



# Crestron Flex Unified Communications Solutions

Product Manual  
Crestron Electronics, Inc.

## Original Instructions

The U.S. English version of this document is the original instructions.

All other languages are a translation of the original instructions.

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# HDMI

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# Overview

Crestron Flex UC provides a superior conferencing and collaboration experience for executive offices, huddle spaces, and meeting rooms of any size. For more information on installation, visit [www.crestron.com/flex](http://www.crestron.com/flex).

These solutions are categorized based on the room size and conferencing software, as detailed below:

Space	Number of People	Conferencing Software	Crestron Flex Solutions
Private Space / Desktop	Single person	<ul style="list-style-type: none"><li>• Microsoft Teams® Rooms</li></ul>	<ul style="list-style-type: none"><li>• MM30 Series</li></ul>
Huddle Space / Small Meeting Room	Up to 5	<ul style="list-style-type: none"><li>• Microsoft Teams Rooms</li><li>• Zoom Rooms™ software</li></ul>	<ul style="list-style-type: none"><li>• MM30 Series</li><li>• MMX30 Series</li><li>• B30 Series</li><li>• BX30 Series</li></ul>
Medium Meeting Room	Up to 15	<ul style="list-style-type: none"><li>• Microsoft Teams Rooms</li><li>• Zoom Rooms software</li><li>• Open platform UC applications</li></ul>	<ul style="list-style-type: none"><li>• M50 Series</li><li>• MX50 Series</li></ul>
Large Meeting Room	Up to 30	<ul style="list-style-type: none"><li>• Microsoft Teams Rooms</li><li>• Zoom Rooms software</li><li>• Open platform UC applications</li></ul>	<ul style="list-style-type: none"><li>• M70 Series</li><li>• MX70 Series</li></ul>
Custom Meeting Room	Any	<ul style="list-style-type: none"><li>• Microsoft Teams Rooms</li><li>• Zoom Rooms software</li></ul>	<ul style="list-style-type: none"><li>• C100 Series</li><li>• CX100 Series</li></ul>
Mobile	Any	<ul style="list-style-type: none"><li>• Microsoft Teams Rooms</li><li>• Zoom Rooms software</li><li>• Open platform UC applications</li></ul>	<ul style="list-style-type: none"><li>• R Series</li></ul>

# Intended Audience

This manual provides instructions and other technical resources to installers and platform administrators for setting up the Crestron Flex UC conference solutions.

## Installers

The installer should have the following knowledge and skills:

- Crestron® technology
- Basic networking
- Basic AV
- Crestron Remote Control
- XiO Cloud® service

## Platform Administrators

The administrator should have the following knowledge and skills.

### For Microsoft Teams Rooms Solutions

- Skype® for Business Application
- Skype for Business Server
- Microsoft® Exchange (on-premises)
- Microsoft Teams application
- Microsoft 365® cloud services
- Windows® 10 operating system troubleshooting

### For Zoom Rooms Solutions

- Zoom Rooms configuration

# System Hardware

Crestron Flex solutions are typically comprised of the following components:

- [Bracket Assembly on page 3](#)
- [Control Device on page 3](#)
- [Camera on page 3](#)
- [Soundbar on page 4](#)
- [Extension Microphone Pod on page 4](#)
- [UC Presentation Transmitter on page 4](#)
- [HDMI® over CATx Receiver on page 4](#)

## Bracket Assembly

A bracket assembly typically contains the following:

- A computer that runs the conferencing software. The computer model varies between systems but is referred to here as the UC Engine.
- An ingest device that connects to the user's computer for sharing content with meeting attendees.
- Associated cabling and a power supply for the UC Engine.

## Control Device

A control device operates the conference system controls. Crestron Flex solutions typically use the following control devices:

- Crestron Mercury® tabletop conference device
- Crestron Mercury X tabletop conference device
- Mini Tabletop conference device
- Wall mount or surface mount touch screen

**NOTE:** The Crestron Mercury conference system receives and plays program audio for Crestron Flex through its built-in microphones and speaker.

