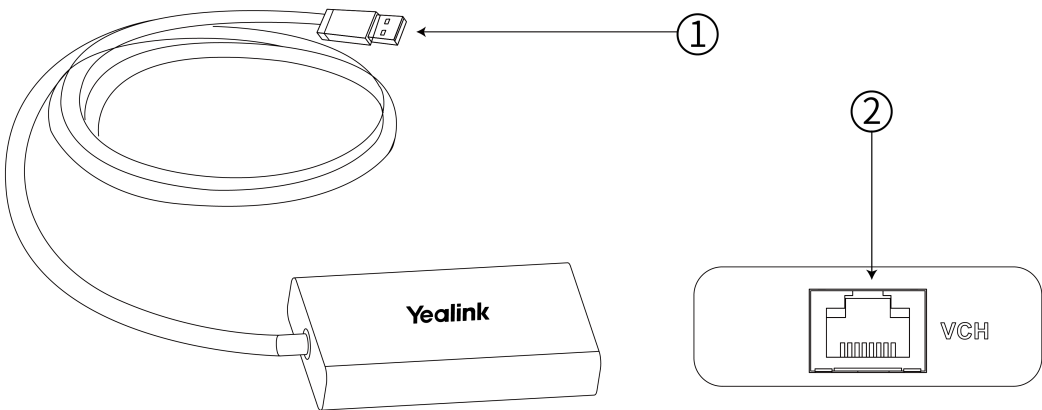
For more information, please refer to [Share Content via WPP20](#).

VCR20 Remote Control



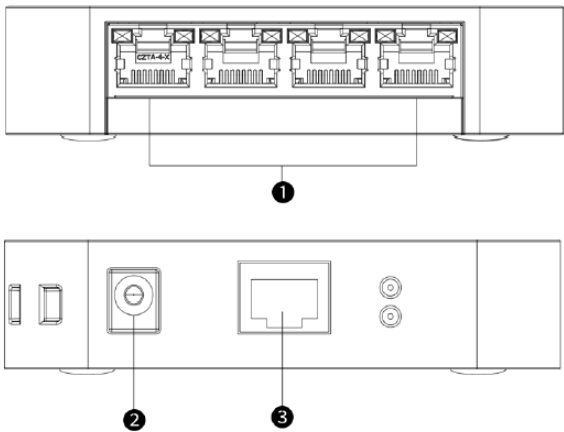
No.	Port Name	Description
1	Mute Key	Mute or unmute the microphone.
2	Tracking Mode Key	· For UVC40: Press and hold the button to switch among the Auto framing, Speaker Tracking, or Off. · For UVC40:UVC84/UVC80/UVC50: Press and hold the button to switch between the Auto framing or Off. · For UVC40: Press and hold the button to switch among the Auto framing, Speaker Tracking, Presenter mode or Off.
3	Scroll Wheel (OK Key)	· Scroll up to zoom camera in. · Scroll down to zoom camera out.
4	Navigation Key	Pan and tilt the camera to adjust the viewing angle.
5	1/2/3 Key	· Press and hold the number key to add or update the preset · Press the number key to apply the preset
6	Volume Key	Adjust the volume.

MVC-BYOD-Extender



No.	Port Name	Description
1	USB Cable	Connect to the PC via the USB cable.
2	VCH Port	Connect to the UVC86/UVC84/UVC40 camera.

RCH40 Room Cable Hub



No.	Port Name	Description
1	VC Hub Port	Connects the VCM34, VCM36, and MSpeaker II to the VC Hub Port.
2	Power Supply	Supply power to RCH40.
3	Uplink Port	Connects to the VC Hub Port of the UVC Camera.

Supported PoE Switch

NOTE

We recommend using Yealink RCH40 as a PoE Switch. If you do not plan to choose RCH40, you can refer to the following models of switches.

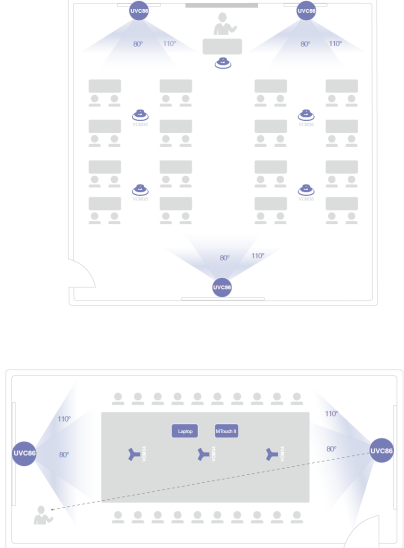
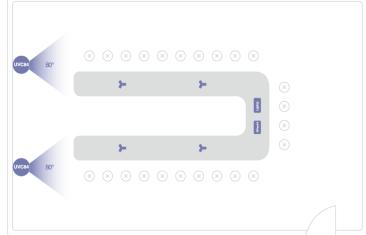
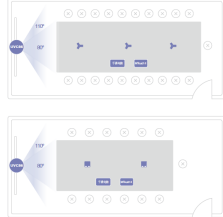
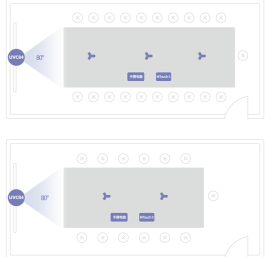
Supported PoE Switch
TL-SG1210P TL-SG1210PT TL-SL1210P TL-SF1009P TL-SF1009PT TL-SF1005P TL-SL 1218MP TL-SL 1218MP TL-SL 1226MP
Mercury S116PS Mercury S109P
Netcore NS110P Netcore S10P
D-Link DES-1210-28P D-Link 3226MP-AC
H3C S5024PV3-EI-PER
CISCO SG220-28MP

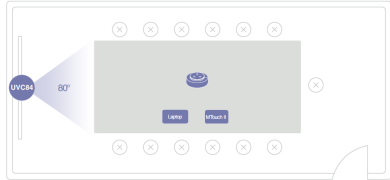
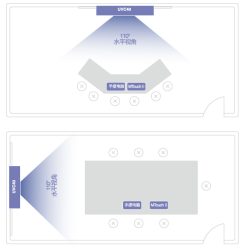
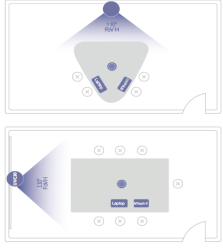
Deployment Solutions of MVC Series

Deployment Solutions of MVC Series

Yealink MVC system supports different camera devices (AVHub/Camera-Hub/UVC86/UVC84/UVC80/UVC50/UVC40/UVC30 Room) and audio devices (VCM38/VCM34/MSpeaker II /CP900/) according to the conference requirements. Deployment solutions for different camera devices and audio input devices are as follows:

Meeting Room Type	MVC System	Device Included	Deployment Scenario
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Extra-large meeting room (18-30 People)	MVC960		
Extra-large meeting room (18-30 People)	MVC940		
Medium-to-large meeting room (13-20 People)	MVC860		
Medium-to-large meeting room (13-20 People)	MVC840		

Medium meeting room (8-12 People)	MVC660		
Small-to-medium meeting room (4-12 People)	MVC640		
Small-to-medium meeting room (5-15 People)	MVC400		
Focus and small meeting room (2-7 People)	MVC320		

Connection and Installation

For more information, please refer to [Deployment and Connection](#).

Log In & Switch Account

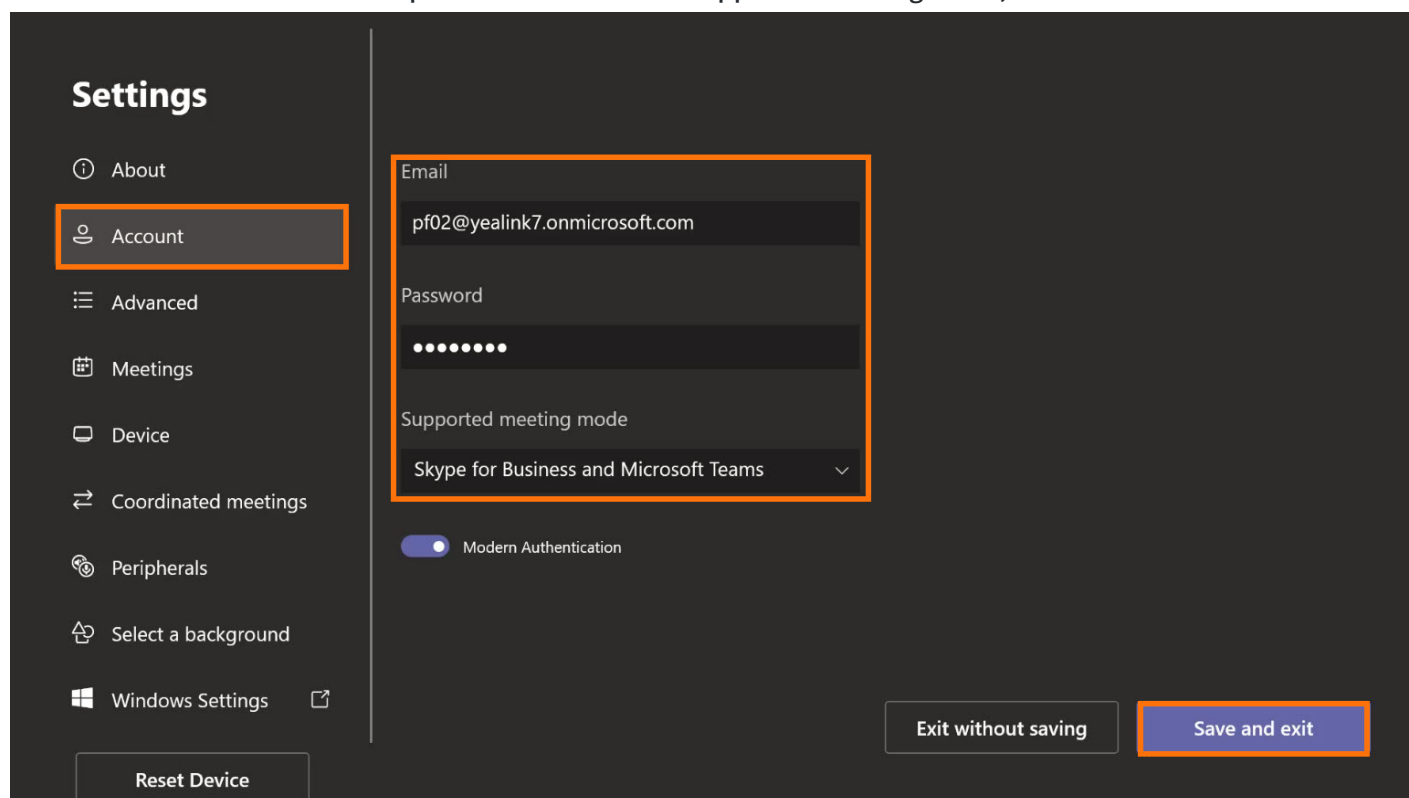
Log In & Out Account

Introduction

The MVC device supports logging in to the Skype/Teams account, and you can use related functions such as meetings after logging in.

Log In to Account

1. Go to **More > Settings** to enter the administrator password (default: sfb).
2. Select **Account**.
3. Enter the email address and password to select the supported meeting mode, and select **Save and exit**.



FAQ

Why does MVC login fail? Why can't I log in to MVC?

Switch Account

Introduction

- By default, the MVC systems have two built-in Windows accounts (Skype user and administrator accounts).

Skype for Business account: It is limited to running the Microsoft Teams Rooms and also the default recommended account when the system starts. You can use the Skype for Business account to log in to the Microsoft Teams Rooms System automatically without a password, but it does not have administrator privileges.

Administrator account: The administrator account can perform any operation on the Microsoft Teams Rooms System but requires a password (default: sfb). The administrator account is only applicable to the MVC. You do not need an administrator account when you participate in Skype for Business meetings or Teams meetings.

- When logging in to your Skype user account, the interface is Microsoft Teams mode. When logging in to the Administrator user account, the operation interface is Windows mode; The two modes can be switched between each other.

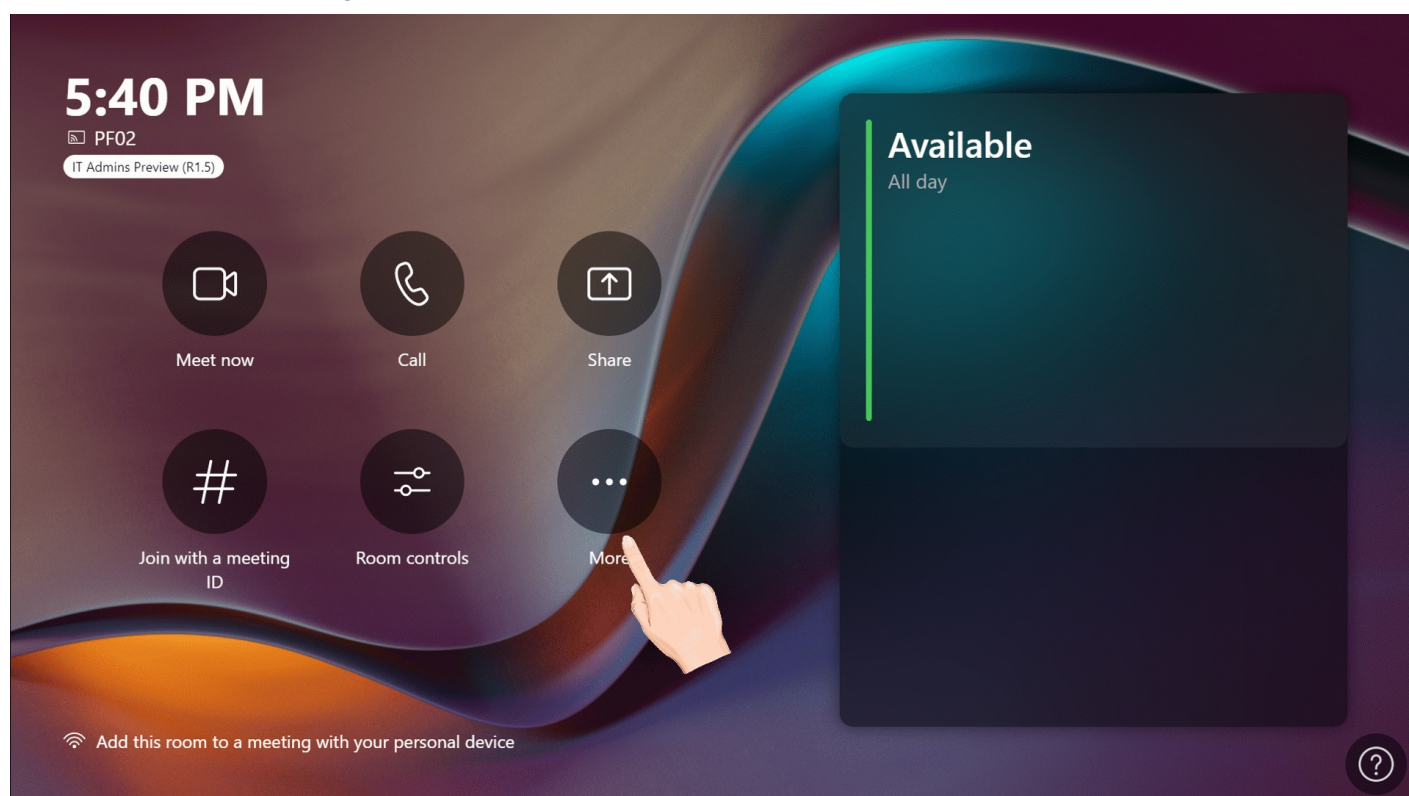
How to Use

Switch to Administrator Account

NOTE

Switching the Microsoft Teams Mode to the Windows Mode. <https://docs.microsoft.com/en-us/microsoftteams/rooms/rooms-lifecycle-support>

1. In the Microsoft Teams mode, go to **More > Settings** to enter the password (default: sfb).
2. Select **Windows Settings > Administrator** to enter the password (default: sfb).

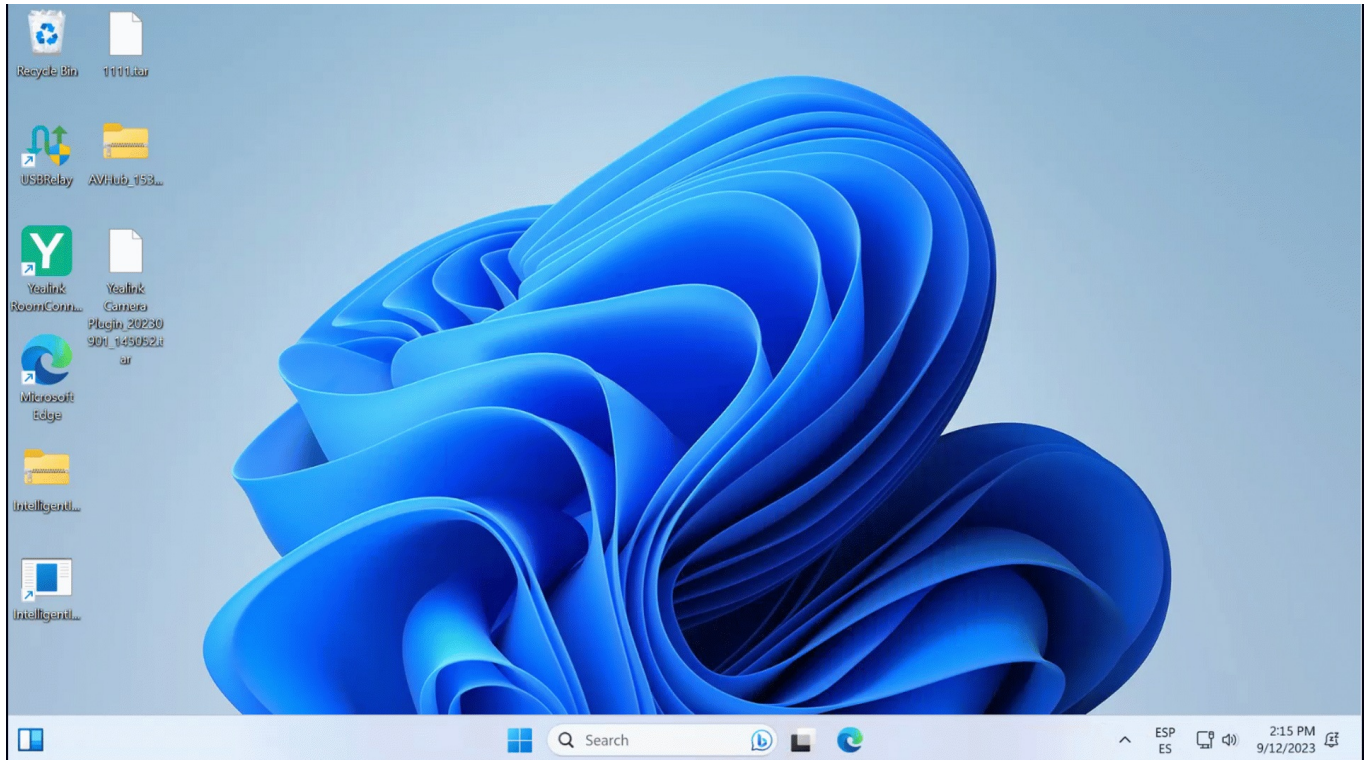


Switch to Skype for Business Account

NOTE

Switching the Windows Mode to the Microsoft Teams Mode.

1. In the Windows mode, select .
2. Select .
3. Select **Login** to switch to Skype for Business account.

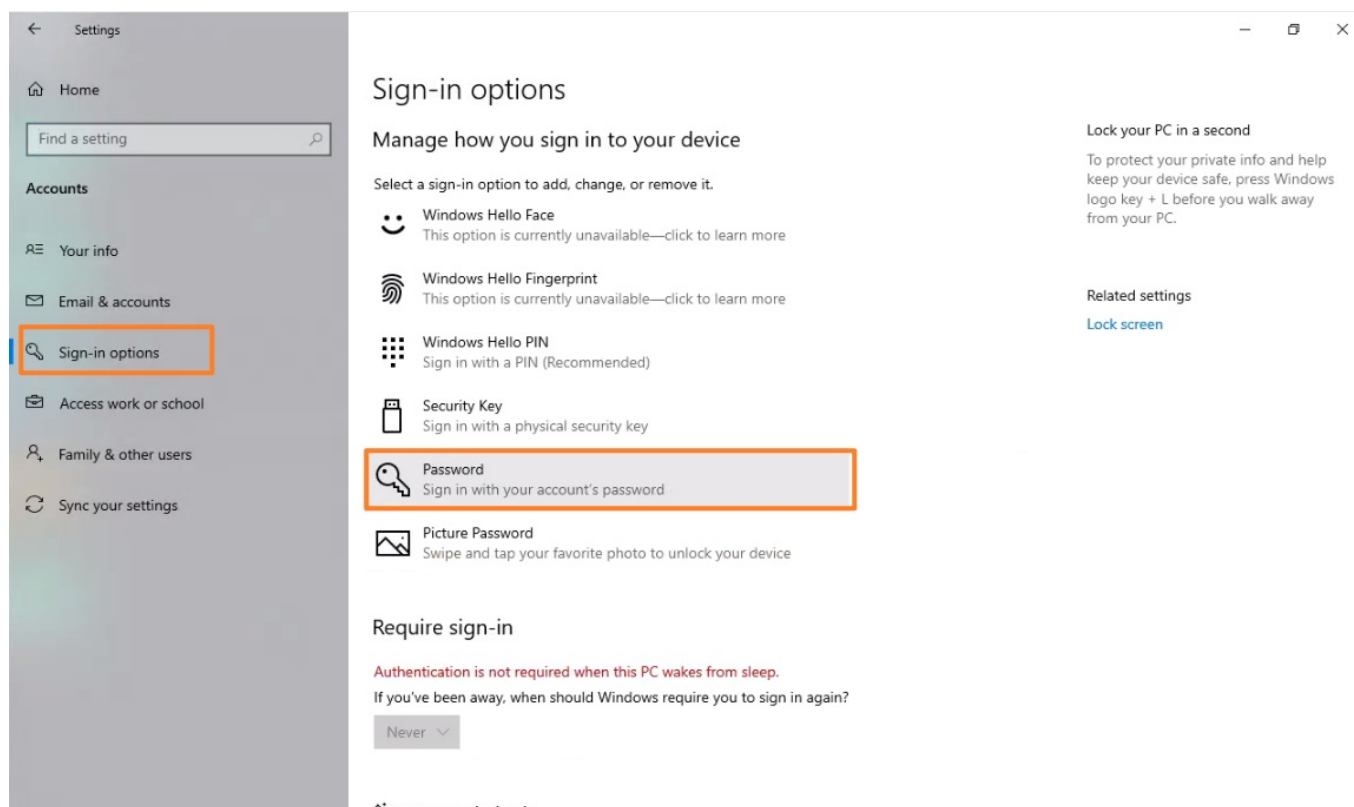


Change Admin Password

The administrator password defaults to **sfb**, you can change the password as needed.

1. Switch to Windows Mode.
2. Open **Setting** in the Windows mode and select **Account**.
3. Select **Login Options** on the account page, and select  under the password field.
4. Go to **Settings > Accounts > Sign-in Options > Password > Change**.

5. Enter the original password (default: sfb) and the new password as prompted, and select **Finish** to change the password.



Update

Windows Update

Introduction

Usually, the Windows version will be updated automatically, but you can also check for updates yourself.

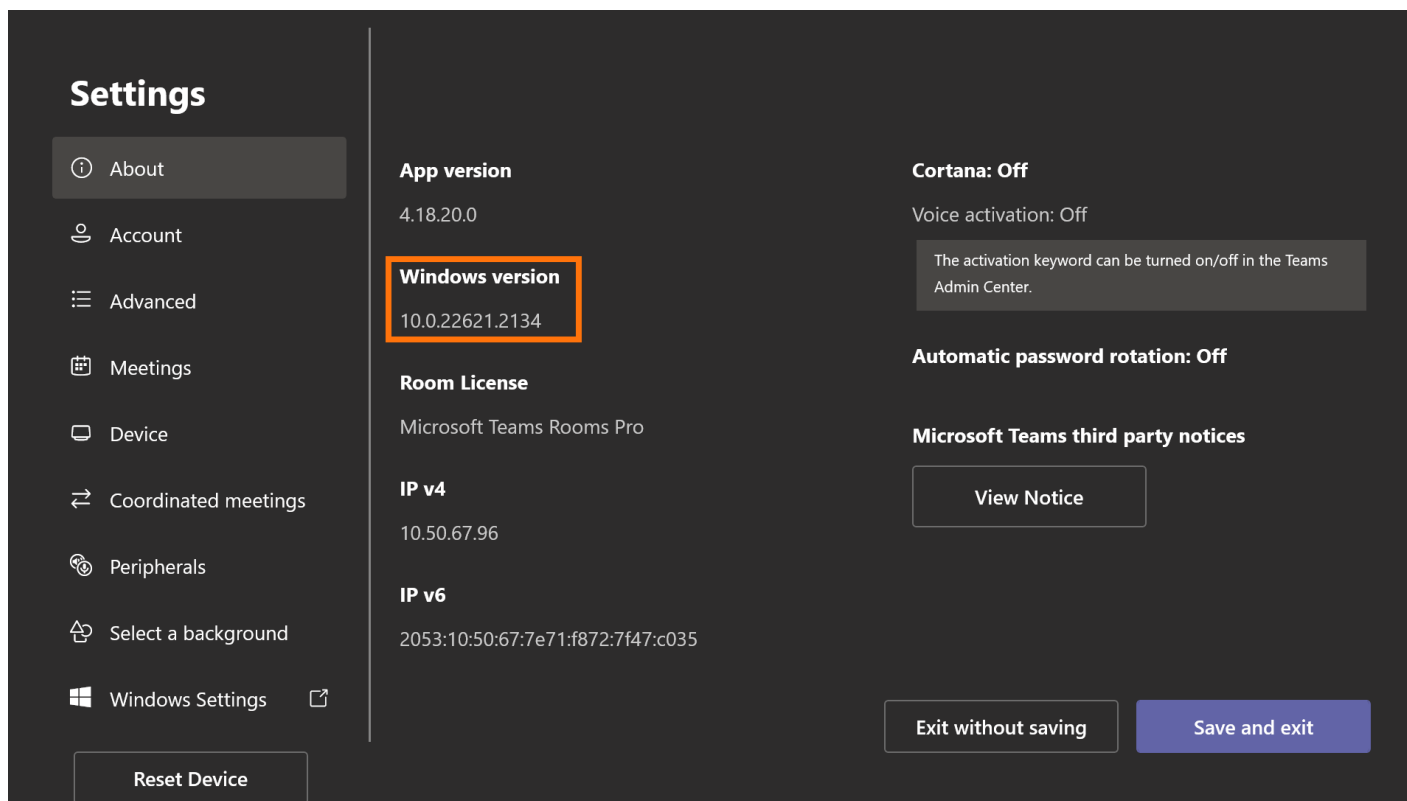
NOTE

The Windows and Microsoft Teams Rooms versions must match each other to work normally. For more information, please refer to [Microsoft Teams Rooms app version support](#).

How to Use

Check System Version Before Updating

1. In the Microsoft Teams mode, go to **More > Settings** (default password: sfb).
2. You can check the system firmware version in **Windows version**.



Check for Updates

Before updating, please ensure the device is connected to the Internet and the network is stable. Otherwise, the system update may fail.

In the Windows mode, go to  >  > **Upgrade & Security** to select **Check for Updates**. The system will automatically download and install. After the update is complete, you can recheck the system version.

FAQ

How to reinstall the system?

