Yealink CM20 Powered Beamforming Ceiling Microphone User Guide
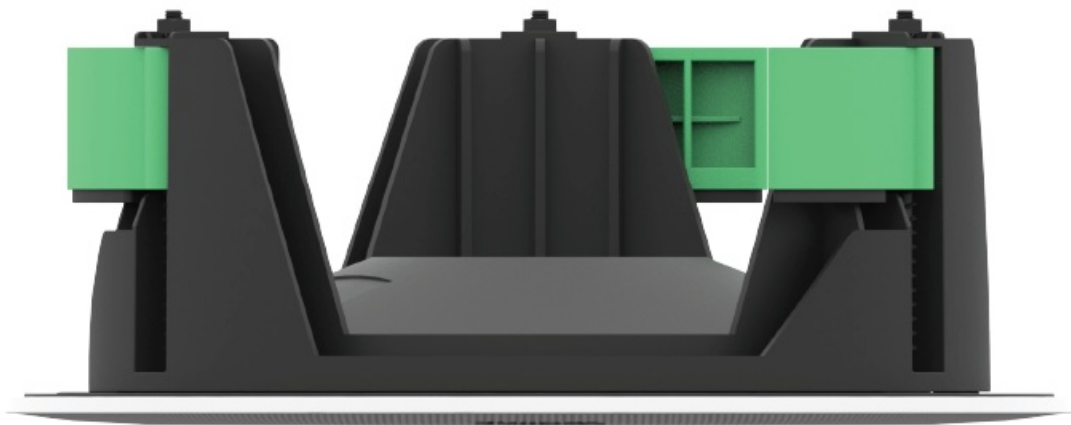
Contents

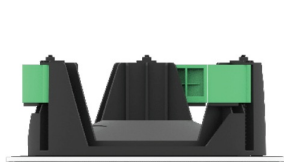**Yealink CM20 Powered Beamforming Ceiling Microphone**

USER GUIDE
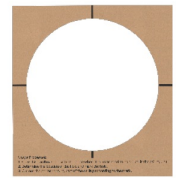

Unboxing Video

1. Package Contents

Φ223*H83mm
SkySound CM20

D=223mm
White Mesh Cover
(Black Optional)

D=205mm
Assembly Fixing
Bracket

Deployment Instruction
Templete

Length-Adjustable Pole
(Optional)

φ6 * 30 mm, white, Polyamide
(Optional)

× 6

Bracing Bridge*2

Dust Cover

Suspend Pole Adapter
(Optional)

3*6PMOZN3+

× 5

T4*30mm
(Optional)

× 6

Quick Start Guide

M3*6PWMHOZN3

× 20

The need for an auxiliary bracket during the installation of the CM20 depends mainly on the frame and the loadbearing capacity of the suspended ceiling tiles.

– Common suspended ceiling tiles materials include gypsum, metal, and PVC.
– If your suspended ceiling tiles has a load-bearing capacity lower than 1.38KG, it is recommended to use a bracing bridge.
– The suspension bracket requires the load-bearing capacity of your ceiling frame to be no less than 2.8KG.
– The adjustable range of the bracing bridge is 400-438mm/600-638mm/2′.
– The slot width compatibility of the ceiling tiles (T-bar) includes: 22mm, 24mm, 32mm, and 38mm.
– The slot width compatibility of the ceiling tiles (triangle) includes: 25mm 30mm 35mm.

1. The installation of CM20 requires a certain level of professional expertise. We strongly recommend entrusting this task to professional construction workers whenever possible.
2.If you choose to install it yourself, please make sure to have someone assist you for safety reasons.