## Camera

A camera for high-definition videoconferencing.

**NOTE:** Some Crestron Flex solutions do not include a camera. These solutions require the installer to supply a USB conference camera.

## Soundbar

A Crestron Flex Soundbar for receiving and playing program audio.

### NOTES:

- Crestron Flex solutions supplied with a Crestron Mercury conference system do not include a Crestron Flex Soundbar. The Crestron Mercury conference system receives and plays program audio through its built-in microphones and speaker.
- Some Crestron Flex solutions do not include a Crestron Mercury conference system or Crestron Flex Soundbar. These solutions require the installer to supply audio equipment to receive and play program audio.

## Extension Microphone Pod

Extension microphone for use with the Crestron Flex Tabletop Conference System.

**NOTE:** The extension microphone pod can only connect to a Crestron Mercury or Crestron Mercury X tabletop conference device.

## UC Presentation Transmitter

The UC Presentation Transmitter provides the BYOD functionality by switching to the connected laptop's UC platform and returning to the native Microsoft Teams Rooms or Zoom Rooms platform when disconnected.

## HDMI® over CATx Receiver

This device brings the BYOD functionality by enabling high-definition video presentations from all types of BYOD sources.

**NOTE:** The HDMI over CATx Receiver is required only for Crestron Flex kits using a Crestron Mercury X Tabletop Conference device for open-platform UC applications.

