WPP20&WPP30

This chapter covers compatibility, upgrades, and related usage issues for WPP20/WPP30.

Compatibility

- Which Yealink endpoints are WPP20/WPP30 compatible with?
- What is the difference between the WPP20 and WPP30?
- Which PC and operating systems are compatible with WPP20/WPP30?

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- What should I do if it prompts that administrator rights are required to install the driver when using the extended screen of WPPX0?
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- Does WPP20/WPP30 support ipad/iphone screen casting?
- Why does the PC's network automatically switch to connect to the endpoint after WPPX0 is connected to the computer?
- How to detect signal strength in the environment?
- Does MeetingBar/MVC support WPP30 reverse control?

Which Yealink endpoints are WPP20/WPP30 compatible with?

Please refer to: WPP20 Compatibility/WPP30 Compatibility.

What is the difference between the WPP20 and WPP30?

	WPP20	WPP30
Hardware encoding	Not supported	Supported, up to 4Kp/30fps
Software encoding	Supported	Supported
Content sharing interface	USB-A	USB-C（with USB-A adapter）

Power supply mode	Powered by the USB-A port of the PC	Powered by the USB-A/USB-C port of the PC/mobile phone
Data transmission method of the content sharing	1x1 Wi-Fi 802.11ac	2x2 MIMO Wi-Fi 6
Extra USB port	Not supported	Not supported
BYOD feature	Not supported	Support Wireless BYOD
Whiteboard/Annotation/Reverse Control	Not supported	Supported
Reverse power supply to PC/mobile phone	Not supported	Not supported

Which PC and operating systems are compatible with WPP20/WPP30?

WPP20/WPP30 use Windows 7, Windows 8, Windows 10, and Windows 11 systems and computers with Mac OS 10.10 and later for content sharing.

Below are the PCs that have been tested and found compatible by the Yealink team:

Brand	Model
Mac	MacBook Air
	MacBook pro 2022
Lenovo	Lenovo X1
	X280
	X270
	X260
	X240
	Yoga13X
	Air14s
Microsoft	Surface Pro 6
	Surface Book 2
	Surface Book 3
Dell	Dell E5290
	Inspiron 15-3000
HP	HP 840 G5
Huawei	MateBook 14
	MateBook X Pro
ThinkPad	X260

	X390
	X13

How to upgrade WPP20/WPP30 manually?

In general, after pairing WPP20/WPP30 with the endpoint and connecting it to the PC, if there's a version mismatch, it will prompt for an update. In some cases, updating via PC might fail, so you will need to manually enter the web user interface for the upgrade.

