

# Speaker Phone

## Product Introduction

## Datasheet

### CP700 Datasheet

#### Ultra-compact Flexible Speakerphone

Yealink CP700 is a portable, personal speakerphone that rewards you with trouble-free plug-and-play connectivity so that you can connect it to your PC, tablet and smartphone via Bluetooth wireless pairing and USB wired connection. To let you feel free to sit at any end of the table or walk around your office room, CP700 packs itself with Yealink HD voice quality. Wrap the CP700 with the 2 omnidirectional microphones and the Yealink audio algorithms, and we have crafted an elaborate speakerphone experience for you indeed, including the 360-degree voice pick-up ability and the best echo cancellation, which always keeps you staying focused on your conversation. To let your calls on the go, CP700 not only owns a premium battery life with a 9-hour talk time but also a protective zipper bag. Yealink CP700 is your speakerphone that presents the immersive sound for either calls or music and makes the call controls accessible on CP700 itself directly.



#### Specifications

Specifications	Introduction
General	<ul style="list-style-type: none"> <li>· Speakerphone size: (Ø) 120 x (h) 28 mm</li> <li>· Speakerphone weight: 220 g / 7.76 oz · Connectivity: USB 2.0 PNP &amp; Bluetooth</li> <li>· USB cable length: 2.6 feet / 0.8 meter</li> <li>· Touch Buttons: power, Bluetooth, Call answer, Call hangup, Volume up/down, Mute, Voice assistant/Teams</li> </ul>

Wireless Technology	<ul style="list-style-type: none"> <li>· Bluetooth standard: Bluetooth 4.2</li> <li>· Wireless Range: 100 feet / 30 meters</li> <li>· Supported Bluetooth profiles: Hands free profile v1.7, A2DP v1.2, AVRCP v1.3</li> <li>· PC USB Bluetooth dongle (Yealink BT50): USB BT audio device/HID dongle. Bluetooth 5.0</li> </ul>
Battery	<ul style="list-style-type: none"> <li>· Battery: Lithium Polymer</li> <li>· Capacity: 1420mAh</li> <li>· Charging time/power: 3 hours (5V/500mA)</li> <li>· Max. charge current: 1.4A</li> <li>· Talk time: 9 hours</li> <li>· Standby time: 230 days (Power safe after 30min)</li> </ul>
Microphone	<ul style="list-style-type: none"> <li>· Type: Omnidirectional microphone</li> <li>· Signal to Noise Ratio (SNR): +58 dB</li> <li>· Pickup range: 5 feet / 1.5 meters</li> <li>· Frequency range - Conference mode: 100Hz-8kHz</li> </ul>
Speaker	<ul style="list-style-type: none"> <li>· Peak output power: 5W</li> <li>· Root Mean Square (RMS): 3W</li> <li>· Sensitivity: 81 dB SPL +/-3dB SPL @1m, 1W</li> <li>· Frequency range – Conference mode: 150Hz-8kHz</li> <li>· Frequency range – Music mode: 150Hz-16kHz</li> </ul>
Audio	<ul style="list-style-type: none"> <li>· Optima HD voice</li> <li>· Wideband Audio</li> <li>· Audio duplex</li> <li>· Noise Suppression (NS)</li> <li>· Digital Signal Processing (DSP)</li> <li>· Acoustic echo cancellation (AEC)</li> </ul>
Package Features	<ul style="list-style-type: none"> <li>· Package content:</li> <li>- Yealink CP700 Speakerphone</li> <li>- Zipper Bag</li> <li>- BT50 (optional)</li> <li>- Quick Start Guide</li> <li>· Qty/CTN: 10 PCS</li> <li>· N.W/CTN: 4 kg</li> <li>· G.W/CTN: 3.6 kg</li> <li>· Giftbox size: 158 mm x 142 mm x 53 mm</li> <li>· Carton Meas: 292 mm x 285 mm x 170 mm</li> </ul>

For more information, please go to the [Yealink official website](#).

## CP900 Datasheet

### Ultra-compact Personal Speakerphone

Yealink CP900 is a high-performance portable speakerphone that is flexible and scalable for meetings of up to 6 people. Yealink CP900 rewards you with a trouble-free plug-and-play connectivity that you can connect it to your PC, tablet and smartphone via Bluetooth wireless pairing and USB wired connection. To let you feel free to sit at any end of the table or walk around your office room, CP900 packs itself with Yealink HD voice quality. Wrap the CP900 with the 6-microphone beamforming array, full-duplex technology and the Yealink audio algorithms, and we have crafted an elaborate speakerphone experience for you indeed, including the 360-degree voice pick-up ability and the best echo cancellation, which always keeps you staying focused

on your meeting. To let your meeting on the go, CP900 owns not only a premium battery life with 12-hour talk time but also a protective zipper bag. Yealink CP900 is your speakerphone that presents the immersive sound for either calls or music and makes the call controls accessible on CP900 itself directly.



**Specifications**

Specifications	Introduction
General	<ul style="list-style-type: none"> <li>· Speakerphone size: (Ø) 132.5 x (h) 35.5 mm</li> <li>· Speakerphone weight: 320g / 11.28 oz</li> <li>· 8 touch buttons</li> <li>· Connectivity: USB 2.0 PNP &amp; Bluetooth</li> <li>· USB cable length: 3 feet / 0.9 meter</li> <li>· Built-in Bluetooth 4.2</li> <li>· Wireless range: 100 feet / 30 meters</li> <li>· Power: USB/Lithium Polymer Battery</li> </ul>
Battery	<ul style="list-style-type: none"> <li>· Battery: Capacity: 2450mAh</li> <li>· Charging time/power: 3 hours (5V/1A)</li> <li>· Max. charge current: 1.7A</li> <li>· Talk time: 12 hours</li> <li>· Standby time: Power safe after 30min/Standby 400 days</li> </ul>
Microphone	<ul style="list-style-type: none"> <li>· Type: Six MEMS microphones array</li> <li>· Sensitivity: -42dB re. 1V/Pa</li> <li>· Signal to Noise Ratio (SNR): +59 dB</li> <li>· Frequency range - Conference mode: USB mode &amp; Bluetooth mode 115 Hz to 7 KHz</li> </ul>
Speaker	<ul style="list-style-type: none"> <li>· Peak output power: 7W</li> <li>· Root Mean Square (RMS): 3W</li> <li>· Sensitivity: 82dB SPL +/-3db SPL @1m,1W</li> <li>· Frequency range – Conference mode: 150Hz-8kHz</li> <li>- USB mode 115 Hz to 8 KHz</li> <li>- Bluetooth mode 115 Hz to 8 KHz</li> <li>· Frequency range – Music mode: 150Hz-16kHz</li> <li>- USB mode 115 Hz to 16 KHz</li> <li>- Bluetooth mode 115 Hz to 8 KHz</li> </ul>

<p>Audio</p>	<ul style="list-style-type: none"> <li>· Optima HD voice</li> <li>· Microphone pickup range up to 6.5 feet / 2 meters</li> <li>· Full-duplex technology</li> <li>· Noise Suppression (NS)</li> <li>· Digital Signal Processing (DSP)</li> <li>· Acoustic echo cancellation (AEC)</li> </ul>
<p>Package Features</p>	<ul style="list-style-type: none"> <li>· Package content:</li> <li>- Yealink CP900 Speakerphone</li> <li>- Zipper Bag</li> <li>- BT50 (optional)</li> <li>- Quick Start Guide</li> <li>· Qty/CTN: 10 PCS</li> <li>· N.W/CTN: 4.9 kg</li> <li>· G.W/CTN: 5.3 kg</li> <li>· Giftbox size: 176 mm x 155 mm x 53 mm</li> <li>· Carton Meas: 325mm x 276 mm x 188 mm</li> </ul>

For more information, please go to the [Yealink official website](#).

## Speaker Phone Comparison

### Product Overview

Yealink Speakerphone product is a premium portable speakerphone with a creative design for small collaboration groups or individuals and intuitive connectivity with PC, laptop and smartphone via USB or BlueTooth, Perfect performance in the Audio features which has high-quality sound for calls and music. It also supports voice assistant and is fully compatible with MS Teams and SFB, Microsoft Teams certified.

[Download QD-RJ Headset Specification](#)

Model	CP700	CP900
-		
Weight	220g/7.76oz	320g/11.28oz
Connectivity	USB 2.0 & Bluetooth	USB 2.0 & Bluetooth
Bluetooth Standard	Bluetooth 4.0	Bluetooth 4.0
Battery Capacity	1420mAh	2450mAh
Talk Time	9 Hours	12 hours
Microphone Type	2 x Omni-microphone	6 x MEMS microphones array

Pickup Range	5 feets/1.5 meters	6.5 feets/2 meters
Optima HD Voice	Wideband, auto duplex, noise suppression (NS), AEC, DSP	Wideband, full- duplex, noise suppression (NS), AEC, DSP

**Usage Scenarios**

Yealink speakerphone is suitable for the following scenarios:

- Personal use
- Huddle room

The speakerphone presents the immersive sound for either calls or music and makes the call controls accessible on the speakerphone itself directly.

## Compatibility List

### Speaker Phone Compatibility Center



**Introduction**

The Yealink USB wired headset is compatible with the following operating system: Windows (Windows 8, Windows 8.1, Windows 10) and macOS (Catalina, Mojave, Big Sur).

This compatibility center contains phones of various brands, and you can enter the center to search for the compatible phone you want.

- Yealink

- 3CX
- Avaya
- Broadsoft
- Cisco
- CounterPath
- Citec
- Fanvil
- Google
- Grandstream
- Joher
- Microsoft
- NEXI
- Provu
- Poly
- ReachUC
- Ringcentral
- Swyx
- Snom
- Starface
- Teamfon
- Telair
- Telenia
- Teamsystem Communication
- UPC
- Unify
- Virtualpbx
- Yeastar
- Zoiper
- Zoom

Click <https://support.yealink.com/en/portal/compatible> to enter.

## CP700/CP900 Compatibility List

### For the PC

OS	Connectivity	Description
Windows 8 or higher MAC 11.6.7 or higher	USB Cable	<ul style="list-style-type: none"> <li>- Answer/end/reject/redial a call</li> <li>- Incoming call ringtone</li> <li>- Hold/resume a call</li> <li>- Mute/unmute</li> <li>- Play music</li> <li>- Volume adjustment</li> </ul>

Android/iOS	Bluetooth	<ul style="list-style-type: none"> <li>- Answer/end/reject a call</li> <li>- Incoming call ringtone</li> <li>- Hold/resume a call</li> <li>- Play music</li> <li>- Volume adjustment</li> </ul>
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**For the Desk Phone**

Connectivity	Brand	Phone Model
USB Cable Bluetooth Connection	Yealink	T4XS, T4XU, T5XW, T58, VP59
BT50	Yealink	T4XS, T4XU, T5XW, T58, VP59 <div style="background-color: #f0e6ff; padding: 5px; border: 1px solid #ccc;"> <p><b>NOTE</b> T4XS can only support calls</p> </div>

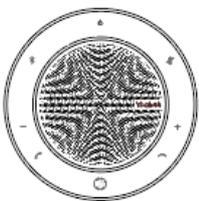
## Getting Started

### CP700

## Package Contents

After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.