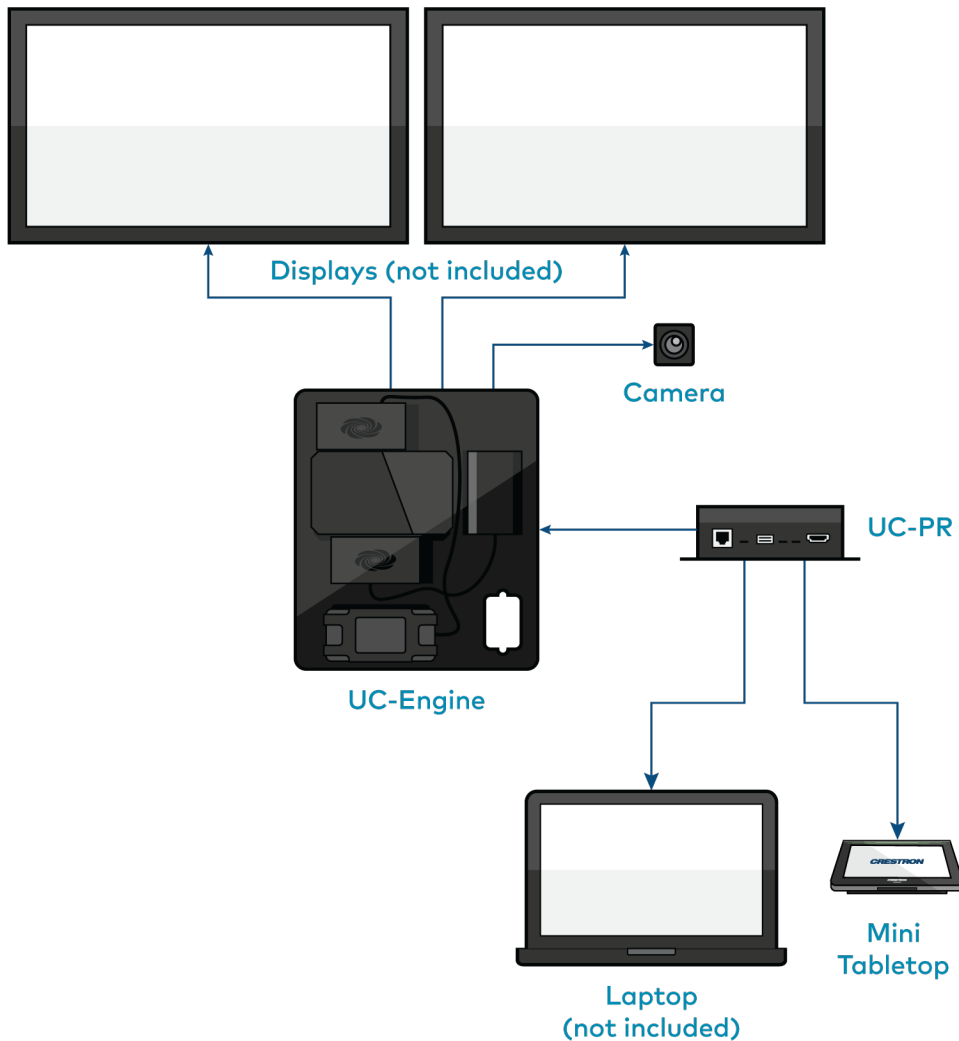
# Applications

The following application scenarios for Crestron Flex are based on the conference room size, conferencing software, and control device.

**NOTE:** These scenarios show a typical hardware arrangement in a small, medium, or large room. Hardware combinations may differ based on the selected Crestron Flex.

## Scenario 1

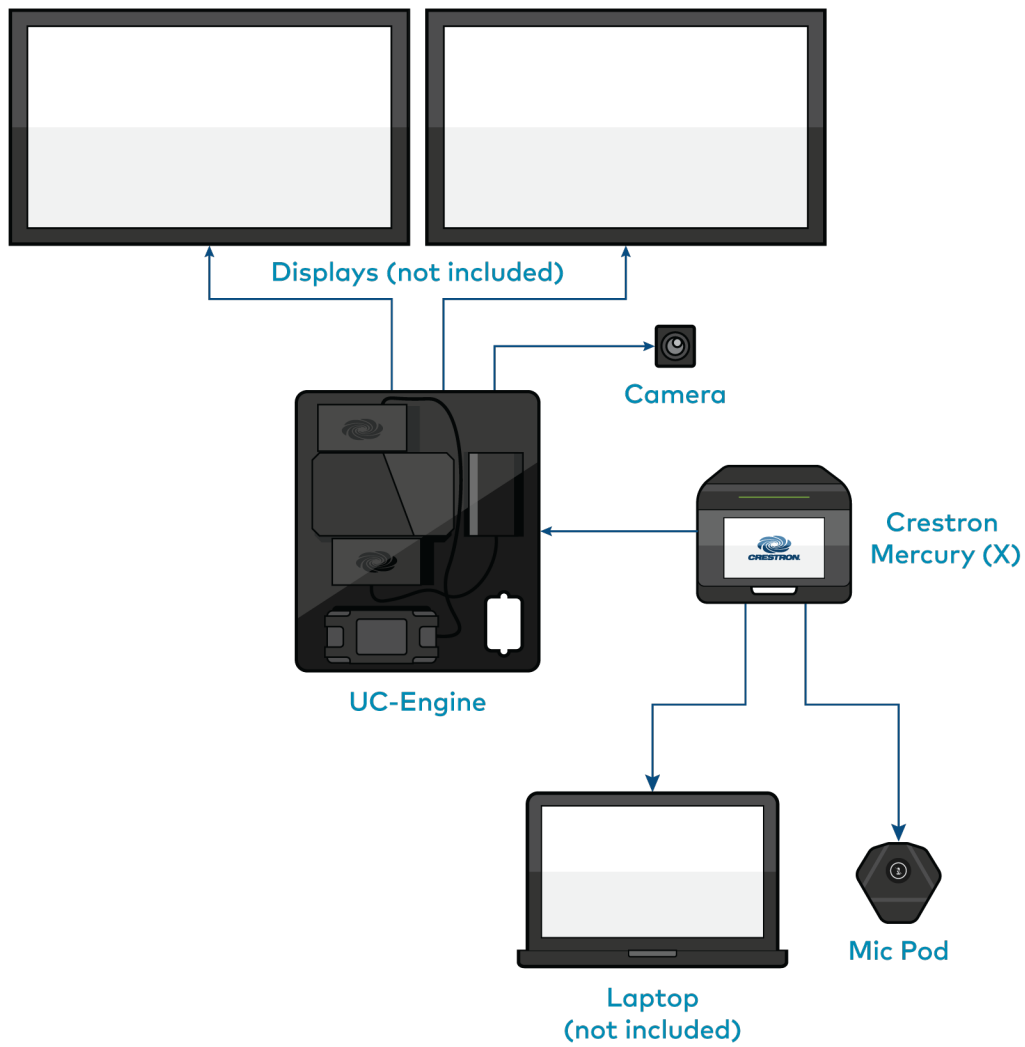
- **Conference room size:** Small
- **Conferencing software:** Microsoft Teams rooms or Zoom rooms
- **Control device:** Mini Tabletop conference device