1. Go to the web user interface of the endpoint (On the home page, go to **More** > **Settings** > **About** > **IP** to get the device IP address).
2. Enter the IP address of the endpoint into the address bar. For example, https://10.50.56.1/ and press **Enter** key.
3. Enter the user name and password (default user name: admin; default password: 0000), and click **Login**.
4. Go to **System** > **Upgrade**, connect WPP20/WPP30 to the endpoint, and click **update** to update the firmware of WPP20/WPP30.
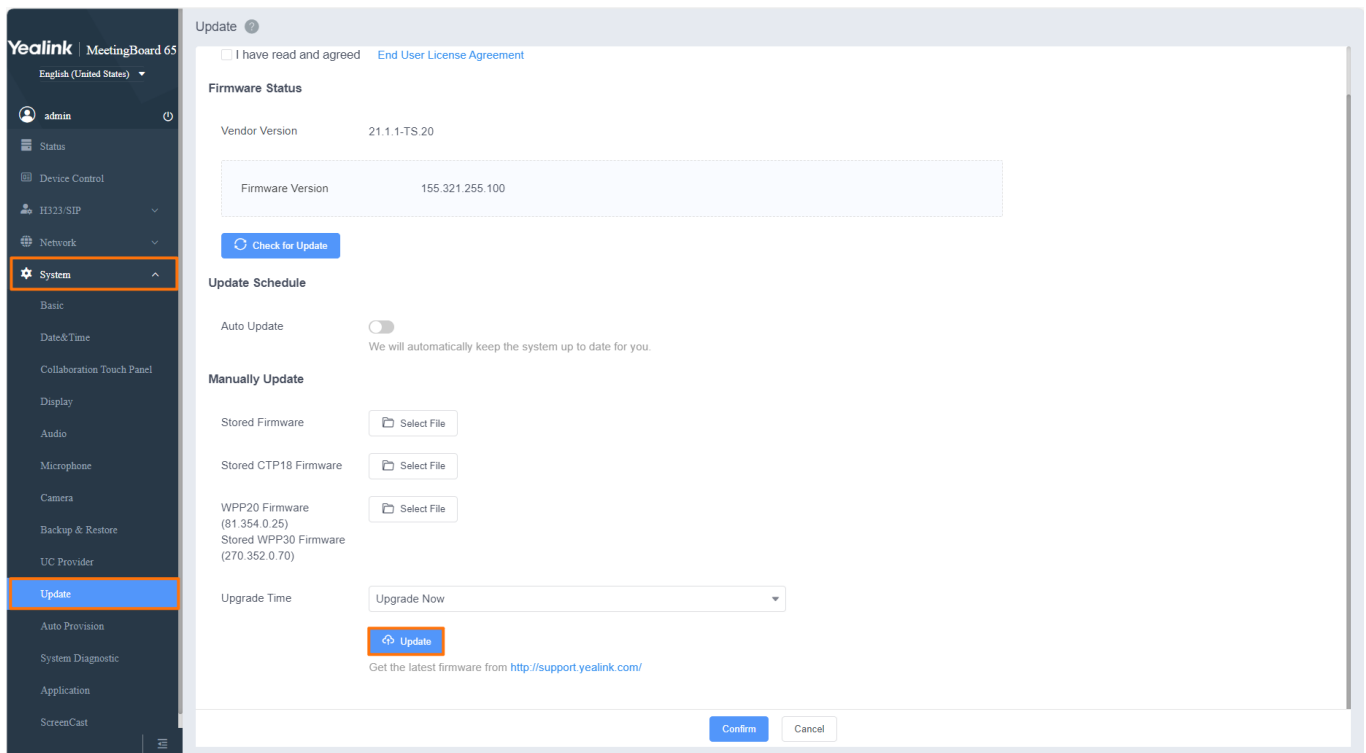
Why and how to manually install WPP20/WPP30 software?

In the daily use of WPP20/WPP30 devices, the driver and software typically get invoked automatically. However, in certain situations, manual installation becomes necessary due to system limitations. Here are scenarios where manual driver installation might be required:

- Some Windows computers may require administrator privileges or have restrictions on USB installations.
- When you plug in a WPPX0 device into your computer, it might not automatically open the program and instead display a prompt saying "There is no available presentation software to share content with."
- If your computer has advanced antivirus software installed, it might prevent the screen sharing program from running automatically.

- When using the WPP30 to extend your screen, you may need administrator privileges to install the corresponding drivers.