2. Hardware Introduction

RJ-45 Port

Reset(Long poke
for 5s to reset.)
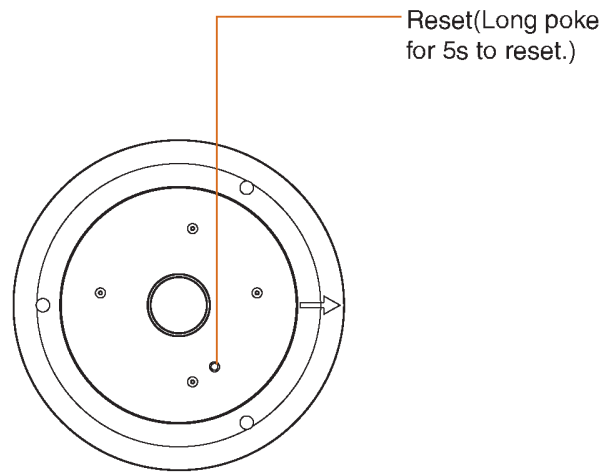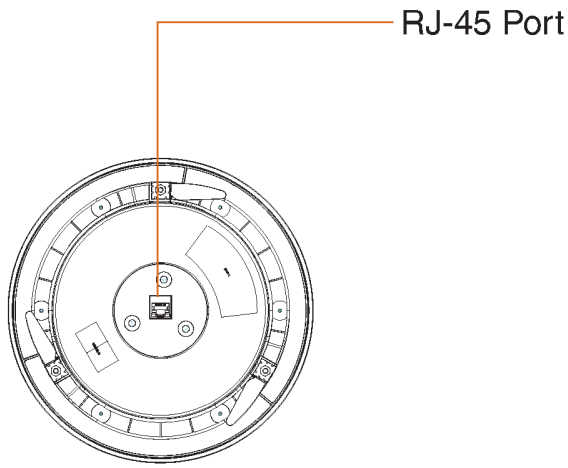
3. Installation

- Remove the ceiling and draw auxiliary lines at the midpoint of the length and width on the back of the ceiling.
- Align the auxiliary lines with the deployment instruction templete's guidelines and cut openings in the ceiling.
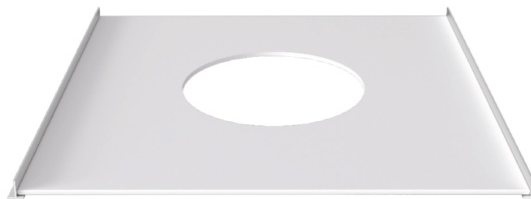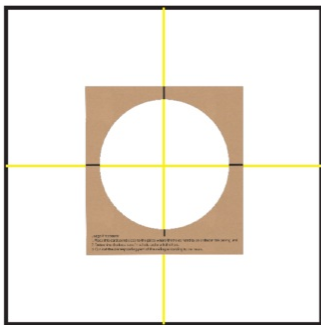
Installation Method 1 Use the assembly fixing bracket(If your ceiling has a load-bearing capacity greater than 1.38KG, you may choose not to use the bracket for additional support, but the assembly fixing bracket is still necessary.)