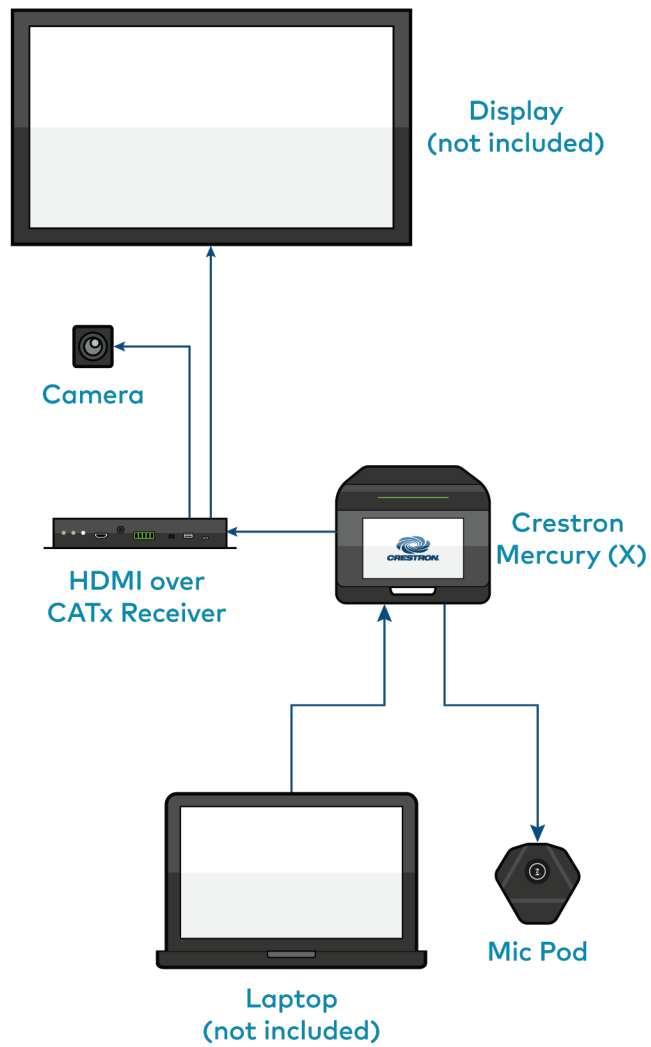
## Scenario 2

- **Conference room size:** Medium or Large
- **Conferencing software:** Microsoft Teams rooms or Zoom rooms
- **Control device:** Crestron Mercury or Crestron Mercury X