Please download and install the driver from the following link on your computer:
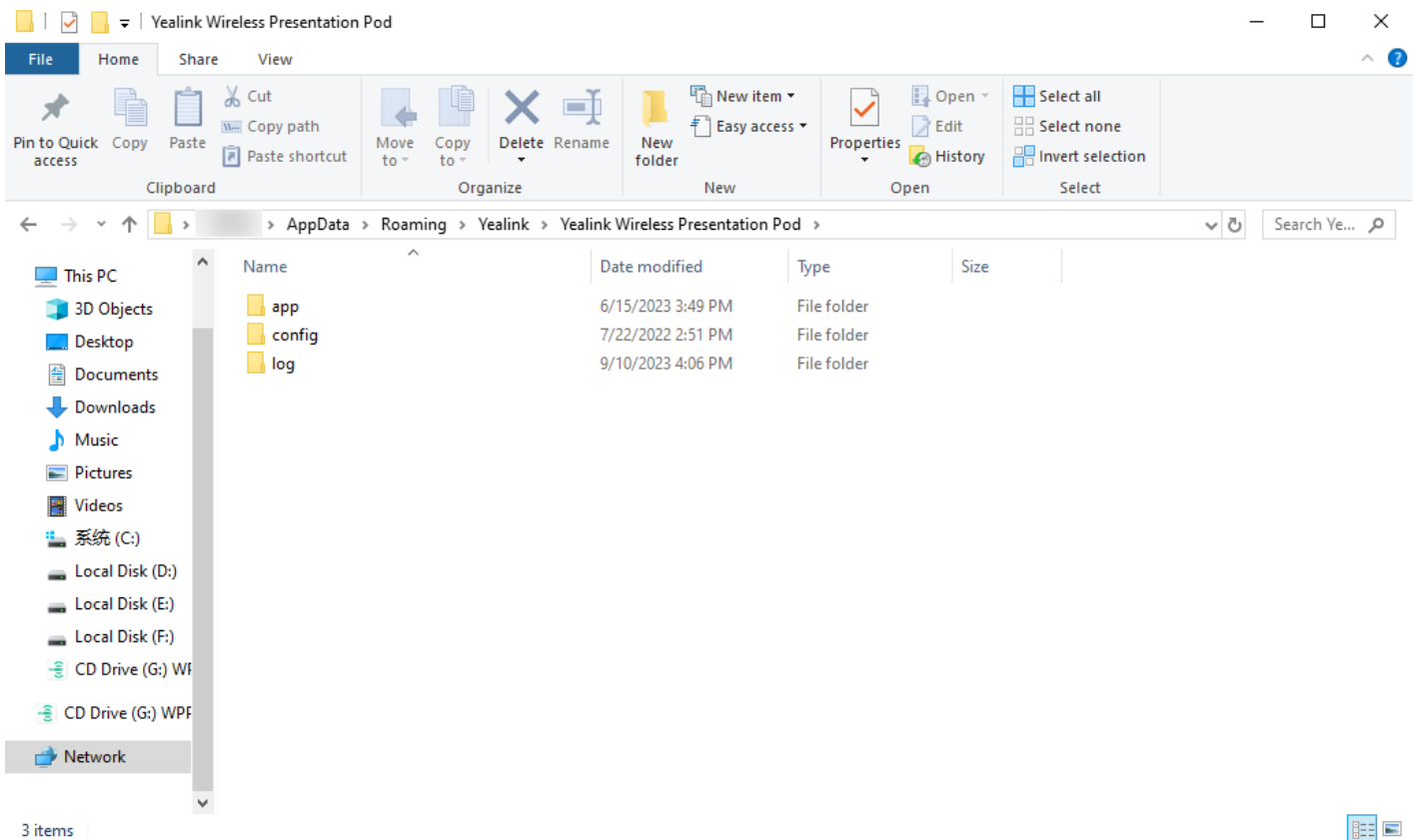
- Windows: Yealink Wireless Presentation Pod.msi
- Mac: Yealink Wireless Presentation Pod.pkg
- Yealink Extern Desktop

How does WPP20/WPP30 export log/diagnostic files?

The logs for WPPX0 are stored on the connected computer. Navigate to the folder path on the computer and copy the "log" folder. After copying, compress the "log" folder. Please avoid compressing it directly, as this may result in the loss of the most recent logs.

MAC: ~/Library/Application Support/Yealink Wireless Presentation Pod/log

Windows: %appdata%/yealink/Yealink Wireless Presentation Pod/log

You can refer this video:
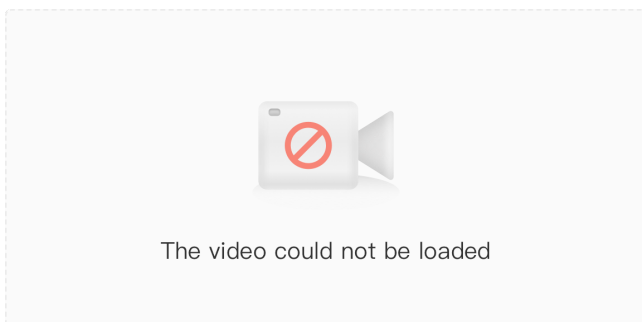
The video could not be loaded

Why does the Yealink Wireless Presentation Pod software prompt that the WPPX0 version does not match?

