



Unboxing Video

Ceiling Microphone CM20



English | Deutsch | Français | Español
Quick Start Guide (V1.6)

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Package Contents

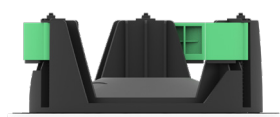
Yealink



Ceiling Microphone CM20



English | Deutsch | Français | Español
Quick Start Guide



Φ215*H81mm
CM20



D=223mm
White&Black Mesh Cover



Safety Rope
(For White Mesh Cover)

Quick Start Guide

In the ceiling with
Assembly Fixing
Bracket



Safety Rope
(For Device)



D=205mm
Assembly Fixing
Bracket

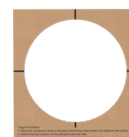
In the ceiling with
Bracing Bridges



Bracing Bridge



M3*6PWMHOZN3



Deployment Instruction
Template



Expansion bolts and
screws

On the ceiling
with On-ceiling
Component
(Optional)



On-ceiling Component



Expansion bolts and screws



3*6PMOZN3+

Suspend the
ceiling with
Assembly Fixing
Bracket



Suspension rope assembly



Deployment Instruction
Template



Expansion bolts and screws

Suspend
the ceiling
with Length-
Adjustable Pole
(Optional)



Length-Adjustable Pole +
Suspend Pole Adapter

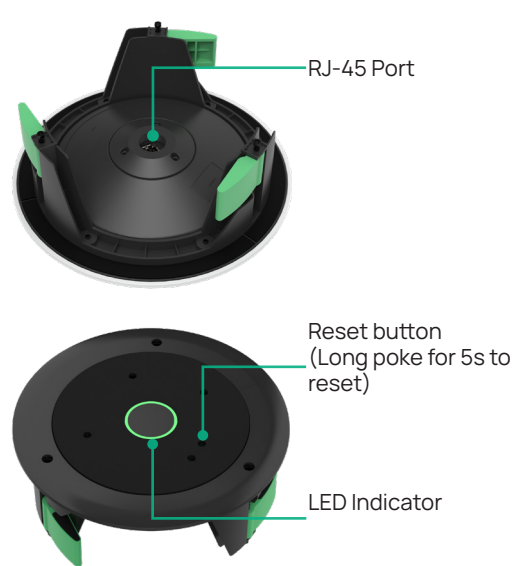


Expansion bolts and screws



Dust Cover

Hardware Introduction



LED Indicators	Introduction
Orange	- Initializing and not connected to a host device - Rebooting
Off	- Powered off - Idle: You can set the device to remain steadily green or turn off when idle in Designer.
Solid green	- On a call - Idle: You can set the device to remain steadily green or turn off when idle in Designer.
Solid red	Muted
Flash red and green alternately	Searching devices
Flash orange slowly	Upgrading
Flash red fast	Network exception

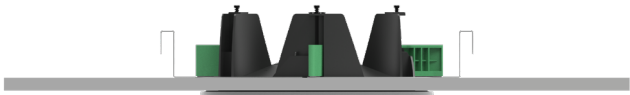
Plan the Installation

Safety Notes

1. **IMPORTANT:** Please read the installation instructions prior to installing this microphone.
2. **CAUTION:** Installation of Yealink microphone should only be performed by trained and qualified personnel. Severe injury and/ or loss of life may occur if this product is improperly installed.
3. **Danger:** It is recommended to attach a safety cable to a sturdy load-bearing location that is separate from the main device mounting point. The safety cable should have minimal slack to prevent excessive kinetic force in the event of a failure in the main mount.
4. Plenum Rated UL 2043 (suitable for air handling spaces).