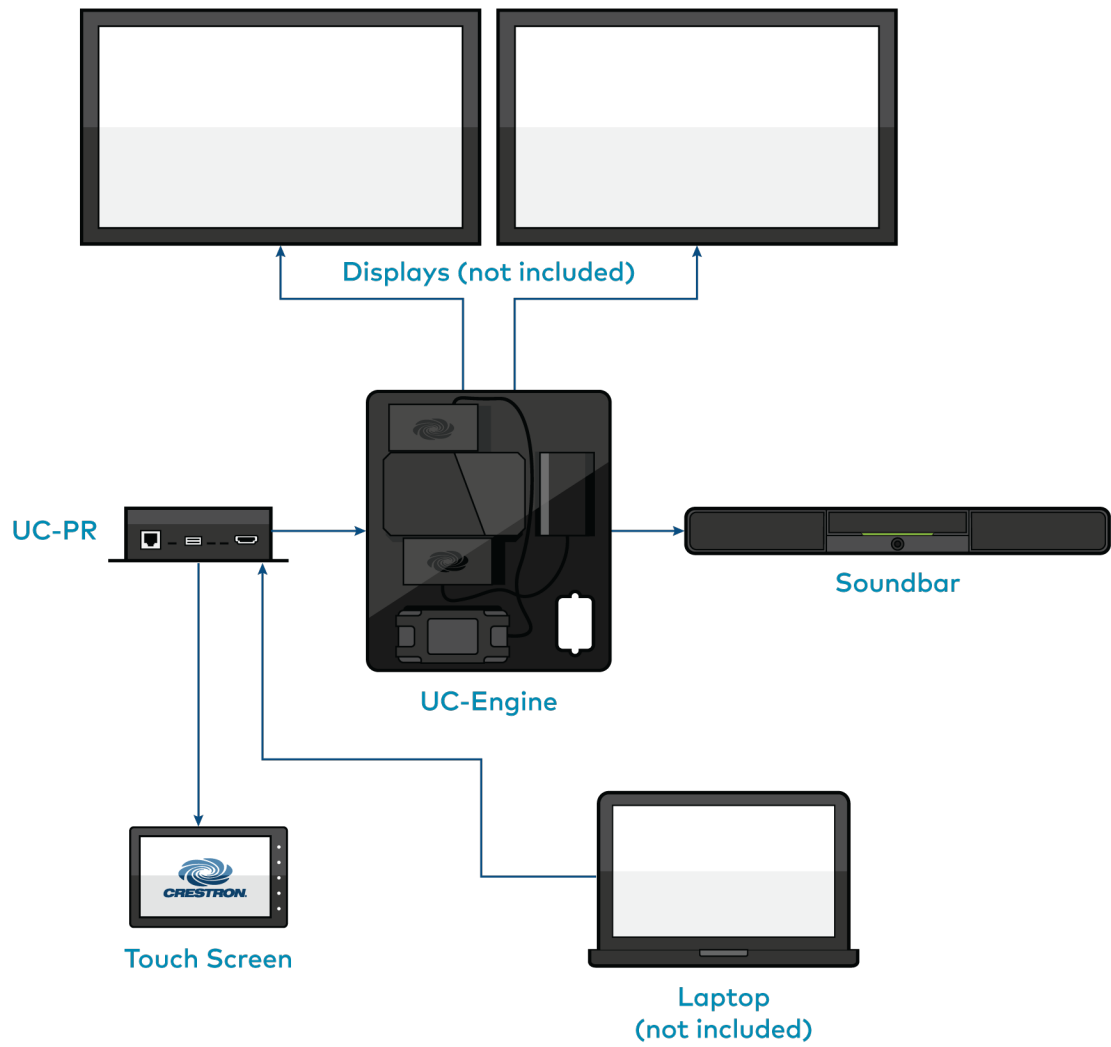
### Scenario 3

- **Conference room size:** Medium or Large
- **Conferencing software:** Open-platform UC applications
- **Control device:** Crestron Mercury or Crestron Mercury X



#### Scenario 4

- **Conference room size:** Small or Custom
- **Conferencing software:** Microsoft Teams rooms or Zoom rooms
- **Control device:** Wall mount or surface mount touch screen



## Scenario 5

- **Conference room size:** Mobile
- **Conferencing software:** Microsoft Teams rooms, Zoom rooms, or Open-platform UC applications
- **Control device:** Touch screen, Crestron Mercury, or Crestron Mercury X



# Specifications

Each of the Crestron Flex solutions listed below is hyperlinked to its respective product page and product specifications.