- **Standard**



CP700

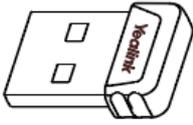


Protective Carrying Case



Quick Start Guide

• **Optional**

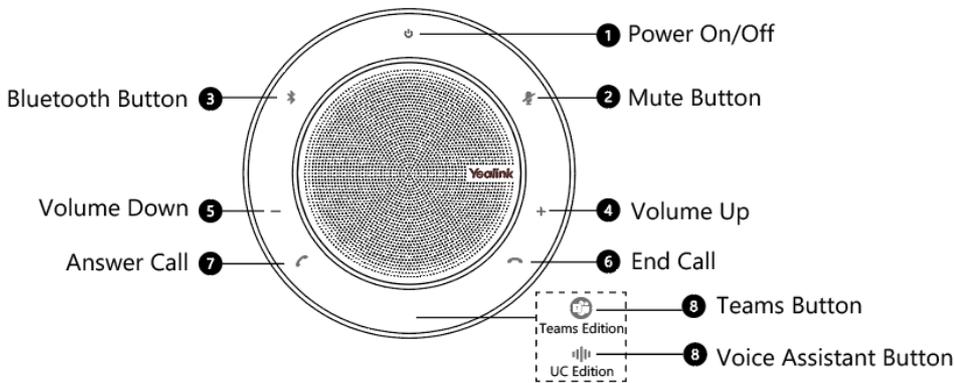


BT50 (Optional)

**TIP**

Yealink provides a USB device manager client - Yealink USB Connect, you can download it on the Yealink website [support.yealink.com](http://support.yealink.com).

## Overview



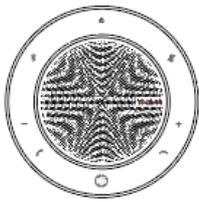
Item	Description
1	Hold 3 seconds to power on/off.
2/6/7	Tap to control calls.
3	Hold 2 seconds to enter the pairing mode, search and connect on the smartphone. Double-tap to disconnect. Tap again to reconnect.
4	Tap to turn up/down volume.
8	(Teams Edition) Tap to invoke the Teams client; Hold 2 seconds to activate Cortana. (UC Edition) Hold 2 seconds to activate the smartphone's voice assistant.

## CP900

## Package Contents

After opening the package, check that all the items on the list are included. If any items are missing, contact your dealer.

• Standard



CP900

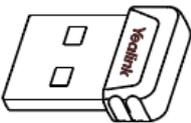


Protective Carrying Case

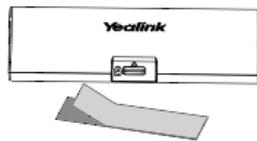


Quick Start Guide

• Optional



BT50 (Optional)

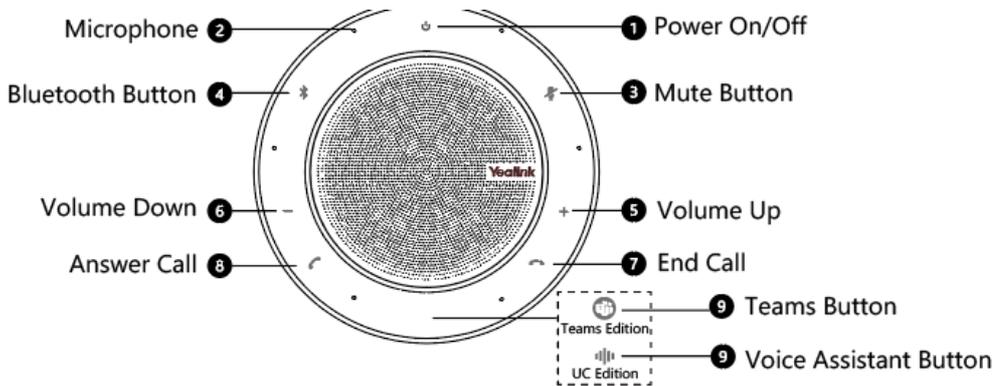


Cable lock box (optional)

**TIP**

We recommend that you use the included accessories, and other accessories may have compatibility issues that prevent them from working properly.

## Overview



Item	Description
1	Hold 3 seconds to power on/off.
3/7/8	Tap to control calls.
4	Hold 2 seconds to enter the pairing mode, search and connect on the smartphone. Double-tap to disconnect. Tap again to reconnect.
5/6	Tap to turn up/down volume.

9	(Teams Edition) Tap to invoke the Teams client; Hold 2 seconds to activate Cortana. (UC Edition) Hold 2 seconds to activate smartphone' s voice assistant.
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**TIP**

If your CP speaker needs warranty service, the process is quick and easy. Please go to <https://ticket.yealink.com/page/headset/warranty-service.html> and submit RMA Claim to Yealink.

## Using Test

It is applicable to CP700/CP900.

Are you still struggling with how to set up Teams and Yealink headsets? Are you experiencing problems that you can' t control remotely? These tips will take you quickly through various scenarios of the Yealink headsets and Teams.

### Necessary Checks

#### Enable Teams Only Mode

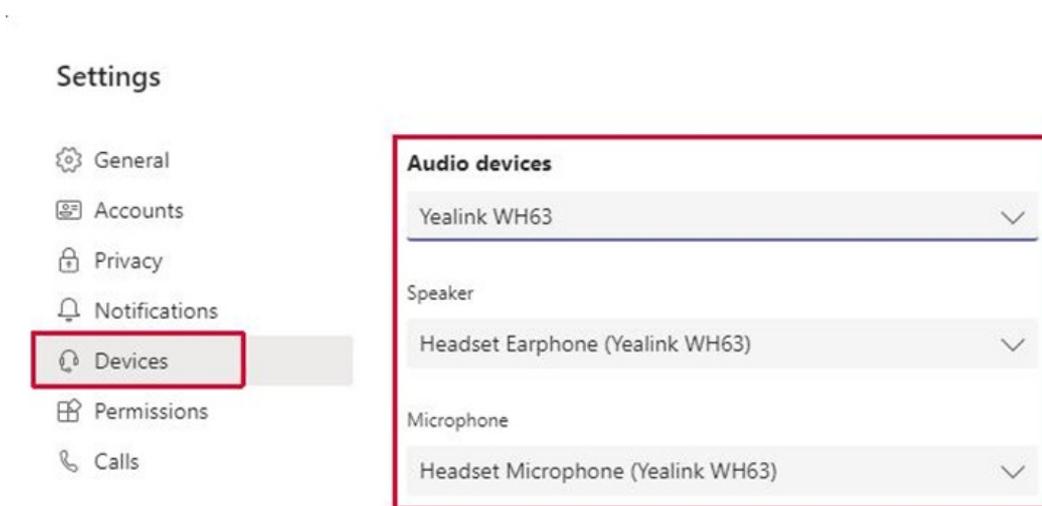
Currently, only **Teams Only Mode** can support remote call control, so we must enable it first. If you have an IT/Network Team, please check with them. If you are the IT guy, please check this mode on **TAC** (Teams Admin Center). Here is the TAC Link: <https://admin.microsoft.com>

#### Select Corresponding Audio/Video Device

1. Go to **Settings->Devices**.



2. Choose the headset you are going to use.



## Some Teams Known Problems/Temporary Solutions

**Unable to wake up the Teams client by Pressing the MFB button**

**Win\mac can't PSTN call out**

**Teams + WH66/67 can't pick up the call, it appears as an incoming call on WH66/67 display screen and the call is unable to pick up by pressed the call control button**

**Abnormal behavior on Multi-application call scenario**

**After a Team meeting, when end call from Teams side, headset is stuck in the call interface**

**Double click MFB button cannot redial**

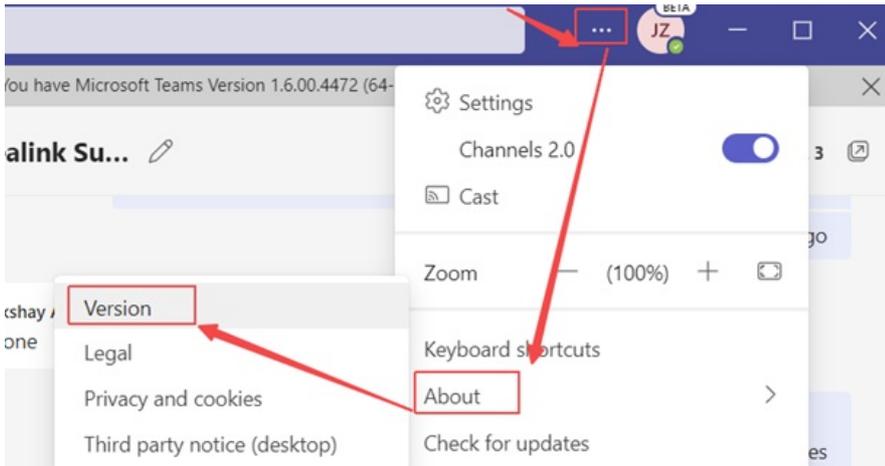
**Mute button will end Teams call**

## Some Useful Debug Info

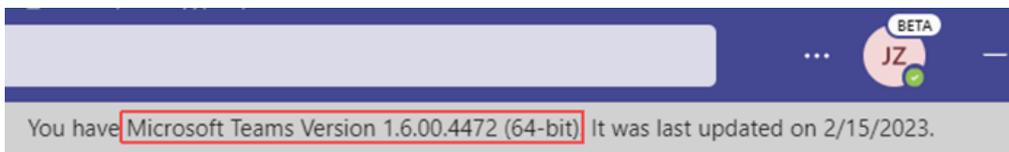
If you report a problem to Yealink support may ask some information: Teams version, Log from Headset, Log from Teams and some other questions. So how to provide necessary info to Yealink to get quick support and solution?

### How to check the Team version

1. Go to **About->Version**, and click.

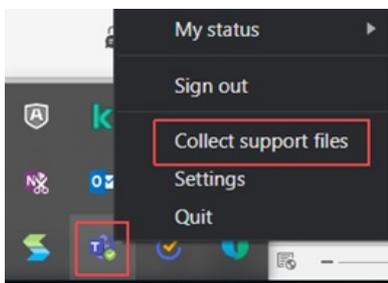


2. Then you can see the version below:



**How to export Teams app' s log?**

1. Right Click the **Teams icon->Collect support file**.



2. Press **Ctrl + alt +shift + 1** to record the system log from Teams.

The default saving path is **This PC->Downloads**.

**How to export the debug file from Yealink headset?**

Just refer to the [FAQ](#) to get it.

**TIP**  
Any other questions/problems please contact [fae.hs@yealink.com](mailto:fae.hs@yealink.com)

**Others**

### Unable to wake up the Teams client by Pressing the MFB button

Please enable Teams app first, then plug the headset.

#### **NOTE**

Yealink version xxx.434.0.xx will solve this problem. Please pay attention on <https://support.yealink.com/en/portal/home?categoryId=30>

### Win\mac can't PSTN call out

Introduced in Microsoft version 1.5, fixed in new version (1.5.00.28567 for WINDOWS, 1.5.00.28358 for MAC)

### Teams + WH66/67 can't pick up the call, it appears as an incoming call on WH66/67 display screen and the call is unable to pick up by pressed the call control button

Teams cache issue, need to check suit 2 scenarios

1. Please make sure you are use only Teams client on the PC, And disable YUC and SFB on the PC.
2. Please make sure you are using the Teams only account. You could check the Teams only account via this link: <https://admin.microsoft.com>.

### Abnormal behavior on Multi-application call scenario

In the normal official environment, there are several softphones using at the same time.

And there is only one audio channel could take the call, so there is a call priority when there are several calls from different softphones. For example, Teams,3CX, Bria, Webex, etc.

Here is the normal behavior when there are several calls from different softphones.

1. Build up a Teams call first->3CX call incoming-> Pick up the call-> 3CX and Teams will both set to hold status
2. Build up a 3CX call first->Teams call incoming->Pick up the call->Teams will take the call, and 3CX will set to hold status.

#### **TIP**

The different behavior is caused by the priority of Teams call is higher than 3CX.

### After a Team meeting, when end call from Teams side, headset stuck in call interface

Teams' bug, all the manufacturer same behavior, MS will release new version to solve this problem in Q1 2023.