1. Place the assembly fixing bracket onto the drop ceiling grid support (compatible with T-bar drop ceiling grid and triangular drop ceiling grid).
2. Connect the ethernet cable and cover it with the dust cover.
3. Install CM20 along the opening circular of the drop ceiling grid, pushing it towards the ceiling.
4.Hold the device by hand and securely tighten the three screws on its surface in a clockwise direction. Adjust the lower surface of the CM20 to align it flush with the ceiling tiles.
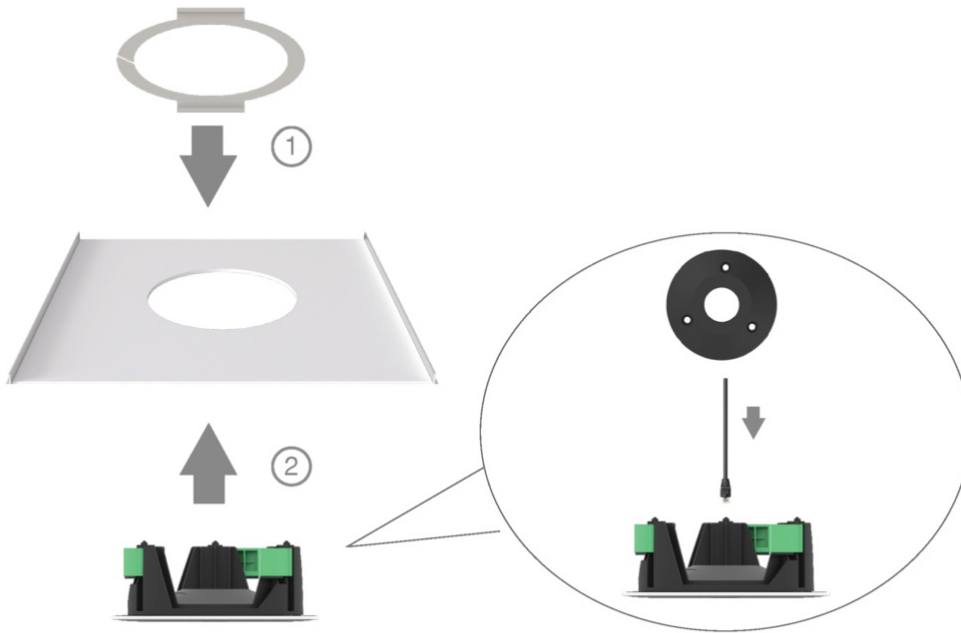
Power supply: PoE+Switch

- Installation completed main body .

Safety rope passes through here
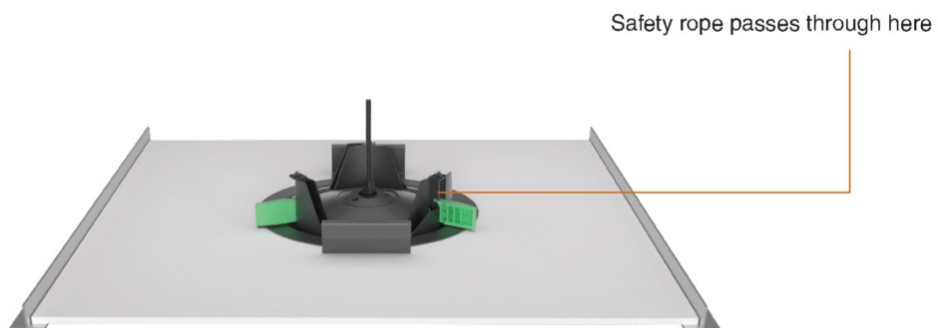
- Attach the mesh cover magnetically to the CM20.

The following installation steps will demonstrate using the bracing bridge to secure the CM20.
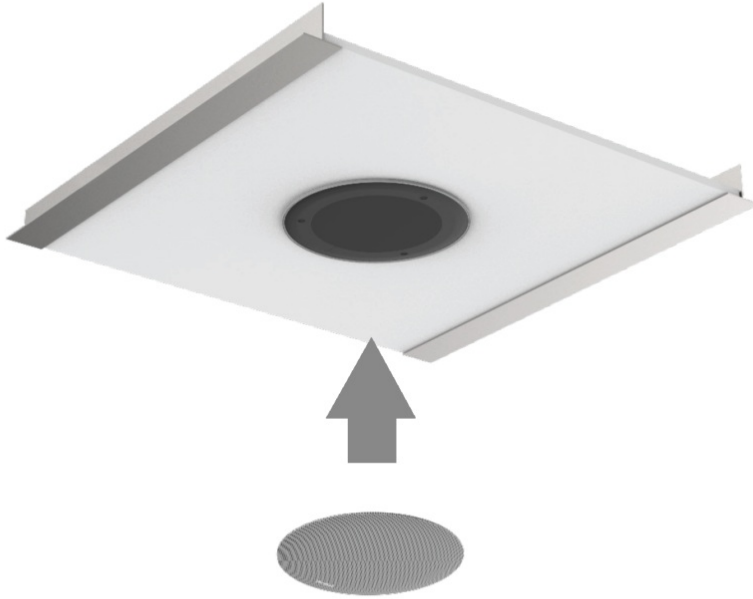If your ceiling has a load-bearing capacity greater than 1.38KG, you may choose not to use the bracket for additional support, but the assembly fixing bracket is still necessary.