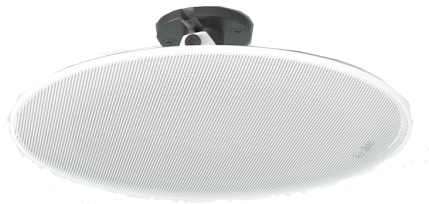
Possible Variants

1. In the Ceiling



- Optional 1: with Assembly Fixing Bracket
- Optional 2: with Bracing Bridges

2. On the Ceiling



- Optional 3: with On-ceiling components

3. Suspend from the Ceiling



- Optional 4: with Suspension Ropes
- Optional 5: with Length-Adjustable Pole

Important Notes

- The CM20 is designed with high sensitivity for precise sound pickup. Please avoid deploying the CM20 near any potentially interfering devices, such as air conditioning vents and lights.
- During deployment, please ensure that the arrows on the CM20s point in the same direction to facilitate subsequent functional deployment.



- For most rooms, we recommend:
 - Mounting height: 2.5 to 3.3 m (8.2 to 10.83 ft).
 - We provide 3-meter suspension ropes. If you need longer ropes, please purchase them separately.

Installation

Optional 1: With Assembly Fixing Bracket

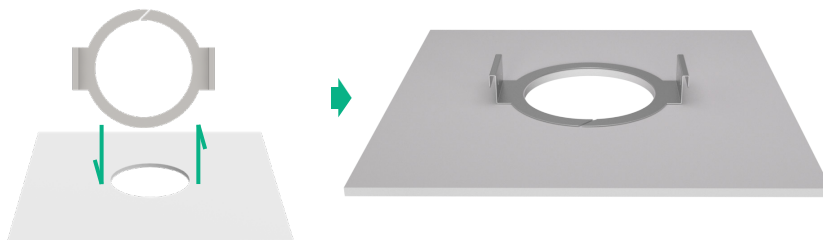
- The ceiling grid should have a load-bearing capacity of more than 1.38KG.
- The ceiling grid thickness should be less than 35mm.

1. Run wires to the device locations.
2. Remove the ceiling tile and use the assembly fixing bracket or deployment instruction template to cut a hole in the center of the tile. Remove any debris around the hole.

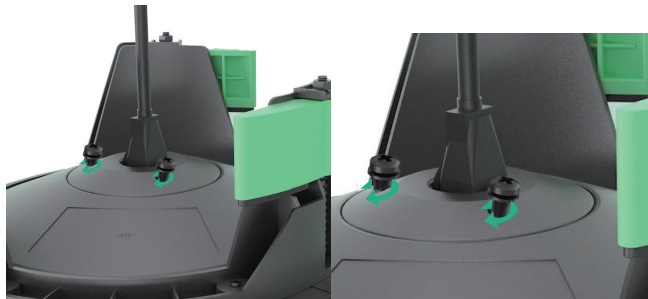


Opening diameter: 200-205mm; Opening depth: 80mm

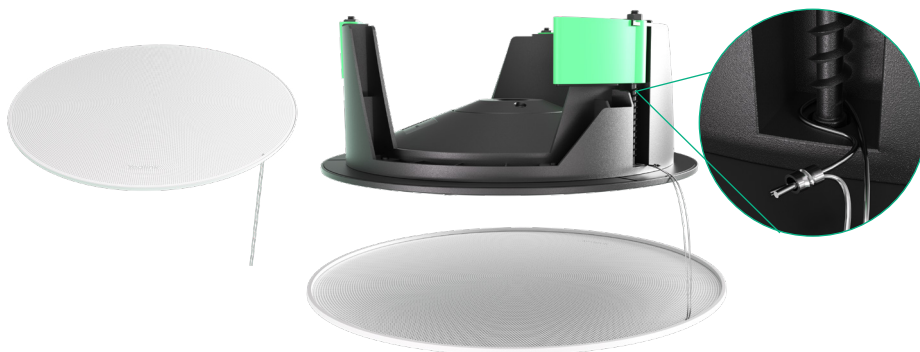
3. Align the assembly fixing bracket with the opening and reinstall the ceiling tile.