Microsoft Teams Rooms App Update

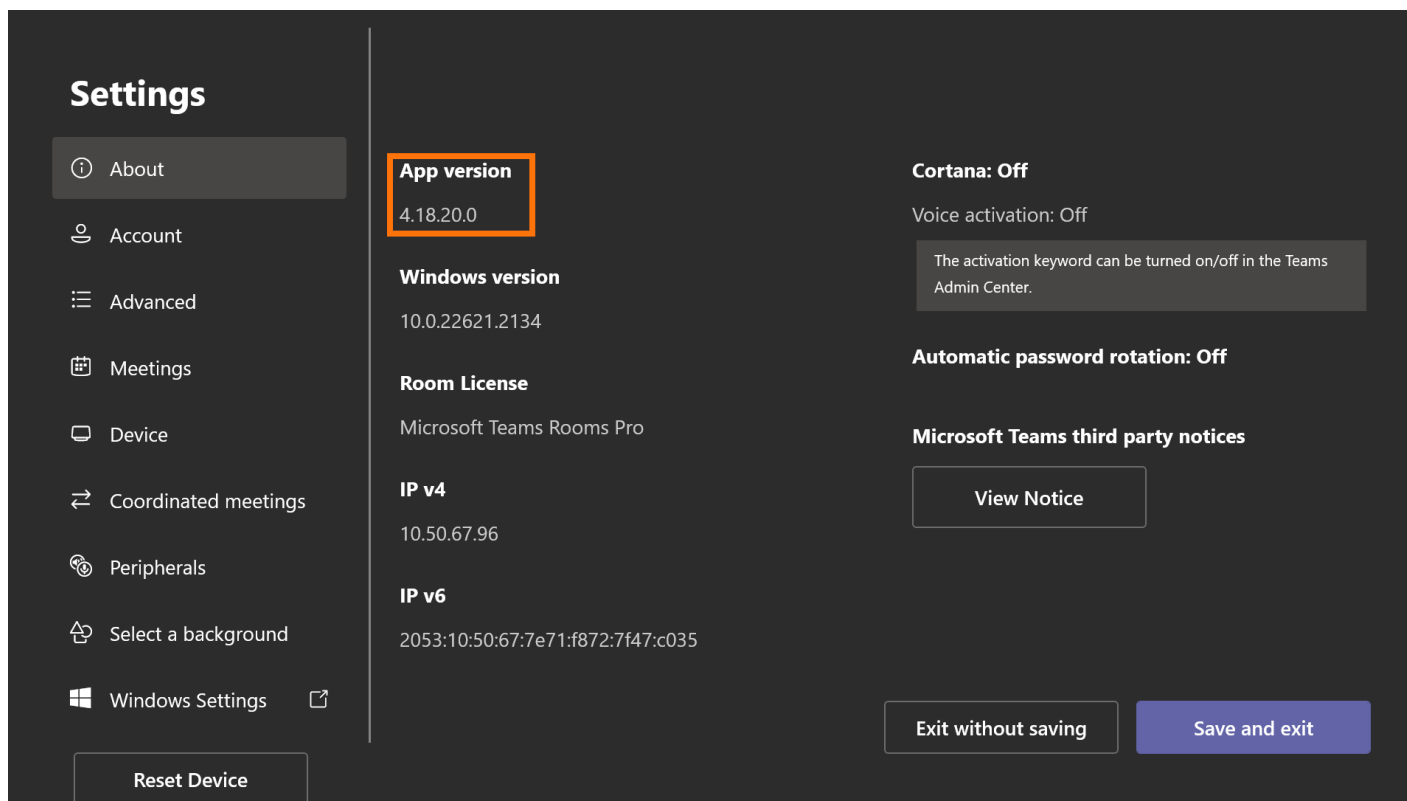
Introduction

Normally, the Microsoft Teams Rooms application will be automatically updated with Windows updates, and automatic updates can also be set through the Microsoft Store. For the Microsoft Teams Rooms app release log, please refer to [Release Notes for Microsoft Teams Rooms](#).

How to Use

Check Software Version Before Updating

1. In the Microsoft Teams mode, go to **More > Settings** (default password: sfb).
2. You can check the system firmware version in **App version**.



Application Update

In the Windows mode, go to  > **Microsoft Store** to select **App Settings > App Update**.

NOTE

- The Microsoft Teams Rooms app gets updates from the Windows Store. However, it may not receive updates in some cases. Please refer to [Manually Update Microsoft Teams meeting room devices](#) for how to update.
- Microsoft Teams Rooms systems can be managed using Microsoft Intune® software. For more information, see [Manage Teams Rooms with Intune](#).

Firmware Update

Introduction

Yealink RoomConnect application auto-update is enabled by default. It starts to check whether the Yealink RoomConnect application and the firmware versions of all connected devices are the latest at 1:15 a.m. If not, it will be automatically updated. For details, please refer to: [Yealink Roomconnect Software Upgrade](#). For more information, please you can refer to [Yealink Roomconnect Update](#).

You can also manually update through the Yealink RoomConnect application or Yealink Device Management Platform.

- Yealink RoomConnect application supports updating all connected devices manually (such as Camera-Hub/AVHub/UVC camera/MTouch II/MSpeech). The audio accessories (VCM34/VCM35/VCM36-W/VCM38/CPW90-BT/MSpeaker II) connected to the Camera-Hub/AVHub/UVC camera are automatically updated with the upgrade of the MVC system. They cannot be updated separately through the Yealink RoomConnect application. Pair the Yealink Wireless Presentation Pod (WPP20) with the MTouch II. If the WPP20 detects a mismatch version, it will be automatically updated but can not be updated separately via the Yealink RoomConnect application.
- The Yealink Management Cloud Service Platform supports updating all registered devices. Please refer to [Register Device to YDMP_YMCS](#).

The following takes UVC86 for example.

How to Use

Check System Version Before Updating

You can view the version number on the device card of the Yealink RoomConnect application. You can check the latest version of the device in [Release Note](#) and go to [Yealink Support Website](#) to download the latest firmware.

 Yealink RoomConnect



UVC86

Firmware Version: 151.431.0.15

Hardware Version: 151.0.80.1.0.0.0

Serial Number: 506009D090000097



MTouchII

Firmware Version: 126.410.0.85

Hardware Version: 126.2.0.0.2.0.17

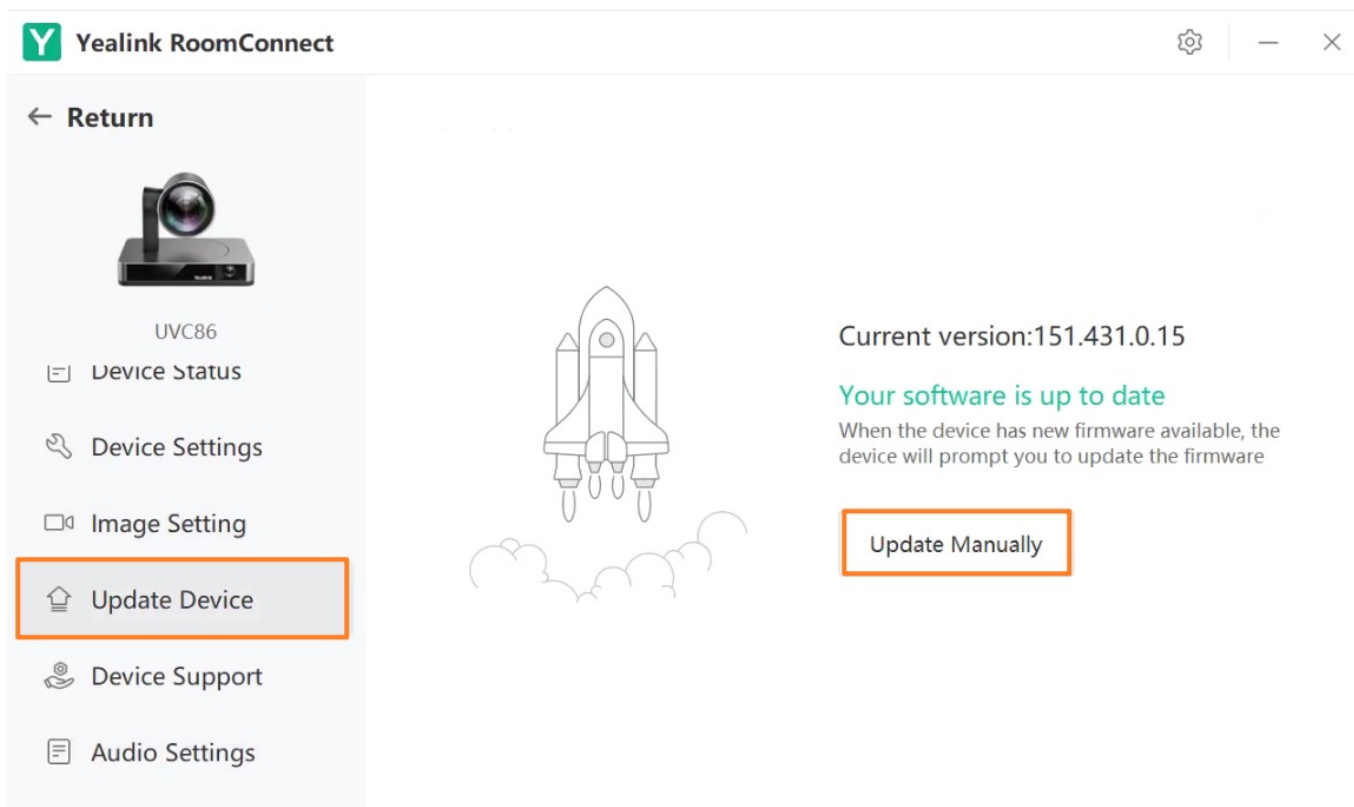
Serial Number: 803061E020002244

Update via Yealink RoomConnect

NOTE

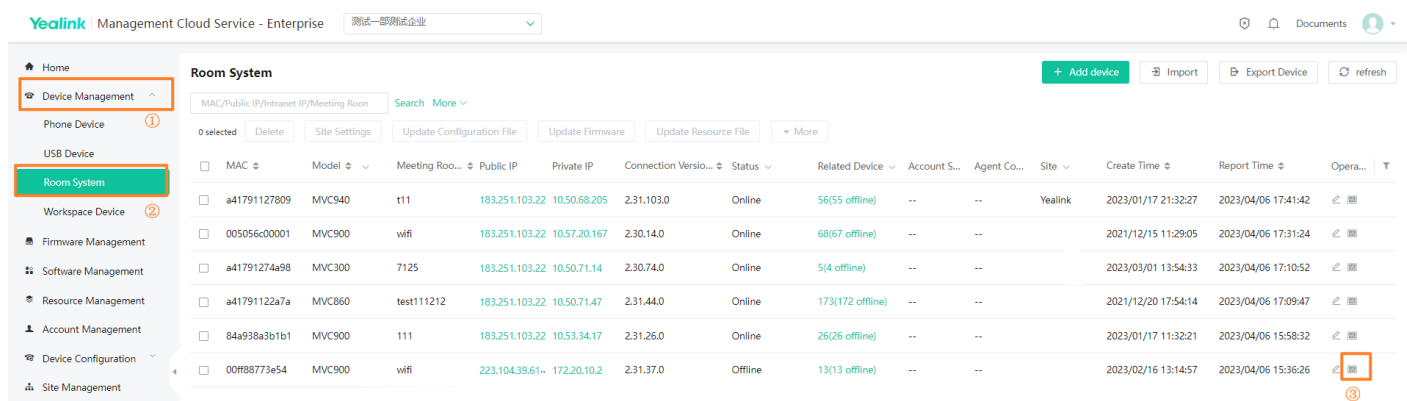
You can go to [Yealink Support Website](#) to download the latest firmware.

1. In the Windows mode, open the Yealink RoomConnect application to select the desired device.
2. Go to **Update Device** to select **Update Manually** or **Update Now**.



Update via YMCS

1. Log in to YMCS (Yealink Management Cloud Service platform) in the browser.
2. Go to **Device Management > Room System > Diagnosis**. For more information, please refer to [Register Device to YDMP_YMCS](#) and [Remote Control](#).



Select Update Firmware.

← Device Diagnostic

	Meeting Room	Sally	IP	10.50.67.99
	Device Model	MVC940	MAC	a41791250644

Diagnosis tool

 Export System Log

 Screen Capture

 Remote Control

More

 Reboot

 Reset to factory

 Update Firmware

Do the following settings and select **OK**.

- Select accessories: You can select multiple devices to upgrade.
- Version: You can directly select the official version or choose a custom version to upload.
- Execution method: You can update immediately or set a regular update.

Firmware Upgrade ×

Note: After update, the current firmware will be overwritten

Please Select:

☒ UVC86 ☒ VCM34 ☒ AVHub ☒ MTouchII

Version source:

☒ Official Version ☐ Custom Version

* Select Version:

UVC86:

VCM34:

AVHub:

MTouchII:

Execution Mode

☒ At once ☐ Timing

OK Cancel

Yealink Roomconnect Update

Introduction

This chapter will introduce how to set the Auto Update, Check for update, and Update Manually for the Yealink

RoomConnect application.

NOTE

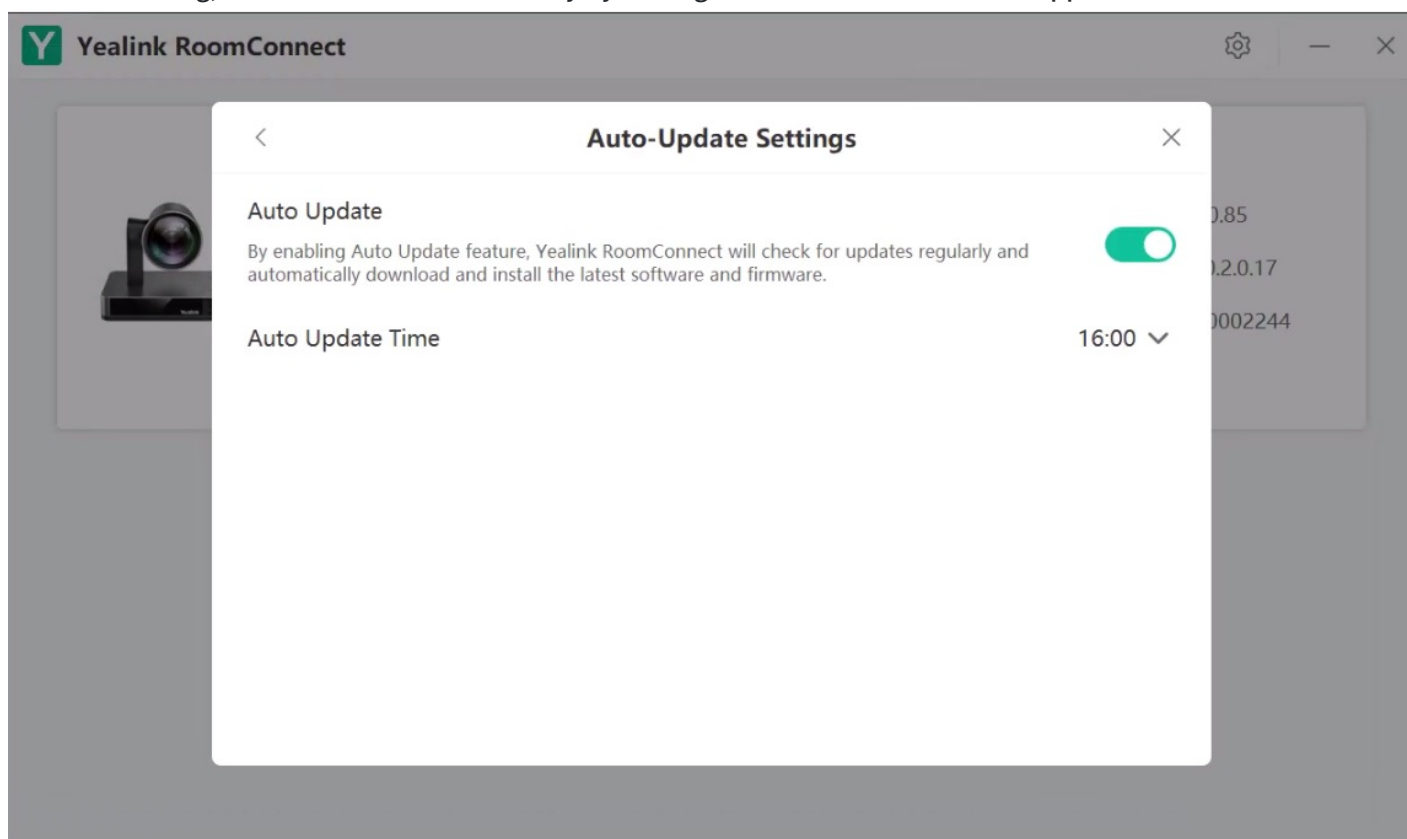
The Yealink RoomConnect application is suitable for Windows systems and can only be installed on Windows-based mini-PC (MCore/MCore Pro)/PC. You cannot install the Yealink RoomConnect application on the MAC OS system.

How to Use

Method 1: Auto Update

Yealink RoomConnect application auto-update is enabled by default. It starts to check whether the Yealink RoomConnect application and the firmware versions of all connected devices are the latest at 1:15 a.m. If not, it will be automatically updated. For details, please refer to: Yealink Roomconnect Software Upgrade. You can customize the Check for Update time.

1. In the Windows mode, open the Yealink RoomConnect application.
2. Go to  > **General Settings** > **Auto-Update Settings**. Enable **Auto Update** and set the **Auto Update Time**. After setting, it will be saved automatically by closing the Yealink RoomConnect application.

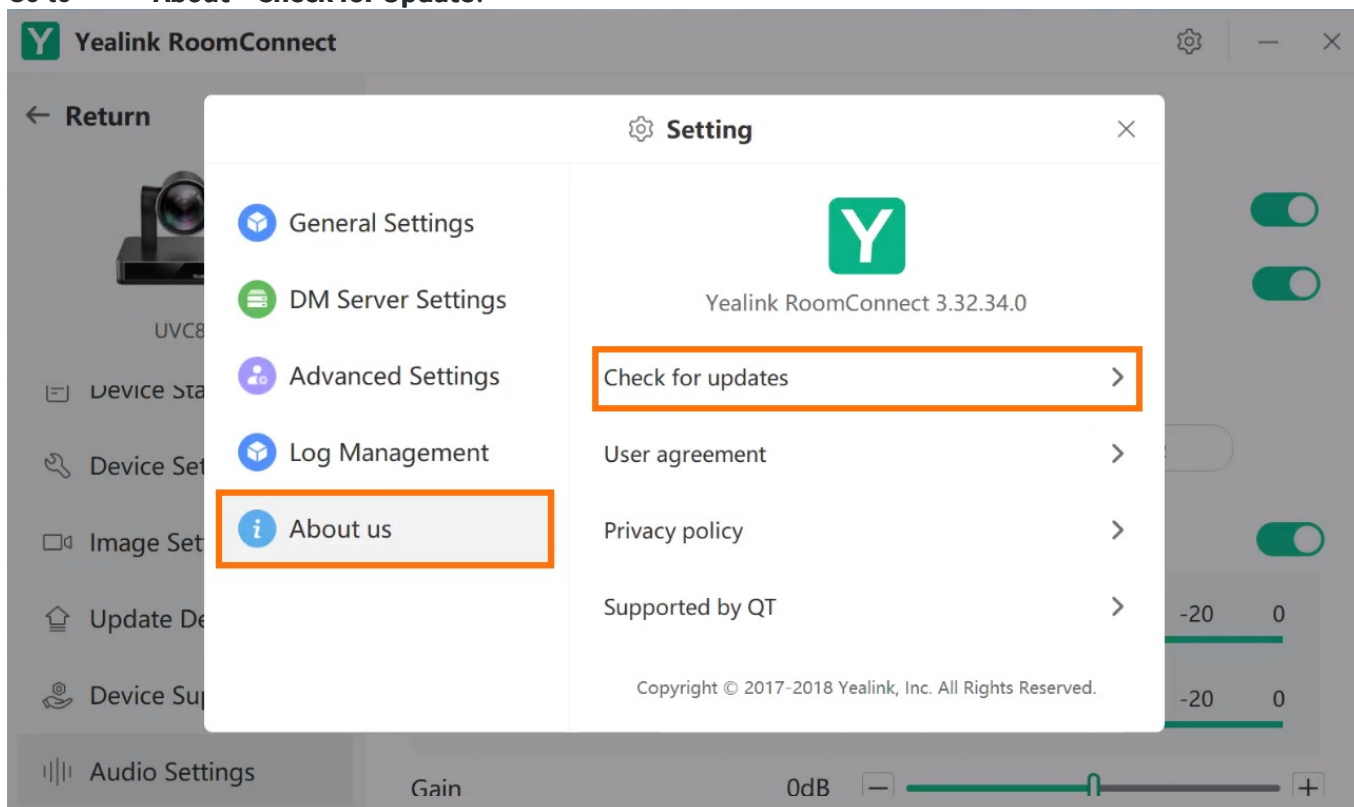


Method 2: Check for Update

If you don't want to wait for the automatic update, check to update the Yealink RoomConnect application in advance.

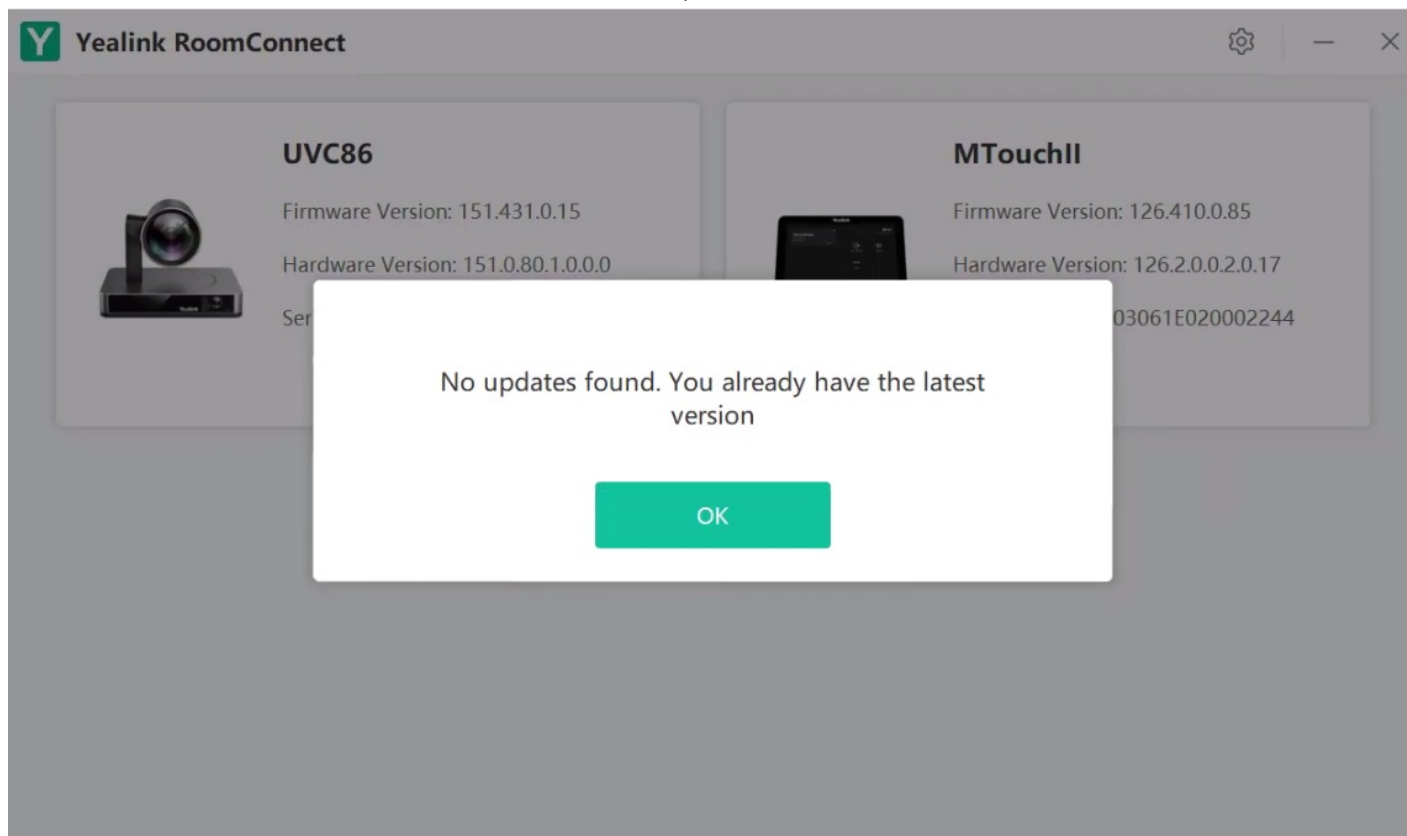
1. In the Windows mode, open the Yealink RoomConnect application.

2. Go to  > **About** > **Check for Update**.



It will check whether the software version of Yealink RoomConnect and the firmware version of all connected devices are the latest. If not, it will be automatically updated.

If the software and device firmware is the latest version, it will show it is the latest version.



Method 3: Update Manually

1. Download the latest version of the Yealink RoomConnect application from the Yealink official website.
2. After downloading, open the msi file and follow the installation steps to install.



Network Settings

Wired Network

Introduction

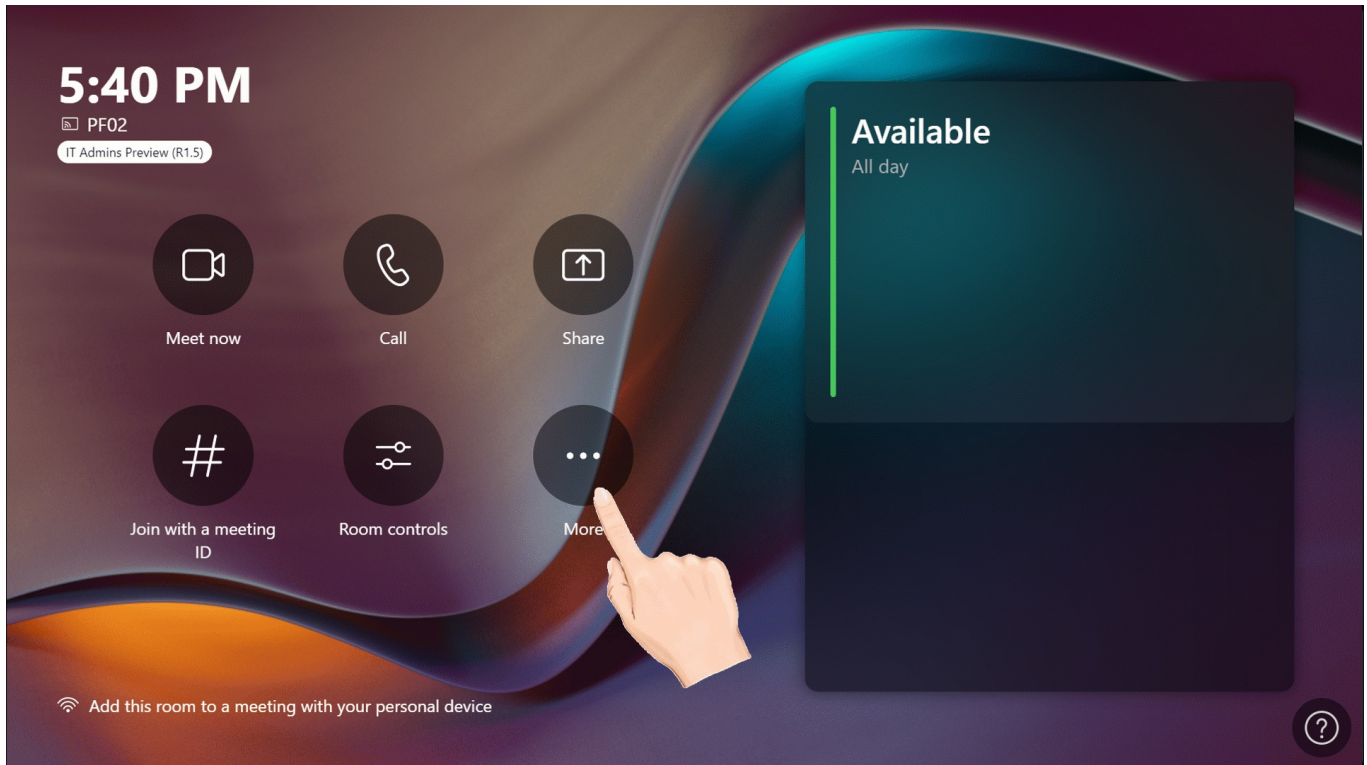
You need to connect the MCore/MCore Pro/mini-PC to the network port by a network cable.

Check Network

You can also check whether the MTouch II/Plus is connected to network.

1. In the Microsoft Teams mode, select **More > Settings** (default password: sfb).

2. Go to **About** > **IPv4** to check whether the network is connected.



NOTE

If the Mtouch II /Plus interface shows that “This device isn’t connected to the Internet” , you need to check whether the network cable is connected correctly.

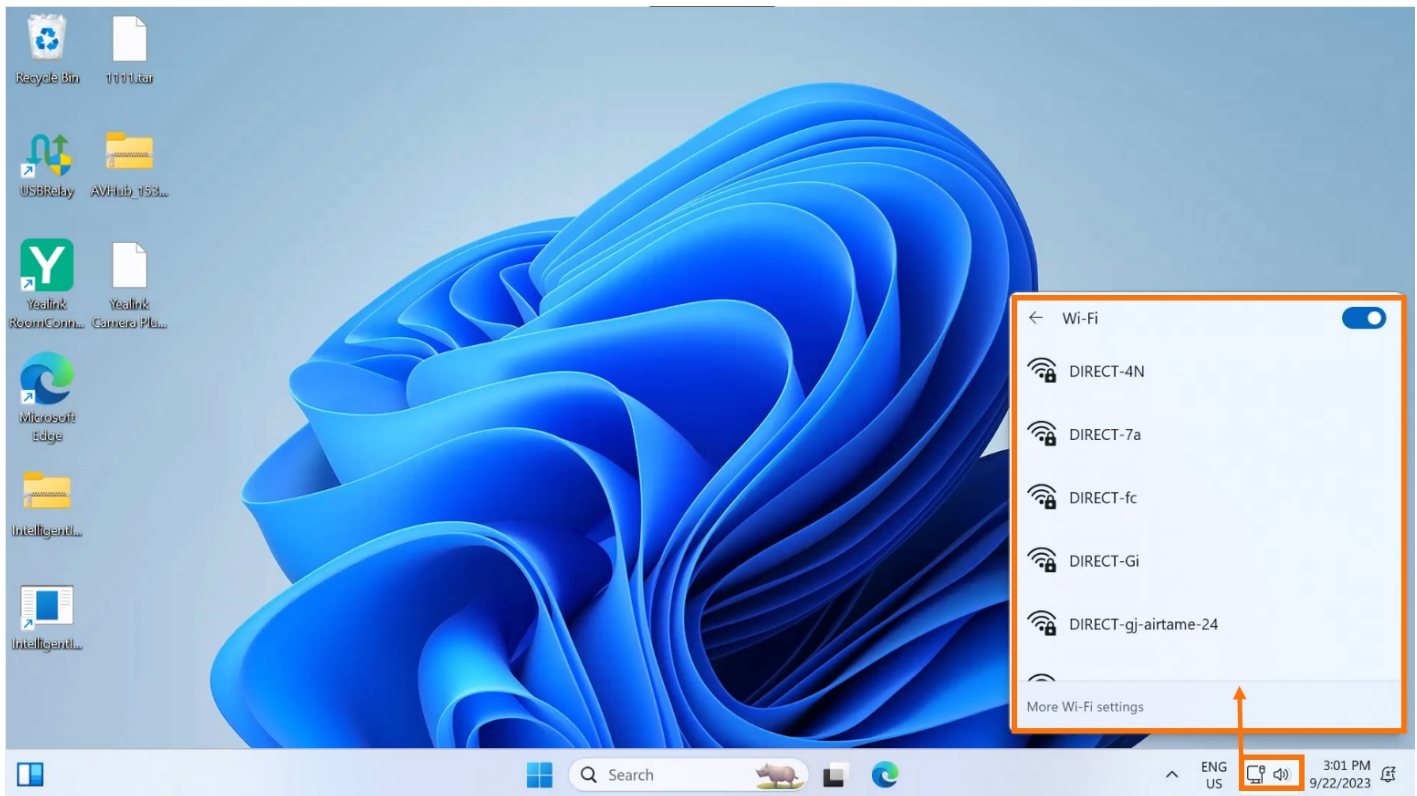
Wireless Network

Introduction

You can connect MCore/MCore Pro/mini-PC to the wireless network on MTouch II/Plus, and MTouch II/UVC cameras and other devices can be connected to MCore/MCore Pro/mini-PC through a network cable.