The firmware version of WPP20/WPP30 is embedded in the endpoint. If the current version of WPP20/WPP30 doesn't match the one embedded in the endpoint, the Yealink Wireless Presentation Pod software will prompt for an update when you connect it to a computer.
You can upgrade as instructed, and if the upgrade fails, you can refer to this troubleshooting.
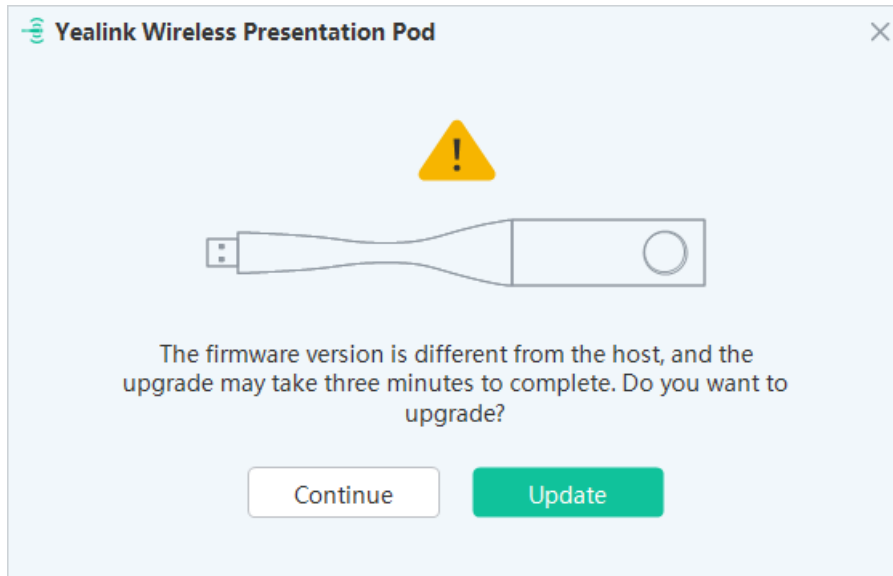
What should I do if it prompts that administrator rights are required to install the driver when using the extended screen of WPPX0?

Due to permission restrictions, you will need to manually install the driver.

Why does the pairing with the WPP20/WPP30 fail? Why does content sharing fail?

You can refer this troubleshooting.

Does WPP20/WPP30 support ipad/iphone screen casting?

No. Currently, WPP20 and WPP30 only support mainstream Windows and Mac systems. WPP30 can also support mobile phone screen casting. When using a mobile phone to cast a screen, the mobile phone must have a full-featured Type-c port.

Why does the PC's network automatically switch to connect to the endpoint after WPPX0 is connected to the computer?

You can go to the web user interface of endpoint, set *wpp.share.route=wpp*.

How to detect signal strength in the environment?

> 💡 **TIP**
> - You need to download the **NetSpot tool** on your computer first.
> - The computer used to download the tools is the same computer used for content sharing.

1. After turning on the computer's Wi-Fi, launch the NetSpot tool. In the DISCOVER interface, you can scan and detect nearby hotspot signals.
2. Locate the signal with an SSID name matching the endpoint AP name, and the signal value represents the current signal strength.

3. The channel data represents the current channel, and you can check if there is excessive signal interference on the same channel.

> ⓘ **NOTE**
>
> The optimal signal strength for screen casting in the environment is between -30 to -40, which is the best signal range. Signal strength below -65 is considered weak, and it may result in issues like packet loss, screen artifacts, lag, or disconnection due to environmental interference. For signal strengths below -80, it's recommended to either adjust the environment or switch to a wired screen casting device.

Does MeetingBar/MVC support WPP30 reverse control?

Not supported. Currently, only MeetingBoard supports WPP30 reverse control. For more information, please refer to Wireless Reverse Control-Teams/Wireless Reverse Control-Zoom.