### Double click MFB button cannot redial

Teams not support such a feature

### Mute button will end Teams call

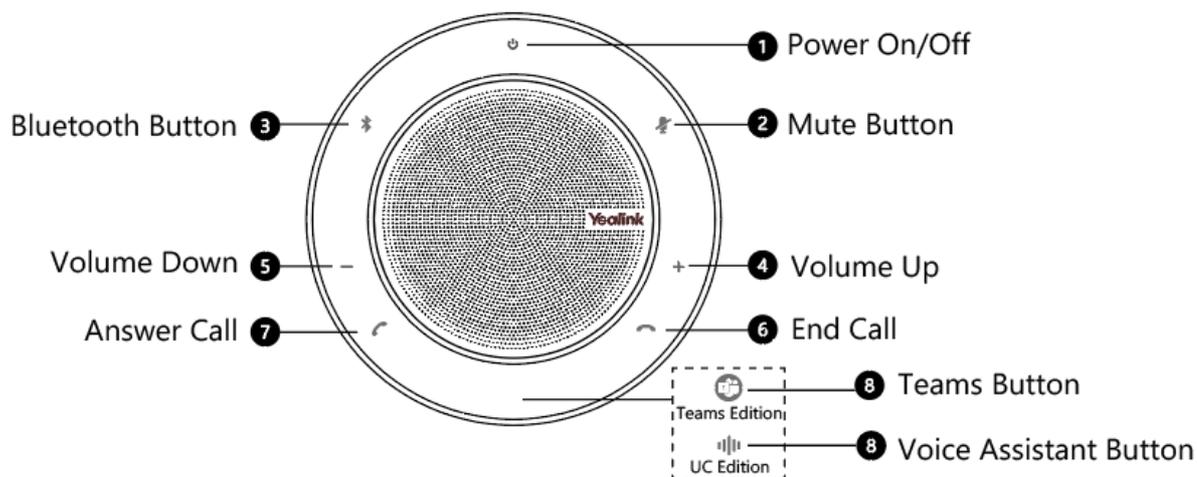
Teams problem, just upgrade Teams to latest version

## Power On/Off

### Power On CP700/CP900

#### Power On CP700/CP900

Do one of the following:



- Plug the speakerphone into a USB power source using the attached USB cable.
- Hold the **Power** button for 3 seconds.

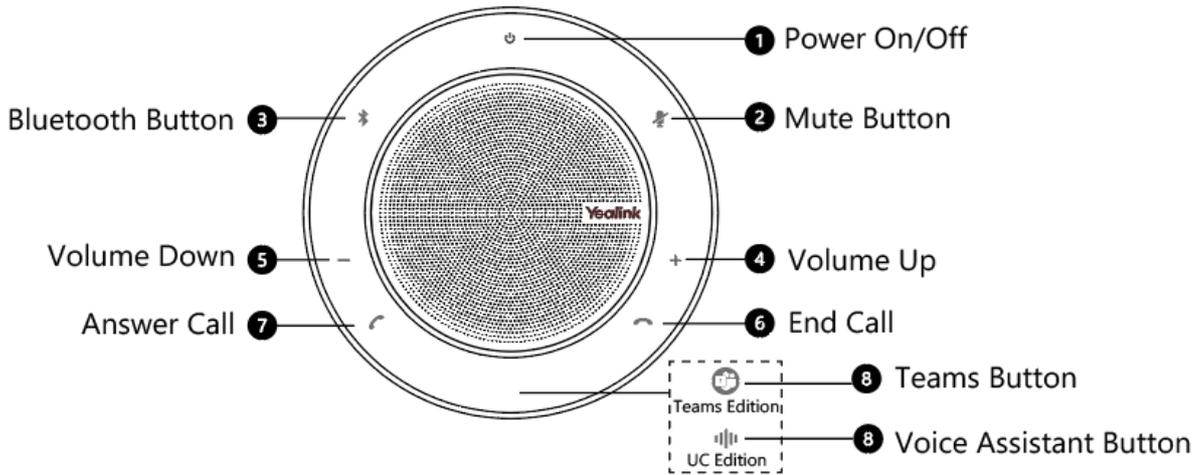
#### FAQ

##### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem. (mailto:fae.hs@yealink.com)

### Power Off CP700/CP900

#### Power Off CP700/CP900



Hold the **Power** button  for 3 seconds.

**NOTE**

To preserve battery while unplugged, the speakerphone will automatically power off after 30 minutes of inactivity.

**FAQ**

**TIP**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

# Charge

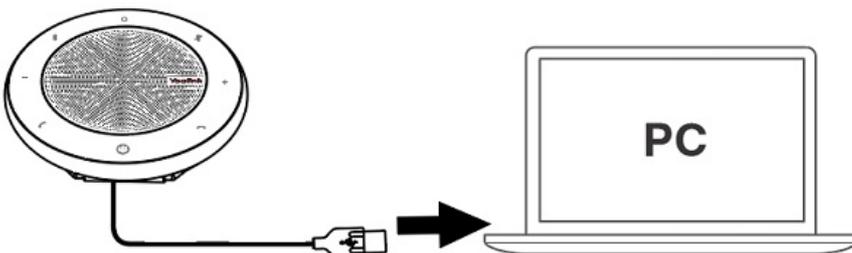
## Charge CP700/CP900

### Charge Speakerphone

Plug the speakerphone into a USB power source.

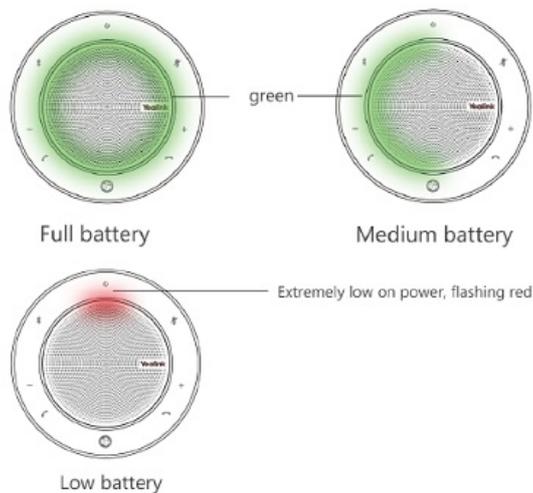
The CP700 battery lasts for up to 9 hours of talk time and takes approximately 3 hours (5V/500mA) to fully charge.

The CP900 battery lasts for up to 12 hours of talk time and takes approximately 3 hours (5V/1A) to fully charge.



## Check Battery Status

Tap the **Power** button to check the current battery status.



## FAQ

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Connect

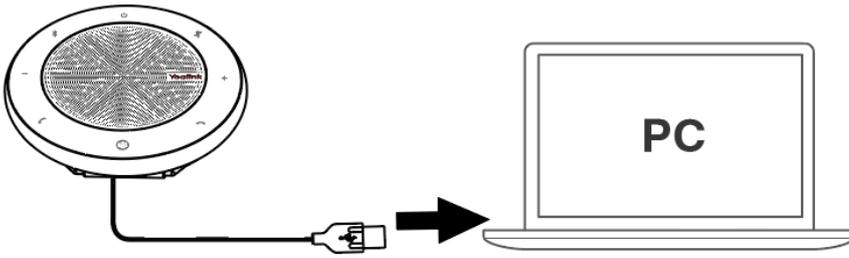
- **For CP700:**
  - Support connecting the CP700 to a PC/desk phone via the USB cable.
  - Support connecting the CP700 to a PC/desk phone/mobile phone via Bluetooth.
- **For CP900:**
  - Support connecting the CP700 to a PC/desk phone via the USB cable.
  - Support connecting the CP700 to a PC/desk phone/mobile phone via Bluetooth.

## Connect CP700/CP900 to PC

### Related Topic:

- [Video: How to Connect USB Speakerphone to PC and Smartphone](#)
- [Video: How to Use Pair Management \(BT50 and USB Speakerphone\)](#)

### Connect via USB Cable



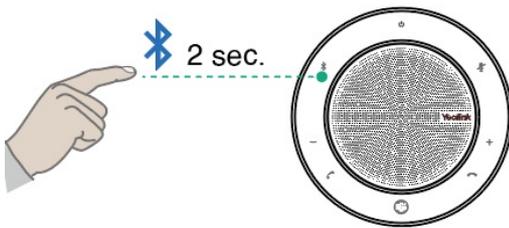
**Connect via Bluetooth**

1. Connect the BT50 dongle to a USB port on your PC.



2. Press and hold Bluetooth button for 2 seconds to enter the pairing mode.

Then select the CP700/CP900 from the Bluetooth device list on the smartphone to connect it.



To disconnect, double-tap .

To reconnect, tap  again.

**NOTE**

- If there is no sound coming from your CP700/CP900, you may need to set the CP700/CP900 as the playback device in your operating system's audio settings.
- You can connect your CP700/CP900 to 2 Bluetooth devices at the same time.

**BT50 LED Indicator**

LED Indicator	Description
Flash blue	Bluetooth connecting
Solid blue	Bluetooth connected
Off	Bluetooth disconnected

**FAQ**

**TIP**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

[How to pair and un-pair CP900 & CP700 with BT50](#)

[Can CPW90 be use as a PC speaker?](#)

[Why Do You Fail to Answer the Incoming Call from the Softphone When You Connect via Bluetooth?](#)

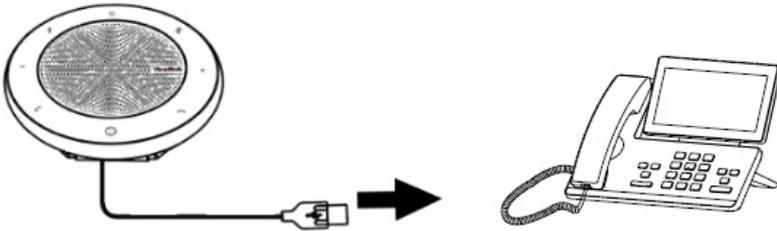
[Why Do I Fail to Connect Speakerphone via Bluetooth?](#)

[Why Cannot the Computer Recognize the Connected BT50?](#)

## Connect CP700/CP900 to Deskphone

### Connect via USB Cable

Connect the UH37 headset to either a USB-C port on your deskphone.

**TIP**

For phone compatibility, please refer to [CP700/CP900 Compatibility List](#).

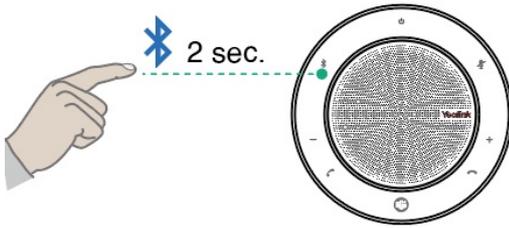
### Connect via Bluetooth

1. Connect the BT50 dongle to a USB port on your PC.



2. Press and hold the Bluetooth button for 2 seconds to enter the pairing mode.

Then select the CP700/CP900 from the Bluetooth device list on the smartphone to connect it.



To disconnect, double-tap .

To reconnect, tap  again.

**NOTE**

- If there is no sound coming from your CP700/CP900, you may need to set the CP700/CP900 as the playback device in your operating system's audio settings.
- You can connect your CP700/CP900 to 2 Bluetooth devices at the same time.