Connect to Wireless Network

1. Switch to Windows Mode.
2. Click **Network** in the lower-right corner and select a wireless network to connect.

**NOTE**

If the MTouch II/Plus interface shows that “This device isn’t connected to the Internet”, you need to reconnect to the network or use the wired network.

Device Management

Register Device to YDMP/YMCS

Introduction

You can register the MVC system to Yealink Management Cloud Service Platform or Yealink Device Management Platform for unified management and [remote Control](#).

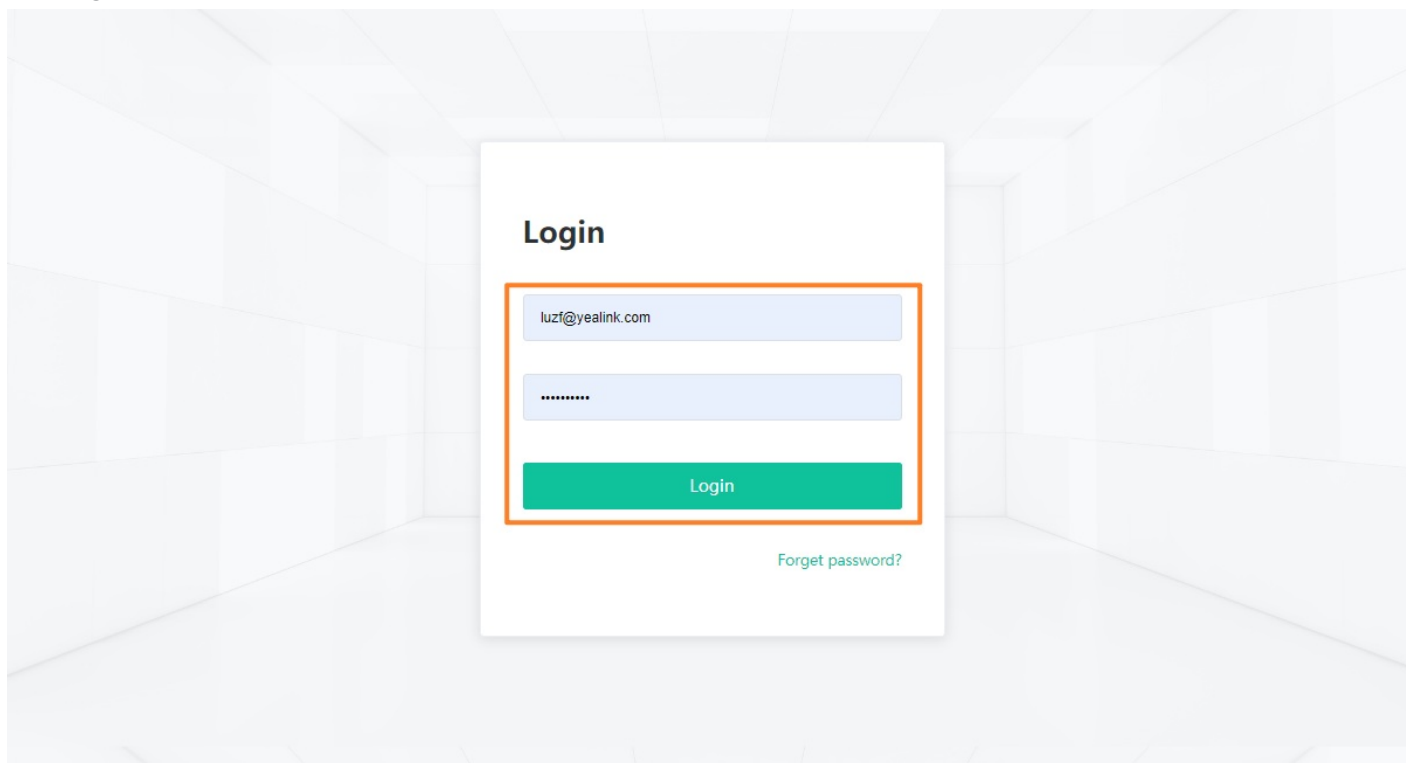
How to Use

NOTE

Please ensure all devices are powered on and connected to the network before starting.

Register a Single Device

1. Log in to **YMCS/YDMP** on the browser.



2. Click **Device Management > Room System > Add device**.

Yealink | Management Cloud Service - Enterprise 测试一部测试企业

Home ① Device Management ② Room System ③ + Add device Import Export Device refresh

MAC/Public IP/Intranet IP/Meeting Room Search More

0 selected Delete Site Settings Update Configuration File Update Firmware Update Resource File More

☐	MAC	Model	Meeting ...	Public IP	Private IP	Connection Ve...	Status	Related De...	Accou...
☐	a4179115c7bf	MVC940	roomt3	183.251.103.22	10.50.68.139	2.30.79.0	Online	56(54 offlin...	--
☐	a41791235cd0	MVC840	Jolenetest	183.251.103.22	10.50.147.2	2.31.54.0	Online	29(28 offlin...	--
☐	00090ffe0001	MVC900	wifi	221.229.124.11	192.168.63.98..	2.24.50.0	Online	8(8 offline)	--
☐	a41791122aa0	MVC940	hsy工位对...	183.251.103.22	10.50.71.32	2.31.54.0	Online	130(128 off...	--
☐	005056c00001	MVC900	wifi	202.111.43.78..	192.168.20.203	2.23.40.0	Online	68(68 offlin...	--
☐	f8e43b854857	MVC900	wifi	117.136.38.38..	172.20.10.2	2.31.37.0	Offline	7(7 offline)	--
☐	a417912746bb	MVC940	xss0301	183.251.103.22	10.50.71.23	2.31.54.0	Offline	30(30 offlin...	--
☐	a417911fde35	MVC940	Uuu23	183.251.103.22	10.50.71.9	2.31.52.0	Online	171(168 off...	--
☐	a417911186b8	MVC300	002	183.251.103.22	10.50.70.94	2.31.47.0	Online	90(88 offlin...	--

Fill in the corresponding information, and click **Save**.

Yealink | Management Cloud Service - Enterprise 测试一部测试企业

Home

Device Management

Phone Device

USB Device

Room System

Workspace Device

Firmware Management

Software Management

Resource Management

Account Management

Device Configuration

Site Management

Task Management

Alarm Management

Device Diagnostic

Dashboard

Order Management

← Add device

Meeting Room:

Please enter the name of room, max 128 characters

* Site:

Please select

* Model:

CP960-UVC Zoom Rooms Kit

* MAC:

Please enter MAC

Machine ID: ⓘ

Please enter Machine ID

OK Cancel

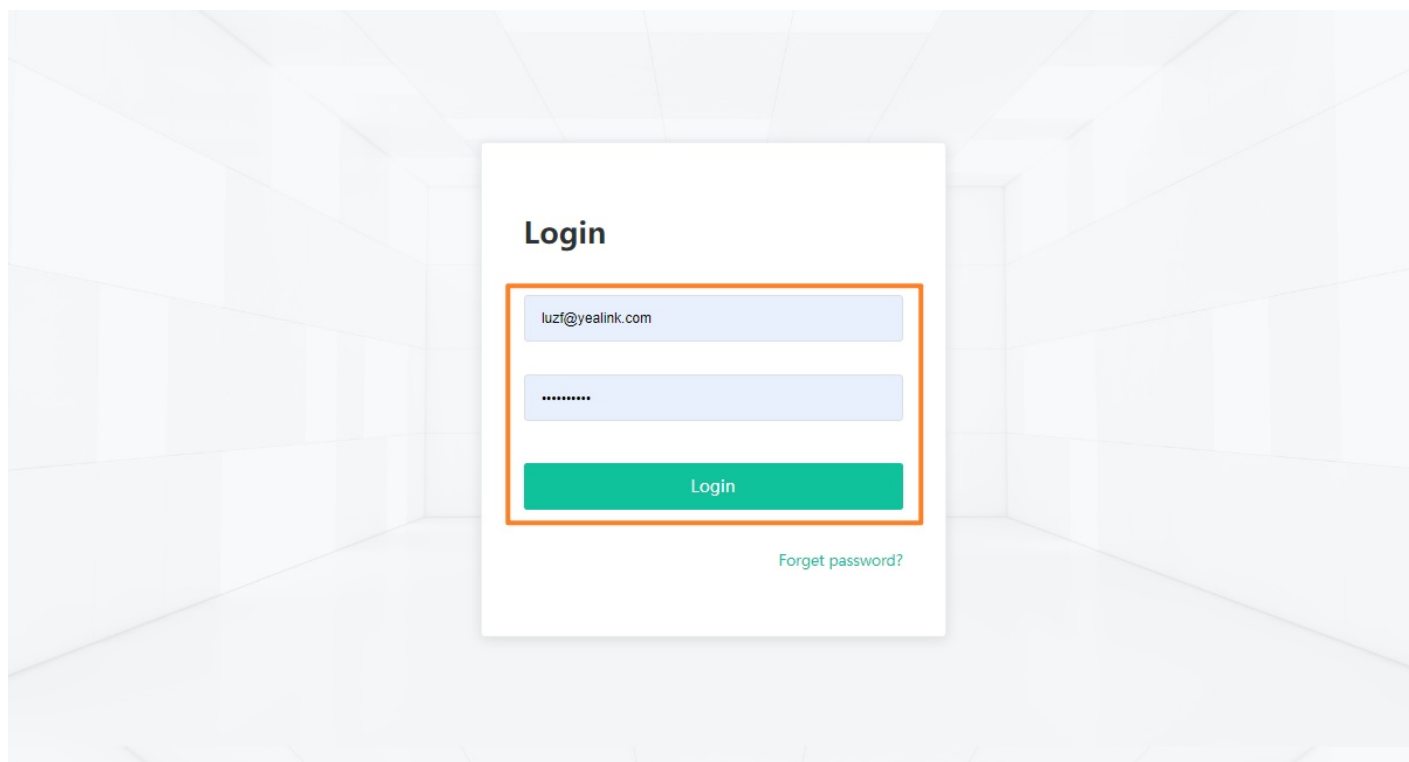
Register Devices in Batches

When you deploy the MVC devices, you can register all MVC devices to the YMCS (Yealink Management Cloud Service) in batches through the device MAC to improve deployment efficiency.

NOTE

Yealink Device Management Platform (YDMP) does not support batch registration.

1. Log in to YMCS on the browser.



2. Click **Device Management > Room System > Import**.

Yealink | Management Cloud Service - Enterprise 测试一部测试企业

Home ① Device Management ^ Phone Device USB Device ② Room System Workspace Device Firmware Management Software Management Resource Management Account Management Device Configuration ^ Site Management Task Management ^ Alarm Management ^ Device Diagnostic Dashboard ^ Order Management

Room System

+ Add device ③ Import Export Device refresh

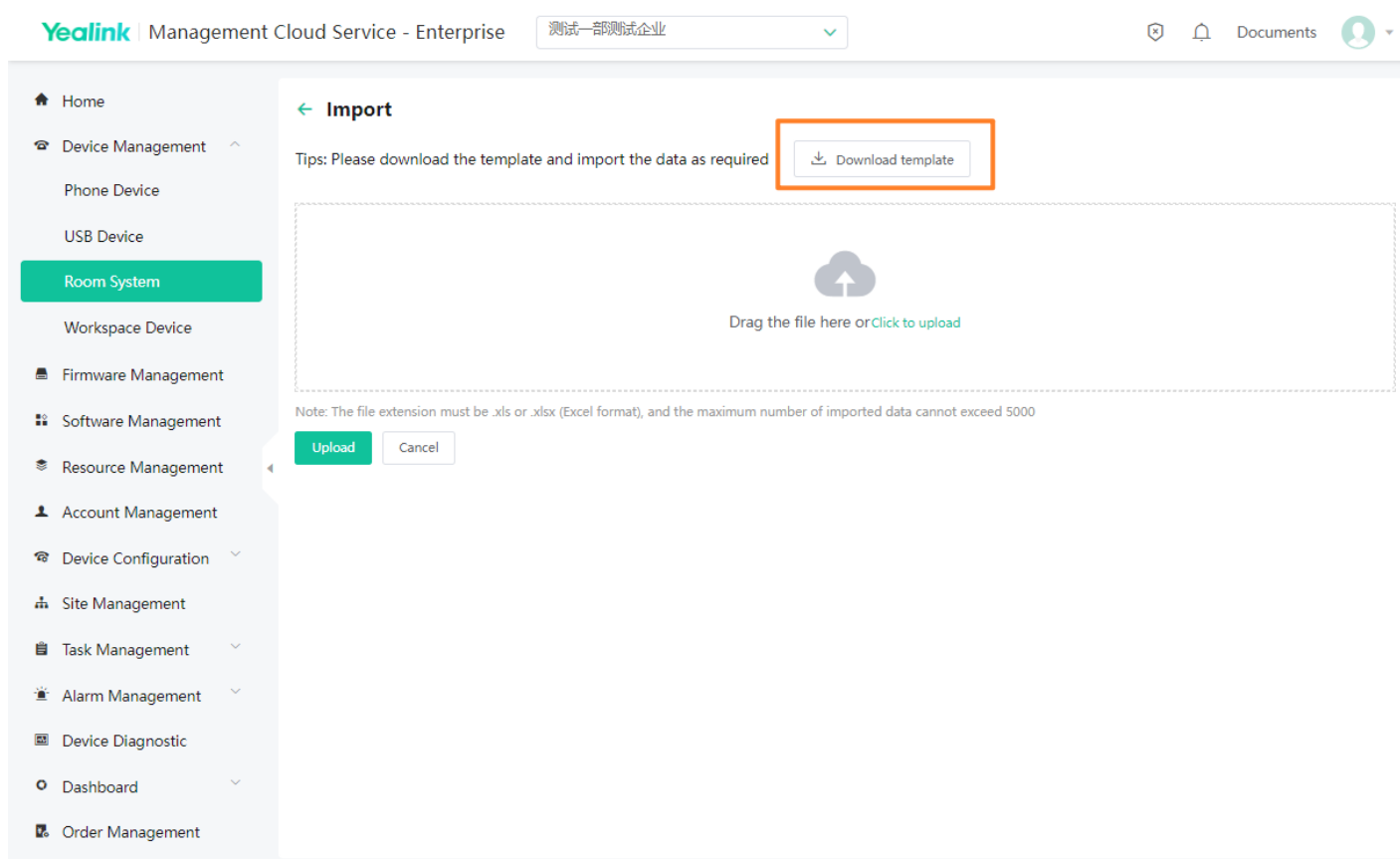
MAC/Public IP/Intranet IP/Meeting Room Search More ^

0 selected Delete Site Settings Update Configuration File Update Firmware Update Resource File More

☐	MAC	Model	Meeting ...	Public IP	Private IP	Connection Ve...	Status	Related De...	Accou...
☐	a4179115c7bf	MVC940	roomt3	183.251.103.22	10.50.68.139	2.30.79.0	Online	56(54 offline)	--
☐	a41791235cd0	MVC840	Jolenetest	183.251.103.22	10.50.147.2	2.31.54.0	Online	29(28 offline)	--
☐	00090ffe0001	MVC900	wifi	221.229.124.11	192.168.63.98..	2.24.50.0	Online	8(8 offline)	--
☐	a41791122aa0	MVC940	hsy工位对...	183.251.103.22	10.50.71.32	2.31.54.0	Online	130(128 off...	--
☐	005056c00001	MVC900	wifi	202.111.43.78..	192.168.20.203	2.23.40.0	Online	68(68 offline)	--
☐	f8e43b854857	MVC900	wifi	117.136.38.38..	172.20.10.2	2.31.37.0	Offline	7(7 offline)	--
☐	a417912746bb	MVC940	xss0301	183.251.103.22	10.50.71.23	2.31.54.0	Offline	30(30 offline)	--
☐	a417911fde35	MVC940	Uuu23	183.251.103.22	10.50.71.9	2.31.52.0	Online	171(168 off...	--
☐	a417911186b8	MVC300	002	183.251.103.22	10.50.70.94	2.31.47.0	Online	90(88 offline)	--
☐	c8f750250f68	MVC900	linzy	183.251.103.22	10.54.32.8	2.31.51.0	Online	66(66 offline)	--

Total 274 10/page < 1 2 3 4 ... 28 > Go to 1 Page

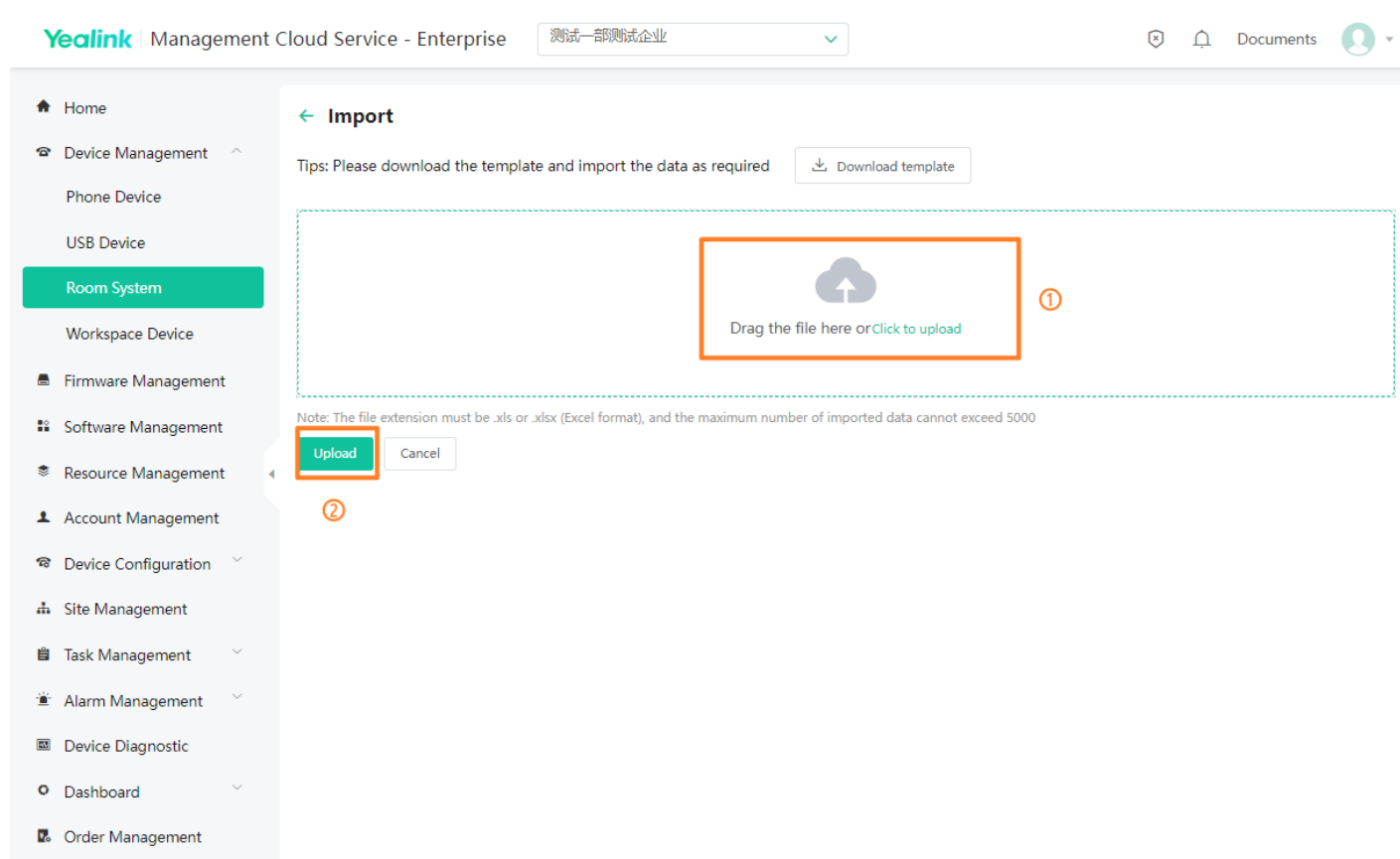
3. Click **Download template**.



4. You need to fill in the MAC Address (required), Device Model (required), Meeting Device Name and other device information. For example:

	A	B	C	D	E	F
	Note: 1. The column marked with '*' must be filled in; 2. MAC can only contain 12 letters or numbers, the length of MAC must be 12~17; You can enter the number '0-9', the letter 'A-Z' or 'a-z', '-', ':', ';'; Example: 00-15-65-1A-2B-3C; 00:15:65:1a:2b:3c; 0015651a2B3c 3. Machine ID is the SN of phone body sticker or Machine ID displaying in device status info; 4. The maxlength of the Meeting Room is 32 characters; 5. Site name should be filled in as: First level site name/Second level site name/'/' New site name', The adjacent site should be separated by "/", you need to fill in the site name from the first level; 6. If you want to bind devices with accounts, you should select the account type first; You can only bind devices with accounts already existing on the platform. Account info is required according to the account type; (1) SIP Account: User Name (2) SFB Account: Register Name (3) YMS Account: ID (4) Cloud Account: User Name (5) H.323 Account: User Name 7. If a device is bound with different type accounts, you have to input in multiple lines; 8. If a device is bound with multiple accounts of same type, account info has to be separated by ';'; 9. If the MAC address filled in the template has been added to the platform, the original information will be updated according to the information in the template after import. 10. If the MAC address filled in the template has been added to the platform and bound with account, when the account information in the imported template is empty, the original binding relationship will be maintained; 11. The data must be in text format. 12. Synchronize to RPS: if you choose yes, Unique URL\Username\Password will be imported 13. URL must begin with 'http://' or 'https://' or 'ftp://' or 'ftps://' 14. If you want to fill in the username and password, you must fill in both. 15. Server Name: it must be an existing server					
1						
2	*MAC	*Device Model	Meeting Device Name	*Machine ID	Site	Account Type
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						

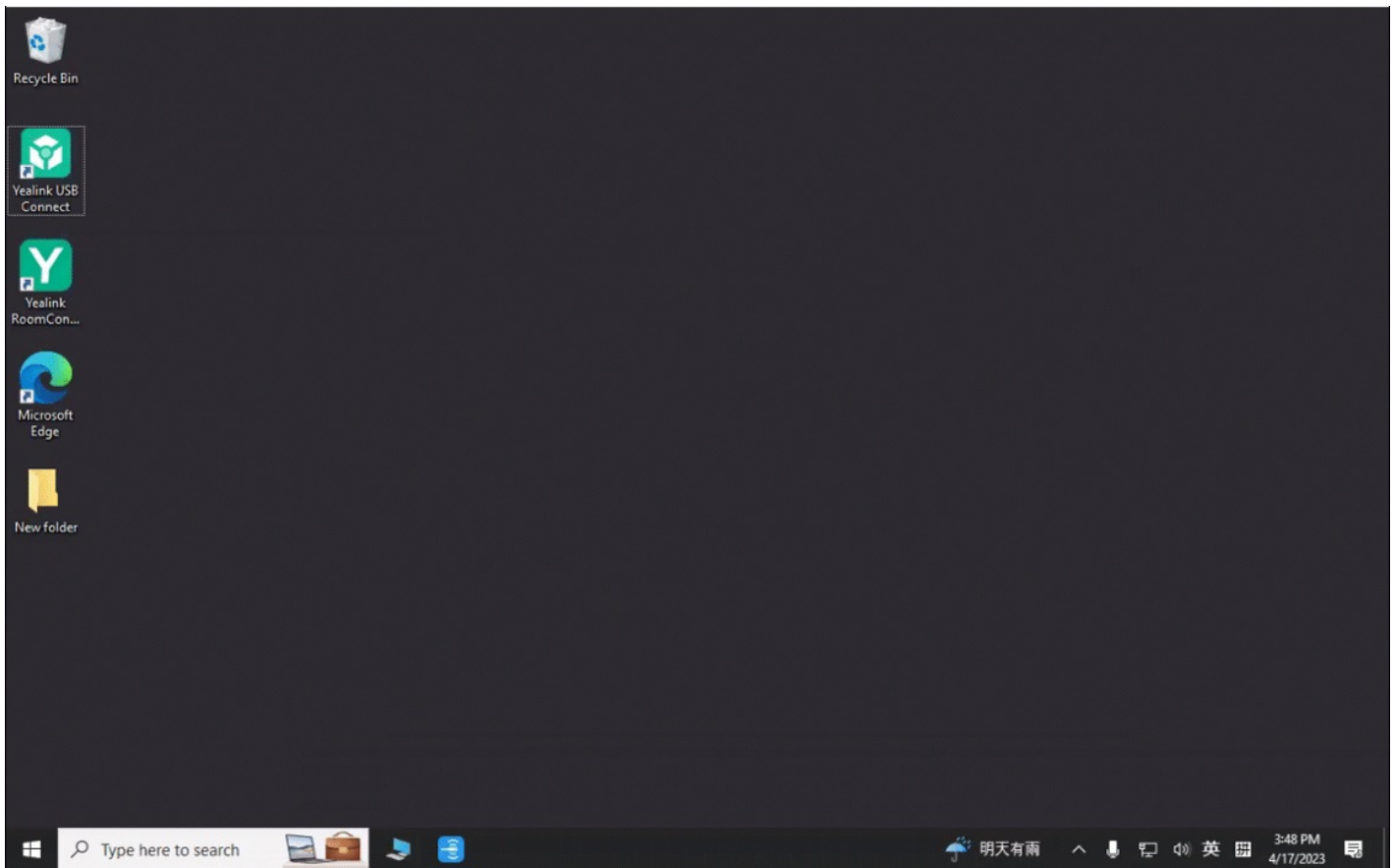
- Return to the YMCS web user interface and upload the completed template, and click Upload.



FAQ

How to get the MAC address of MVC device?

1. Use the MTouch II to search for **cmd** In **Window Mode**.
2. Open **Command Prompt** to enter **ipconfig/all**.
3. The **Ethernet adapter** is shown in the first part of the page. The physical address is the device' s MAC. Be careful not to misuse the physical addresses of other adapters below.



How to register UVC40 to YMCS via Wi-Fi?

Connect YRC to YDMP/YMCS

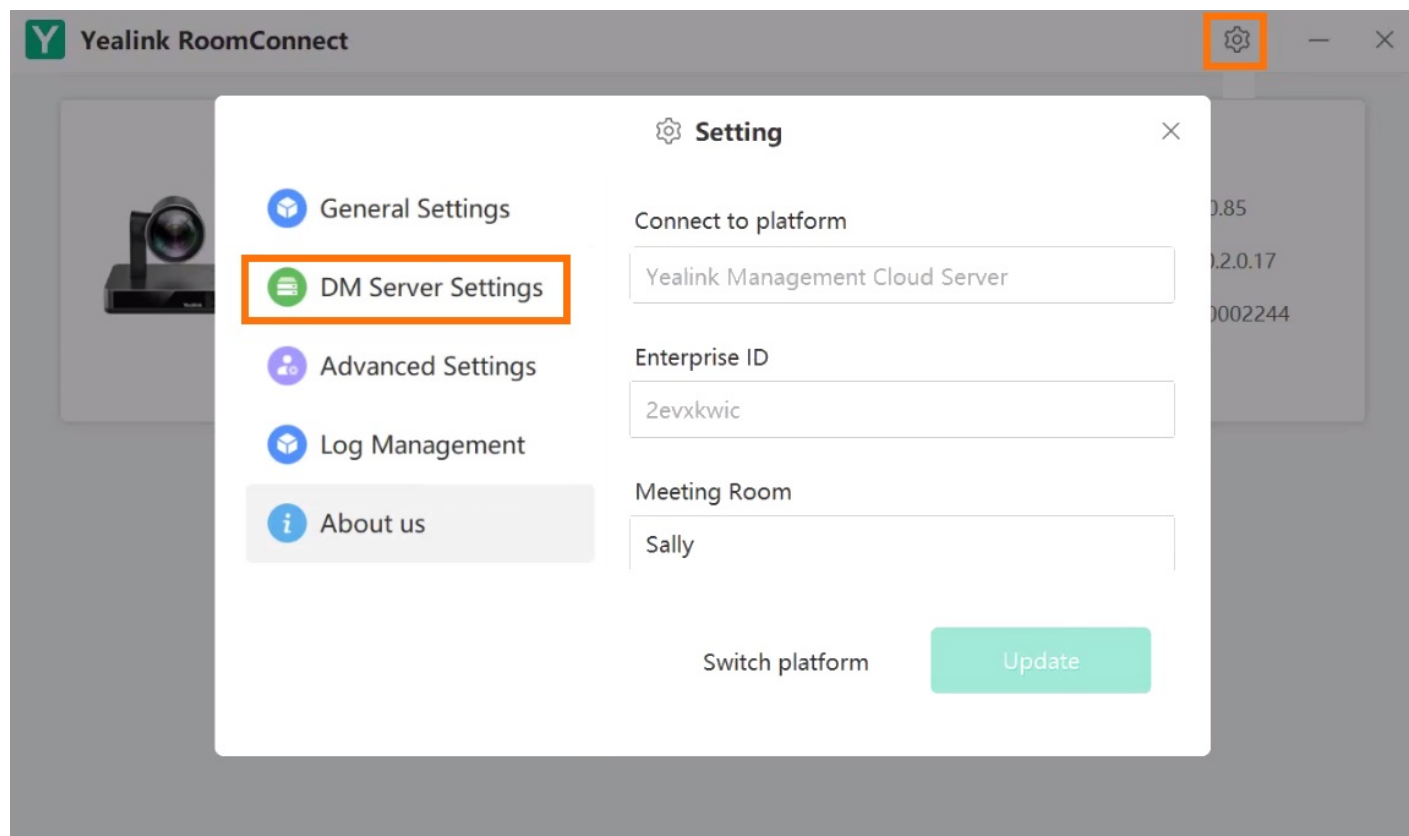
Introduction

You can remotely control and manage registered MVC devices through YMCS (Yealink Management Cloud Service)/YDMP (Yealink Device Management Platform) For the registration method, and please refer to [Register Device to YDMP/YMCS](#).