Installation Method 2: Use the assembly fixing bracket + bracing bridge.(If your ceiling has a load-bearing capacity less than or equal to 1.38KG, you can use the bracing bridge for additional support during installation).

1. Use screws to assemble the bracing bridge.
2. Use screws to combine the assembly fixing bracket and the bracing bridge.
3. Adjust the bracing bridge to the appropriate length according to the size of the drop ceiling grid(compatible with spans of 400-438mm/600-638mm/2'), tighten the fixing screws to prevent further extension of the bracket.

4.Place the bracing bridge onto the drop ceiling grid support (compatible with T-bar drop ceiling grid and triangle drop ceiling grid).

5. Connect the ethernet cable and cover it with the dust cover.

6. Install CM20 along the opening circular of the bracket, pushing it towards the ceiling.

7. Hold the device by hand and securely tighten the three screws on its surface in a clockwise direction.

Adjust the lower surface of the CM20 to align it flush with the ceiling tiles

- Installation completed main body .

Safety rope passes through here
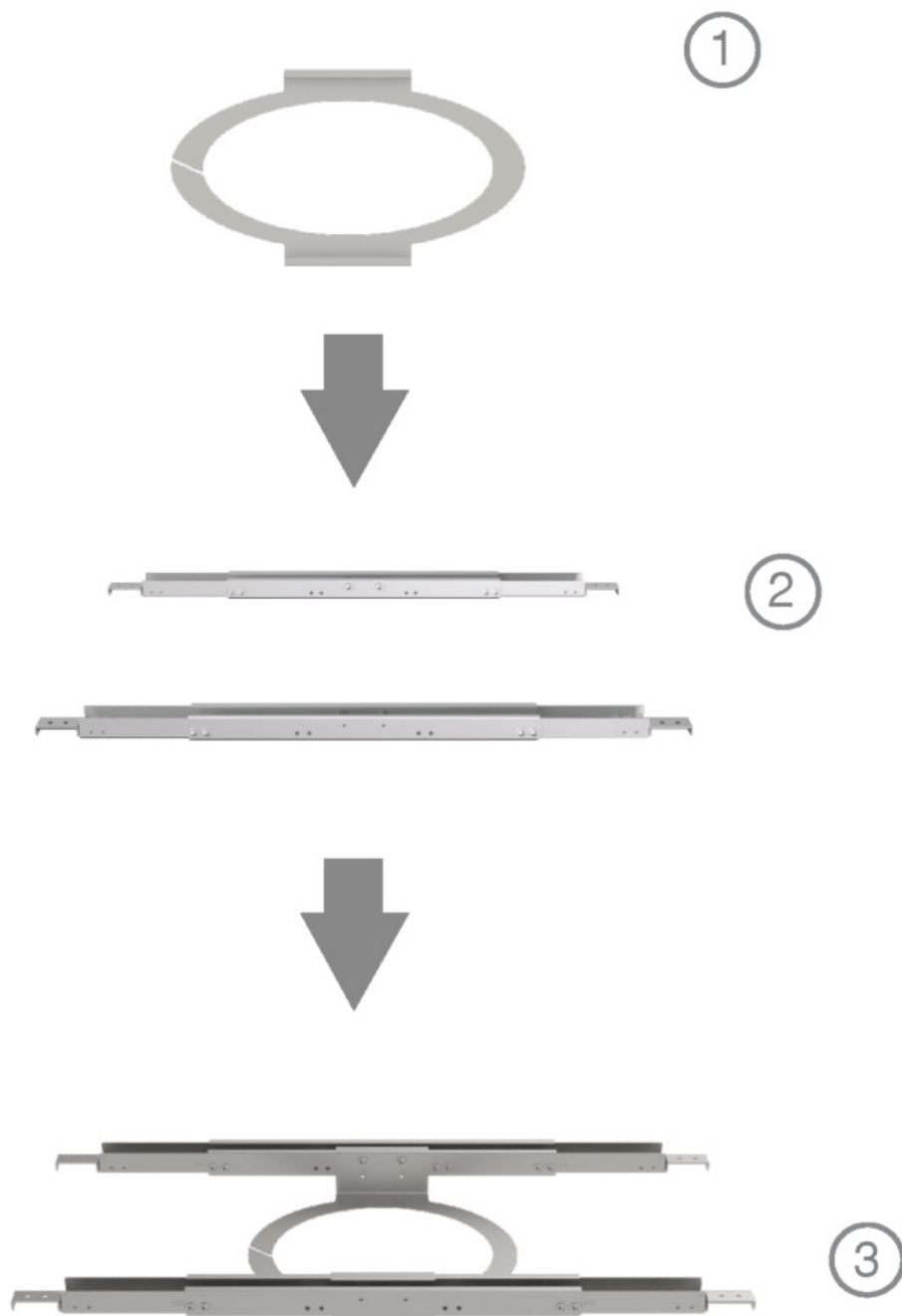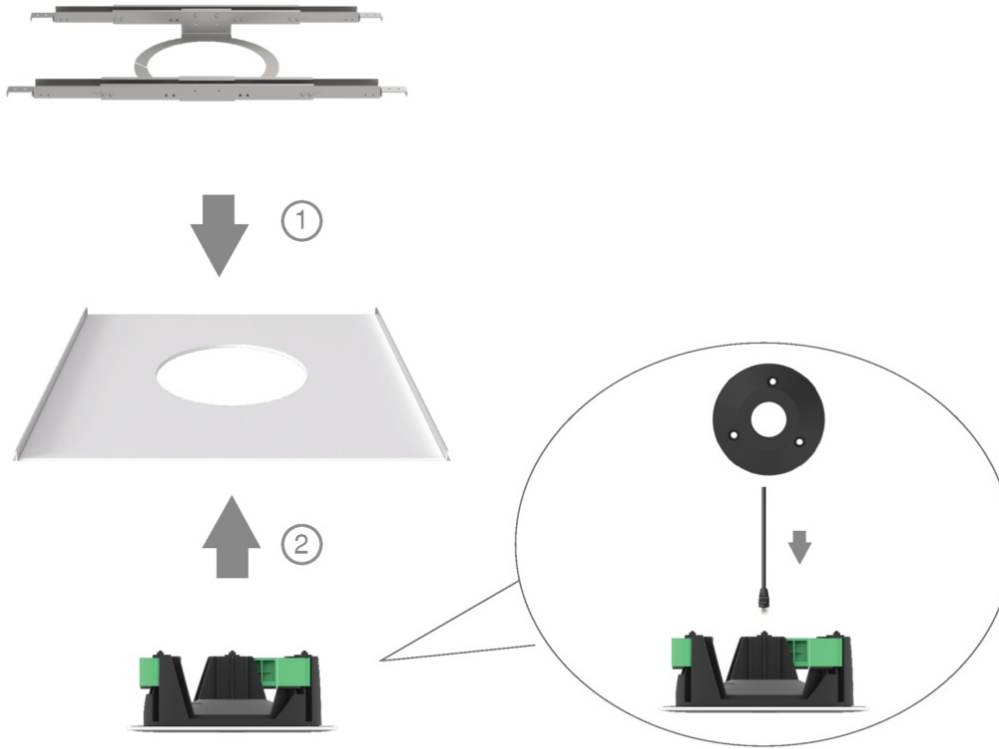
- Attach the mesh cover magnetically to the CM20
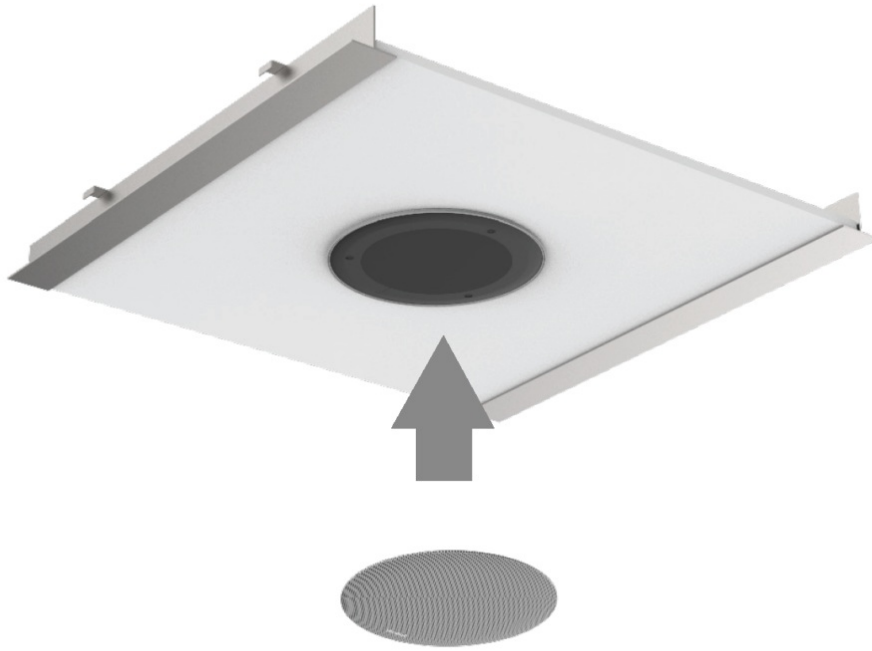
Installation Method 3: Use the Length-Adjustable Pole