## Connect CP700/CP900 to Mobile

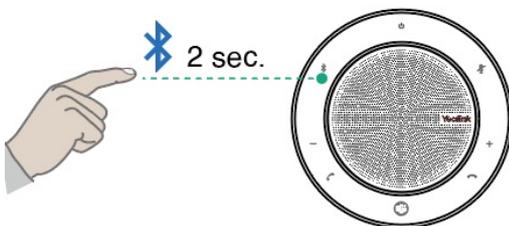
### Connect to Mobile

**Related Topic:** [Video: How to Connect USB Speakerphone to PC and Smartphone](#)

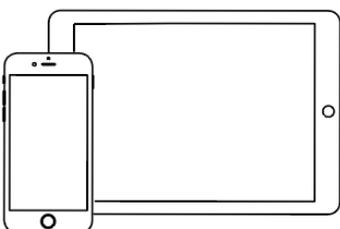
**NOTE**

It is applicable to CP700/CP900.

1. Press and hold the Bluetooth button for 2 seconds.



2. Enable Bluetooth on your device and search for CP700.



## FAQ

**TIP**

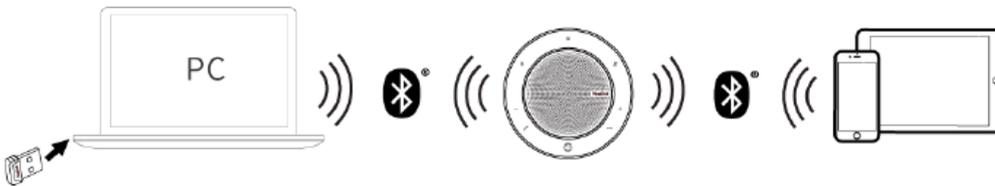
If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Connect CP700/CP900 to Two Devices

You can connect to one PC and one smartphone at the same time via Bluetooth, or connect to two smartphones.

### Connect to PC and Smartphone

You can connect your speakerphone to one PC and one smartphone at the same time.

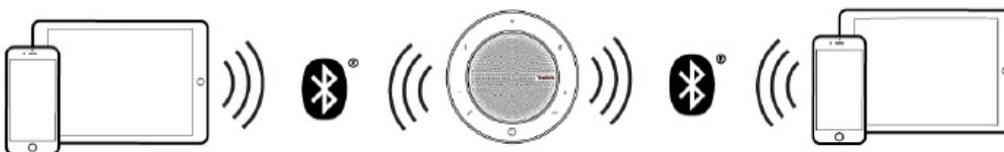


**Before you begin:** Your speakerphone has been connected to your PC via Bluetooth dongle BT50.

1. Hold the **Bluetooth** button for 2 seconds.  
The speakerphone disconnects from the PC.
2. Select the speakerphone from the Bluetooth device list on the smartphone to connect it.

### Connect to Two Smartphones

You can connect your speakerphone to two smartphones at the same time via built-in Bluetooth.



**Before you begin:** Your speakerphone has connected to smartphone A.

1. Hold the **Bluetooth** button for 2 seconds.  
The speakerphone disconnects from smartphone A.
2. Select the speakerphone from the Bluetooth device list on smartphone B to connect it.  
If it is the first time to connect, you need to re-connect the speakerphone on smartphone A.

## FAQ

**TIP**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.  
identify and resolve the problem

## Disconnect Bluetooth Device

### Disconnect Bluetooth Device

You can quickly disconnect the Bluetooth connection by tapping a button on the speakerphone.

**Procedure:** Double-tap the **Bluetooth** button.

### Troubleshooting

#### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Reconnect to Bluetooth Device

### Reconnect to Bluetooth Device

After you disconnect a Bluetooth device, you can reconnect it to your speakerphone.

**Procedure:** Tap the **Bluetooth** button .

#### NOTE

If the speakerphone has paired with BT50, when the speakerphone reconnects, it will try to connect the BT50 and the last connected Bluetooth device.

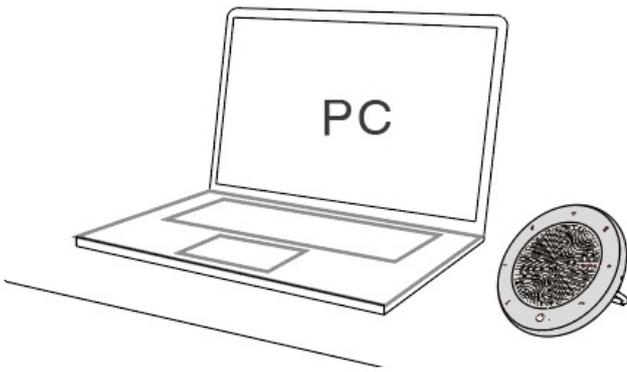
### FAQ

#### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Deploy

### CP700 Deployment

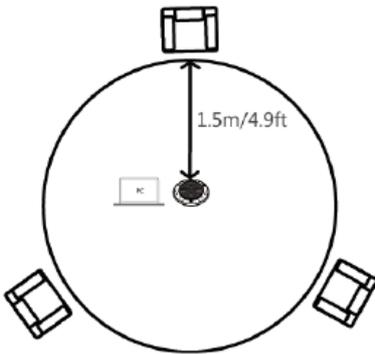


## CP900 Deployment

### Place in Small Meeting Room

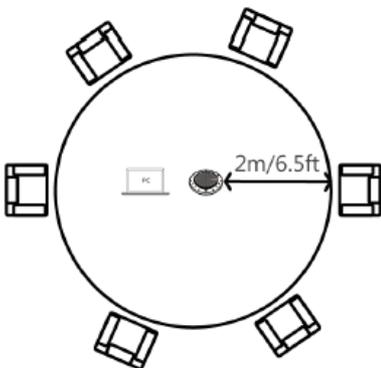
- CP700

The in-room coverage of CP700 is ideal for up to 3 people. Up to 1.5m/4.9ft from each participant.



- CP900

The in-room coverage of CP900 is ideal for up to 6 people. Up to 2m/6.5ft from each participant.

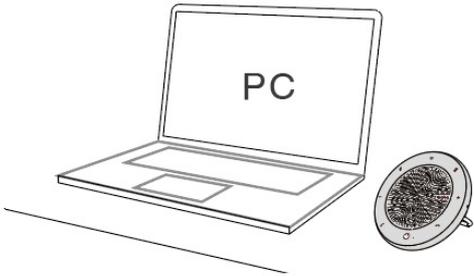


### Place on Desk

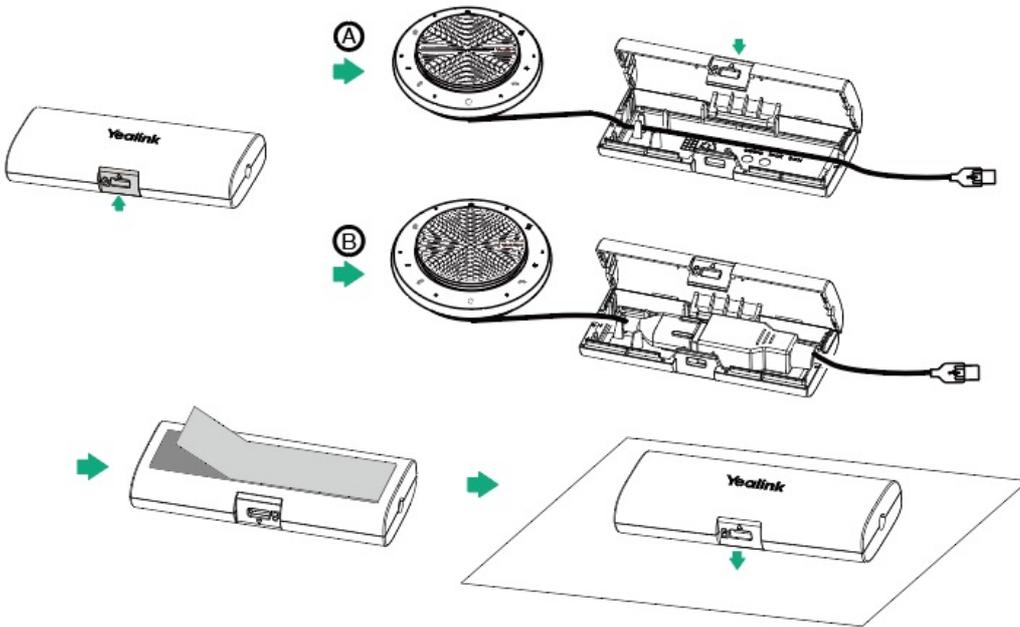
Place the speakerphone on the desk.



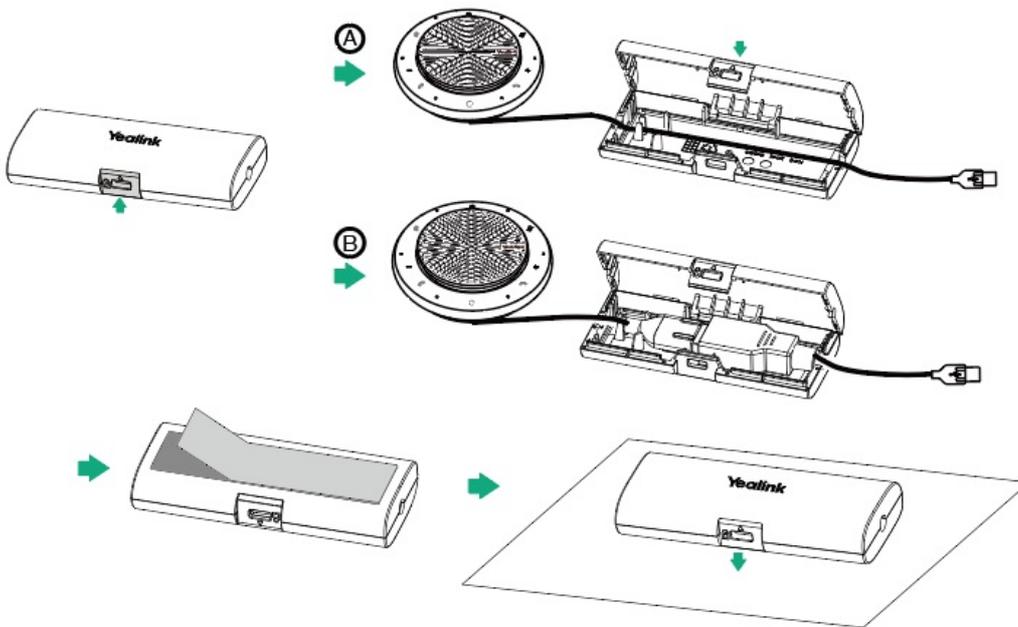
When using the CP700 at your desk, it is recommended to put the speakerphone upright using the table stand. This will better direct the audio toward you.



**Use Cable Lock Box**



le>



## Media Control

### Pause & Play Music

#### Pause & Play Music

**Before you begin:** You have connected the speakerphone to a smartphone, and the smartphone is playing music.

1. Tap  button to pause the music.
2. Tap  again to resume the music.

#### **NOTE**

If you have connected the speakerphone to your PC and smartphone via Bluetooth and both are playing music, tap  to switch to another channel instead of pausing the music.