How to Use

You need to switch the system to Windows Mode (For more information, please refer to [Switch Account](#)).

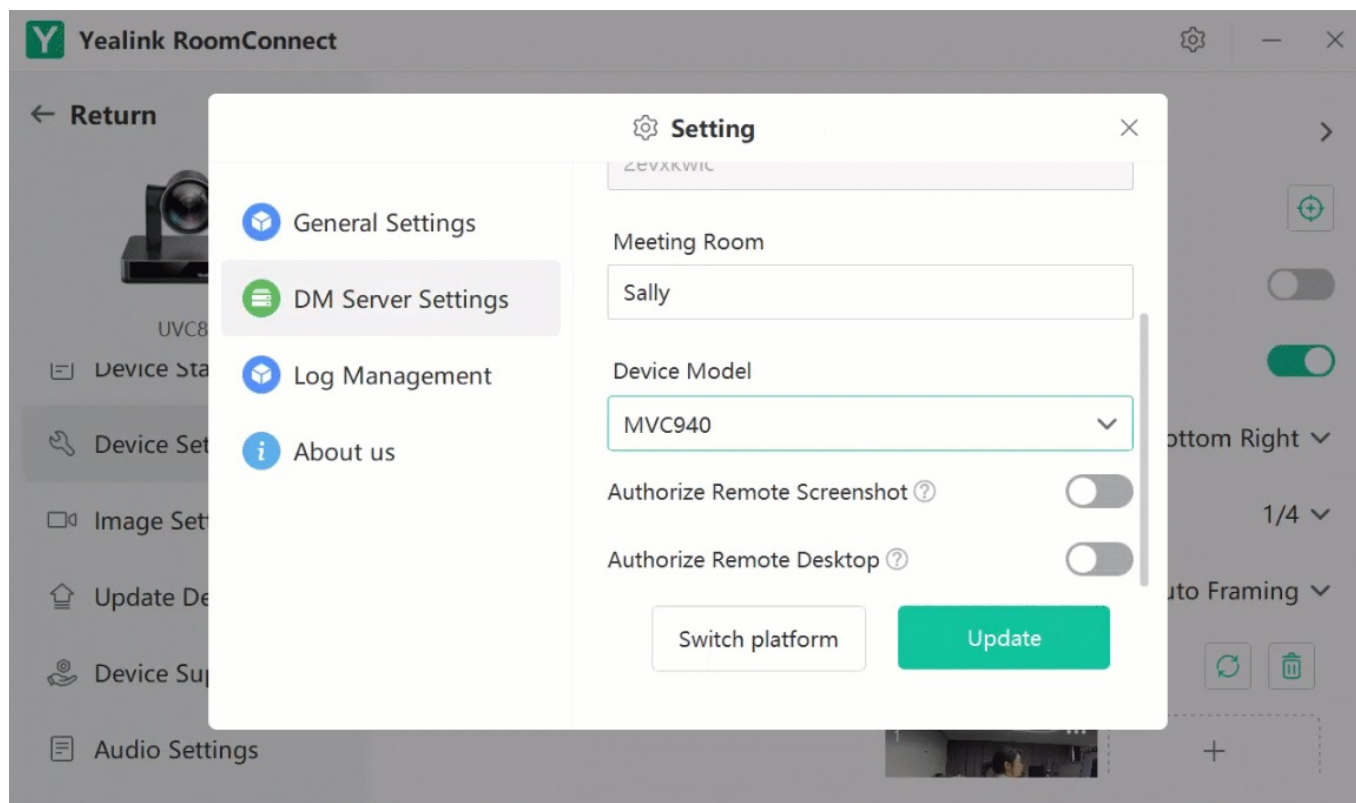
1. Go to  > **DM Server Settings**.



- Set **Connect to Platform**, **Enterprise ID**, **Meeting Room** and **Device Model** to check the box next to **Authorize Remote Screenshot** and **Authorize Remote Desktop**.

NOTE

If you select YMCS to connect, you need to enter the enterprise ID. And if you choose YDMP to connect, you need to enter the server address.



Remote Control

Introduction

You can remotely control and manage registered MVC devices through YMCS (Yealink Management Cloud Service)/YDMP (Yealink Device Management Platform). For the registration method, please refer to [Register Device to YDMP/YMCS](#). For more information, please refer to [Connect YRC to YDMP/YMCS](#).

How to Use

- Log in to YMCS/YDMP on the browser.

Login

[Forget password?](#)

2. Click **Device Management > Room System > Diagnosis**.

Yealink Management Cloud Service - Enterprise

Home | **Device Management** | Phone Device | USB Device | **Room System** | Workspace Device | Firmware Management | Software Management | Resource Management | Account Management | Device Configuration | Site Management | Task Management | Alarm Management | Device Diagnostic | Dashboard

Room System

MAC/Public IP/Intranet IP/Meeting Room Search More

0 selected Delete Site Settings Update Configuration File Update Firmware Update Resource File More

☐	MAC	Model	Meeting Room	Public IP	Private IP	Connection Version	Status	Related Device	Account S...	Agent Co...	Site	Create Time	Report Time	Opera...
☐	a41791127809	MVC940	t11	183.251.103.22	10.50.68.205	231.103.0	Online	56(55 offline)	--	--	Yealink	2023/01/17 21:32:27	2023/04/06 17:41:42	 
☐	005056c00001	MVC900	wifi	183.251.103.22	10.57.20.167	230.14.0	Online	68(67 offline)	--	--		2021/12/15 11:29:05	2023/04/06 17:31:24	 
☐	a41791274a98	MVC300	7125	183.251.103.22	10.50.71.14	230.74.0	Online	5(4 offline)	--	--		2023/03/01 13:54:33	2023/04/06 17:10:52	 
☐	a41791122a7a	MVC860	test111212	183.251.103.22	10.50.71.47	231.44.0	Online	173(172 offline)	--	--		2021/12/20 17:54:14	2023/04/06 17:09:47	 
☐	84a938a3b1b1	MVC900	111	183.251.103.22	10.53.34.17	231.26.0	Online	26(26 offline)	--	--		2023/01/17 11:32:21	2023/04/06 15:58:32	 
☐	00f88773e54	MVC900	wifi	223.104.39.61	172.20.10.2	231.37.0	Offline	13(13 offline)	--	--		2023/02/16 13:14:57	2023/04/06 15:36:26	 
☐	a41791250644	MVC940	Sally	183.251.103.22	10.50.67.99	231.53.0	Online	9(7 offline)	--	--		2022/04/24 15:02:12	2023/04/06 14:54:40	 
☐	a417911186ae	MVC940	qqqqqq	183.251.103.22	10.50.126.5	231.37.0	Online	3(2 offline)	--	--		2023/03/20 19:44:00	2023/04/06 14:44:32	 
☐	18c04d645c0	MVC840	Test ROOM Z...	183.251.103.22	10.53.31.16	231.105.0	Online	92(89 offline)	--	--		2022/08/08 15:07:15	2023/04/06 14:32:48	 
☐	c49ded1536ac	MVC900	wifi	183.251.103.22	169.254.255.19	231.101.0	Offline	138(138 offline)	--	--		2021/07/02 15:57:56	2023/04/06 13:57:36	 

3. Select **Remote Control** and **Screens Capture** and other operations.

The screenshot shows the Yealink Management Cloud Service - Enterprise interface. On the left is a sidebar menu with options like Home, Device Management, Phone Device, USB Device, Room System, Workspace Device, Firmware Management, Software Management, Resource Management, Account Management, Device Configuration, Site Management, Task Management, Alarm Management, Device Diagnostic, Dashboard, and Order Management. The main content area is titled 'Device Diagnostic' and contains a table with device information:

Meeting Room	Sally	IP	10.50.67.99
Device Model	MVC940	MAC	a41791250644

Below the table is a 'Diagnosis tool' section with buttons for 'Export System Log', 'Screen Capture', and 'Remote Control'. The 'Screen Capture' and 'Remote Control' buttons are highlighted with an orange box. There is also a 'More' section with buttons for 'Reboot', 'Reset to factory', and 'Update Firmware'.

FAQ

The Yealink Device Management Platform does not have a remote control.

How to get the enterprise ID of YDMP/YMCS?

1. Log in to the platform and click the avatar in the upper-right corner.
2. Click **Account Setting** to view the enterprise ID.

The screenshot shows the Yealink Management Cloud Service - Enterprise interface. In the top right corner, there is a user profile dropdown menu. The menu is open, showing options like '简体中文', 'English', 'Español', 'Portugués', and 'Deutsch'. The 'Language' option is highlighted with an orange box. Below the language options, there are links for 'Account Setting', 'Privacy Policy', 'Terms of Service', 'Feedback', and 'Sign Out'.

How to obtain the server address of Yealink Device Management Platform?

The server address of Yealink Device Management Platform is the IP address configured by the enterprise administrator when installing and deploying the device management platform, which can be obtained from the enterprise administrator.

Why can't remote control be performed on Yealink Device Management Platform?

Check whether the MVC device is connected to Yealink Device Management Platform and whether the **Authorize Remote Screenshot and Authorize Remote Desktop** are checked. Only when it is checked can remote operations be performed. Secondly, you can check whether multiple administrators are logging in to Yealink Device Management Platform simultaneously. If multiple people log in, remote operations may not be possible.

Configure Accounts for Microsoft Teams Rooms System in Batches

Introduction

When you deploy the devices, you can configure accounts for Microsoft Teams RoomsSystem in batches through the YMCS (Yealink Management Cloud Service)/YDMP (Yealink Device Management Platform). You can upload more than one SkypeSettings file to configure the Microsoft Teams Rooms System.

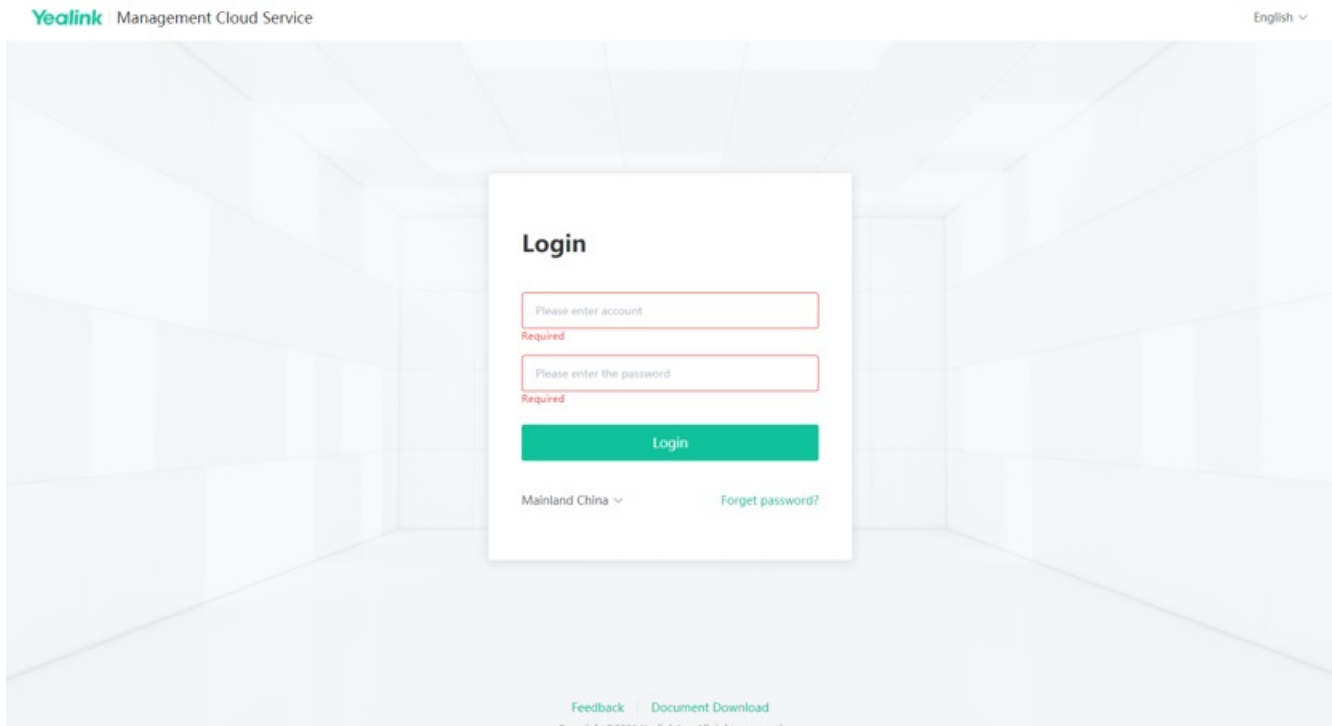
How to Use

Before You Begin

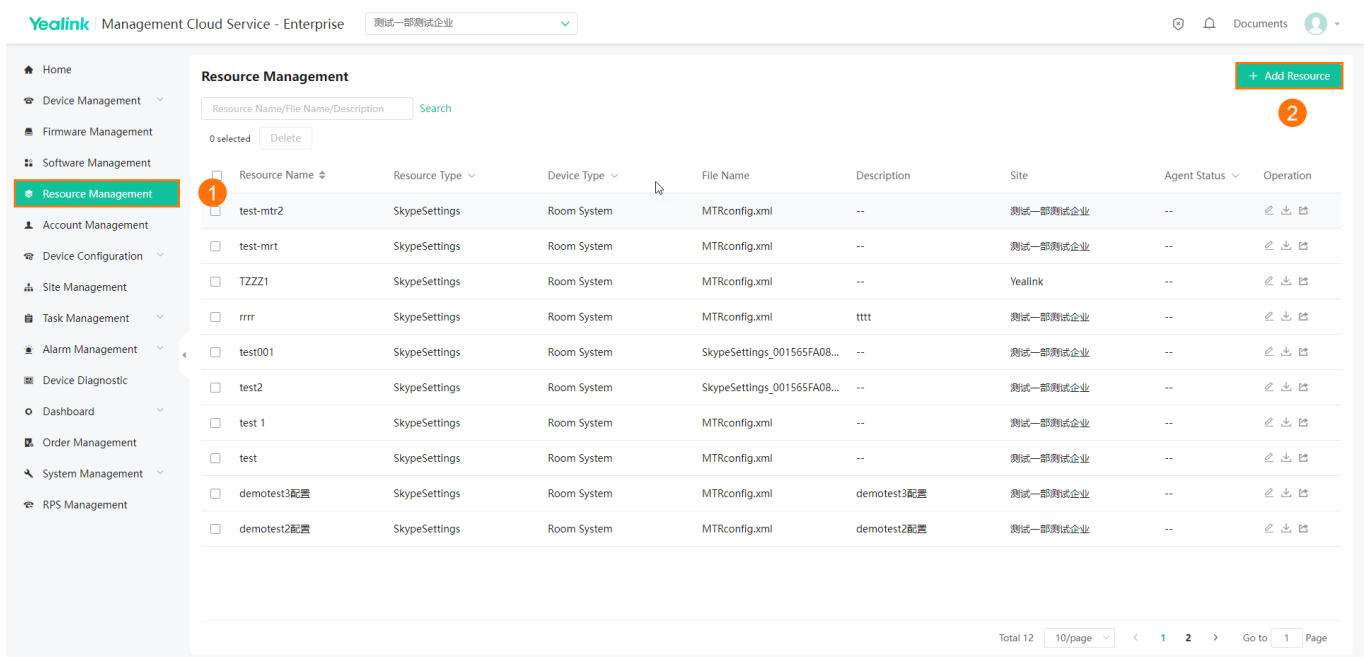
- Make sure the devices are powered on and connected to the network.
- You have registered all devices to the YMCS (Yealink Management Cloud Service)/YDMP (Yealink Device Management Platform).
- The following takes the YMCS (Yealink Management Cloud Service) as an example.

Adding Resource

1. Log in to the YMCS (Yealink Management Cloud Service) in the browser.



2. Click Resource Management->Add Resource.



3. After filling in the corresponding information, upload the XML file and click **OK**.

- Please refer to the [Microsoft documentation](#) for more detail on configuring the XML configuration file.
 - The file should be in XML or ZIP format and less than 50M.
 - Each file in the SkypeSettings XML file must be named as *SkypeSettings_MAC* (for example, SkypeSettings_001565FA0856.xml).

If you want to upload more than one file to YMCS/YDMP, you can compress all files as a ZIP file. The ZIP file name is no limit.

The screenshot shows the 'Add Resource' form in the Yealink Management Cloud Service - Enterprise interface. The sidebar menu on the left includes Home, Device Management, Firmware Management, Software Management, Resource Management (highlighted), Account Management, Device Configuration, Site Management, Task Management, Alarm Management, Device Diagnostic, Dashboard, Order Management, System Management, and RPS Management. The form fields are numbered 1 through 5:

- Type: ☒ Room System
- Resource Type: SkypeSettings
- Resource Name: test
- Select the file: Drag the file here or Click to upload. Only .xml, .zip files are supported, Maximum file size 50MB.
- OK button

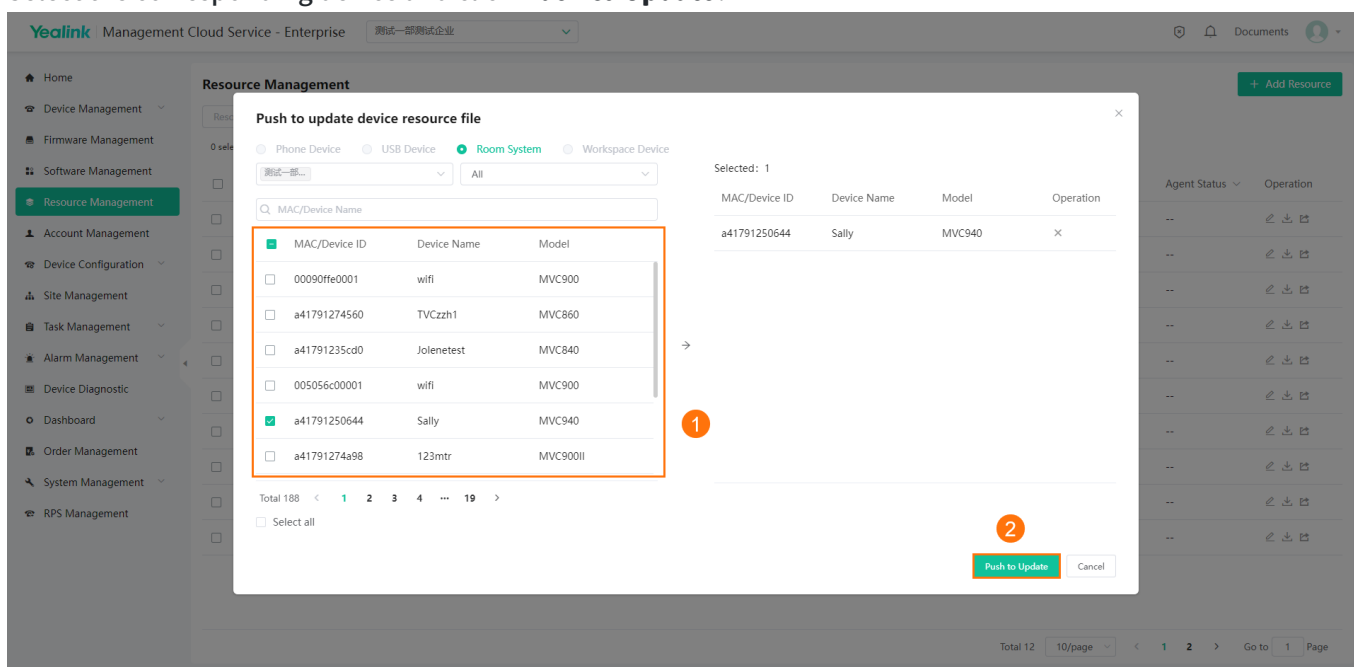
4. Return to the **Resource Management** interface, and click **Push** in the corresponding item.

The screenshot shows the 'Resource Management' interface in the Yealink Management Cloud Service - Enterprise. The sidebar menu on the left is the same as in the previous screenshot. The main content area shows a table of resources. The table has the following columns: Resource Name, Resource Type, Device Type, File Name, Description, Site, Agent Status, and Operation. The 'Operation' column has a 'Push' button highlighted for the first row.

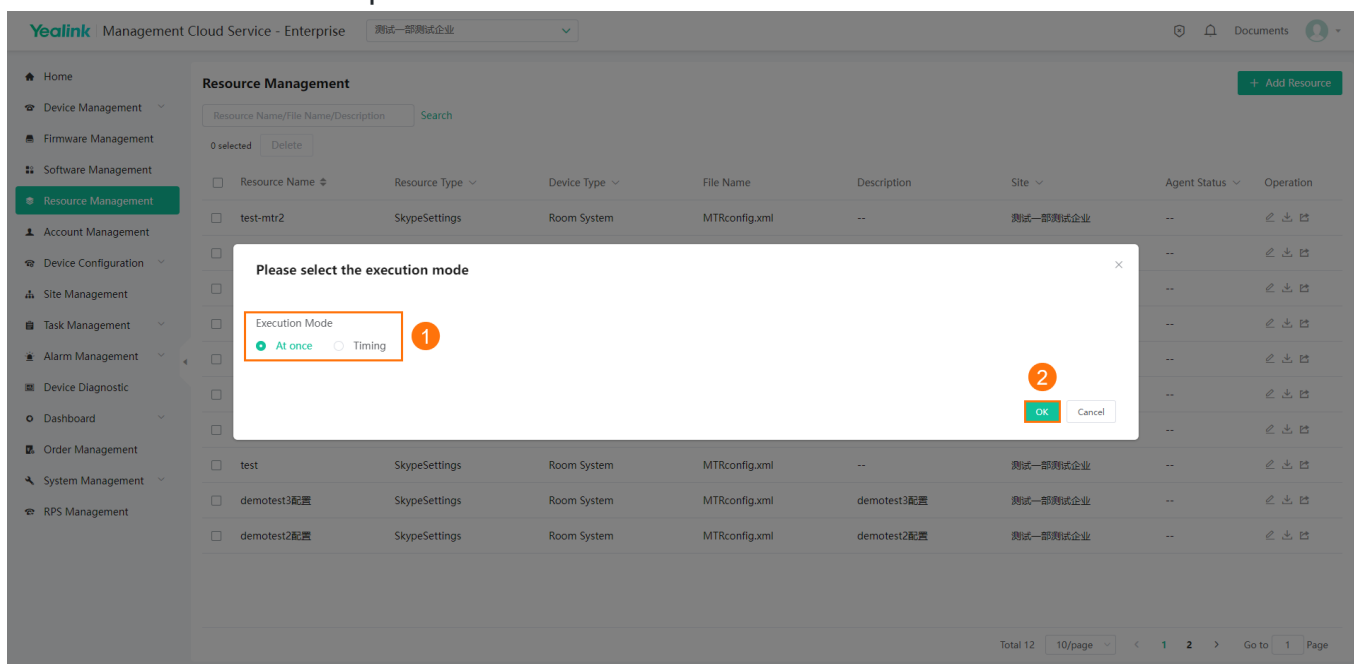
Resource Name	Resource Type	Device Type	File Name	Description	Site	Agent Status	Operation
test-mtr2	SkypeSettings	Room System	MTRconfig.xml	--	测试一部测试企业	--	Push
test-mrt	SkypeSettings	Room System	MTRconfig.xml	--	测试一部测试企业	--	Push
TZZZ1	SkypeSettings	Room System	MTRconfig.xml	--	Yealink	--	Push
rrrr	SkypeSettings	Room System	MTRconfig.xml	tttt	测试一部测试企业	--	Push
test001	SkypeSettings	Room System	SkypeSettings_001565FA08...	--	测试一部测试企业	--	Push
test2	SkypeSettings	Room System	SkypeSettings_001565FA08...	--	测试一部测试企业	--	Push
test 1	SkypeSettings	Room System	MTRconfig.xml	--	测试一部测试企业	--	Push
test	SkypeSettings	Room System	MTRconfig.xml	--	测试一部测试企业	--	Push
demotest3配置	SkypeSettings	Room System	MTRconfig.xml	demotest3配置	测试一部测试企业	--	Push
demotest2配置	SkypeSettings	Room System	MTRconfig.xml	demotest2配置	测试一部测试企业	--	Push

Total 12 10/page < 1 2 > Go to 1 Page

5. Select the corresponding device and click **Push to Update**.



6. Select the execution mode to push.

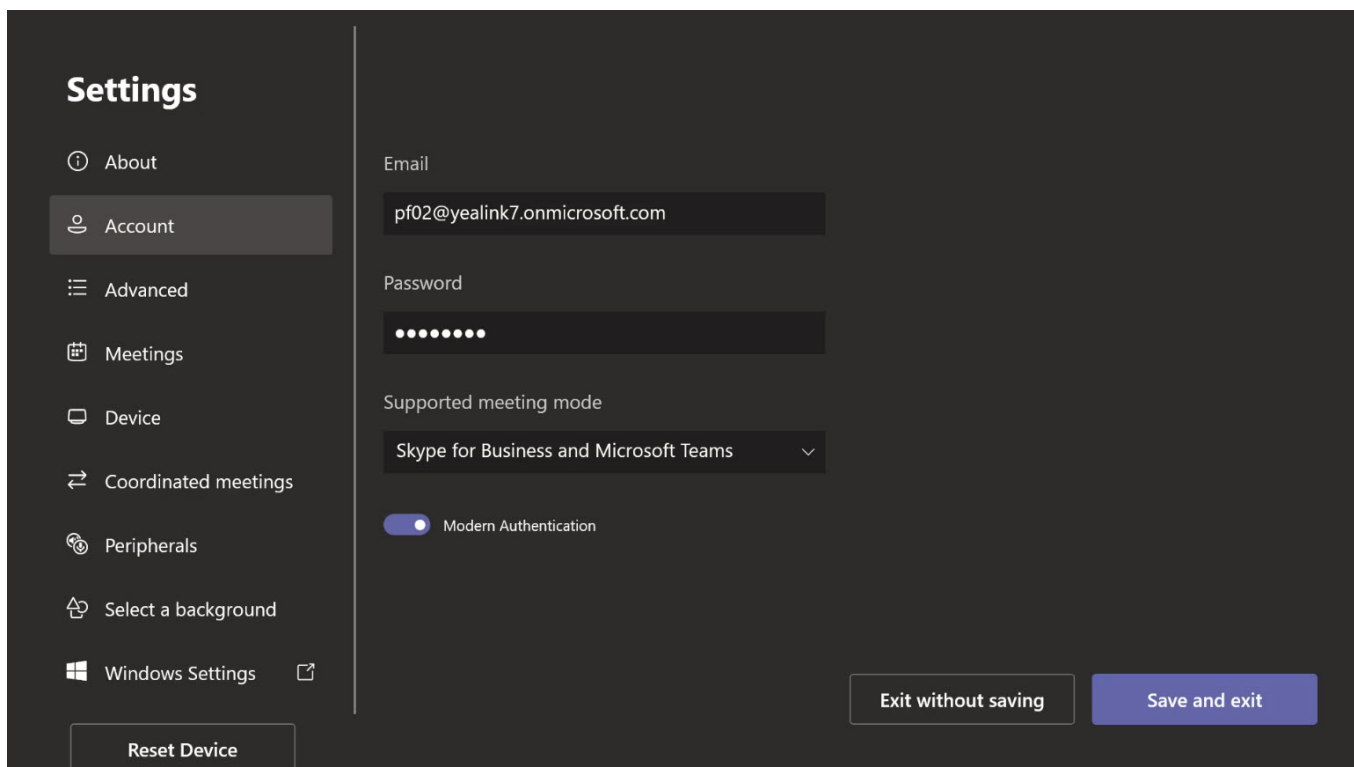


7. After the push is successful, the MCore device will restart automatically.

8. Go to the Microsoft Teams Rooms system to check whether the account is successfully pushed.

Select **More->Settings** on the home page.