4. Connect the Ethernet cable and install the dust cover with screws.



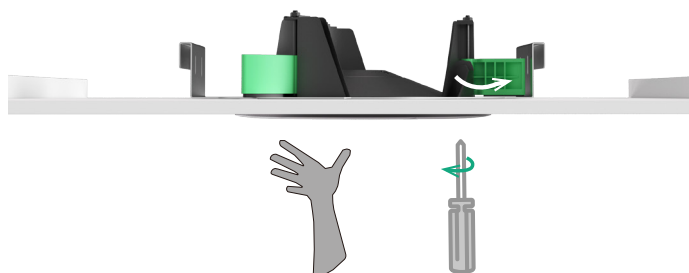
5. Thread the safety rope of mesh cover through the hole in the mesh cover;
Wrap the safety rope around the support arm of the CM20;
Then thread the safety rope through the washer;
Use pliers to secure the washer.



6. Insert the unit in the ceiling with the rim against the ceiling tile and support the unit until the clamps are screwed out and down in the next step.



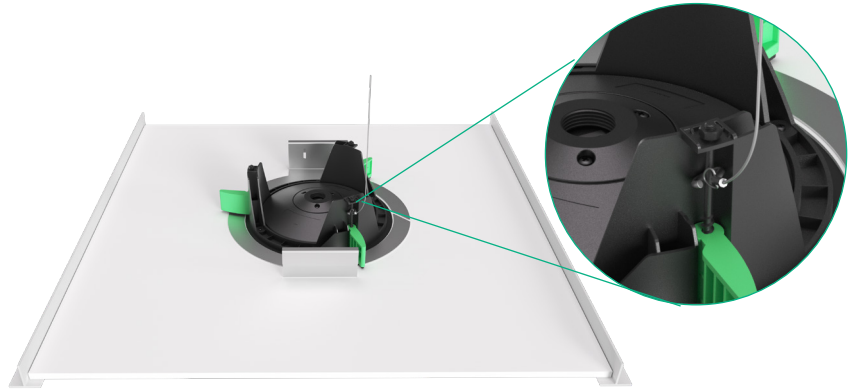
7. Tighten the screws to lower the clamps to secure the unit in the ceiling.
Do not over-tighten.



8. Install the safety rope of device to one of the marked points.

Make the cable as short as possible. Attach the cable to a secondary structural point directly above the seismic safety tab to minimize impact force and swing in the event of a ceiling failure.

Note: This can also be done after installing the unit if there is access in the ceiling.



9. Attach the mesh cover to the CM20. The magnets will hold it in place.



Optional 2: With Bracing Bridges

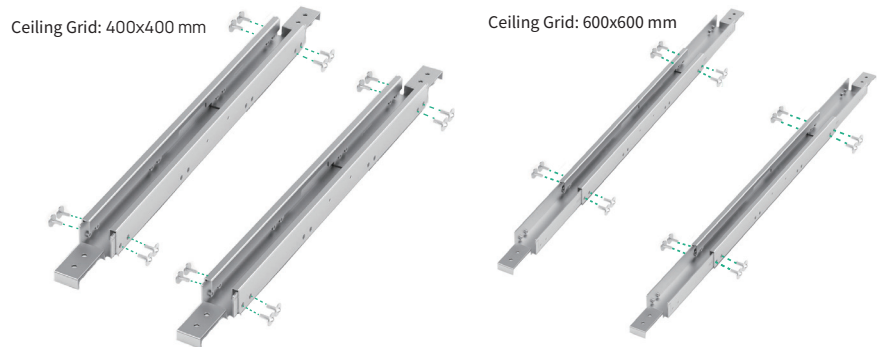
- The ceiling grid should have a load-bearing capacity of more than or equal to 1.38KG.
- The slot width compatibility of the ceiling grid (T-bar) includes: 22mm, 24mm, 32mm, and 38mm.
- The slot width compatibility of the ceiling grid (triangle) includes: 25mm, 30mm, 35mm.
- The ceiling grid thickness should be less than 35mm.