#### FAQ

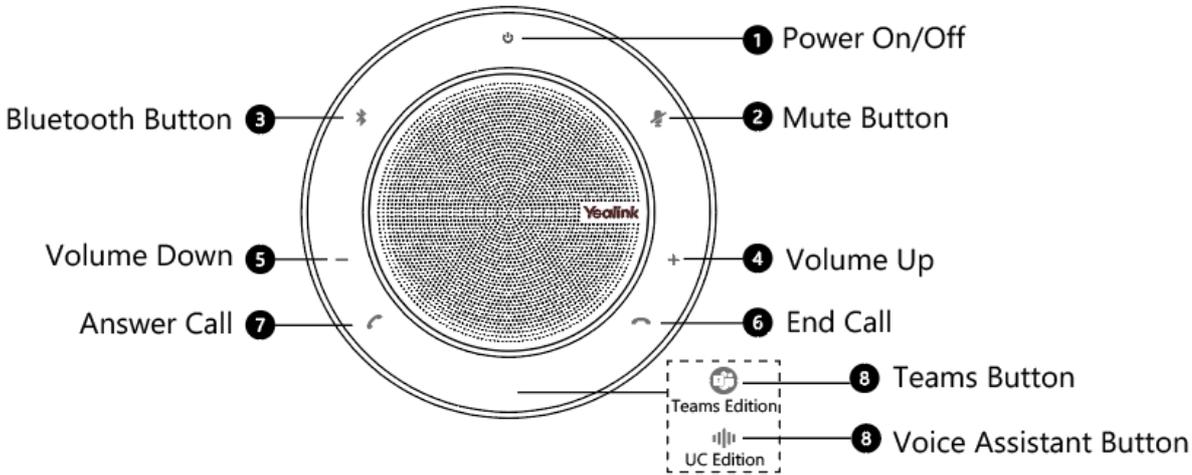
If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Call Control

## Call Control

**Basic Call**

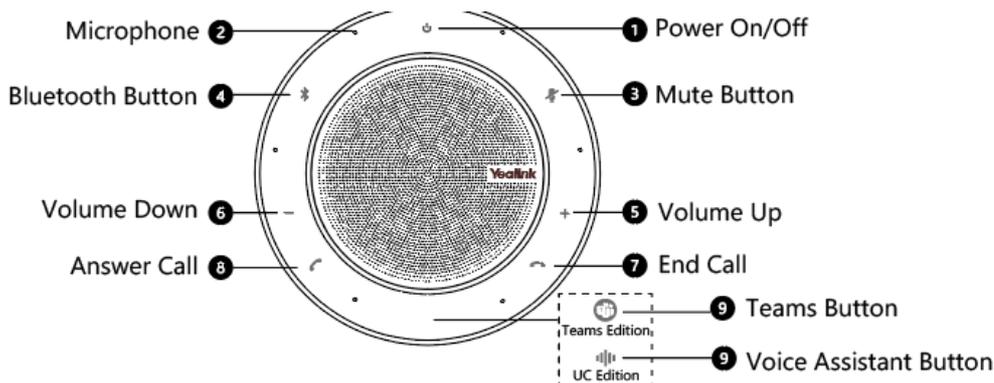
• CP700



The CP700 is compatible with Microsoft Teams/Skype for business clients and Yealink VCD clients. The CP700 can connect to a PC via USB cable or Bluetooth and to a smartphone via Bluetooth. After connected, you can control the calls on the CP700.

Function	Action
Power on/off	Press and hold  for 3 seconds.
Answer a call	Tap  .
End/reject a call	Tap  .
Volume up/down	Tap  /  .
Mute/unmute microphone	During a call, tap  . The mute LED indicator and LED light-ring turns solid red.
Hold a call	During a call, tap  . The LED light-ring flashes green.
Reset to the factory	Press and hold  and  for 6 seconds.
Play/pause music	When the connected smartphone is playing music, tap  to pause. Tap  again to resume.

• CP900



The CP900 is compatible with Microsoft Teams/Skype for business clients and Yealink VCD client. The CP900 can connect to a PC via USB cable or Bluetooth, and to a smartphone via Bluetooth. After connected, you can control the calls on the CP900.

Function	Action
Power on/off	Press and hold  for 3 seconds.
Answer a call	Tap  .
End/reject a call	Tap  .
Volume up/down	Tap  .
Mute/unmute microphone	During a call, tap  . The mute LED indicator and LED light-ring turns solid red.
Hold a call	During a call, tap  . The LED light-ring flashes green.
Reset to the factory	Press and hold  and  for 6 seconds.
Play/pause music	When the connected smartphone is playing music, tap  to pause. Tap  again to resume.

## Create a Mix Conference

You can create a mix conference on the speakerphone.

### Before you begin

- The speakerphone is connected to PC via USB cable and connected to PC/ smartphone via Bluetooth.
- The speakerphone has one USB call and one Bluetooth call.

### Procedure

1. Hold the Answer Call button for 3 seconds.
2. The three-way conference for the mixed channel is successfully established.

## Handle Multiple Calls

You can do the following:

- Tap the **Answer Call** button to put the current call on hold and answer the incoming call.
- Tap the **Answer Call** button to switch between held call and active call.
- Tap the **End Call** button to reject the incoming call and keep the current call.

## FAQ

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

### Why Does the Answer/End Call Button Flash Slowly, But CP700/900 Fails to Power on?

### Why Speakerphone is Silent When the Connected Mobile Phone/PC Is Playing Music or during the Call?

### Why Is the Other Party Unable to Hear the Voice during a Call?

[Why Does the LED Light-Ring Fail to Glow or Remain Unchanged When You Press the Volume Up/Down Key?](#)

[Why There Are no Voice Prompts or Touch Tones?](#)

## Adjust Volume

### Adjust Volume

Tap the **Volume Up/Volume Down** button.

#### **NOTE**

The volume will be synchronized between the speakerphone and the connected device. It is limited by the connected device.

### FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Voice Assistant Button

If connected via USB cable or Bluetooth, you can use this button.

When used with the Teams client, the button LED indicator is as follows. When the voice assistant is activated, the button always glows white.

### LED indicator

LED Indicator	Description
Slow-flashing white	When there are missed calls/voice mails/Teams meeting notification
Solid white	Teams connected
Off	Teams disconnected

### Invoke Teams Client

After the Teams client connects, tap the  button.

#### **NOTE**

Before using the Teams button functions, you should install the Microsoft Teams client on your PC. It works in the USB cable or BT50 connection.

### Activate Voice Assistant

You can activate your smartphone's voice assistant (Siri®, Google Now™, Cortana™).

Hold the  button for 2 seconds.

**NOTE**

It depends on support from your connected smartphone.

## FAQ

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

# Update

## Update Firmware

**Related Topic:** [Video: How to Update USB Speakerphone Firmware through Yealink USB Connect](#)

### What Is Firmware

Firmware is product software that controls how a device operates. To ensure your device performs optimally, we recommend updating the firmware to **the latest version**. Please go to the product support page to download the available firmware.

### Check Firmware Version

#### Before you begin

We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

#### Procedure

1. Run **Yealink USB Connect**.
2. Go to **Device status** to check the firmware version.

Yealink USB Connect

← Return

CP700

- Device status
- Device settings
- Update device
- Device support

Equipment model  
**CP700** [Add a remark](#)

Firmware version  
**100.420.0.45**

Connection method  
**USB**

Bluetooth status  
**Paired**

Power  
**5%**

Serial number (SN)  
**5801219060000151**

Hardware version  
**100.1.112.0.0.0.0**

[Official Website](#)

For more information on Yealink USB Connect, refer to the [Yealink USB Device Manager Client User Guide](#).

## Update via Yealink USB Connect

The following takes CP700 for example.

### Before you begin

We recommend you upgrade Yealink USB Connect to the latest version.

Download the [Yealink USB Connect](#).

Download the latest [Yealink CP700 Firmware](#).

Download the latest [Yealink CP900 Firmware](#).

### Procedure

1. Connect the device to the PC via the USB cable.
2. Run **Yealink USB Connect**.
3. Go to **Update device**.
4. Do one of the following:
  - Click **Update Now** to update the firmware to the newest version automatically.
  - Click **Update Manually** to update the firmware to the specific version manually.
5. Confirm the action.

You need to download the firmware on the product documentation page first.

## Update via YMCS/YDMP

### Procedure

1. Enter the web user interface of the Yealink Management Cloud Service (YMCS)/Yealink Device management platform(YDMP).
2. Go to **Device Management > USB Device** to select the corresponding device, and click .

Device ID	Model	Device Name	Host IP	Firmware Version	Status	Operations
508000C072400...	WH62	YL1425-A04705PC	10.86.3.55	104.420.0.35	Offline	
506010C110000...	UVC20	YL2264-A04338PC	10.82.22.20	257.410.254.139	Offline	 
88008191190001...	CP900	YL2264-A04338PC	10.82.22.78	100.420.0.47	Offline	 

- Click **Update Firmware** to select version and execution mode.

### Firmware Upgrade ✕

Note: After update, the current firmware will be overwritten

Model:

WH62

Version source:

Official Version    Custom Version

\* Select Version:

WH62:

104.435.0.10

104.435.0.5

104.434.0.25

104.433.0.25

104.433.0.10

104.432.0.15

Execution Mode

At once    Timing

- Click **OK**.

## FAQ

### TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

**Failed to update the device firmware.**

# Update Multiple Headsets

## Introduction

You can use the Yealink USB Connect to upgrade the same model of devices in bulk. Bulk updates require at least two devices of the same model to be connected, and up to six can be connected.

## Bulk Update

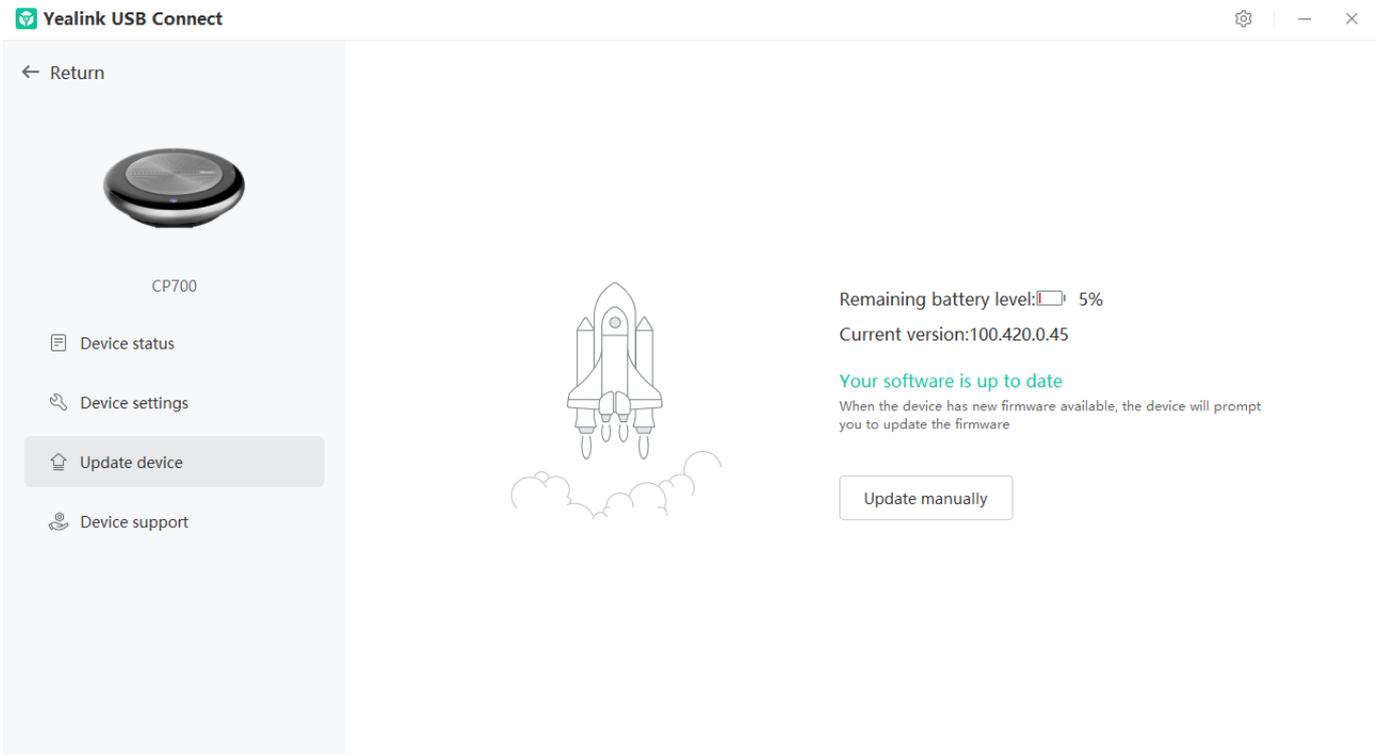
*The following takes the CP700 for example:*

- Connect more than two devices to the PC.