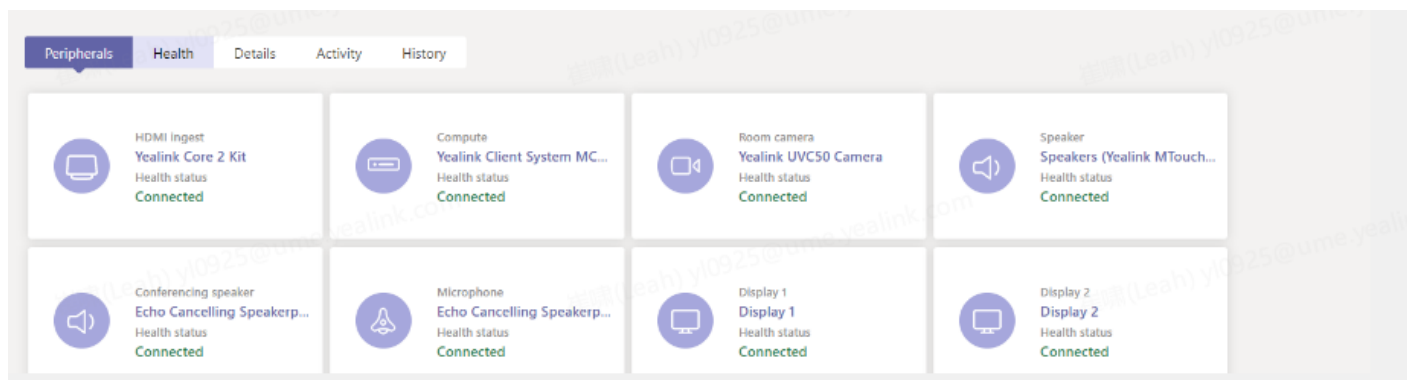
Select **Account** to view the account information.



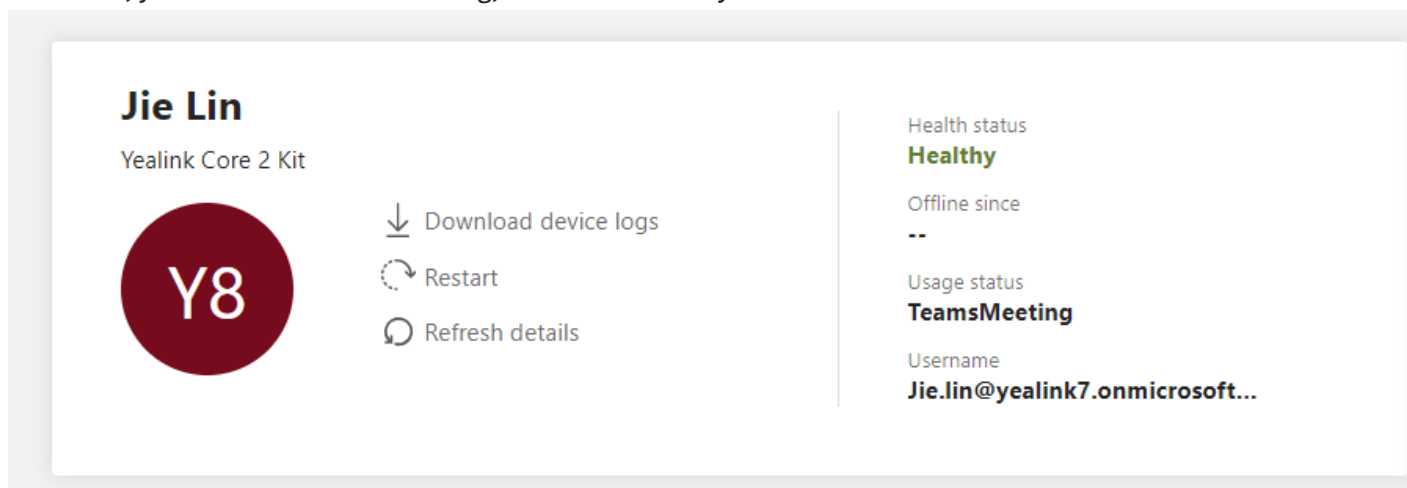
Via Microsoft Management Portal

Microsoft Management Portal

The Microsoft Teams Rooms managed service is a cloud-based IT management and monitoring service that keeps Microsoft Teams Rooms devices and their peripherals up to date and proactively monitored, supporting an environment optimized for a great user experience. It is for organizations looking to improve their meeting room experience and rapidly scale their footprint by offering proactive management for Microsoft Teams Rooms devices. The service allows organizations to save time, money, and expertise that would otherwise be spent on “do it yourself” room management. The Microsoft Teams Rooms managed service is built on a strong foundation of Microsoft’s expertise in software-enabled management of end points, machine learning, and intelligent automation. The Microsoft Teams Rooms managed service helps organizations deliver a high-quality experience across multiple remote sites and can accommodate any pace of growth an organization might require. After login Teams account on your Teams phone, information will be automatically synchronizing to Microsoft Teams admin center. The name of status of each equipment is clearly listed. You can control and manage all of the Teams Rooms devices such as consoles, microphones, cameras, and displays, in your organization. You can configure settings, view activity information, manage updates, and perform diagnostics to help with troubleshooting.



Moreover, you can download device log, Restart the MVC system on Teams admin center.



Domain Information

Domain Message

DM main domain name: dm.yealink.com

Portal main domain name: ymcs.yealink.com

Portal China Station: cn.ymcs.yealink.com

Gateway International Station: global.ymcs.yealink.com

Web access address (direct access will redirect to the portal) :

cn.dm.yealink.com

global.dm.yealink.com

Device connection address:

dmtcp.yealink.com

global.dmtcp.yealink.com

RPS server address:

rps.yealink.com

rpscloud.yealink.com

File server address:

yl-us-dmfile.oss-us-east-1.aliyuncs.com

yl-dmfile.oss-cn-beijing.aliyuncs.com

dmfile.yealinkops.com

yl-us-dmfile.yealinkops.com

OPEN API address: api-dm.yealink.com

Help center address: helpcenter.ymcs.yealink.com

Port Message

Product	Port
RPS	443、8443 (RPS API)
YMCS	443, 80, 9989 (dm API), 8443 (RPS API), 8445 (YMCS API), 8446 (download configuration file)
YDMP	443, 80, 9989 ((dm api), 8446 (download configuration file), 9090 (TCP and phone connection service)
YDMP-SP	443, 80, 9989 ((dm api)), 8446 (download configuration file), 9090 (TCP connection TCP and phone connection service)

System Settings

Troubleshoot

If you have problems using the Yealink MVC conference system, you can troubleshoot them using the following methods. If you still cannot solve the problem, please contact the Yealink dealer or technical support for help.

Update System Software

The system software (including Windows, the AVHub/Camera-Hub/UVC86/UVC84/UVC80/UVC50/UVC40/UVC30 Room, and the MTouch II) can be automatically upgraded via Windows update by default. If the device software is not automatically updated, you can enable Windows automatic update or upgrade the device manually. For more information, please refer to [Windows Update](#).

Update Device Firmware Version

Firmware for Each Device

The firmware version of the devices in the MVC/MVC II system needs to match each other. If there are problems caused by lower versions, you can update the devices through the Yealink RoomConnect application.

NOTE

The information mentioned in this chapter is applicable to Microsoft Teams application in version 4.4.41.0 or later.

Device	Firmware Version
UVC86 Camera	151.410.0.5 and later
UVC84 Camera	262.410.0.15 and later
UVC50 Camera	92.421.0.10 and later
UVC40 Camera	128.410.0.10 and later
UVC30 Camera/Whiteboard Camera	105.421.0.5 and later
Connect to MTouch II	126.410.0.5 and later
Camera Hub	84.421.0.5 and later
Update via Yealink RoomConnect	2.22.33.0 and later

Update Firmware

By default, the Yealink RoomConnect and all devices in MVC/Zoom meeting rooms can be automatically upgraded by setting Auto-Updates Settings in the Yealink RoomConnect. You can also upgrade devices manually or select Check for Update. For more information, please refer to [Firmware Update](#).

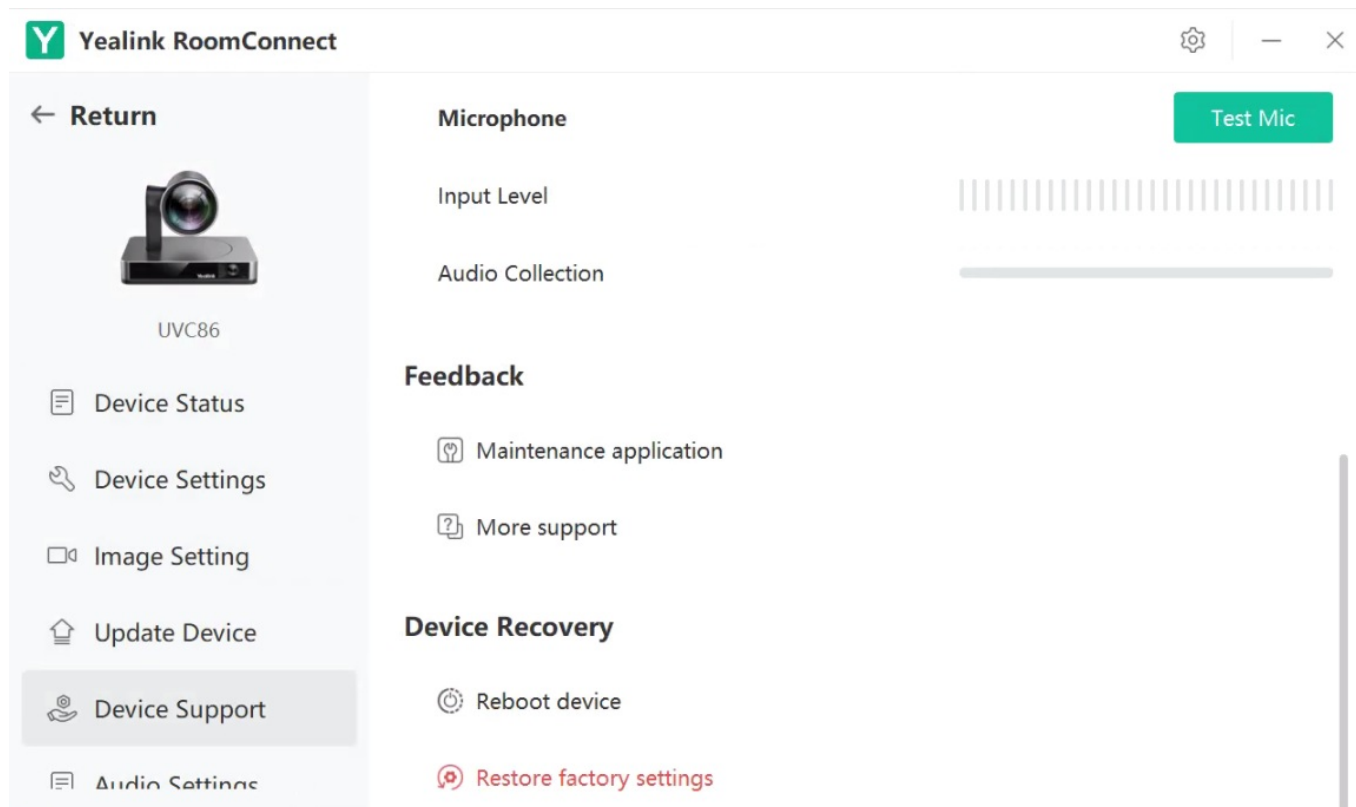
Resetting to Factory/Reboot

Reboot/Factory Reset via Yealink RoomConnect application

All devices connected to the Yealink RoomConnect application (Camera-Hub/AVHub/UVC camera/MTouch II/MSpeech) support factory reset through the Yealink RoomConnect application. The audio accessories (VCM34/VCM35/VCM36-W/VCM38/CPW90-BT/MSpeaker II) connected to the Camera-Hub/AVHub/UVC camera do not have the feature of restoring factory settings.

1. In Windows mode, open the Yealink RoomConnect application to select the desired device.

2. Go to **Device Support** to select **Reboot device/Restore factory settings**.



NOTE

It is normal that the device has been disconnected during resetting and rebooting. It will automatically connect after resetting and rebooting.

Reboot/Factory Reset via Yealink Device Management Platform

1. Log in to YDMP (Yealink Device Management Platform) in the browser.
2. Go to **Device Management > Room System > Diagnosis**.

3. Select **Reboot/Reset to factory**.

For more information, please refer to [Register Device to YDMP_YMCS](#) and [Remote Control](#).

Yealink Management Cloud Service - Enterprise

Home | **Device Management** | Phone Device | USB Device | **Room System** | Workspace Device | Firmware Management | Software Management | Resource Management | Account Management | Device Configuration | Site Management | Task Management | Alarm Management | Device Diagnostic | Dashboard

Room System

MAC/Public IP/Intranet IP/Meeting Room Search More

0 selected Delete Site Settings Update Configuration File Update Firmware Update Resource File More

	MAC	Model	Meeting Room	Public IP	Private IP	Connection Version	Status	Related Device	Account S...	Agent Co...	Site	Create Time	Report Time	Opera...
☐	a41791127809	MVC940	tt1	183.251.103.22	10.50.68.205	2.31.103.0	Online	56(55 offline)	--	--	Yealink	2023/01/17 21:32:27	2023/04/06 17:41:42	 
☐	005056c00001	MVC900	wifi	183.251.103.22	10.57.20.167	2.30.14.0	Online	68(67 offline)	--	--		2021/12/15 11:29:05	2023/04/06 17:31:24	 
☐	a41791274a98	MVC300	7125	183.251.103.22	10.50.71.14	2.30.74.0	Online	5(4 offline)	--	--		2023/03/01 13:54:33	2023/04/06 17:10:52	 
☐	a41791122a7a	MVC860	test111212	183.251.103.22	10.50.71.47	2.31.44.0	Online	173(172 offline)	--	--		2021/12/20 17:54:14	2023/04/06 17:09:47	 
☐	84a938a3b1b1	MVC900	111	183.251.103.22	10.53.34.17	2.31.26.0	Online	26(26 offline)	--	--		2023/01/17 13:32:21	2023/04/06 15:58:32	 
☐	00f88773e54	MVC900	wifi	223.104.39.61	172.20.10.2	2.31.37.0	Offline	13(13 offline)	--	--		2023/02/16 13:14:57	2023/04/06 15:36:26	 
☐	a41791250644	MVC940	Sally	183.251.103.22	10.50.67.99	2.31.53.0	Online	9(7 offline)	--	--		2022/04/24 15:02:12	2023/04/06 14:54:40	 
☐	a417911186ae	MVC940	qqqqqq	183.251.103.22	10.50.126.5	2.31.37.0	Online	3(2 offline)	--	--		2023/03/20 19:44:00	2023/04/06 14:44:32	 
☐	18c04d645c0	MVC840	Test ROOM Z...	183.251.103.22	10.53.31.16	2.31.105.0	Online	92(89 offline)	--	--		2022/08/08 15:07:15	2023/04/06 14:32:48	 
☐	c49ded1536ac	MVC900	wifi	183.251.103.22	169.254.255.19	2.31.101.0	Offline	138(138 offline)	--	--		2021/07/02 15:57:56	2023/04/06 13:57:36	 

Device Diagnostic

	Meeting Room	Sally	IP	10.50.67.99
	Device Model	MVC940	MAC	a41791250644

Diagnosis tool



Export System Log



Screen Capture



Remote Control

More



Reboot



Reset to factory



Update Firmware

FAQ

Do I need to install other antivirus software on the MCore/Mini-PC?

Microsoft comes with Windows Defender, the legitimate antivirus protection program built into Windows 10. But not all antivirus software is the same, and you can choose it based on its ability to defend against threats.

Export Log

Introduction

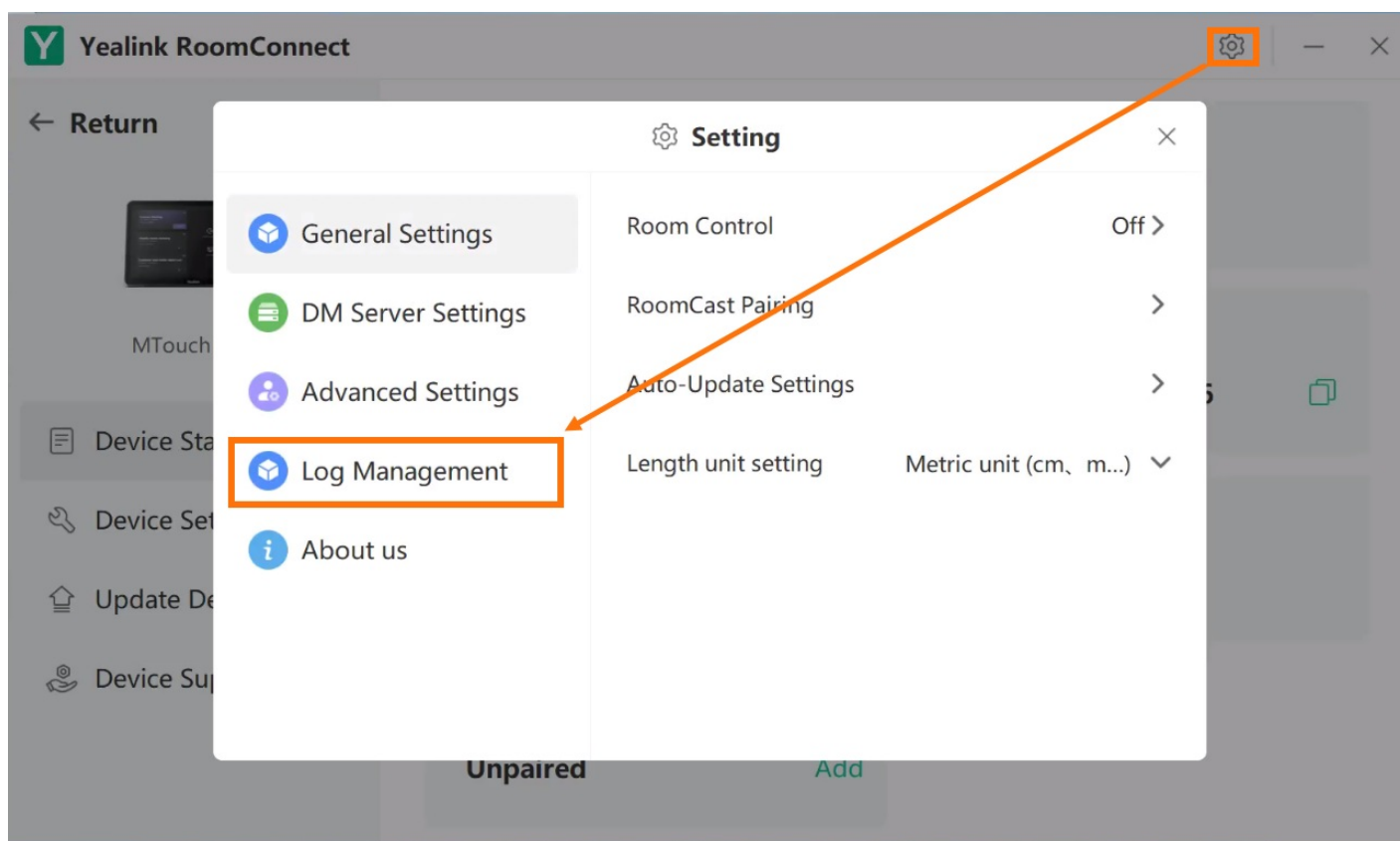
The log records the events or errors in the device. When you encounter unsolvable problems during use, you can export the log to troubleshoot the problem.

How to Use

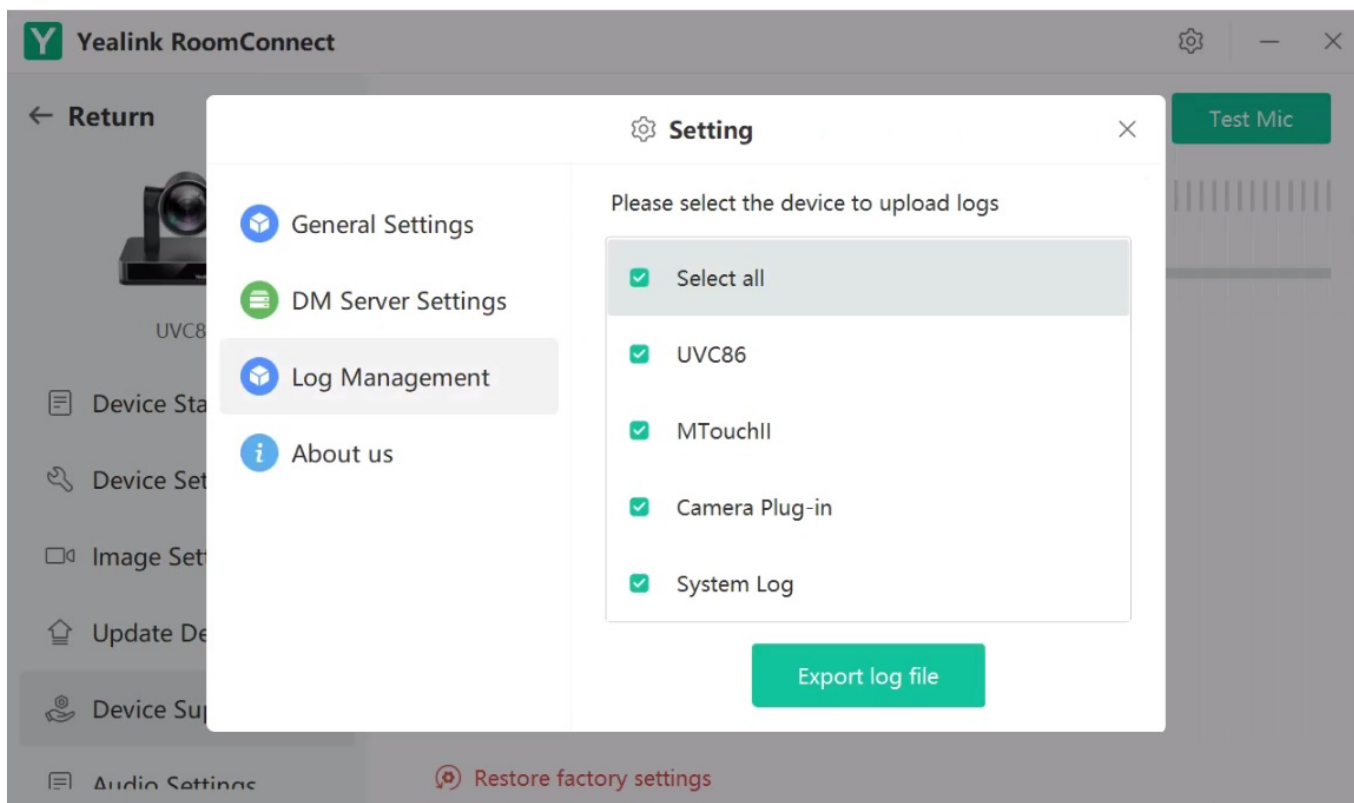
You can directly use the MTouch II matched with MVC to operate or log in to the Yealink Device Management Platform to operate remotely. For the remote information, please refer to [Remote Control](#).

You need to switch the system to Windows Mode (For more information, please refer to [Switch Account](#)).

1. Open the Yealink RoomConnect application.
2. Select  > **Log management**.



3. Check the devices you need to export logs and click **Export log file** (You can export all or only one device log. The device logs will contain audio capture files).



NOTE

You can enable **Audio Capture** and export the log to solve the audio problems that occurred in the meeting. For more information, please refer to [Audio Capture](#).

FAQ

[How do I export Windows management log files?](#)

[How to export the log of MTR app?](#)

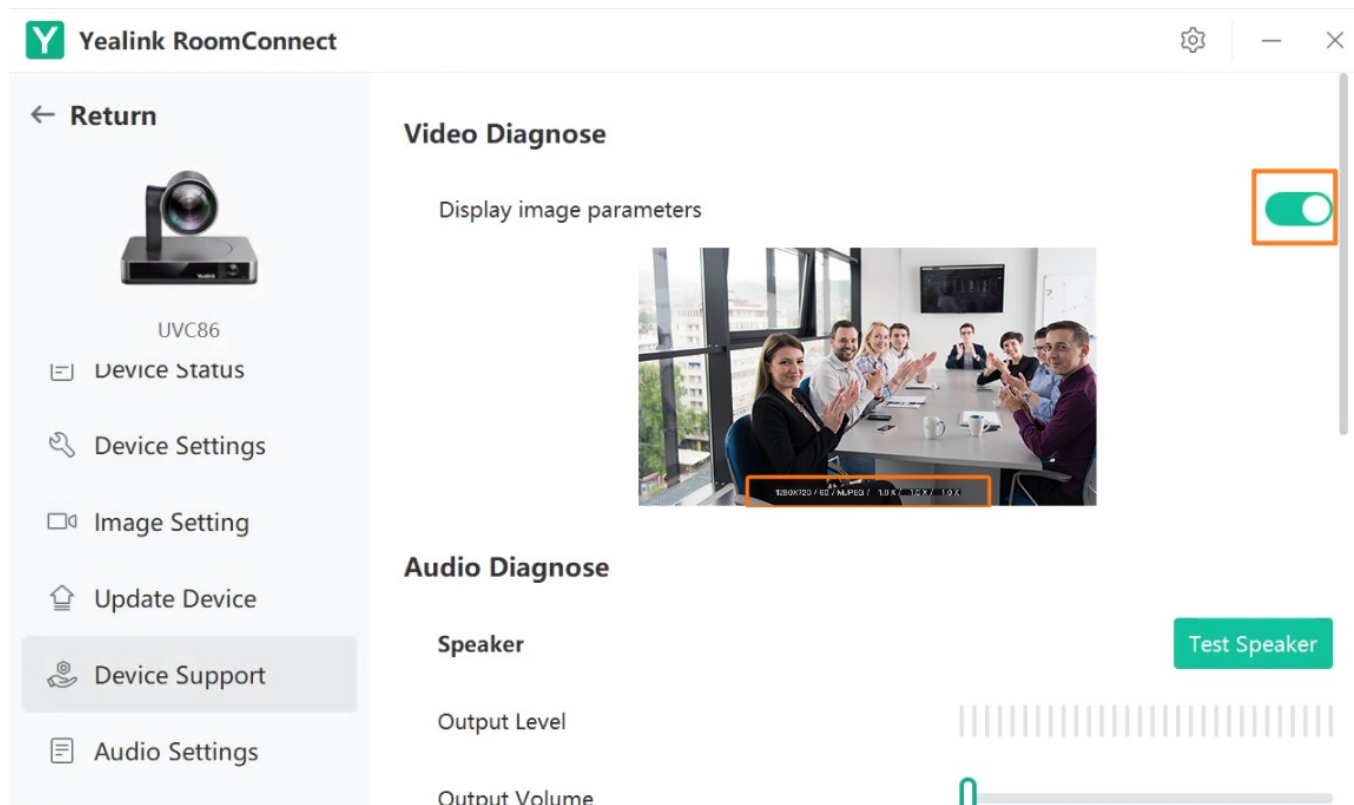
Video Diagnostics

Introduction

When encountering video-related problems during a meeting, you can view image-related parameters, such as zoom factor, by enabling Display Image Parameters. Yealink technical support can troubleshoot based on relevant data.

How to Use

1. In the Windows mode, open the Yealink RoomConnect to select the desired device.
2. Go to **Device Support** > **Video Diagnose** to enable **Display Image Parameters**.



Audio Diagnostics

Audio Collection

Introduction

You can conduct simple detection and troubleshooting through the audio collection when encountering audio-related problems in a meeting.