1. Drill a hole at a suitable location in the ceiling.
2. Assemble the suspend pole adapter, inner length-adjustable pole, outer lengthadjustable pole, and dust cover into a single unit.
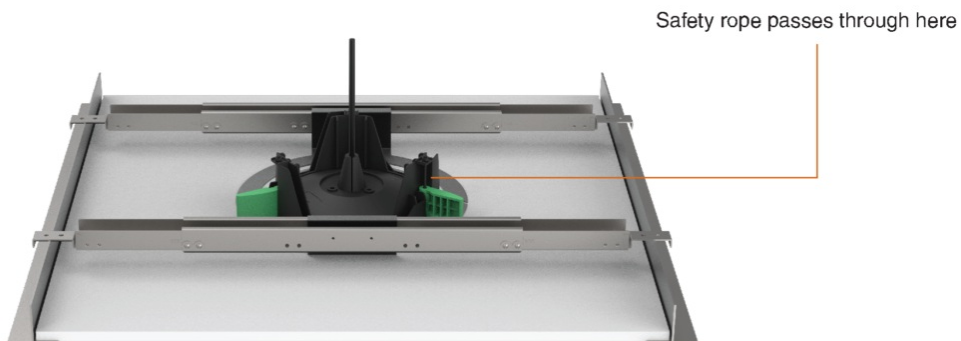3. Secure the adjustable length-adjustable pole in place, connect the ethernet cable.
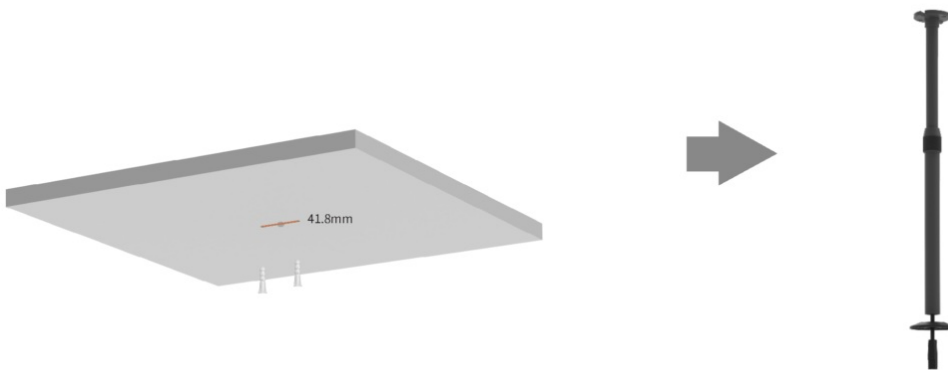
1. Tighten the screws connecting the length-adjustable pole to the device, attach the CM20 to the length-adjustable pole, and install the magnetic mesh cover.
2. Adjust the orientation of the CM20 to a 0-degree angle by twisting the tightening buckle in the middle of the length-adjustable pole to achieve optimal sound pickup.