1. Run wires to the device locations.
2. Remove the ceiling tile and use the assembly fixing bracket or deployment instruction template to cut a hole in the center of the tile. Remove any debris from around the hole.

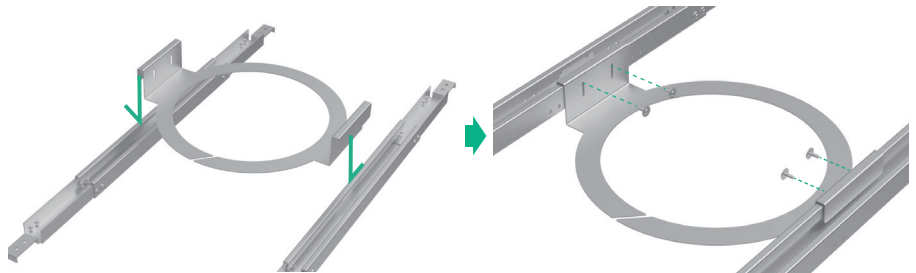


Opening diameter: 200-205mm; Opening depth: 80mm

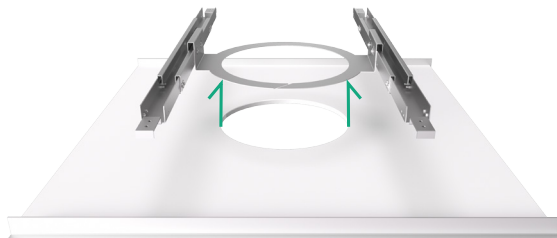
3. Adjust the length of the bracing bridges and fasten it with screws.



4. Fit the assembly fixing bracket onto the bracing bridge and fasten it with screws.



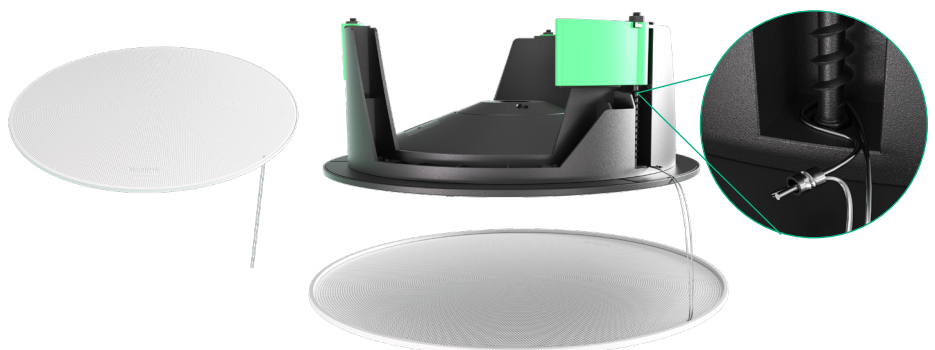
5. Place the bracing bridge on the grid (compatible with T-bar drop ceiling grid and triangle drop ceiling grid), reinstall the ceiling tile, and align with the opening.



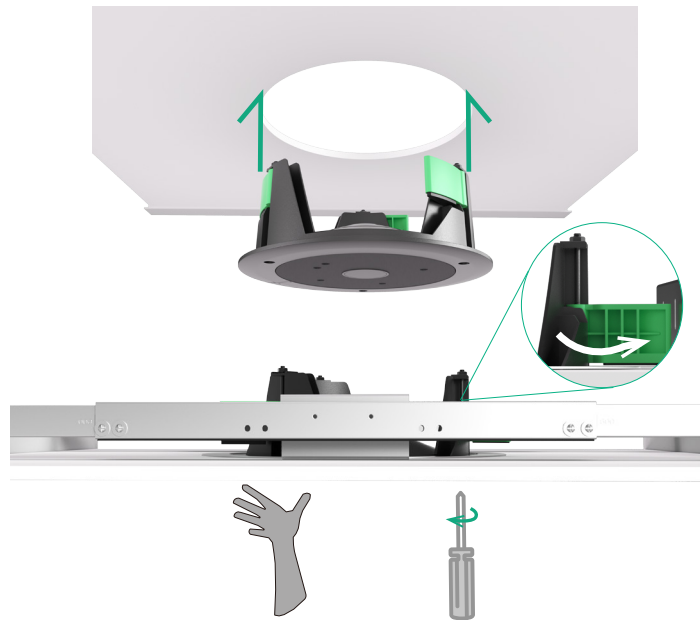
6. Connect the Ethernet cable and install the dust cover with screws.