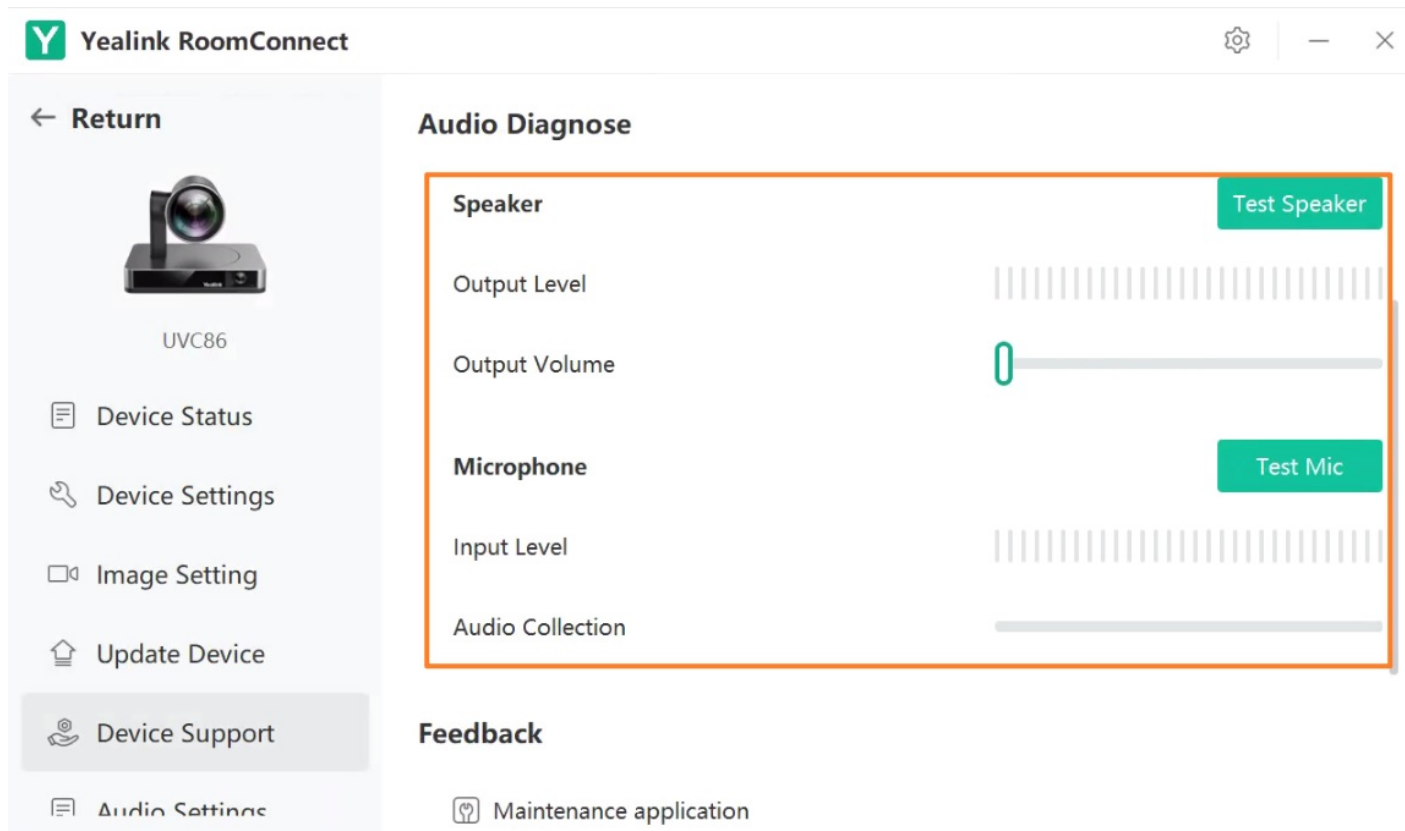
How to Use

Before the meeting begins, you can check the audio status of the microphone and speaker through **Audio Diagnose**.

1. Open the Yealink RoomConnect Software to select the camera card.

2. Go to **Device Support** > **Audio Diagnose**.

- Select **Test Speaker**, and you can hear the collected sound played by the speaker. If the playback is normal, the speaker is normal.
- Select **Test Mic**, and speak into the microphone. It will play automatically after recording. If the playback is normal, the microphone is normal.



Audio Capture

Introduction

When you encounter audio-related problems in a meeting, you can enable audio capture and export a separate audio log to collect audio problems during the meeting.

Currently, only UVC86/UVC84/AVHub supports the Audio Capture feature. The version requirements are as follows:

- UVC86: 151.431.0.15 and later
- UVC84: 262.431.0.15 and later
- AVHub: 153.431.0.25 and later
- Yealink RoomConnect: 2.31.54.0 and later

The following takes UVC86 as an example.

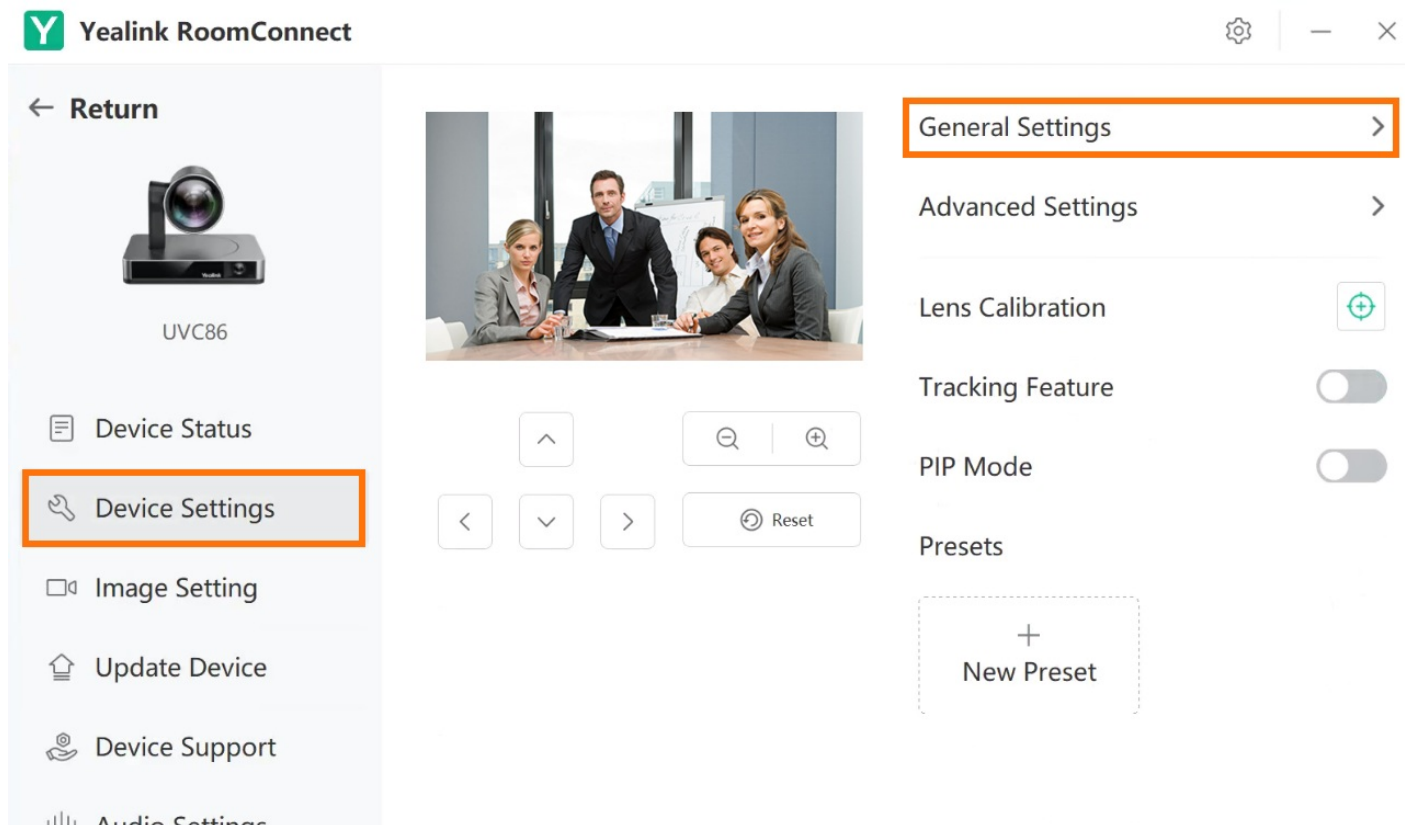
How to Use

YRC Audio Capture

1. Enable on Yealink RoomConnect

You need to switch the system to Windows Mode (For more information, please refer to [Switch Account](#)).

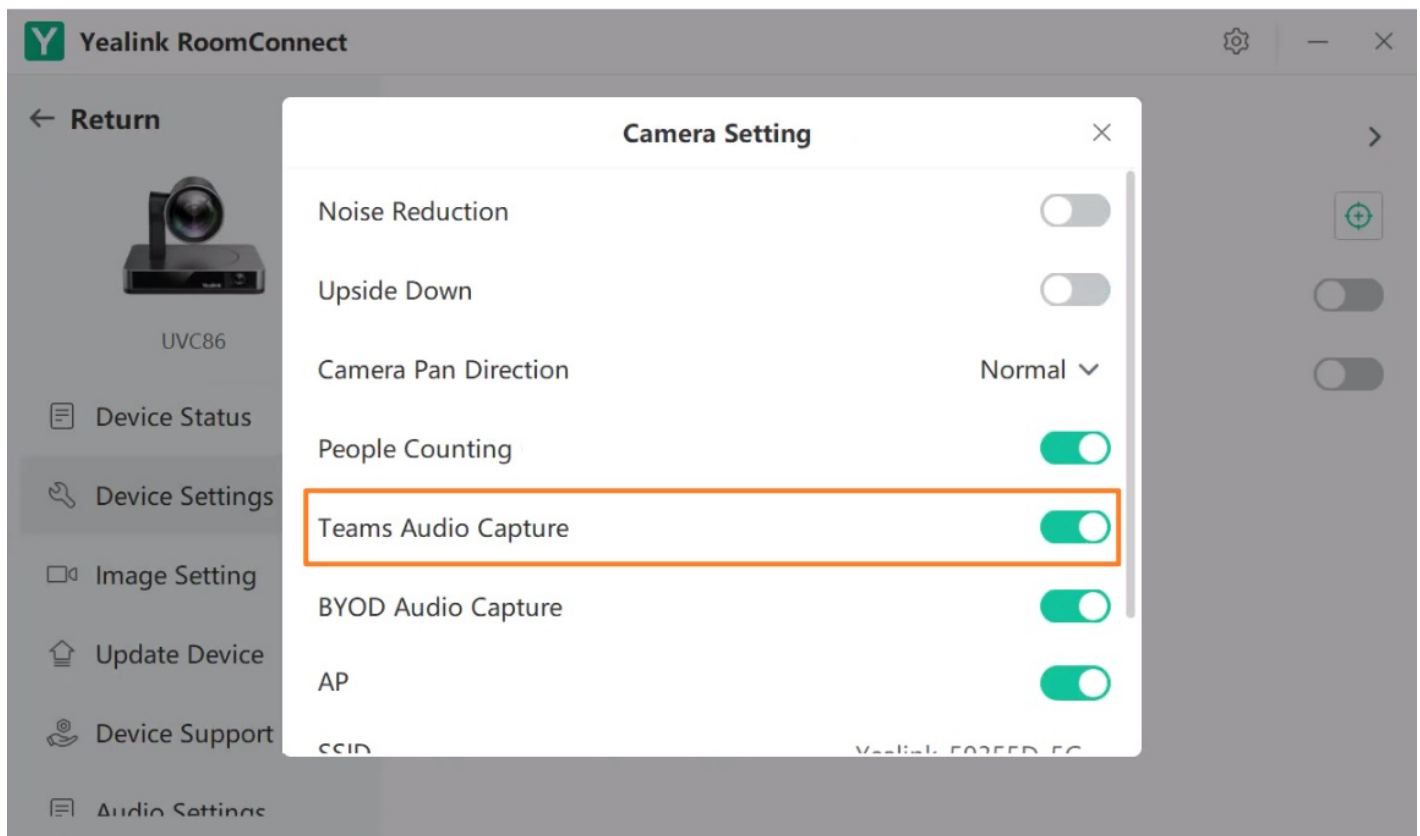
1. In Windows mode, open the Yealink RoomConnect to select the UVC86 card.
2. Select **General Settings** in **Device Settings**.



Enable **Teams Audio Capture** or **BYOD Audio Capture** (Default: disabled).

- Refer to the **Teams Audio Capture** if you use UVC86/UVC84/AVHub with MVC devices (connected to MCore).
- If you use UVC86/UVC84/AVHub in BYOD mode (connected to a personal computer), you only need to enable **BYOD Audio Capture**.

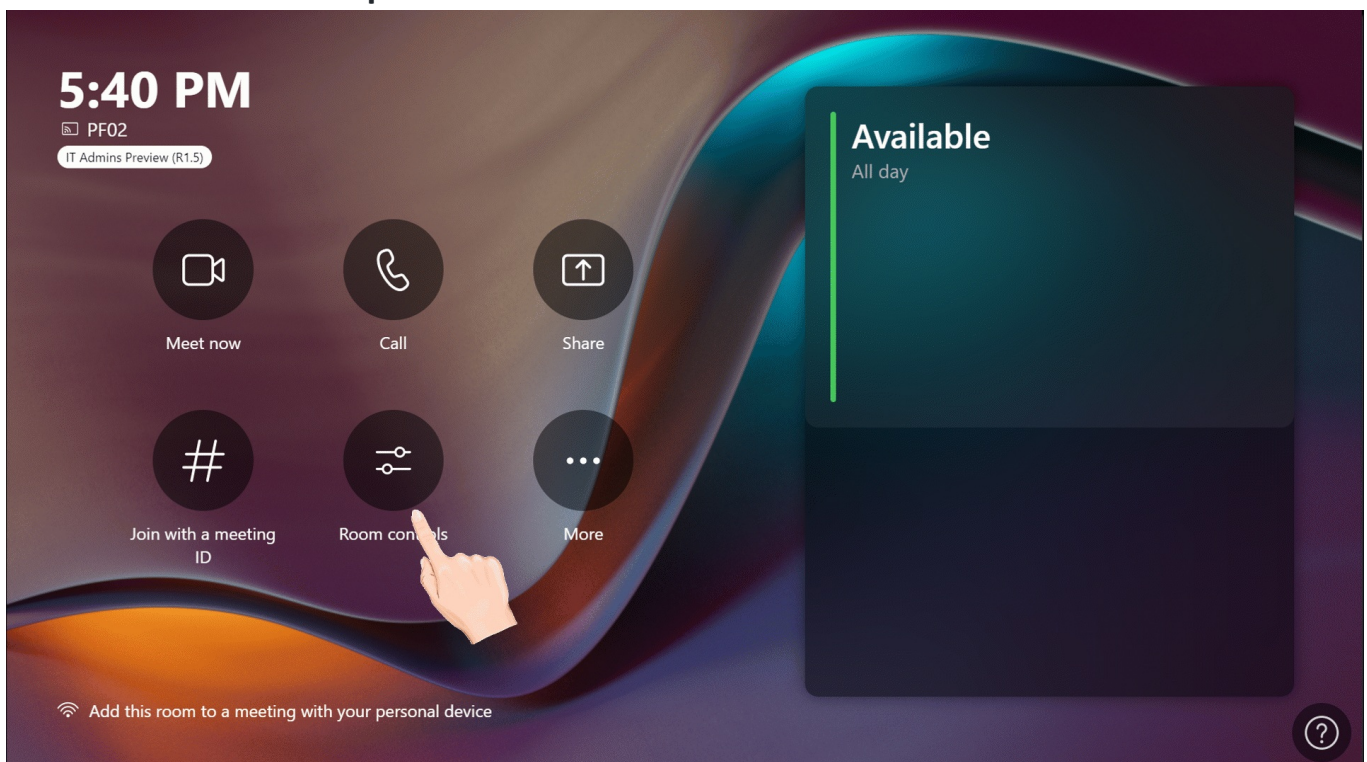
Only one item needs to be enabled, and the other remains disabled.



2. Start Audio Capture

You need to switch the system to Microsoft Teams mode (For more information, please refer to [Switch Account](#)).

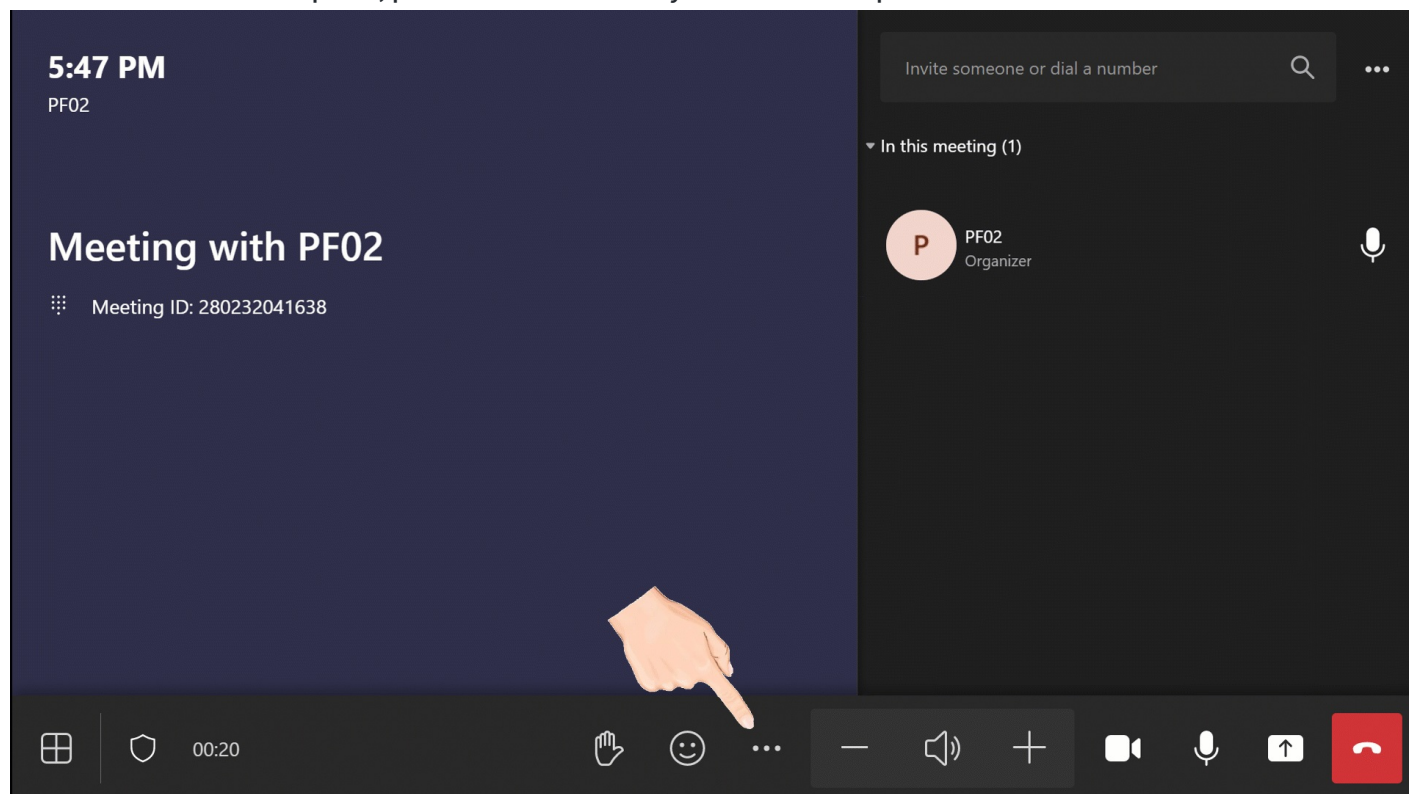
1. Select  to enter **Camera Control**.
2. Select  to enable **Audio Capture**.



3. Start a Meeting

During the meeting, we recommend you end the meeting after about one minute.

If it is UVC84 for audio capture, please end immediately after the audio problem occurs.



4. End Audio Capture

1. Select  to enter **Camera Control**.
2. Disable the **Audio Capture**.

NOTE

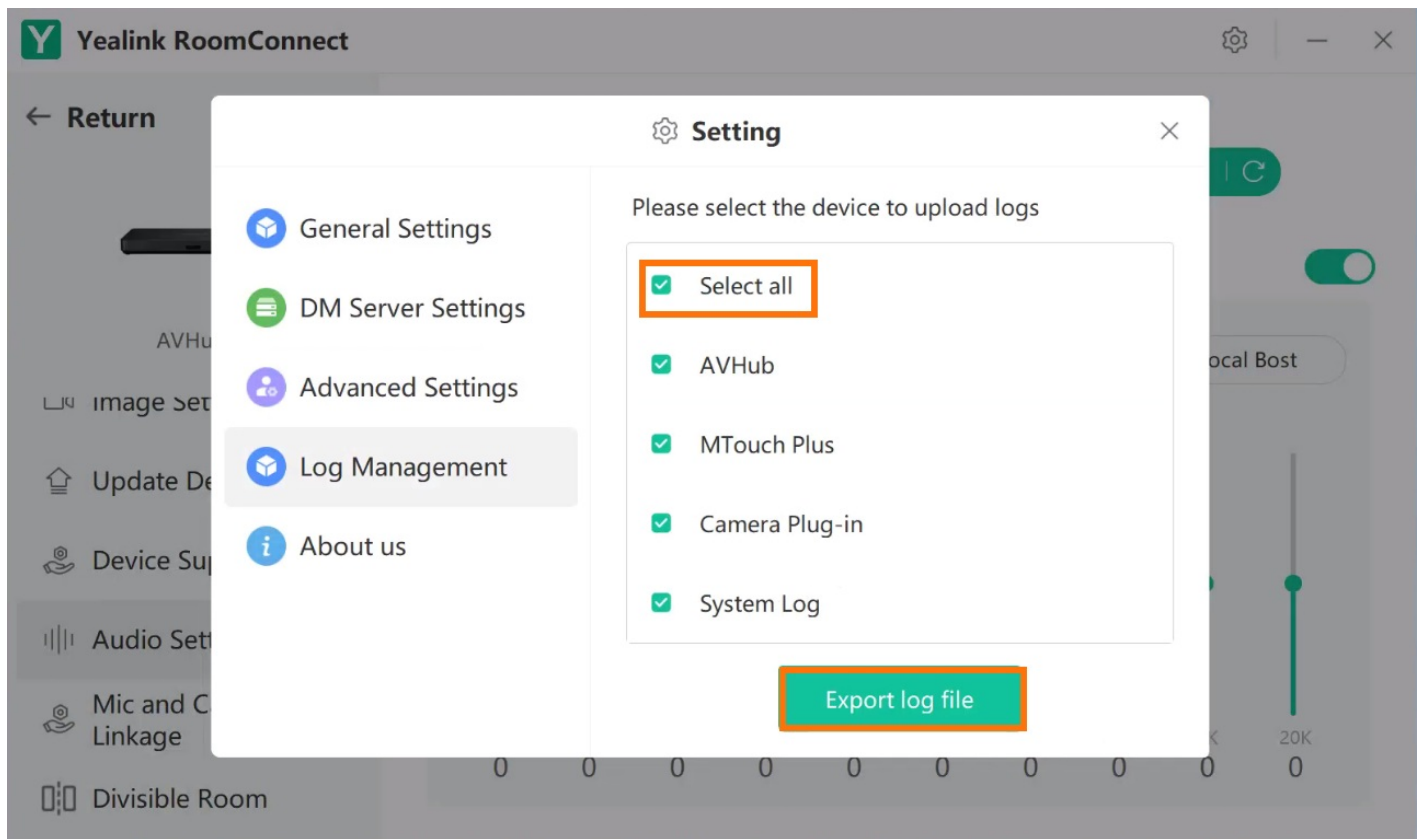
NOTE You must disable the Audio Capture. Otherwise, the audio file cannot be exported).

5. Export Audio Logs

You need to switch the system to Windows Mode (For more information, please refer to [Switch Account](#)).

1. Open Yealink RoomConnect application to select .
2. Select **Log Management**.

Check the devices you need to export logs. We recommend checking all items, clicking **Export Logs**, and saving the logs locally.

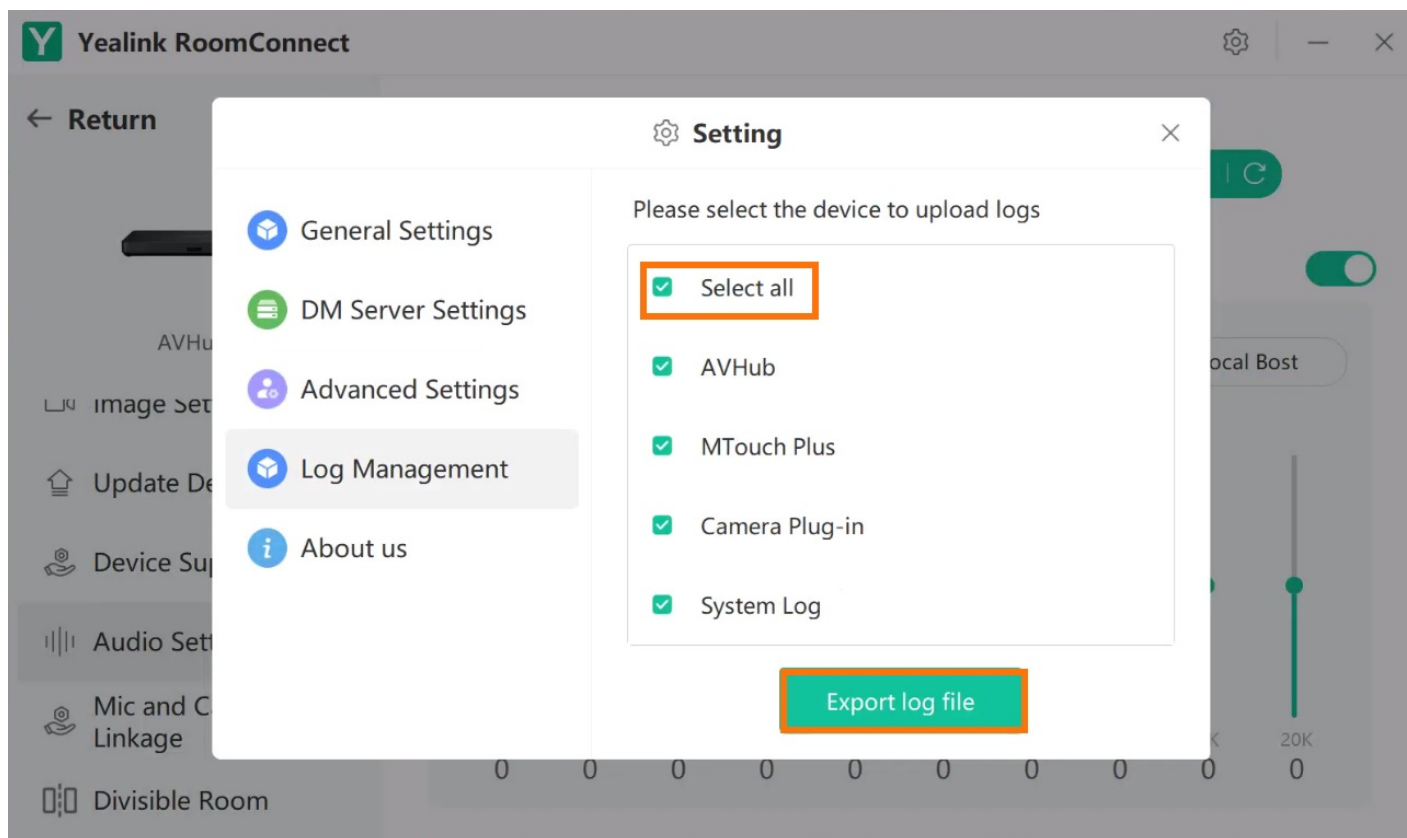
**NOTE**

We recommend trying several times if the exported audio does not collect the audio problem.

6. Check Audio Log Validity

After completing the above steps, check your exported files:

1. The file list should contain the selected device, the filing date should correspond to the current one, the file type should be a TAR file, and the file size should not be empty.



2. Unzip the log file beginning with UVC86_XXX, open the UVC86_XXX/tmp/dump folder path, and confirm whether there is a dump_audio.dat file and whether the file size is not empty.

USB Flash Drive Audio Capture

NOTE

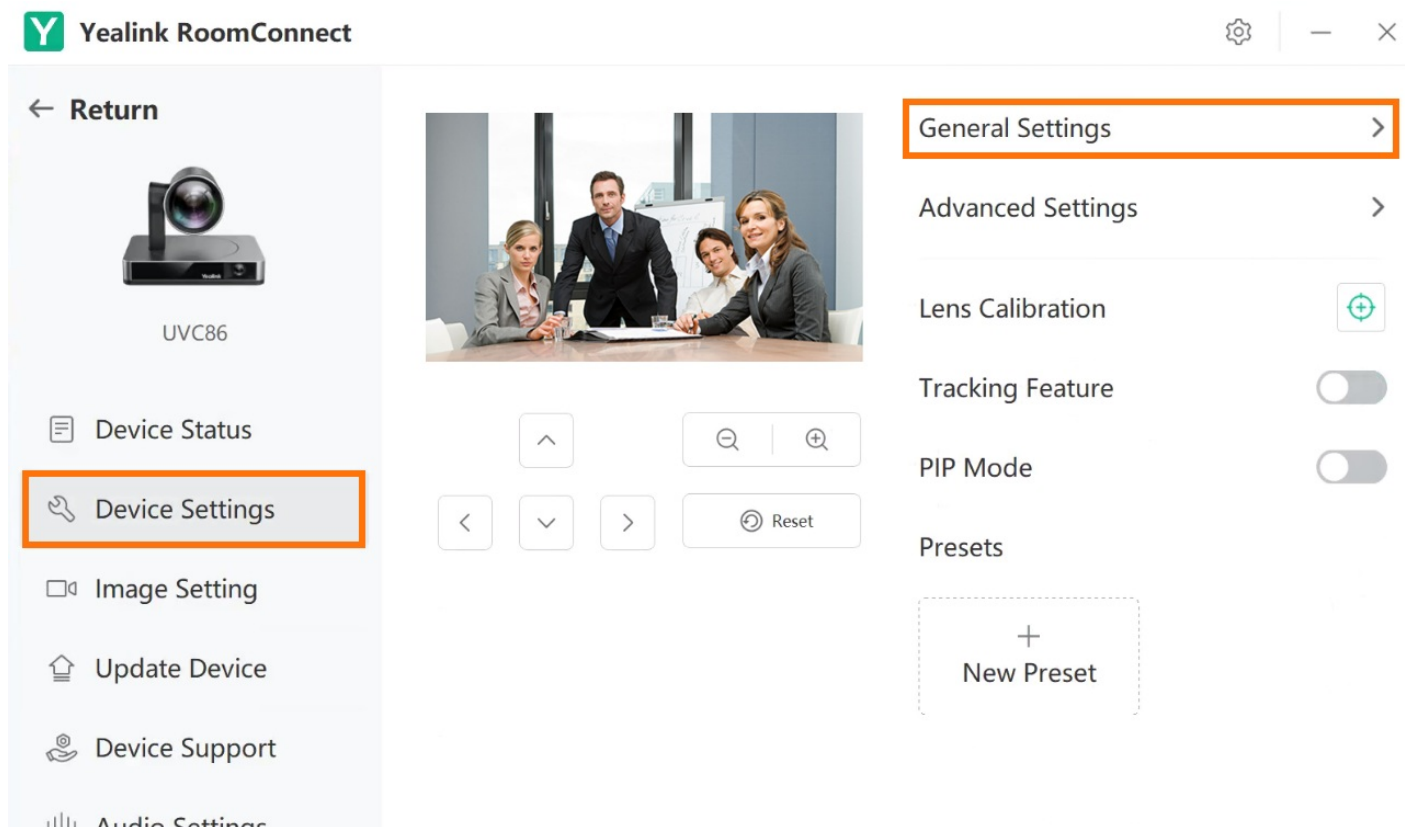
- Before starting the formal packet capture, we recommend that verify the usability and available memory of the USB flash drive. The USB flash drive should be in FAT32 format.
- Method 1: Test whether it is possible to export logs.
- Method 2: Insert the USB flash drive into the UVC device, open BYOD audio capture in YRC, and close BYOD audio capture a few seconds later. Connect the USB flash drive to a computer and check if a file named **dump_audio.dat** exists.

