

# CM20

## Introduction

The Yealink CM20 is a premium ceiling microphone, expertly crafted to enhance audio performance in professional conference settings. Boasting an advanced array of 16 omnidirectional microphones, the CM20 captures sound in 360°, ensuring clarity and inclusivity in every discussion. With an integrated DSP, CM20 offers plug-and-play functionality with Yealink Zoom Rooms systems, removing the need for external audio processing. Designed for medium to large conference rooms, the CM20 combines advanced technology with a sleek, elegant design, making it a perfect blend of functionality and style.

## Device Compatibility

For the CM20 maximum number of compatible devices that can be connected to MeetingEye, please refer to [Zoom Rooms Accessories Compatibility Lists](#).

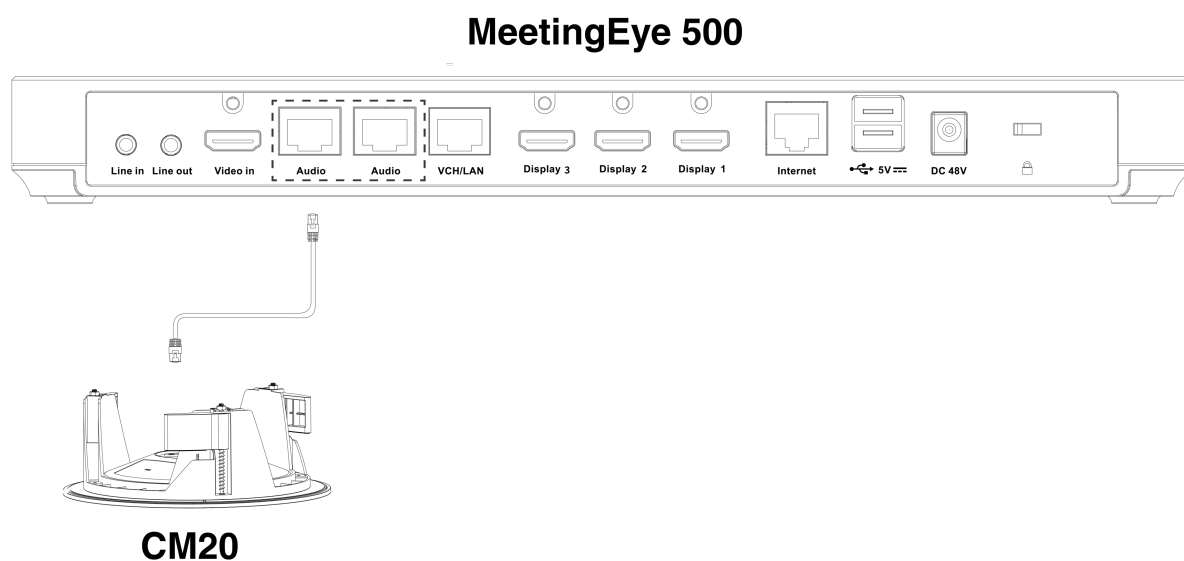
## How to Use

### Installation

Please refer to [CM20 Deployment and Connection](#).

### Connect CM20 to MeetingEye

#### Method 1: Directly connect to the endpoint's audio port

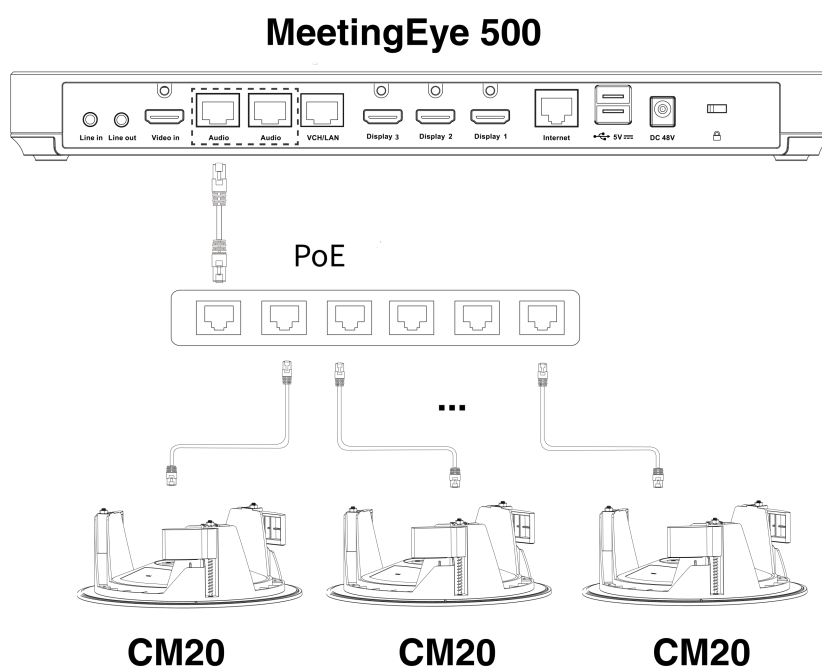


## Method 2: Connect via PoE switch

### NOTE

If you want to connect the CM20 via a PoE switch, note that:

- The switch is a Gigabit Ethernet switch without EEE feature (or the EEE feature can be disabled).
- Do not use the Yealink RCH40 switch as it does not allow EEE to be disabled.
- If you want to use a single RCH40 E2, it supports 2 CM20s + 2 CS10s, and it is not recommended to connect more than 3 speakers simultaneously to avoid the risk of insufficient power.



## Audio Settings

If you want to set audio input manually after connecting, please refer to [Audio Settings](#).

## Mute/Unmute Microphone

During the meeting, click the microphone icon on the meeting control bar to mute/unmute.

## LED Indicator

Refer to [CM20 Indicator Introduction](#).

## Update CM20

For more information, please refer to [Accessories Firmware Update](#).

## FAQ

**How to reset (restore factory settings) the CM20 microphone?**

Remove the CM20's grille, use a paperclip or toothpick to press and hold the reset button (Reset hole) on the endpoint for about 5 seconds.