7. Thread the safety rope of mesh cover through the hole in the mesh cover;
Wrap the safety rope around the support arm of the CM20;
Then thread the safety rope through the washer;
Use pliers to secure the washer.



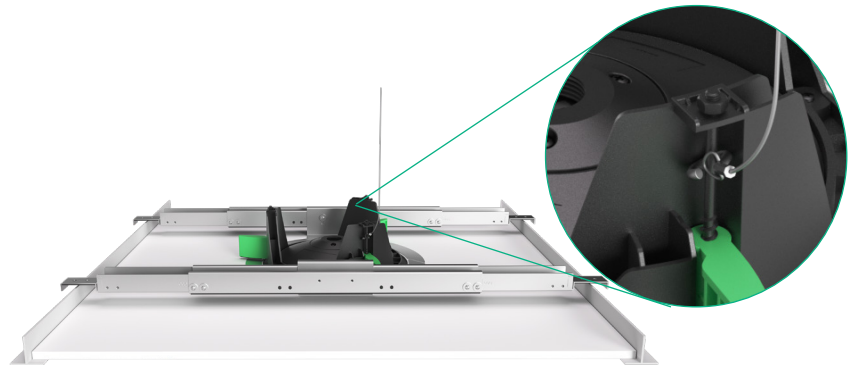
8. Insert the unit in the ceiling with the rim against the ceiling tile and support the unit until the clamps are screwed out and down in the next step.
9. Tighten the screws to lower the clamps to secure the unit in the ceiling.
Do not over-tighten.



10. Install the safety rope of device to one of the marked points.

Make the cable as short as possible. Attach the cable to a secondary structural point directly above the seismic safety tab to minimize impact force and swing in the event of a ceiling failure.

Note: This can also be done after installing the unit if there is access in the ceiling.



11. Attach the mesh cover to the CM20. The magnets will hold it in place.

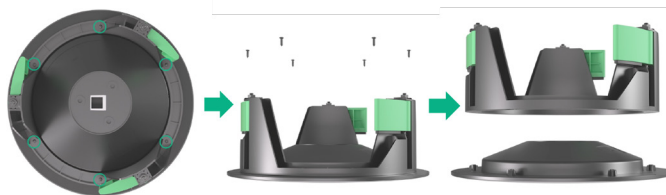


Optional 3: With On-ceiling Component

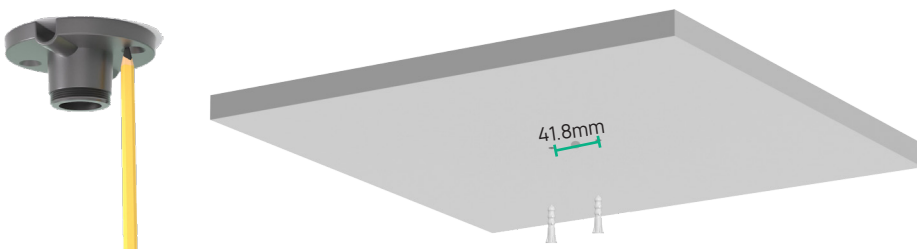
 The ceiling grid should have a load-bearing capacity of more than 1.0 KG.