4. Connection Sample
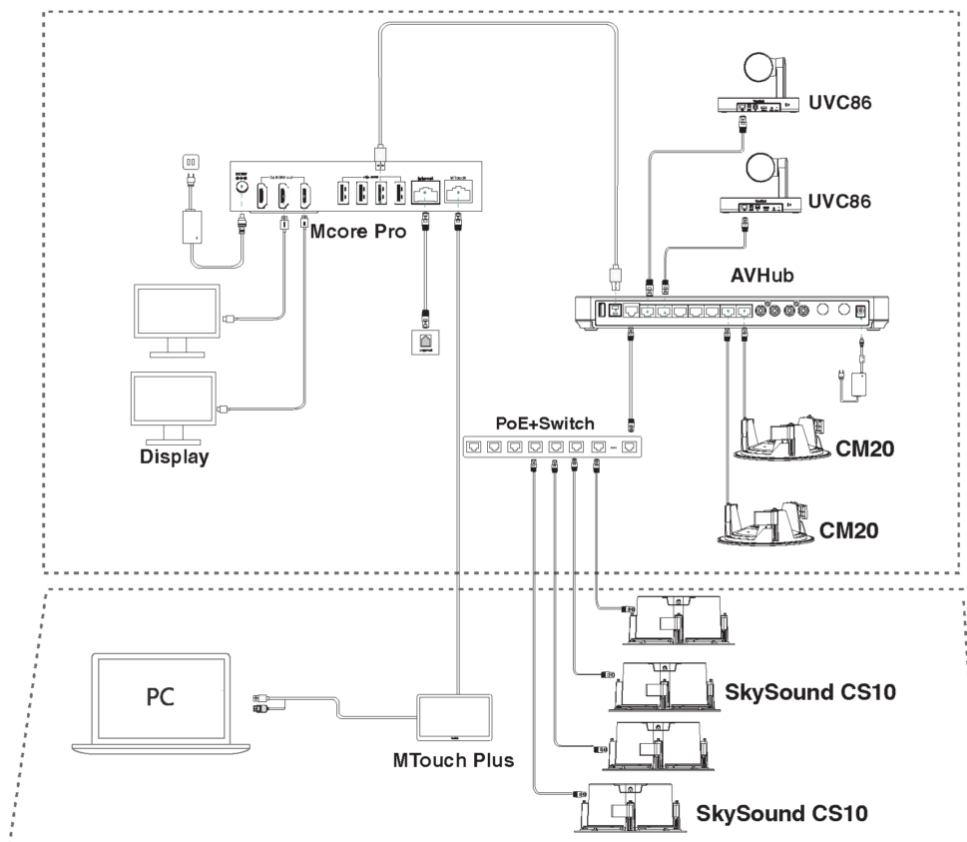
Regulatory Notices

Operating Ambient Temperatures

- Operating temperature: +14 to 113°F (-10 to 45°C)
- Relative humidity: 5% to 90%, noncondensing
- Storage temperature: -22 to +158°F (-30 to +70°C)

Warranty

Our product warranty is limited only to the unit itself, when used normally in accordance with the operating

instructions and the system environment. We are not liable for damage or loss resulting from the use of this product, or for any claim from a third party. We are not liable for problems with Yealink device arising from the use of this product; we are not liable for financial damages, lost profits, claims from third parties, etc., arising from the use of this product.