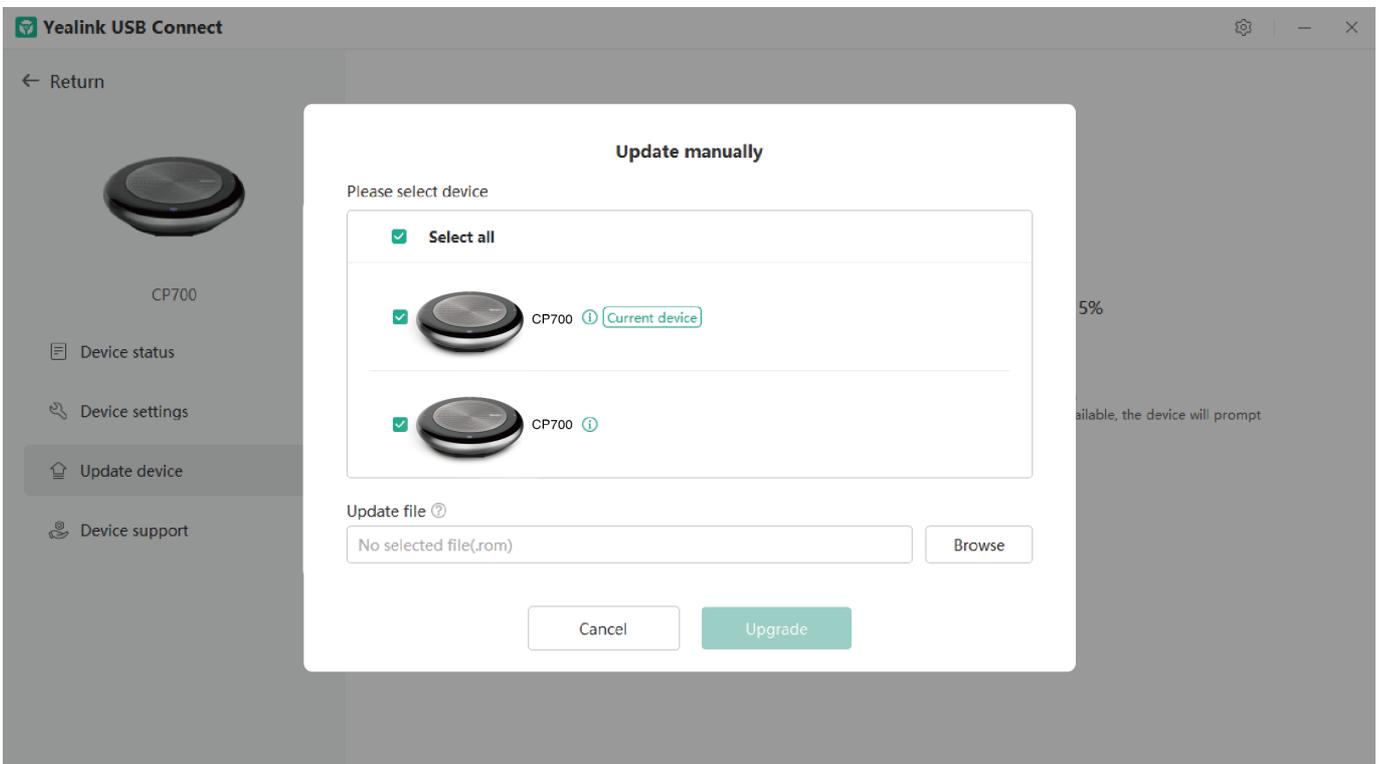
**Tip:** If the PC does not have enough ports, you can use a USB extender to connect the device to the PC.

- Open the [What is Yealink USB Connect](#) software and select the desired device CARD.

3. Go to **Update device > Update Manually.**



4. Click **Select all** to update all devices.



FAQ

**TIP**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

Failed to update the device firmware.

## Settings

# Yealink USB Connect for Speaker Phone

**Related Video:** [How to use Yealink USB Connect](#)

### Introduction

Yealink USB Connect is a computer software designed to manage Yealink USB devices.

With Yealink USB Connect, you can:

- Get an overview of connected Yealink USB devices
- Manage your Yealink USB devices
- Update your Yealink USB device to enhance its performance and features
- Give feedback on your Yealink USB device

The screenshot displays the Yealink USB Connect application window. On the left is a sidebar with a 'Return' button and a list of options: 'Device status' (selected), 'Device settings', 'Update device', and 'Device support'. The main area shows a device card for 'CP700' with a speaker phone image. To the right, a grid of information cards is displayed:

Equipment model <b>CP700</b> <a href="#">Add a remark</a>	Firmware version <b>100.420.0.45</b>
Connection method <input type="checkbox"/> Bluetooth <input checked="" type="checkbox"/> <b>USB</b>	Bluetooth status <b>Paired</b>
Power <input type="checkbox"/> On <input checked="" type="checkbox"/> <b>5%</b>	Serial number (SN) <b>5801219060000151</b> <a href="#">Copy</a>
Hardware version <b>100.1.112.0.0.0.0</b> <a href="#">Copy</a>	

At the bottom right, there is a link for 'Official Website'.

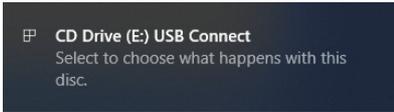
Download via [support.yealink.com](https://support.yealink.com)

### Download and Install

**Before you begin**

Connect the base to your PC.

1. If it is the first time to connect the base to your PC, the PC prompts you as shown below:

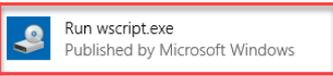


2. Click the prompt box and run the program.

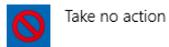
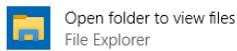
CD Drive (E:) USB Connect

Choose what to do with this disc.

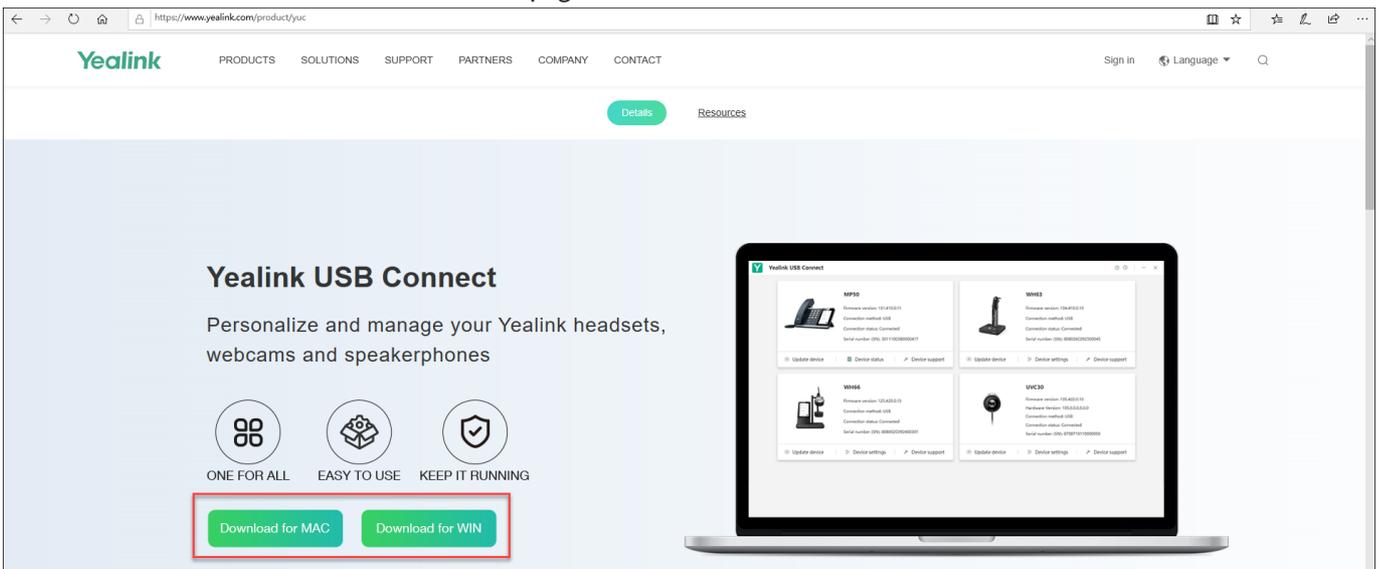
Install or run program from your media



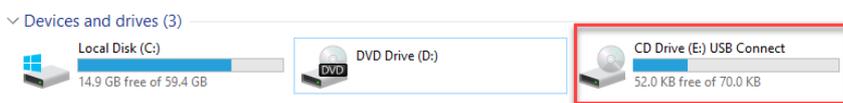
Other choices



3. Download the Yealink USB Connect on the web page.



If the prompt box disappears, you can double-click the **CD drive: USB Connect** in the devices and drives list.



**NOTE**

If it detects that Yealink USB Connect has been installed after connecting, Yealink USB Connect will automatically run.

**FAQ**

**TIP**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

Yealink USB Connect can't recognize device

How to update the firmware?

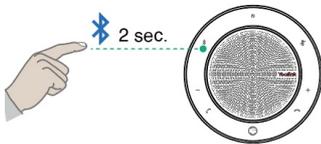
How to install Yealink USB Connect

## Settings

### Bluetooth

#### - In the Phone

1. Press and hold Bluetooth button for 2 seconds.



#### - In the Yealink USB Connect

1. Open the [Yealink USB Connect](\00. What is Yealink USB Connect.md) software and select the desired device CARD.
2. Go to **Device settings > Bluetooth**.

### Ring Type

#### - In the Yealink USB Connect

1. Open the [Yealink USB Connect](\00. What is Yealink USB Connect.md) software and select the desired device CARD.
2. Go to **Device settings > Ring Type**.

### FAQ

#### 💡 TIP

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Restore CP700/CP900 to Factory Settings

### Restore Factory Settings

You can reset the speakerphone to factory settings when the speakerphone is idle. After a factory reset, all personalized settings are cleared.

#### - In the Phone

Press and hold  and  for 6 seconds.

#### - In the Yealink USB Connect

1. Open the [What is Yealink USB Connect](#) software and select the desired device CARD.
2. Go to **Device support > Restore factory settings**.

**NOTE**

The Bluetooth pairing information will be cleared after a factory reset. It is necessary to repair the speakerphone with your Bluetooth devices or BT50.

**FAQ**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

**How to enter CP900/CP700 to recovery mode?**

## Reboot CP700/CP900

**Reboot Device****- In the Phone**

Press and hold  for 3 seconds.

**- In the Yealink USB Connect**

1. Open the [What is Yealink USB Connect](#) software and select the desired device CARD.
2. Go to **Device support > Reboot device**.

**FAQ****TIP**

If you encounter a problem or can not complete an action, use [Troubleshooting](#) to identify and resolve the problem.

## Bind Speaker Phone to YMCS Platform

## Bind Speaker Phone to YMCS Platform

**Introduction**

Yealink Management Cloud Service (YMCS) is based on cloud architecture and has various management functions. The management platform allows enterprise administrators to deploy and configure Yealink devices used in an enterprise. Enter the address of YMCS (<https://ymcs.yealink.com>) in the browser. For more information, please refer to [Yealink Management Cloud Service](#) or contact Yealink technical support.