1. Run wires to the device locations.

2. Remove the bracket above the CM20.



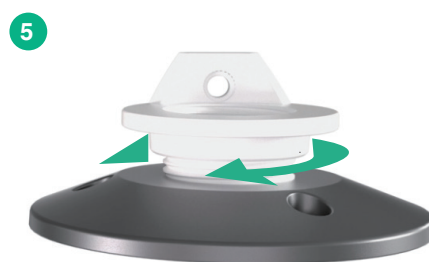
3. Use the black mounting base to draw pole positions, drill holes, and insert expansion bolts.



4. Thread the network cable through the middle hole ($\Phi 21\text{mm}$) of the black mounting base and install the mounting base on the ceiling using expansion screws.



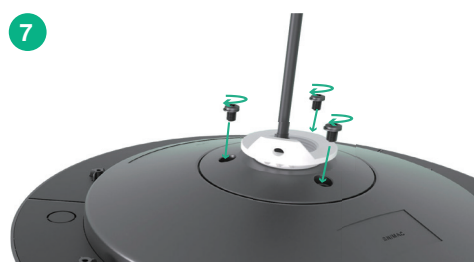
5. Assemble the white mounting ring and dust cover into a single unit.



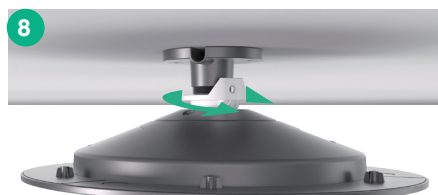
6. Thread the Ethernet cable through the unit and connect the Ethernet cable to CM20. You might need to remove the Ethernet cable have a boot, as the middle hole is only $\Phi 21\text{mm}$.



7. Install the unit on CM20 with screws.



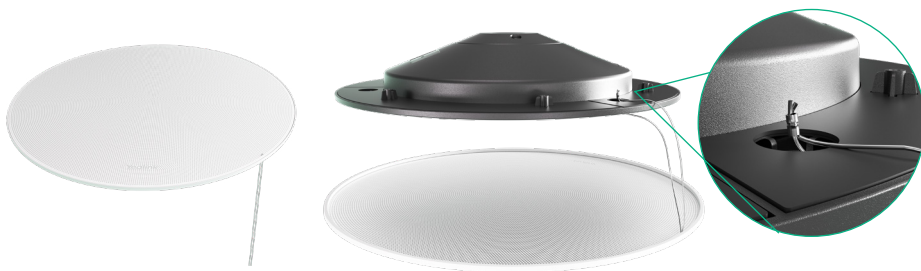
8. Tighten the mounting ring to the mounting base.



9. Slight rotate CM20 to adjust 0° arrow. After adjustment, fix the connection with screws to achieve good pickup performance for the CM20.



10. Thread the safety rope of mesh cover through the hole in the mesh cover;
Wrap the safety rope around the support arm of the CM20;
Then thread the safety rope through the washer;
Use pliers to secure the washer.



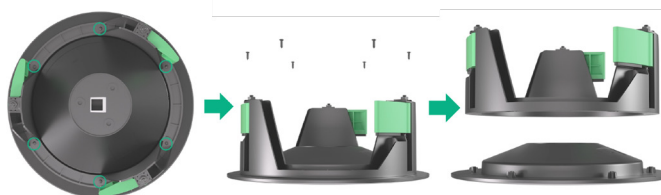
11. Attach the mesh cover to the CM20. The magnets will hold it in place.



Optional 4: With Suspension Ropes

 The ceiling grid should have a load-bearing capacity of more than 1.0 KG.