DC symbol

is the DC voltage symbol.

Restriction of Hazardous Substances Directive (RoHS)
This device complies with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting support@yealink.com.

Safety Instructions

Save these instructions. Read these safety instructions before use!The following basic safety precautions should always be followed to reduce risk of fire, electrical shock, and other personal injury.

General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please attempt not to dismantle the device by yourself.
  In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstance liable to consequences or legal issues caused by such changes.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.

Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dusts.
- Place the device on a stable and level platform.
- Please place no heavy objects on the device in case of damageand deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or firevulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

Operating Requirements

- Do not let a child operate the device without guidance.

- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Pleaseusethe provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.

Cleaning Requirements

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.

ENVIRONMENTAL RECYCLING

Never dispose of the device with domestic waste

Ask your Town Council about how to dispose of it in an environmentally friendly way. The cardboarc box, plastic packaging and player components may be recycled in accordance with prevailing recycling regulations in your country.

Always adhere to prevailing regulations

Those who fail to do so may be fined or prosecuted in accordance with the law. The crossed out garbage can that appears on the device means that when it has reached the end of its useful life, it should be taken to a special waste disposal centre and treated separately to general urban waste.

Troubleshooting

The unit cannot supply power to Yealink device.

There is a bad connection with the plug.

1. Clean the plug with a dry cloth.
2. Connect it to another wall outlet.

The usage environment is out of operating temperature range.

1. Use in the operating temperature range.

The cable between the unit and the Yealink device is connected incorrectly.

1. Connect the cable correctly.

You cannot connect the cable properly.

1. You may have connected a wrong Yealink device.
2. Use the correct power supply.

Some dust, etc., may be in the port.

1. Clean the port.

Contact your dealer or authorized service facility for any further questions.

Contact Information

YEALINK NETWORK TECHNOLOGY CO.,LTD.
No.666 Hu'an Rd,Huli District Xiamen City, Fujian, P.R.C
YEALINK (EUROPE) NETWORK TECHNOLOGY B.V.
Sir Winston Churchillln 299 k, 2288DC Rijswijk
YEALINK (USA) NETWORK TECHNOLOGY CO., LTD.
999 Peachtree Street Suite 2300, Fulton, Atlanta, GA, 30309, USA
Made in China

About Yealink

Yealink (Stock Code: 300628) is a global-leading provider of Unified Communication & Collaboration Solutions specialized in video conferencing, voice communications, and collaboration, dedicated to helping every person and organization embrace the power of "Easy Collaboration, High Productivity".
With best-in-class quality, innovative technology, and user-friendly experiences, Yealink is one of the best providers in more than 140 countries and regions, ranks No.1 in the global market share of IP Phone, and is the Top 5 leader in the video conferencing market (Frost & Sullivan, 2021).
For more information about Yealink, click here.

Technical Support

Visit Yealink WIKI (**http://support.yealink.com/**) for firmware downloads, product documents, FAQ, and more. For better service, we sincerely recommend you to use Yealink Ticketing system (**https://ticket.yealink.com**) to submit all your technical issues.

YEALINK NETWORK TECHNOLOGY CO.,LTD.

Web: **www.yealink.com**

Addr: No.666 Hu'an Rd,Huli District Xiamen City, Fujian, P.R. C

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Documents / Resources

	Yealink CM20 Powered Beamforming Ceiling Microphone [pdf] User Guide CM20 Powered Beamforming Ceiling Microphone, CM20, Powered Beamforming Ceiling Microphone, Beamforming Ceiling Microphone, Ceiling Microphone, Microphone

References

- **User Manual**