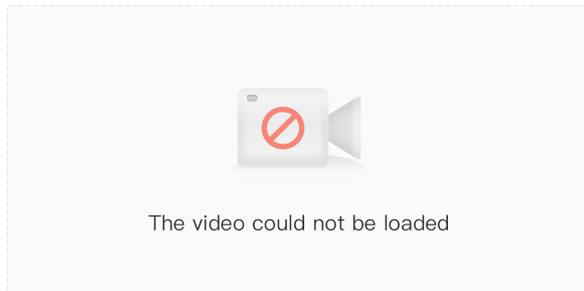
## Browser Requirements

YMCS supports the following browsers:

Browser	Version
Firefox	55 or later
Chrome	55 or later
Internet Explorer	11 or later
Safari	10 or later

## How to Bind

You can refer to the video to bind your devices.



## Service & Repair

### How to Speaker Phone Issues to Yealink

#### Introduction

##### How to Report the Issue to Yealink?

For headset issues, click the link below and fill out the form. Next, you can open up the Yealink USB connect to get your firmware version. Then type a description of your problem and submit it. It will then ask for your contact information, including your email address. Yealink will typically respond within 24 hours.

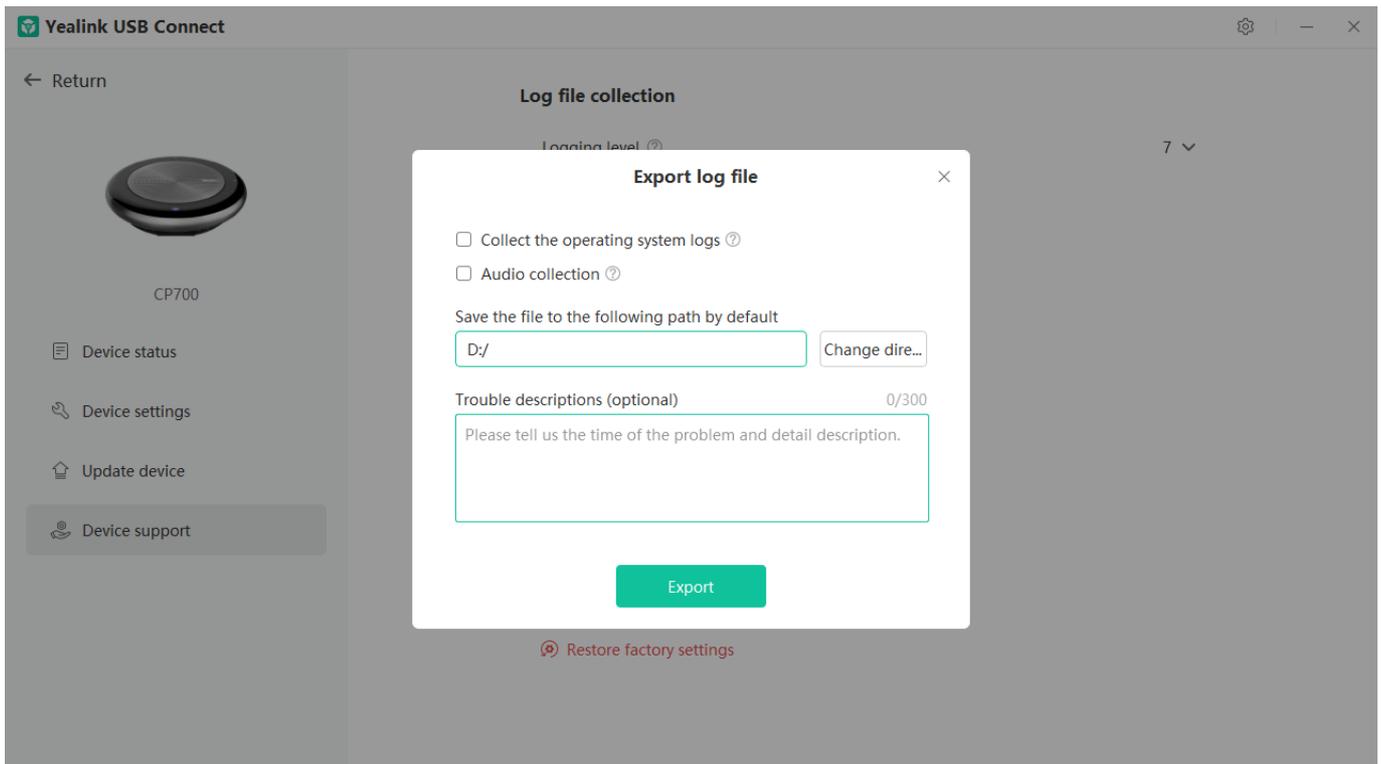
<https://ticket.yealink.com/page/create-ask.html>

##### How to Collect Diagnostic Files?

Yealink Bluetooth headsets support analyzing the headset problem. You can export these files simultaneously via Yealink USB Connect Tool and troubleshoot if necessary. The diagnostic file format is \*\*.zip.

##### Steps:

1. Go to **Device support** > **Log file collection** > **Collect file collection** on the Yealink USB Connect.
2. Click **Collect the operating system logs** > **Export**.



Here is the FAQ for more details.

<https://support.yealink.com/en/portal/knowledge/show?id=0be9481fbb00a3c9a4d210a9>

#### Related Topic

- [Reproduce Issues](#)
- [New Feature Request](03. New Feature Request.md)

## Reproduce Issues

### Detailed Issue Description

\* [Headset type and version] + [connected device info, how to connect the device to Base, and how many?]

\* Steps to reproduce the issue.

\* Probability of this issue? Inevitable or accidental?

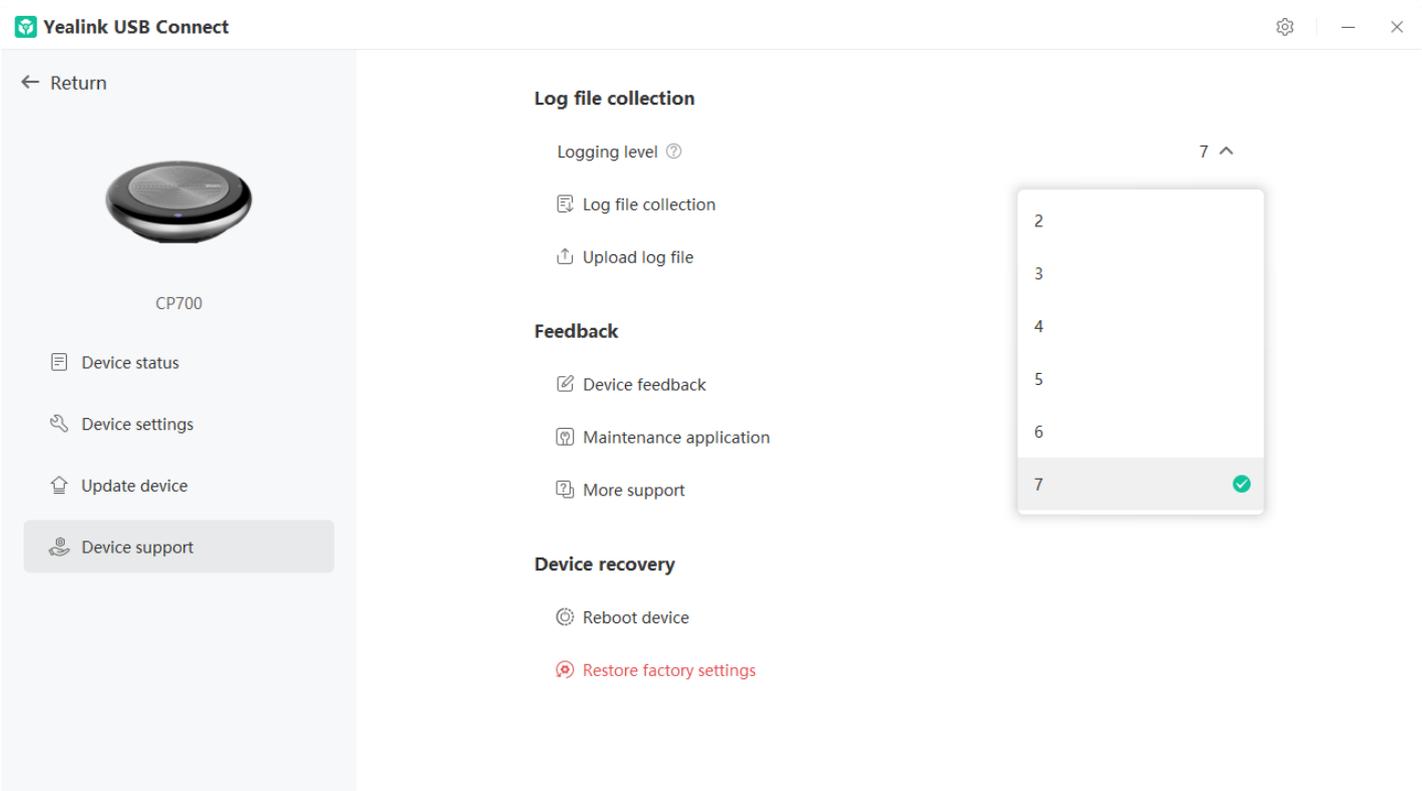
\* Is there any other information you want to share? Any troubleshooting you have done?

### Reproduce the Issue

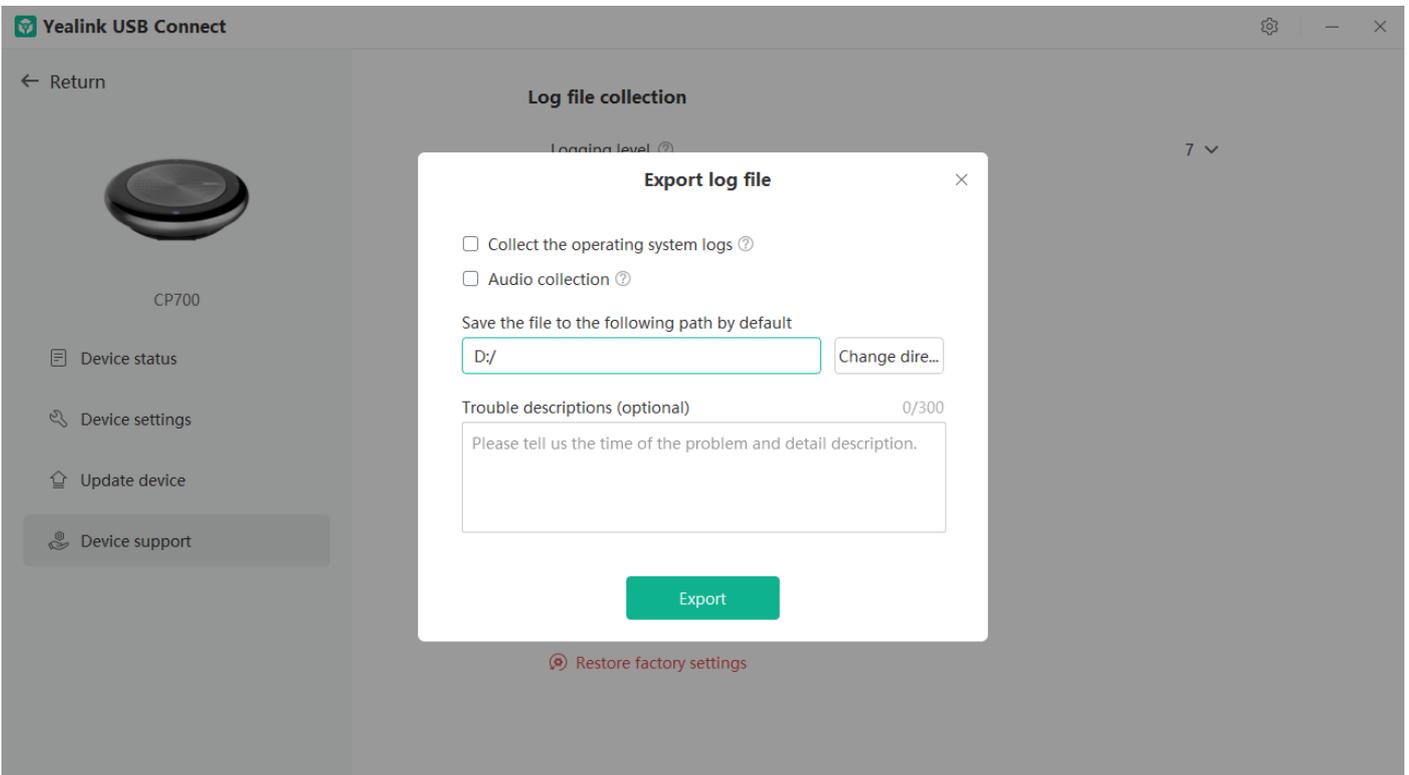
1. Make an audio call, go to **Device support** > **Log file collection** to select **Collect operating system logs** on the Yealink USB Connect.