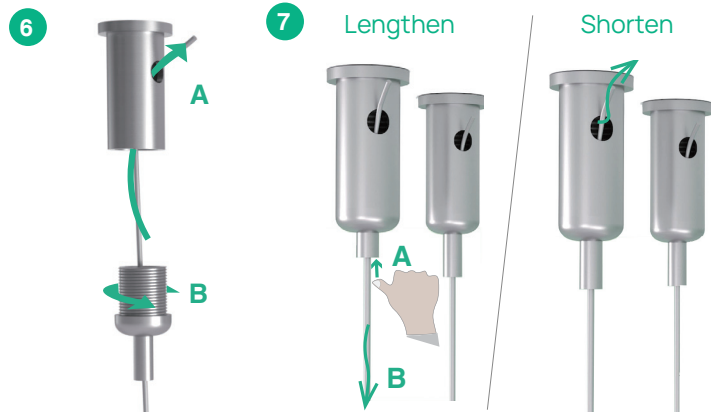
1. Run wires to the device locations.
2. Remove the bracket above the CM20.



3. Loosen the wire lock from the suspension rope.
4. Use the deployment instruction template to mark hole positions and drill holes. Align the indicator arrow of the deployment instruction template to the front of the conference room.
5. Insert the expansion bolts and then use expansion screws to fix the wire lock.



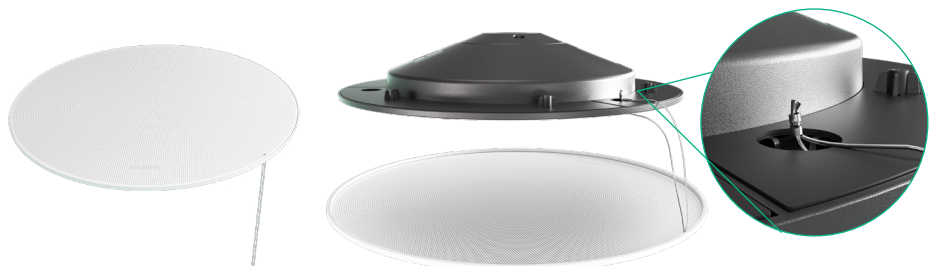
6. Thread the suspension rope through the wire lock and tighten the wire lock. Make sure that the wire locks are securely installed on the ceiling by gently dragging the suspension rope.
7. Adjust the rope to the appropriate length and cut off the excess part.



8. Tighten the copper pillar onto the CM20.
9. Attach the hook on the suspension rope to the copper pillar and connect the Ethernet cable.



10. Thread the safety rope of mesh cover through the hole in the mesh cover; Wrap the safety rope around the support arm of the CM20; Then thread the safety rope through the washer; Use pliers to secure the washer.



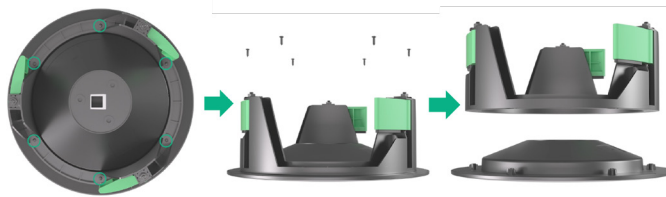
11. Attach the mesh cover to the CM20. The magnets will hold it in place.



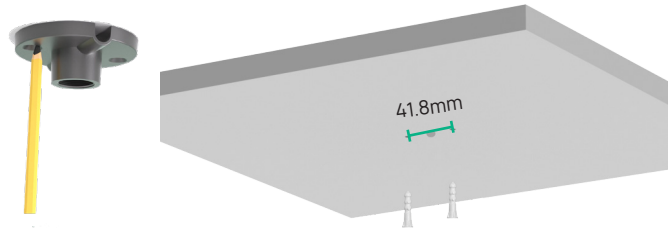
Optional 5: With Length-Adjustable Pole

 The ceiling grid should have a load-bearing capacity of more than 1.0 KG.