Space	Crestron Flex Solutions for Microsoft Teams Rooms	Crestron Flex Solutions for Zoom Rooms	Crestron Flex Solutions for Open-Platform UC Applications
Private Space/Desktop/Huddle Space/Small Meeting Room	<ul style="list-style-type: none"> <li>• <a href="#">UC-MM30-TA</a></li> <li>• <a href="#">UC-MM30-TA-I</a></li> </ul>	–	–
Huddle Space/Small Meeting Room	<ul style="list-style-type: none"> <li>• <a href="#">UC-MM30-T</a></li> <li>• <a href="#">UC-MM30-T-I</a></li> <li>• <a href="#">UC-MM30-T-L</a></li> <li>• <a href="#">UC-MM30-T-L-I</a></li> <li>• <a href="#">UC-MMX30-T</a></li> <li>• <a href="#">UC-MMX30-T-I</a></li> <li>• <a href="#">UC-MMX30-T-L</a></li> <li>• <a href="#">UC-MMX30-T-L-I</a></li> <li>• <a href="#">UC-B30-T</a></li> <li>• <a href="#">UC-B30-T-L</a></li> <li>• <a href="#">UC-BX30-T</a></li> <li>• <a href="#">UC-B30-T-WM</a></li> <li>• <a href="#">UC-B30-T-L-WM</a></li> <li>• <a href="#">UC-BX30-T-WM</a></li> <li>• <a href="#">UC-B31-T</a></li> <li>• <a href="#">UC-BX31-T</a></li> <li>• <a href="#">UC-B31-T-WM</a></li> <li>• <a href="#">UC-BX31-T-WM</a></li> <li>• <a href="#">UC-B160-T</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">UC-MM30-Z</a></li> <li>• <a href="#">UC-MM30-Z-I</a></li> <li>• <a href="#">UC-MM30-Z-L</a></li> <li>• <a href="#">UC-MM30-Z-L-I</a></li> <li>• <a href="#">UC-MMX30-Z</a></li> <li>• <a href="#">UC-MMX30-Z-I</a></li> <li>• <a href="#">UC-MMX30-Z-L</a></li> <li>• <a href="#">UC-MMX30-Z-L-I</a></li> <li>• <a href="#">UC-B30-Z</a></li> <li>• <a href="#">UC-B30-Z-L</a></li> <li>• <a href="#">UC-BX30-Z</a></li> <li>• <a href="#">UC-B30-Z-WM</a></li> <li>• <a href="#">UC-B30-Z-L-WM</a></li> <li>• <a href="#">UC-BX30-Z-WM</a></li> <li>• <a href="#">UC-B31-Z</a></li> <li>• <a href="#">UC-BX31-Z</a></li> <li>• <a href="#">UC-B31-Z-WM</a></li> <li>• <a href="#">UC-BX31-Z-WM</a></li> <li>• <a href="#">UC-B160-Z</a></li> </ul>	–