1. Insert the USB flash Drive Into the Device' s USB Port.

2. Enable on Yealink RoomConnect

You need to switch the system to Windows Mode (For more information, please refer to [Switch Account](#)).

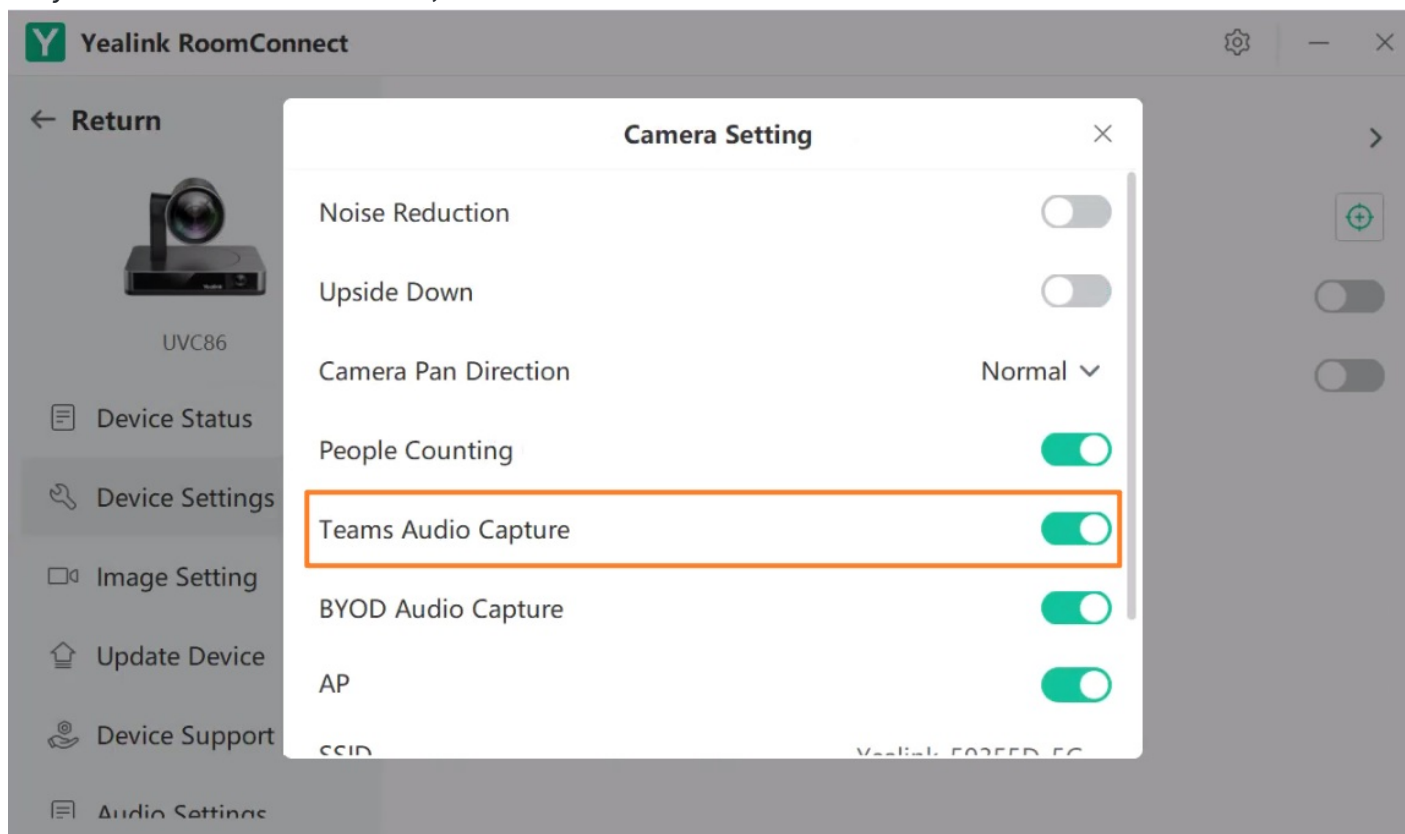
1. In Windows mode, open the Yealink RoomConnect to select the UVC86 card.
2. Select **General Settings** in **Device Settings**.



Enable **Teams Audio Capture** or **BYOD Audio Capture** (Default: disabled).

- Refer to the **Teams Audio Capture** if you use UVC86/UVC84/AVHub with MVC devices (connected to MCore).
- If you use UVC86/UVC84/AVHub in BYOD mode (connected to a personal computer), you only need to enable **BYOD Audio Capture**.

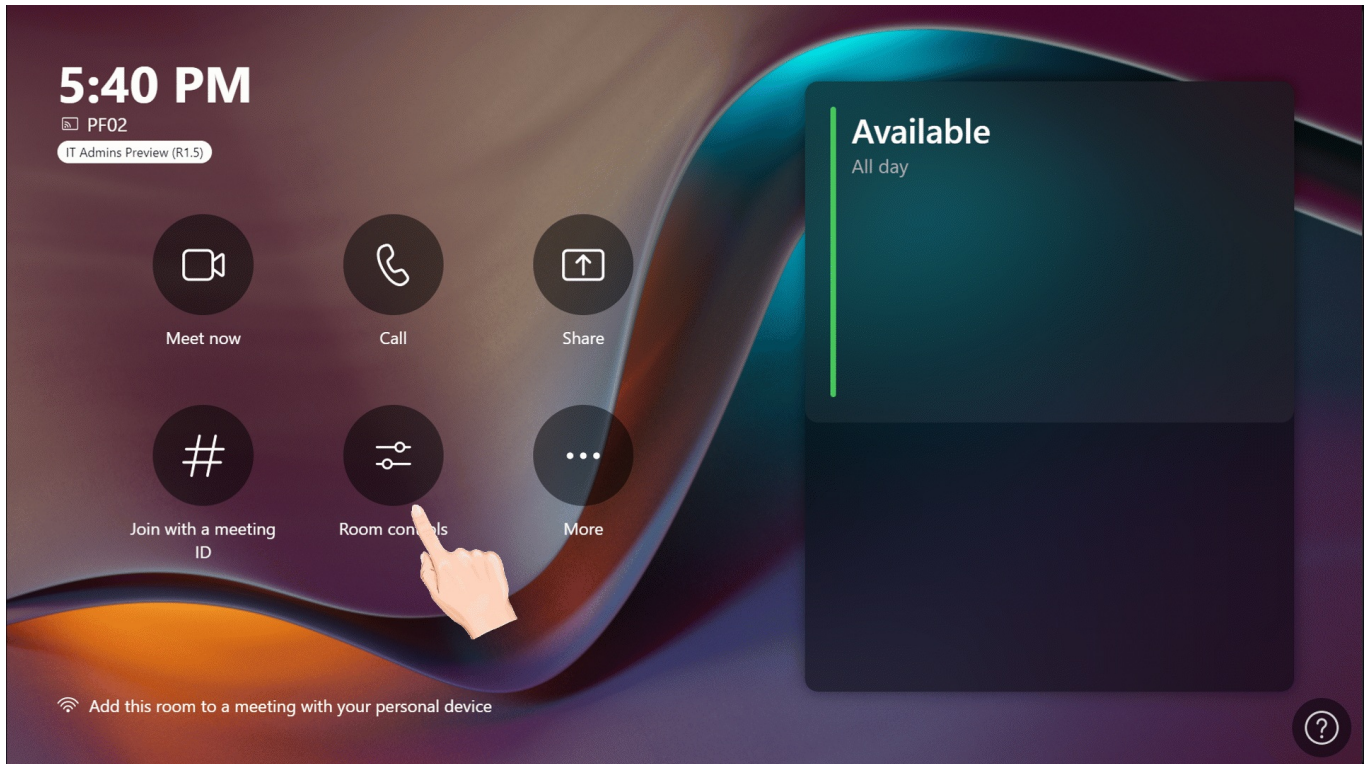
Only one item needs to be enabled, and the other remains disabled.



3. Start Audio Capture

You need to switch the system to Microsoft Teams mode (For more information, please refer to [Switch Account](#)).

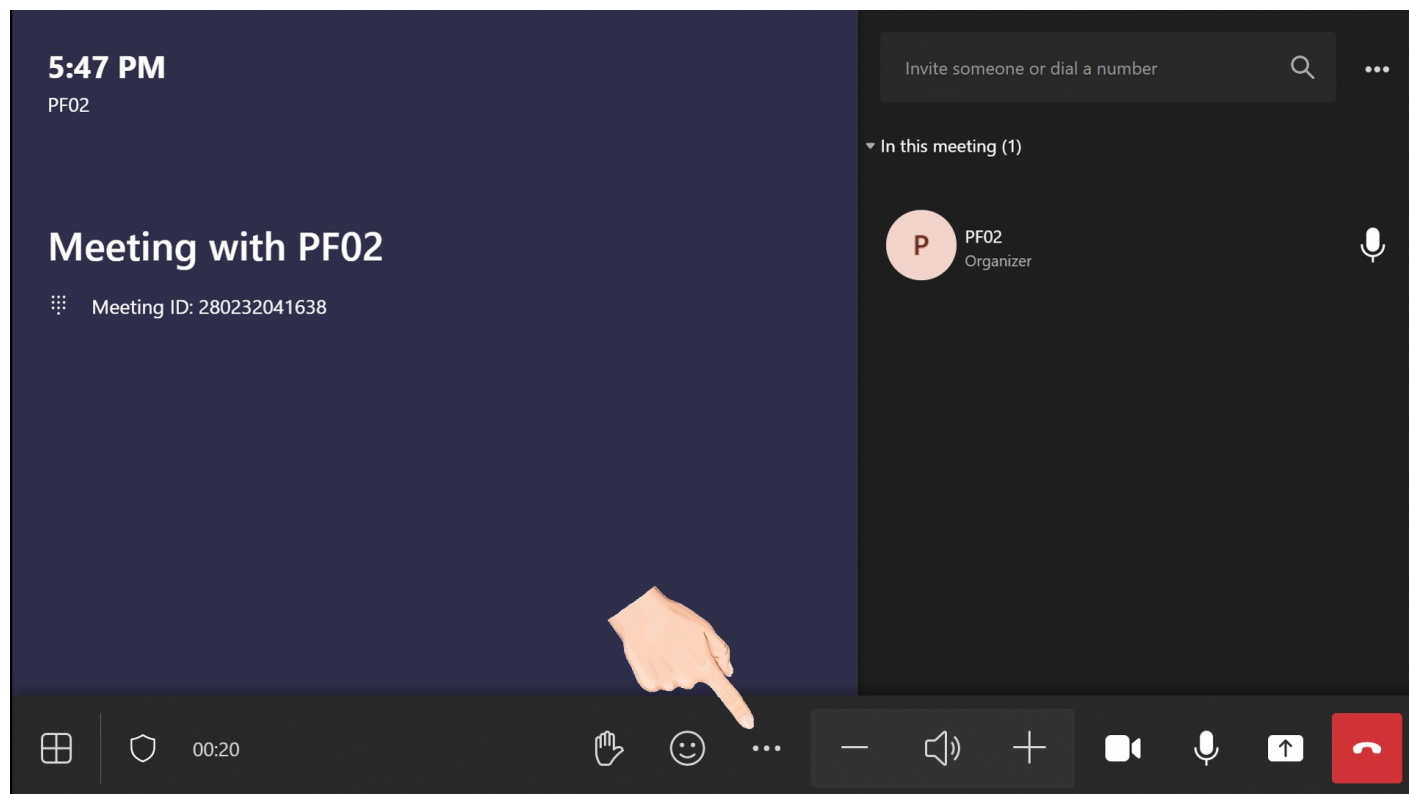
1. Select  to enter **Camera Control**.
2. Select  to enable **Audio Capture**.



4. Start a Meeting

During the meeting, we recommend you end the meeting after about one minute.

If it is UVC84 for audio capture, please end immediately after the audio problem occurs.



5. End Audio Capture

1. Select  to enter **Camera Control**.
2. Disable the **Audio Capture**.
3. Unplug the USB flash drive. The **dump_audio.dat** file on the USB drive is the audio capture.

NOTE

1. NOTE You must disable the Audio Capture. Otherwise, the audio file cannot be exported).
2. Unplugging the USB flash drive generates the file **syslog.tar**, which contains UVC device logs simultaneously.
3. When you toggle the audio capture switch, it will overwrite the existing **dump_audio.dat** file on the USB flash drive. Therefore, it's important to promptly transfer and label each capture export.
4. The capture process will be interrupted if the USB flash drive is unplugged during the recording. However, under normal circumstances, the audio capture will be preserved up to the moment of unplugging.

Recovery Mode

If the device has the following problems when using the Yealink MVC/MVC II conference system, you can try to enter the recovery mode. The audio accessories (VCM34/VCM35/VCM36-W/VCM38/CPW90-BT/MSpeaker II) connected to the Camera-Hub/AVHub/UVC camera do not have the feature of Restoring Mode.

- Accidental power failure leads to abnormal updates.
- Neither the device manager nor the Yealink RoomConnect application can recognize the device, nor can it be recognized and used by another PC or MCore.

How to Use

MTouch II

Before you start: Connect a TV display and mouse to the MCore for viewing and operation.

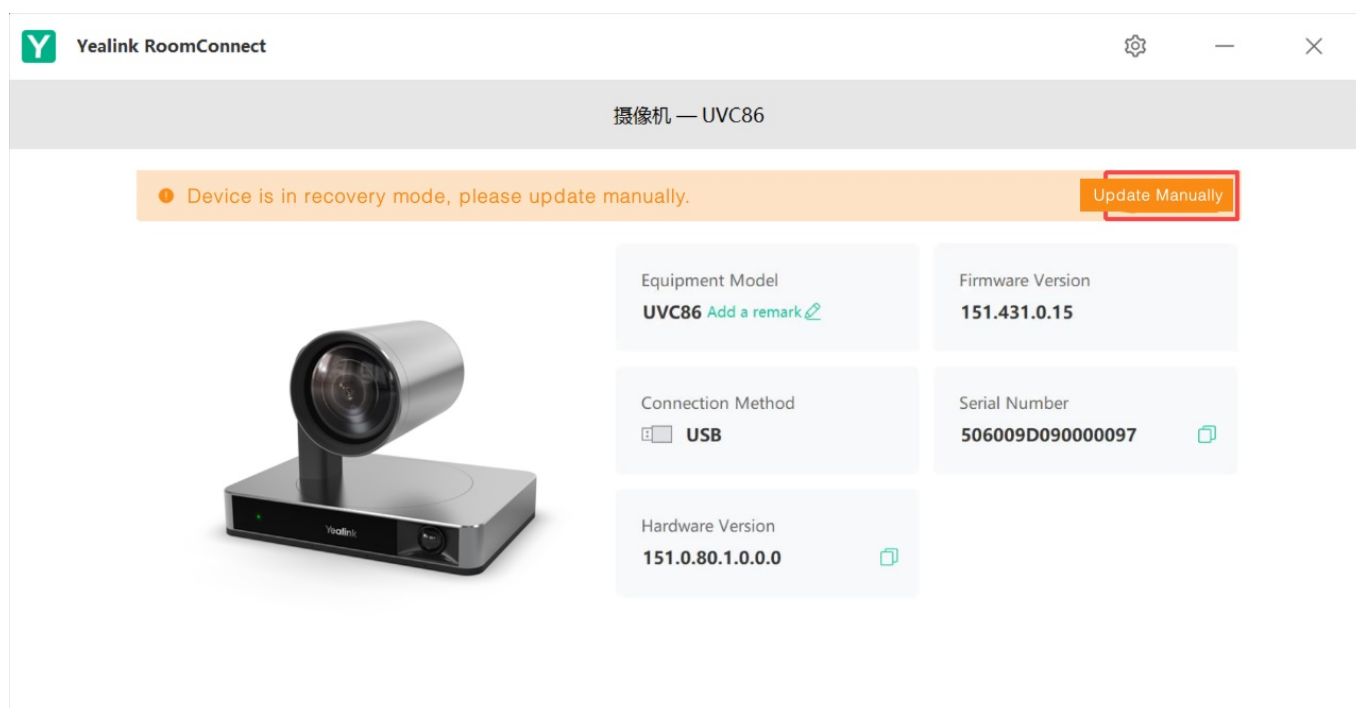
1. In the Windows mode, open the Yealink RoomConnect application.
2. Repeatedly and quickly unplug the MTouch II VCH port cable 5 times until the Yealink RoomConnect application can recognize the MTouch II and prompt that it is in recovery upgrade mode. (If it does not enter recovery mode, you need to try several times again, and the interval between quick unplugging and plugging is about 1s)
3. According to the prompt, manually update through mouse operation. Select the latest firmware to restore and upgrade, and the version number of the selected firmware must be greater than or equal to the current version number. You can go to [Yealink Support Website](#) to download the latest firmware.

NOTE

You can not use the reset hole on the back of the MTouch II device to enter the recovery mode.

UVC86/UVC84/UVC40/UVC34 camera

1. In the Windows mode, open the Yealink RoomConnect application.
2. When the camera is powered off, use a paper clip or toothpick to hold the reset hole at the bottom and power on the camera simultaneously. Until the Yealink RoomConnect application recognizes the camera and the status shown in the figure, it enters the recovery upgrade mode.
3. According to the prompt, manually update through mouse operation. Select the latest firmware to restore and upgrade, and the version number of the selected firmware must be greater than or equal to the current version number. You can go to [Yealink Support Website](#) to download the latest firmware.



UVC80/UVC50 Camera

Method 1:

1. In the Windows mode, open the Yealink RoomConnect application.
2. When the camera is powered off, use a paper clip or toothpick to hold the reset hole at the bottom and power on the camera simultaneously. Until the Yealink RoomConnect application recognizes the camera and the status shown in the figure, it enters recovery mode.
3. According to the prompt, manually update through mouse operation. Select the latest firmware to restore and upgrade, and the version number of the selected firmware must be greater than or equal to the current version number. You can go to [Yealink Support Website](#) to download the latest firmware.

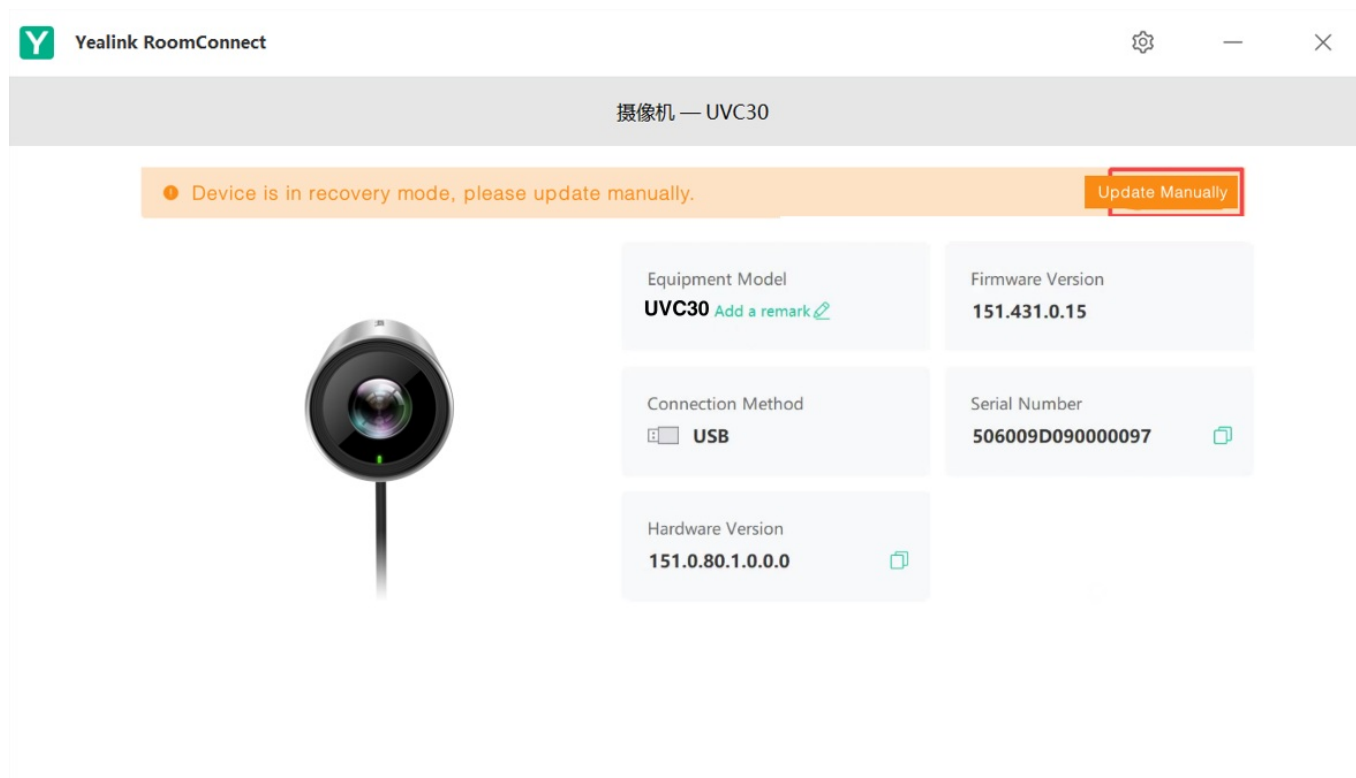
Method 2:

1. In the Windows mode, open the Yealink RoomConnect application.
2. Repeatedly and quickly unplug the MTouch II power supply network cable 5 times until the Yealink RoomConnect application can recognize the camera and prompt that it is in recovery mode. (If it does not enter recovery mode, you need to try several times again, and the interval between quick unplugging and plugging is about 1s)
3. According to the prompt, manually update through mouse operation. Select the latest firmware to restore and upgrade, and the version number of the selected firmware must be greater than or equal to the current version number. You can go to [Yealink Support Website](#) to download the latest firmware.

UVC30 Camera

1. In the Windows mode, open the Yealink RoomConnect application.
2. Repeatedly and quickly unplug the USB cable 5 times until the Yealink RoomConnect application can recognize the Camera and prompt that it is in recovery mode. (If it does not enter recovery mode, you need to try several times again, and the interval between quick unplugging and plugging is about 1s)

3. According to the prompt, manually update through mouse operation. Select the latest firmware to restore and upgrade, and the version number of the selected firmware must be greater than or equal to the current version number. You can go to [Yealink Support Website](#) to download the latest firmware.



AVHub

1. In the Windows mode, open the Yealink RoomConnect application.
2. When the AVHub is powered off, use a paper clip or toothpick to hold the reset hole at the bottom and power on AVHub simultaneously. Until the Yealink RoomConnect application recognizes the camera and the status shown in the figure, it enters the recovery mode.
3. According to the prompt, manually update through mouse operation. Select the latest firmware to restore and upgrade, and the version number of the selected firmware must be greater than or equal to the current version number. You can go to [Yealink Support Website](#) to download the latest firmware.

MSpeech

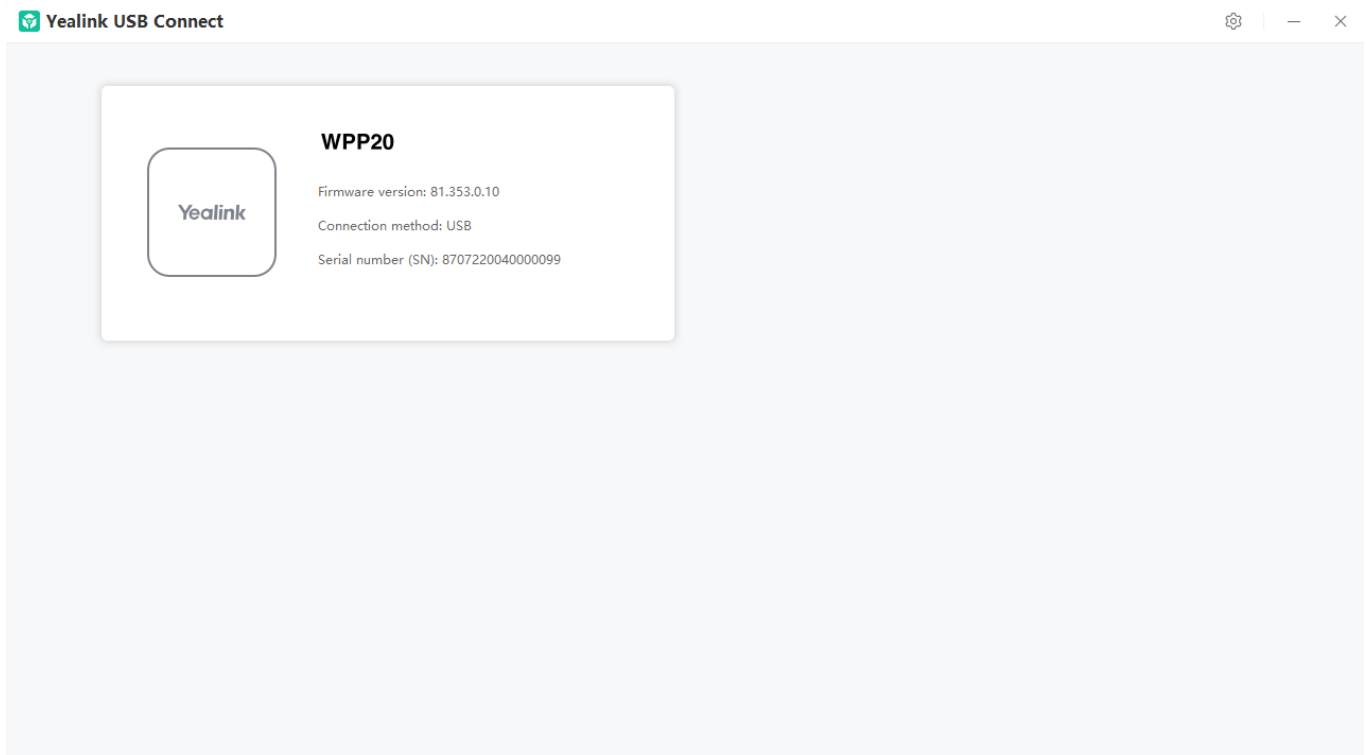
1. In the Windows mode, open the Yealink RoomConnect application.
2. Repeatedly and quickly unplug the USB cable 5 times until the Yealink RoomConnect application can recognize the MSpeech and prompt that it is in a recovery mode. At this time, the MSpeech' s LED indicator turns solid yellow. (If it does not enter recovery mode, you need to try several times again, and the interval between quick unplugging and plugging is about 1s)
3. According to the prompt, manually update through mouse operation. Select the latest firmware to restore and upgrade, and the version number of the selected firmware must be greater than or equal to the current version number. You can go to [Yealink Support Website](#) to download the latest firmware.