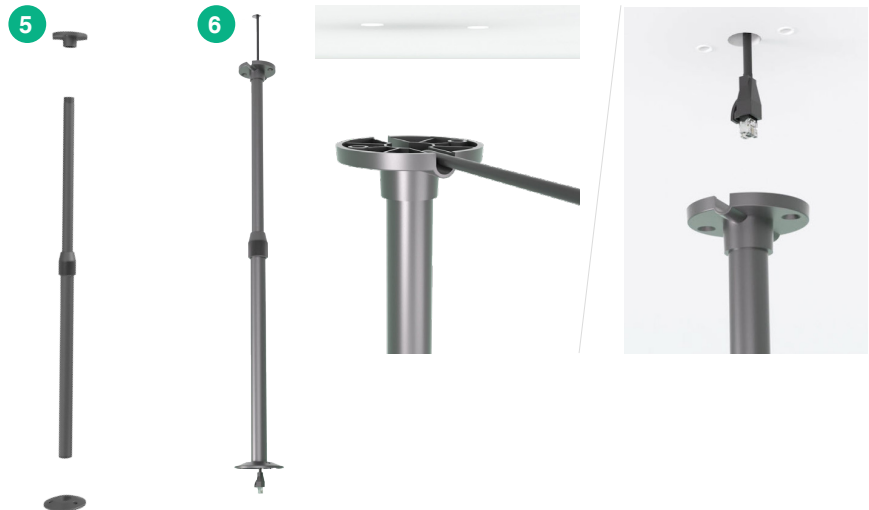
1. Run wires to the device locations.
2. Remove the bracket above the CM20.



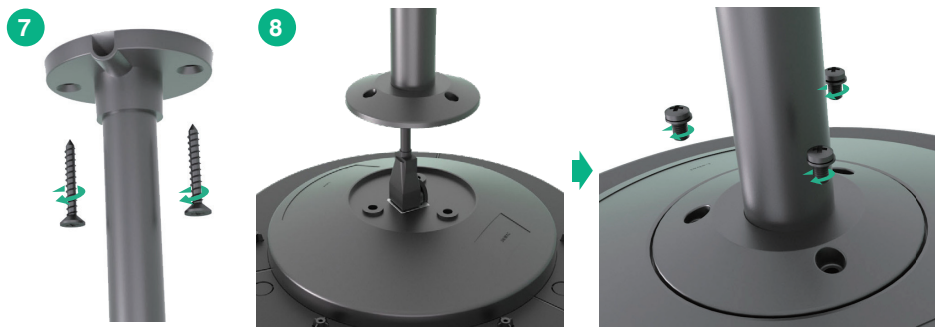
3. Loosen the suspend pole adapter from the length adjustable pole.
4. Use the suspend pole adapter to draw pole positions, drill holes, and insert expansion bolts.



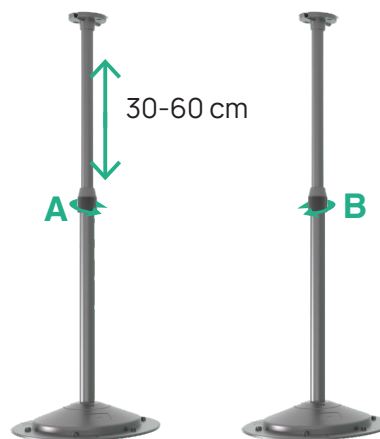
5. Assemble the suspend pole adapter, the length adjustable pole, and the dust cover into one unit.
6. Thread the network cable through the middle of unit.



7. Use the expansion screws to install the unit on the ceiling.
8. Connect the Ethernet cable to the CM20 and install the dust cover to the CM20 with screws.



9. A: Twist the elastic ring to adjust the orientation and height of the CM20;
B: Tighten elastic ring when the adjustment is completed.
Please ensure that the indicator arrow points in the same direction (the arrow indicates the 0° angle of the CM20's pickup direction, which will be used for sound localization purposes).



10. Thread the safety rope of mesh cover through the hole in the mesh cover;
Wrap the safety rope around the support arm of the CM20;
Then thread the safety rope through the washer;
Use pliers to secure the washer.



11. Attach the mesh cover to the CM20. The magnets will hold it in place.



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](#).

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