**NOTE**

- Before using, please connect the base and headset to the PC via a USB cable first.
- Before exporting the log file, please select log level 6 or 7 first.



**3. Click Export.**



**4. Then go to the path to get the diagnostic file (with a \*\*.zip format).**

## Get Troubleshooting Files

Create a [ticket](#) to Yealink with: Issue description, and diagnostic files (with a \*\*.zip format).

## New Feature Request

Create a [Ticket](#) to Yealink with for New Feature Request:

Please describe the detailed description of this new feature for us below:

\* *Application scenario*

\* *How does this function work? Why does the customer need it?*

\* *Do any other brand headsets support this feature?*

\* *Any business/project information?*

## Speaker Phone Troubleshooting

### What can I do to solve a problem

If the phone does not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this Worklink, and try any corrective actions listed.
- Restart the device that is being connected to the phone.  
You may resolve some issues by restarting the connected device such as your PC or mobile device (MP50).
- Reset the phone.
- Initialize the phone.  
This operation resets volume settings, etc., to the factory settings, and deletes all pairing information.
- Look up information on the issue on the [Yealink Ticket](#) or [Yealink Support](#) website.

If the operations above do not work, consult your nearest dealer or go to [Yealink Ticket](#) or [Yealink Support](#) for feedback your issue.

## Speakerphone

### 1. Why Does the Answer/End Call Button Flash Slowly, But CP700/900 Fails to Power on When Long Press the Power Button?

Low battery. The speakerphone will reboot automatically once it is connected to a PC or charger cradle.

### 2. Why Do You Fail to Answer the Incoming Call from the Softphone When You Connect via Bluetooth?

This feature is not available on mobile phones/PC.

### 3. Why Do You Fail to Connect Speakerphone via Bluetooth?

Do the following:

- Check whether the speakerphone is in Bluetooth pairing mode.

- Check whether the speakerphone has been connected to two devices via Bluetooth.

#### **4. Why Speakerphone is Silent When the Connected Mobile Phone/PC Is Playing Music or during the Call?**

Check whether you set speakerphone as the audio output device for the mobile phone/PC

#### **5. Why Is the Other Party Unable to Hear the Voice during a Call?**

Do the following:

- Check whether you remove the protective film from the speakerphone. Otherwise, the microphone might be blocked.
- Check whether you set speakerphone as the default microphone device for the mobile phone/PC and softphone.

#### **6. Why Does the LED Light-Ring Fail to Glow or Remain Unchanged When You Press the Volume Up/Down Key?**

Do the following:

- Check whether the connected device is at the minimum volume. If it is, the speakerphone does not respond when you press the volume down button.
- The speakerphone has 16 volume levels, and when you press the volume button twice, a blue indicator will glow. Therefore when you press the volume button once, the LED light-ring does not change.

#### **7. Why There Are no Voice Prompts or Touch Tones?**

Check whether the speakerphone is at the minimum volume.

#### **8. Why Cannot the Computer Recognize the Connected BT50?**

Check if the BT50 is inserted in the correct direction.

## **Power & Charge**

### **Unable to power on the headset**

- Make sure the battery is fully charged.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

### **The headset is powered off automatically**

Make sure the battery is fully charged.

### **Charging cannot be done**

#### **Common**

- Try charging with the supplied USB cable.

- We recommend you charge in a place with an ambient temperature between 32 °C and 104 °C. Efficient charging may not be possible beyond this range.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

#### **When charging with a USB AC adapter**

- Ensure the USB AC adapter is firmly connected to the AC outlet.
- When using a commercially available USB AC adapter, use one capable of supplying an output current of 1.5 A or more.

#### **When charging with a PC**

- Check the supplied USB Type-C cable is properly connected to the PC' s USB port.
- Check the PC is turned on.
- There may be a problem with the USB port of the connected PC. Try connecting to another USB port on the PC if one is available.
- Restart the PC and try the USB connection procedure again in cases other than those stated above.

### **Charging time is too long**

- When charging with a PC, check that the headset and the PC are directly connected, and not via a USB hub.
- Check that you are using a commercially available USB AC adapter capable of supplying an output current of 1.5 A or more.
- Check that you are using the supplied USB Type-C cable.
- We recommend you charge in a place with an ambient temperature between 32 °C and 104 °C. Efficient charging may not be possible beyond this range.
- Restart the PC and try the USB connection procedure again in cases other than those stated above.

## **Sound**

### **No sound**

- Check that both the headset and the connected device are turned on.
- When playing music, check that the headset and the transmitting device are connected.
- When using a video calling application on a PC, check that the headset and the PC are connected. Depending on the video calling application you are using, microphone settings may not be available.
- When you connect with 2 devices simultaneously with a multipoint connection, depending on the connected device, the device may keep sending the silent signal even if the playback of the music or video is stopped. In this case, the headset remains connected to the device, and the connection may not be changed to another device. If the sound from the second device cannot be heard after the playback is stopped on the first device, operate in the following order and check whether the situation has improved.
  - Stop the playback of the application on the first device.
  - Shut down the application on the first device.
- Turn up the volume if it is too low.
- Check that the connected device is playing back.
- If you are connecting a PC to the headset, make sure the audio output setting of the PC is set for a Bluetooth device.
- Pair the headset and the Bluetooth device again.
- Restart the smartphone or the PC you use.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

## Low sound level

- Turn up the volume of the headset and the connected device.
- Connect the Bluetooth device to the headset once again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

### **NOTE**

Depending on the connected device, the volume of the device and the headset may or may not be synced. If the volume on a device is not synced to the volume on the headset, it will not be possible to use the device to turn up the volume on the headset once the volume is turned down on the headset. In that case, turn up the volume of both the headset and the connected device.

## Low sound quality, or noise sound can be heard

- Turn down the volume of the connected device if it is too loud.
- Some devices that emit ultrasonic sound waves designed to repel rodents may occasionally be installed at the entrances of commercial facilities or subway stations. Near such devices, the ultrasonic sound waves may cause noise or unusual sounds to be heard from the headset. Leave the place where the noise or unusual sound is heard. Or turn off the noise canceling mode from the Yealink USB Connect software.
- If the headset connects to the previously connected Bluetooth device, the headset may only establish the HFP/HSP Bluetooth connection when it is turned on. Use the connected device to connect via an A2DP Bluetooth connection.
- When listening to music from a PC on the headset, the sound quality may be poor (e.g., difficult to hear the callee voice, etc.) for the first few seconds after a connection is established. This is due to the PC specifications (priority on stable connection at the start of transmission and then switches to priority on sound quality several seconds later) and is not a headset malfunction.

## Sound skips frequently

Communications may be disabled, or noise or audio dropout may occur under the following conditions.

- When there is an obstacle, such as metal or a wall, between the headset and the Bluetooth device
- In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- Where there are other wireless communication audio devices or other people nearby, such as in train station premises or on a crowded train
- If you are enjoying music with your smartphone, the situation may be improved by closing unnecessary apps or restarting your smartphone. If you are enjoying music with your computer, close unnecessary applications or windows and restart the computer.
- Connect the headset and the Bluetooth device once again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

## Noise canceling effect is not sufficient

- Make sure the noise canceling function is turned on.

- Adjust the headset to a comfortable position.
- The noise canceling function is effective in low-frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices.
- With the Yealink USB Connect, check the setting of **Smart Noise Block**. If you enable **Smart Noise Block**, the effect of noise canceling is reduced. You should enable **Noise Suppression**.

## Connect

### Pairing cannot be done

- Bring the headset and the Bluetooth device within 1 m (3 feet) from each other.
- When pairing a device for the first time after purchase or after initializing or repairing the headset, turn on the headset and put the headset enter pairing mode. To pair a second or subsequent device, press and hold **Call Control** button on the headset for about 5 seconds to enter pairing mode.
- When pairing a device once again after initializing or repairing the headset, you may be unable to pair it if it retains pairing information for the headset (smartphone or other devices). In this case, delete the pairing information for the headset from the device and pair them again.
- Restart the connected device such as a smartphone or a PC you use, and pair the headset and the device again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

### Unable to make a Bluetooth connection

- Check that the headset is turned on.
- Check that the Bluetooth device is turned on and the Bluetooth function is on.
- If the headset automatically connects to the last connected Bluetooth device, you may fail to connect the headset to other devices via Bluetooth connection. If this is the case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
- Check if the Bluetooth device is in sleep mode. If the device is in sleep mode, cancel the sleep mode.
- Check if the Bluetooth connection has been terminated. If terminated, make the Bluetooth connection again.
- If the pairing information for the headset has been deleted on the Bluetooth device, pair the headset with the device again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

## Update

If any of these messages appear during the software update, follow the instructions provided to continue with the update.

### Possible Causes

If any of the issues above occur, the following conditions might cause the update to stop before it completes.

- The headset and mobile device have an unstable connection.
- The headset or mobile device has a low battery.
- There is signal interference, such as from a wireless LAN or other wireless devices.

### Troubleshoot Issue

- Turn off power to all devices connected to the mobile device being used for the update.
- Turn off the mobile device. Then turn it back on.
- Close the Yealink USB Connect.
- Open the Yealink USB Connect again.
- Fully charge your headset and mobile device.
- Initialize the headset, and pair the headset and the device again.
- Unplug and plug the headset via a USB cable.

### **Perform Update Again**

Check the following conditions first and then perform the update again using the or Yealink USB Connect.

- Turn off or close all other apps running on the mobile device/PC.
- Keep the headset as close to the mobile device as possible.
- Keep other devices that transmit radio waves, including Bluetooth and Wi-Fi® devices, away from the headset and the mobile device.
- When using an iOS device (iPhone, iPad, etc.), turn off the Google Assistant settings.

## **Clean**

Please follow these hygiene practices and keep your products clean.

1. Rub the cloth with a bit of regular soap and water, and dry the excess liquid to prevent the fabric from dripping. Use only soap and water - do not use a strong cleaner.
2. Gently wipe the phone to ensure no foam on the surface.
3. Leave the phone for at least one minute.
4. Wipe the surface with a slightly damp cloth (water only).
5. Dry in the air.
6. If you do not use the phone, avoid contact with dirty surfaces to keep it clean. If the phone comes with a charging cradle, you can insert it into the cradle or place it in a protective case/bag.

## **Video Center**

### **CP700/CP900 speakers Connecting**

**How to Connect USB Speakerphone to PC and Smartphone?**

## **CP700/CP900 speakers Updating Firmware**

**How to Update USB Speakerphone Firmware through Yealink USB Connect?**

## **CP700/CP900 Pair Management**

**How to Use Pair Management (BT50 and USB Speakerphone)?**