WPP20

Before you start: You need to reset WPP20 via the Yealink USB Connect software, please [Download](#). You can

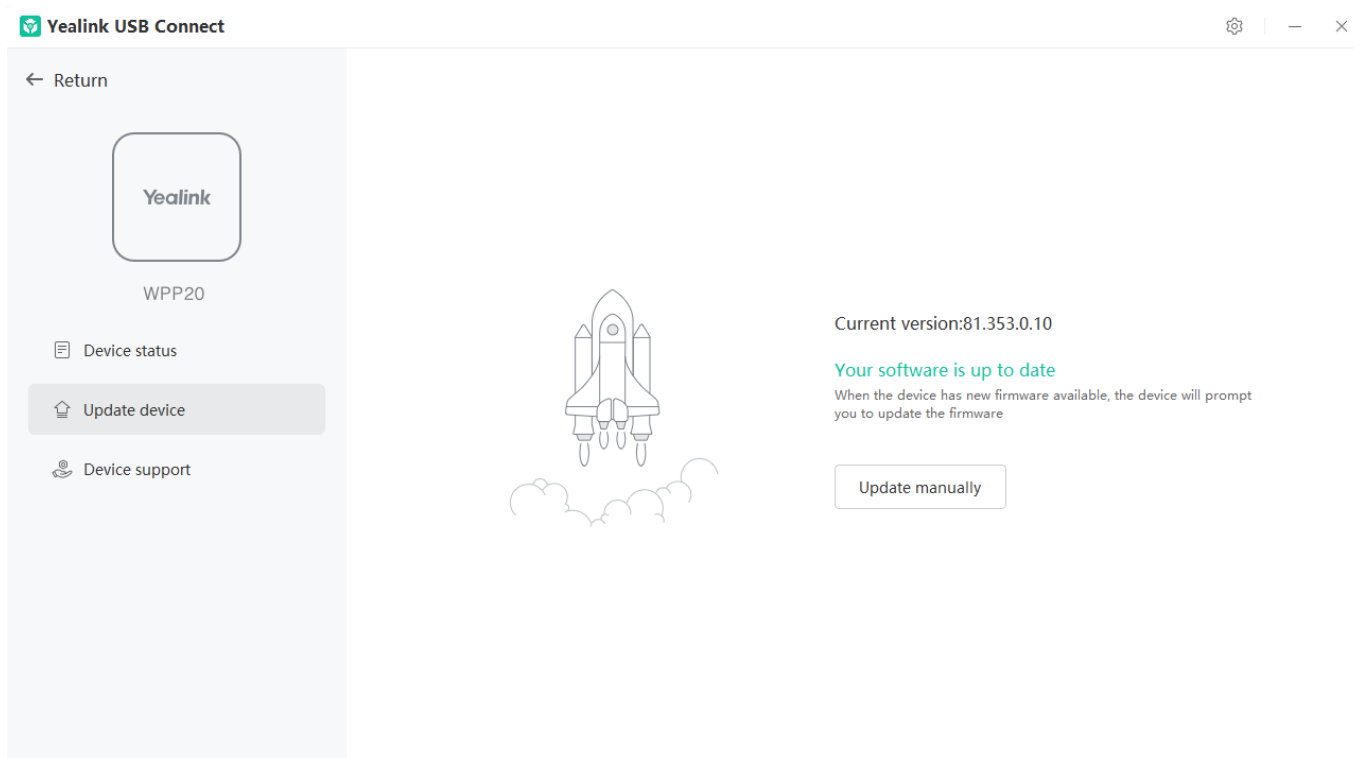
download and install the Yealink USB Connect software on your PC to reset WPP20.

1. Open the Yealink RoomConnect application.
2. Press and hold the presentation button (round button) of WPP20, then connect WPP20 to the PC's USB port until the Yealink USB Connect software recognizes WPP20 as shown in the figure below, and release the button (round button).



3. Click the WPP20 card to enter **Update device**.

4. Select **Update Manually**.



5. According to the prompt, manually update through mouse operation. Select the latest firmware to restore and upgrade, and the version number of the selected firmware must be greater than or equal to the current version number. You can go to [Yealink Support Website](#) to download the latest firmware.

Reset & Reboot

If you encounter issues with your Yealink MVC conference system devices, you can try resetting them to their factory settings. However, please note that audio accessories such as VCM34, VCM35, VCM36-W, VCM38, CPW90-BT, and MSpeaker II that are connected to the Camera-Hub/AVHub/UVC cameras do not have a factory reset feature.

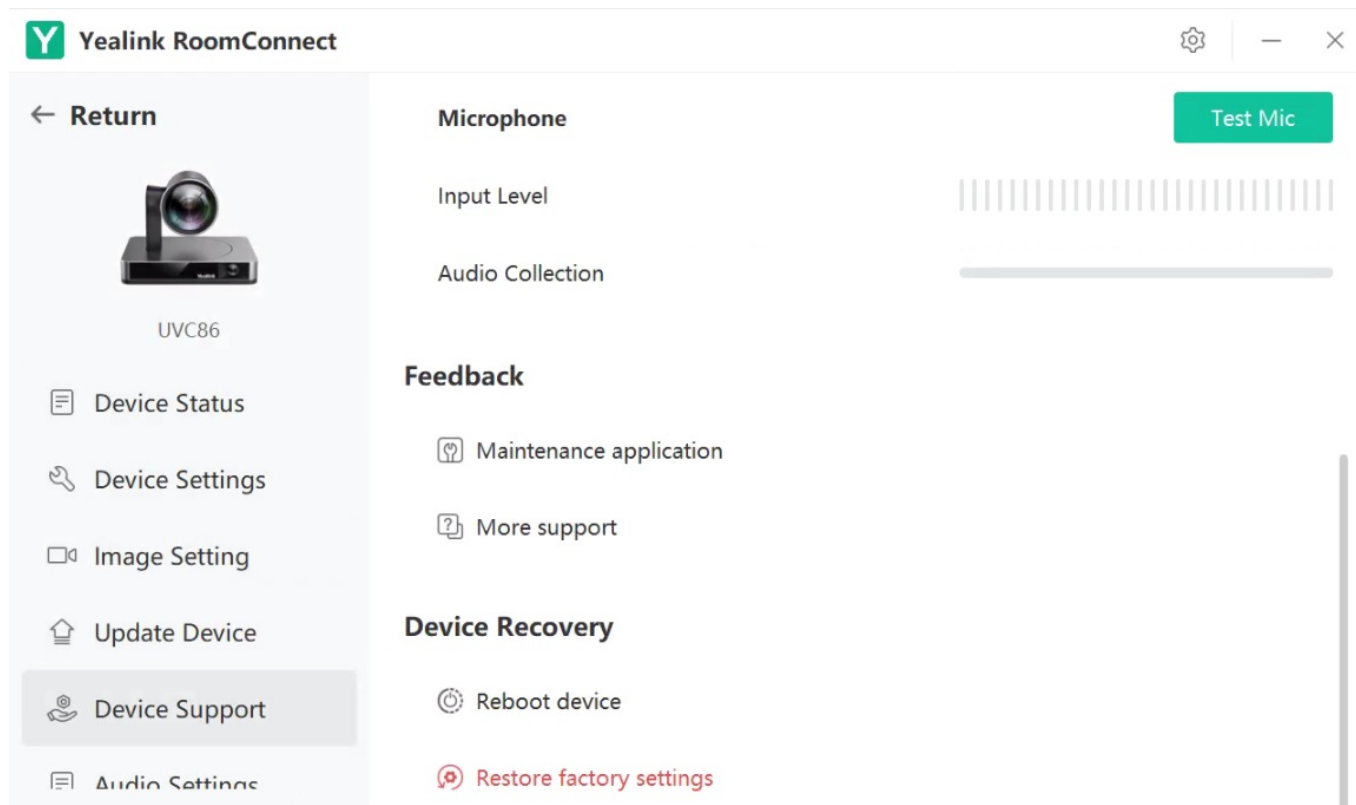
How to Use

Resetting to Factory/Reboot via Yealink RoomConnect

All devices connected to the Yealink RoomConnect application (Camera-Hub/AVHub/UVC camera/MTouch II/MSpeech) support factory reset through the Yealink RoomConnect application. The audio accessories (VCM34/VCM35/VCM36-W/VCM38/CPW90-BT/MSpeaker II) connected to the Camera-Hub/AVHub/UVC camera do not have a factory reset feature.

1. In Windows mode, open the Yealink RoomConnect application to select the desired device.

2. Go to **Device Support** to select **Reboot device/Restore factory settings**.



NOTE

It is normal that the device has been disconnected during resetting and rebooting. It will automatically connect after resetting and rebooting.

Reboot/Factory Reset via Yealink Device Management Platform

1. Log in to YDMP (Yealink Device Management Platform) in the browser.
2. Go to **Device Management > Room System > Diagnosis**.

3. Select **Reboot/Reset to factory**.

For more information, please refer to [Register Device to YDMP_YMCS](#) and [Remote Control](#).

Yealink Management Cloud Service - Enterprise

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Room System

MAC/Public IP/Intranet IP/Meeting Room Search More

0 selected Delete Site Settings Update Configuration File Update Firmware Update Resource File More

MAC	Model	Meeting Room	Public IP	Private IP	Connection Version	Status	Related Device	Account S...	Agent Co...	Site	Create Time	Report Time	Opera...
a41791127809	MVC940	tt1	183.251.103.22	10.50.68.205	2.31.103.0	Online	56(55 offline)	--	--	Yealink	2023/01/17 21:32:27	2023/04/06 17:41:42	
005056c00001	MVC900	wifi	183.251.103.22	10.57.20.167	2.30.14.0	Online	68(67 offline)	--	--		2021/12/15 11:29:05	2023/04/06 17:31:24	
a41791274a98	MVC300	7125	183.251.103.22	10.50.71.14	2.30.74.0	Online	5(4 offline)	--	--		2023/03/01 13:54:33	2023/04/06 17:10:52	
a41791122a7a	MVC860	test111212	183.251.103.22	10.50.71.47	2.31.44.0	Online	173(172 offline)	--	--		2021/12/20 17:54:14	2023/04/06 17:09:47	
84a938a3b1b1	MVC900	111	183.251.103.22	10.53.34.17	2.31.26.0	Online	26(26 offline)	--	--		2023/01/17 13:32:21	2023/04/06 15:58:32	
00f88773e54	MVC900	wifi	223.104.39.61	172.20.10.2	2.31.37.0	Offline	13(13 offline)	--	--		2023/02/16 13:14:57	2023/04/06 15:36:26	
a41791250644	MVC940	Sally	183.251.103.22	10.50.67.99	2.31.53.0	Online	9(7 offline)	--	--		2022/04/24 15:02:12	2023/04/06 14:54:40	
a417911186ae	MVC940	qqqqqq	183.251.103.22	10.50.126.5	2.31.37.0	Online	3(2 offline)	--	--		2023/03/20 19:44:00	2023/04/06 14:44:32	
18c04d645c0	MVC840	Test ROOM Z...	183.251.103.22	10.53.31.16	2.31.105.0	Online	92(89 offline)	--	--		2022/08/08 15:07:15	2023/04/06 14:32:48	
c49ded1536ac	MVC900	wifi	183.251.103.22	169.254.255.19	2.31.101.0	Offline	138(138 offline)	--	--		2021/07/02 15:57:56	2023/04/06 13:57:36	

Device Diagnostic

	Meeting Room	Sally	IP	10.50.67.99
	Device Model	MVC940	MAC	a41791250644

Diagnosis tool

Export System Log Screen Capture Remote Control

More

Reboot Reset to factory Update Firmware

NOTE

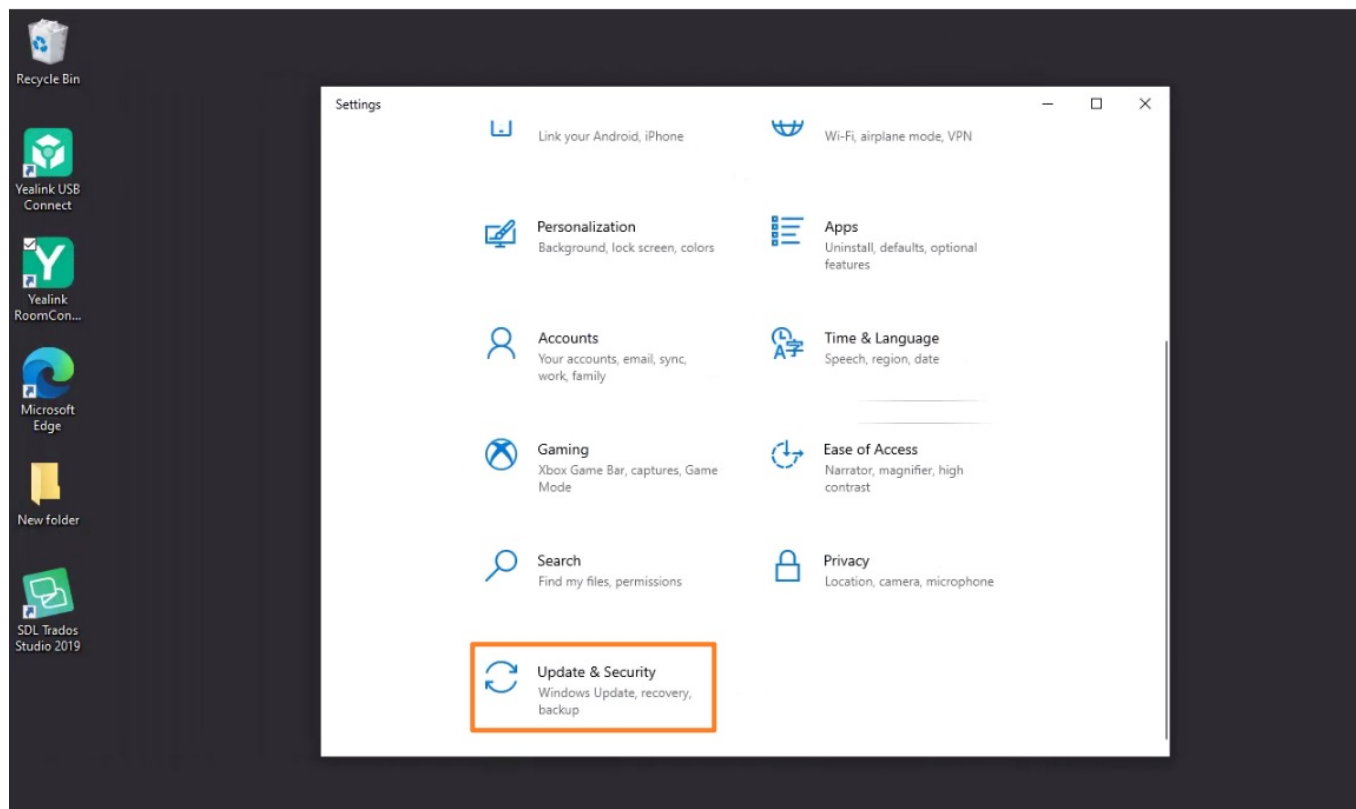
We recommend connecting all the accessories to the MCore before resetting the MCore. Otherwise, there may be a risk of loss of accessory drivers (Windows may remove useless drivers).

Before you start: Connect a TV display and mouse to the MCore for viewing and operation.

Method 1:

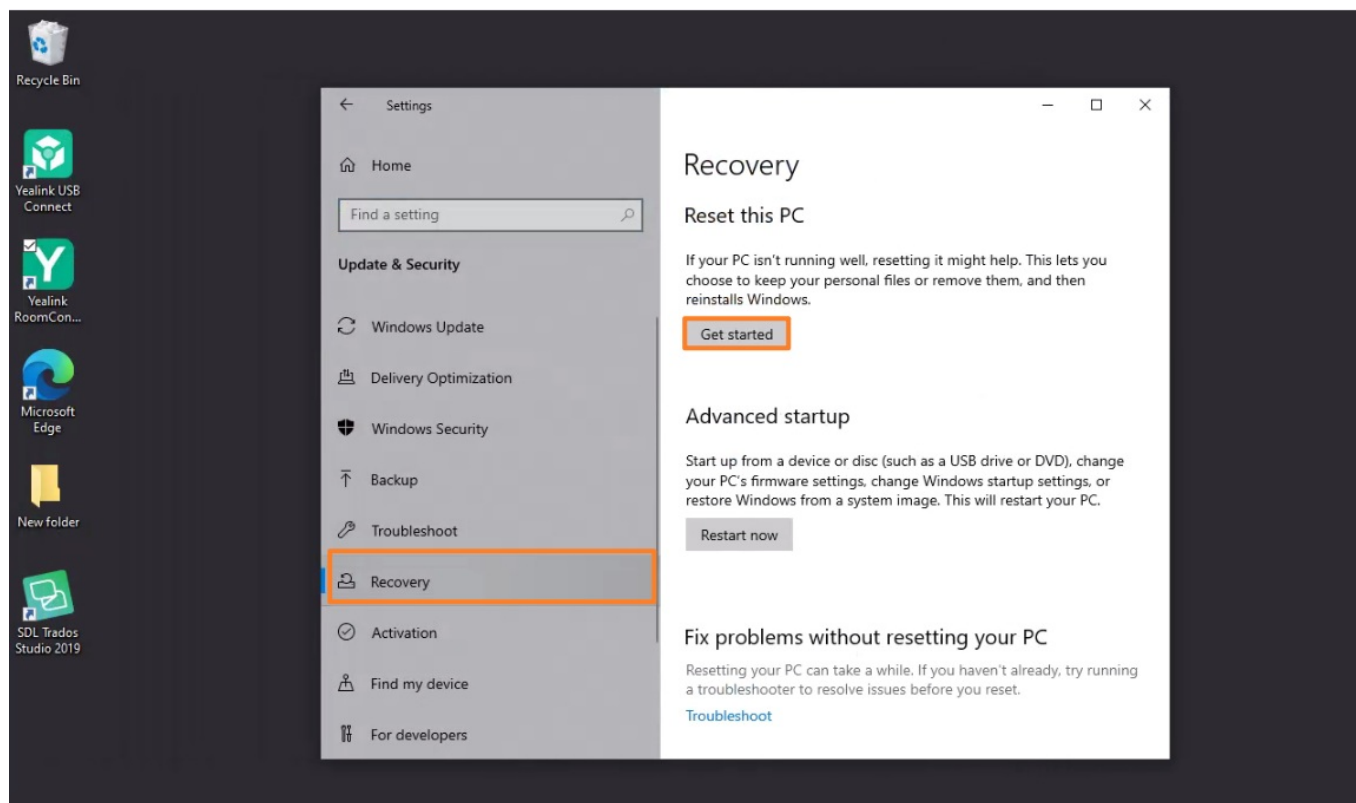
1. In the Windows mode, go to  > .

2. Select **Update & Security**.



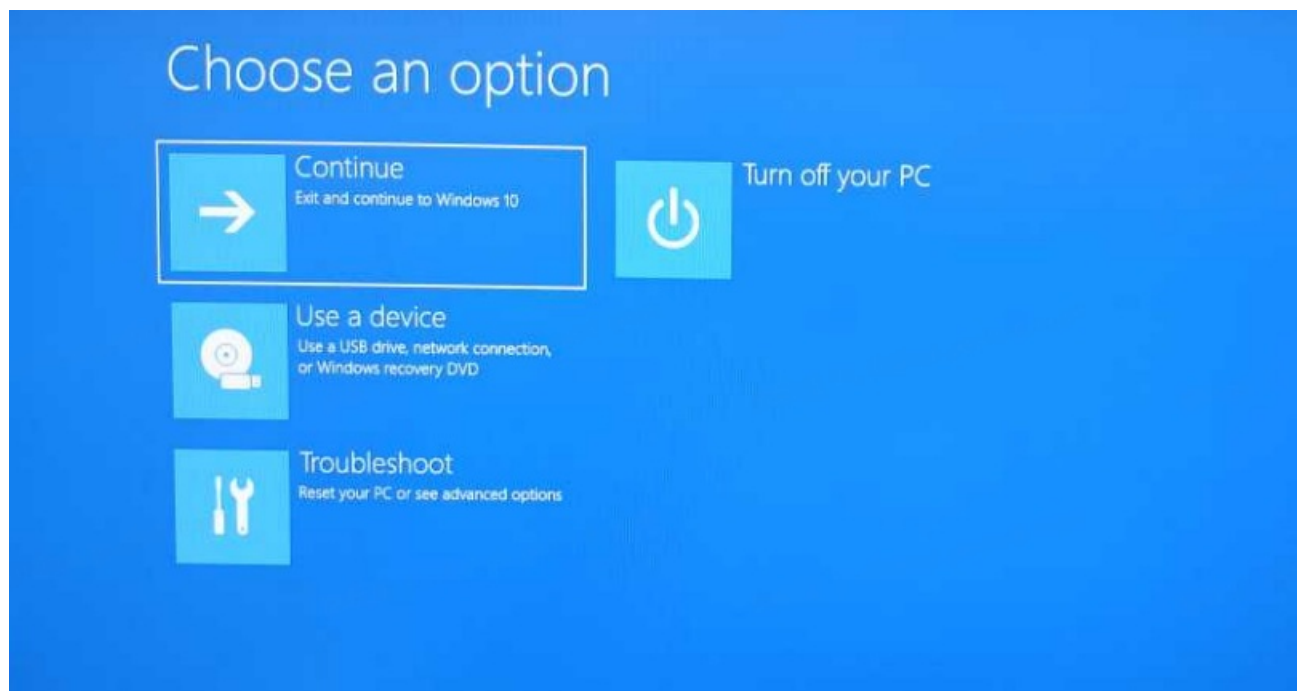
3. Go to **Recovery > Get started**.

The reset process takes about 40 minutes. After completing the reset, it enters the initial interface of the Windows system. After configuring the Windows system's initial settings, enter the [Quick Setup](#).



Method 2:

1. When the MCore is powered off, use a paper clip or toothpick to hold the reset hole at the bottom and power on the MCore simultaneously (press the power on key once). Until the Yealink RoomConnect application recognizes the camera and the status shown in the figure, release Reset key.



2. Select **Troubleshoot**.
3. Select **Reset this PC**.

The reset process takes about 40 minutes. After completing the reset, it enters the initial interface of the Windows system. After configuring the Windows system' s initial settings, enter the [Quick Setup](#).

Yealink RoomConnect

Install & Update

Introduction

Usually, Yealink RoomConnect is installed on MCore/MCore Pro by default and will be automatically updated regularly.

How to Use

You can also go to Yealink' s official website to download Yealink RoomConnect application manually and install it on your PC to set up and manage audio and video devices in BYOD mode.

For more software updates, please refer to [Yealink RoomConnect Update](#).

Download the software, please refer to [Release Note](#)

NOTE

The Yealink RoomConnect application is suitable for Windows systems and can only be installed on Windows-based mini-PC (MCore/MCore Pro)/PC. You cannot install the Yealink RoomConnect application on the MAC OS system.

Use Yealink RoomConnect

Introduction

Yealink RoomConnect application can automatically identify MTouch/camera/AVHub and audio devices connected to the MVC system and provide device information, device settings, device updates, device support, etc. of each device to set up and manage the devices.

Yealink RoomConnect application can automatically identify MTouch/camera/AVHub and audio devices connected to the MVC system and provide device information, device settings, device updates, device support, etc. of each device to set up and manage the devices. For more information, please refer to [Connect YRC to YDMP/YMCS](#) and [Remote Control](#).

Manage Camera

General Settings

The Yealink RoomConnect application can automatically detect the UVC camera, and you can view the device information of the camera and perform [Basic Settings](#).

Tracking Feature Settings

1. Open the Yealink RoomConnect application and select the camera card.
2. Select **Device Settings** to enable/disable **Tracking Feature**. If you enable the Tracking Feature, you can use Auto Framing, [Speaker Tracking](#) and [Presenter Tracking](#). If you disable the Tracking Feature, you can manually control the camera's angle, focus, etc. Please refer to [Manual Control](#) for more information.

Set UVC30 Whiteboard Mode

You can use the UVC30 whiteboard camera mode in the Yealink RoomConnect application as a whiteboard camera. For more information, please refer to [UVC30 Whiteboard Camera](#).

Manage AVHub

The Yealink RoomConnect application can automatically detect the AVHub, and you can view the connected audio

and video devices through the AVHub card. For more information, please refer to [AVHub & Multi-cameras Settings](#).

Manage Audio Device

The Yealink RoomConnect application can automatically detect the audio accessories (VCM34/VCM35/VCM36-W/VCM38/CPW90-BT/MSpeaker II) connected to the Camera-Hub/AVHub/UVC camera. You can view the **Device Information** of each audio accessory and check **Device Support** when you have a problem with your audio device. Suppose you want to set [Separate Microphone Mute Control](#) and speaker playback EQ settings for the audio device. In that case, you need to open the related accessories UVC camera/AVHub card to set.

The screenshot displays the Yealink RoomConnect application window. The title bar shows the Yealink logo and 'Yealink RoomConnect' with standard window controls. The interface is divided into a left sidebar and a main content area. The sidebar contains a 'Return' button with a left arrow, an image of the VCM38 device, the model name 'VCM38', and two menu items: 'Device Status' and 'Device Settings'. The main content area displays device information in a grid-like layout. It includes 'Equipment Model' (VCM38 with an 'Add a remark' link), 'Firmware Version' (126.410.0.85), 'Connection Method' (Network Cable with a network icon), 'Serial Number' (803061E020002244 with a copy icon), and 'Hardware Version' (126.2.0.0.2.0.17 with a copy icon). At the bottom right of the main area is a link to the 'Official Website'.

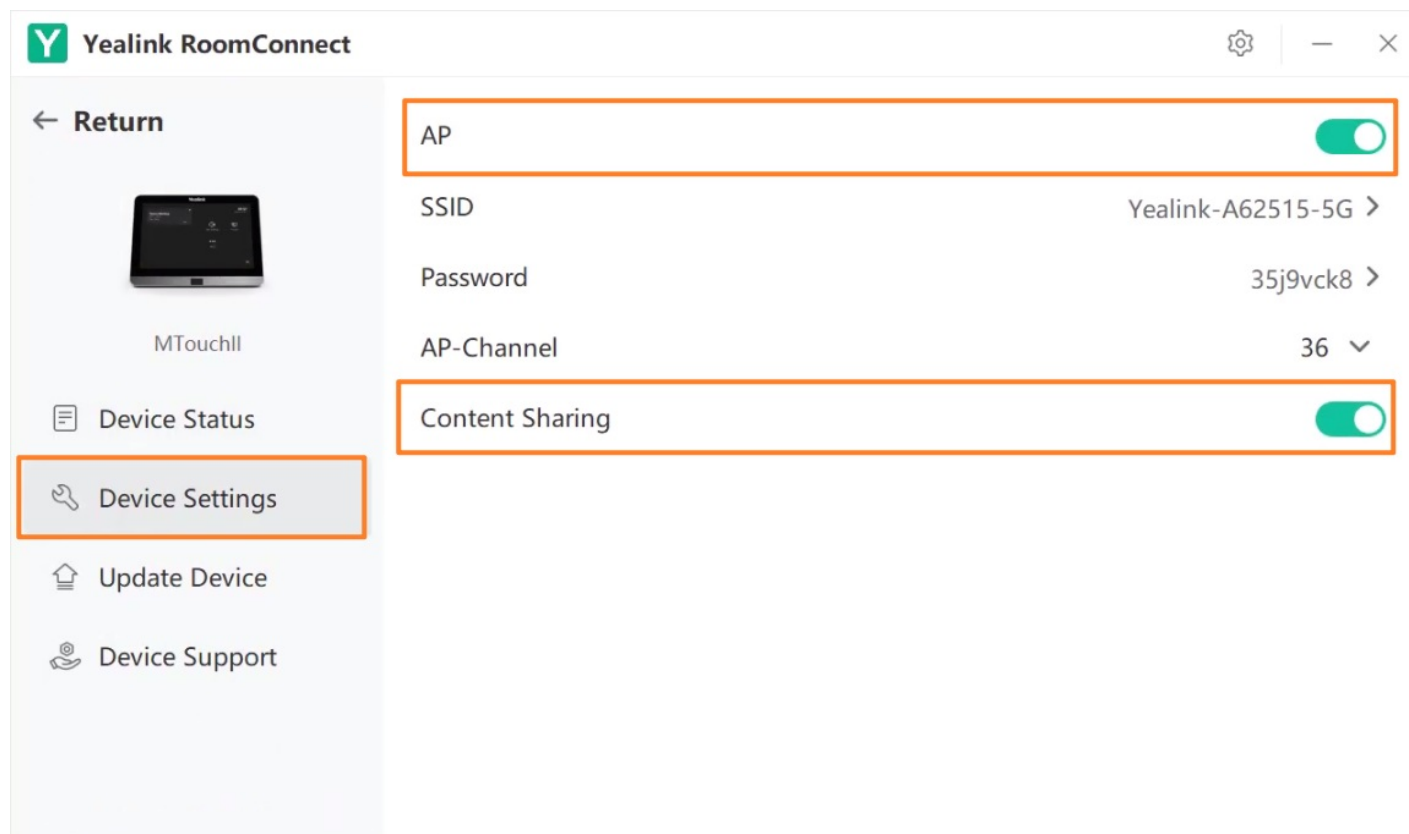
Field	Value
Equipment Model	VCM38 Add a remark
Firmware Version	126.410.0.85
Connection Method	Network Cable
Serial Number	803061E020002244
Hardware Version	126.2.0.0.2.0.17

[Official Website](#)

Manage MTouch

The Yealink RoomConnect application can automatically detect the MTouch II/Plus connected to the MVC II/III series products. You can set up MTouch II/Plus wireless AP, content sharing, and view MTouch II/Plus device information on the Yealink RoomConnect. By default, the wireless AP of MTouch II/Plus is disabled. After pairing the WPP20 with MTouch II/Plus, the wireless AP will be enabled automatically. If you do not want to enable the wireless AP, you can manually disable the wireless AP of the MTouch II/Plus.

1. Open the Yealink RoomConnect and select MTouch II/Plus.
2. Select **Device Settings**.
3. Enable **Wireless AP/Content Sharing**. If you enable the wireless AP, you can also change the SSID and AP password of the wireless AP and set the channel value.



FAQ

Why is my device not displayed in the Yealink RoomConnect software?

If you use the BYOD mode of the device, the changed device will not be displayed on the Yealink RoomConnect software for the time being.

Device Customization

Language

Introduction

MVC supports switching display languages.

How to Use

To switch the display language, follow these steps:

1. Set the desired display language in Windows mode.

2. Use PowerShell to set the Teams mode to the same language.

For more information about how to set the display language in MVC, please refer to [How to change the MVC display language? How to switch languages?](#).

Time & Date

Introduction

MVC supports setting the time format. For example, you can set the time to be displayed in a 12-hour or 24-hour format.

How to Use

To set the time/date format, follow these steps:

1. Set the desired time format in Windows mode.
2. Use PowerShell to set the Teams mode to the same time format.

For more information, please refer to [How to change the MVC's time format?](#)