Space	Crestron Flex Solutions for Microsoft Teams Rooms	Crestron Flex Solutions for Zoom Rooms	Crestron Flex Solutions for Open-Platform UC Applications
Medium Meeting Room	<ul style="list-style-type: none"> <li>• <a href="#">UC-M50-T</a></li> <li>• <a href="#">UC-M50-T-L</a></li> <li>• <a href="#">UC-M50-T-UPGRD</a></li> <li>• <a href="#">UC-MX50-T</a></li> <li>• <a href="#">UC-MX50-T-L</a></li> <li>• <a href="#">UC-MX50-T-UPGRD</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">UC-M50-Z</a></li> <li>• <a href="#">UC-M50-Z-L</a></li> <li>• <a href="#">UC-M50-Z-UPGRD</a></li> <li>• <a href="#">UC-MX50-Z</a></li> <li>• <a href="#">UC-MX50-Z-L</a></li> <li>• <a href="#">UC-MX50-Z-UPGRD</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">UC-M50-UA</a></li> <li>• <a href="#">UC-M50-U</a></li> <li>• <a href="#">UC-MX50-U</a></li> </ul>
Large Meeting Room	<ul style="list-style-type: none"> <li>• <a href="#">UC-M70-T</a></li> <li>• <a href="#">UC-M70-T-L</a></li> <li>• <a href="#">UC-MX70-T</a></li> <li>• <a href="#">UC-MX70-T-L</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">UC-M70-Z</a></li> <li>• <a href="#">UC-M70-Z-L</a></li> <li>• <a href="#">UC-MX70-Z</a></li> <li>• <a href="#">UC-MX70-Z-L</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">UC-M70-U</a></li> <li>• <a href="#">UC-M70-UA</a></li> <li>• <a href="#">UC-MX70-U</a></li> </ul>
Custom Meeting Room	<ul style="list-style-type: none"> <li>• <a href="#">UC-C160-T</a></li> <li>• <a href="#">UC-C100-T</a></li> <li>• <a href="#">UC-C100-T-L</a></li> <li>• <a href="#">UC-C100-T-WM</a></li> <li>• <a href="#">UC-C100-T-L-WM</a></li> <li>• <a href="#">UC-CX100-T</a></li> <li>• <a href="#">UC-CX100-T-L</a></li> <li>• <a href="#">UC-CX100-T-WM</a></li> <li>• <a href="#">UC-CX100-T-L-WM</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">UC-C160-Z</a></li> <li>• <a href="#">UC-C100-Z</a></li> <li>• <a href="#">UC-C100-Z-L</a></li> <li>• <a href="#">UC-C100-Z-WM</a></li> <li>• <a href="#">UC-C100-Z-L-WM</a></li> <li>• <a href="#">UC-CX100-Z</a></li> <li>• <a href="#">UC-CX100-Z-L</a></li> <li>• <a href="#">UC-CX100-Z-WM</a></li> <li>• <a href="#">UC-CX100-Z-L-WM</a></li> </ul>	–
Mobile	<ul style="list-style-type: none"> <li>• <a href="#">UC-FCM-T</a></li> <li>• <a href="#">UC-FCB-T</a></li> <li>• <a href="#">UC-FCMX-T</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">UC-FCM-Z</a></li> <li>• <a href="#">UC-FCB-Z</a></li> <li>• <a href="#">UC-FCMX-Z</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">UC-FCM-U</a></li> </ul>

# Installation

To install any Crestron Flex solutions listed below, follow the respective link to the Quick Start guide for instructions.

Space	Crestron Flex Solutions	Quick Start Guide
Private Space/Desktop/Huddle Space/Small Meeting Room	<ul style="list-style-type: none"><li>• UC-MM30-TA</li><li>• UC-MM30-TA-I</li></ul>	<a href="#">Quick Start: UC-MM30-TA and UC-MM30-TA-I</a>

Space	Crestron Flex Solutions	Quick Start Guide
Huddle Space/Small Meeting Room	<ul style="list-style-type: none"> <li>• UC-MM30-T</li> <li>• UC-MM30-T-I</li> <li>• UC-MM30-T-L</li> <li>• UC-MM30-T-L-I</li> </ul>	<a href="#">Quick Start: UC-MM30-T(-I) and UC-MM30-T-L(-I) (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-MM30-T(-I) (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-MM30-Z</li> <li>• UC-MM30-Z-I</li> <li>• UC-MM30-Z-L</li> <li>• UC-MM30-Z-L-I</li> </ul>	<a href="#">Quick Start: UC-MM30-Z(-I) and UC-MM30-Z-L(-I) (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-MM30-Z(-I) (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-MMX30-T</li> <li>• UC-MMX30-T-I</li> <li>• UC-MMX30-T-L</li> <li>• UC-MMX30-T-L-I</li> </ul>	<a href="#">Quick Start: UC-MMX30-T(-I) and UC-MMX30-T-L(-I) (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-MMX30-T(-I) (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-MMX30-Z</li> <li>• UC-MMX30-Z-I</li> <li>• UC-MMX30-Z-L</li> <li>• UC-MMX30-Z-L-I</li> </ul>	<a href="#">Quick Start: UC-MMX30-Z(-I) and UC-MMX30-Z-L(-I) (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-MMX30-Z(-I) (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-B30-T</li> <li>• UC-B30-T-L</li> </ul>	<a href="#">Quick Start: UC-B30-T and UC-B30-T-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-B30-T (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-B30-Z</li> <li>• UC-B30-Z-L</li> </ul>	<a href="#">Quick Start: UC-B30-Z and UC-B30-Z-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-B30-Z (with Dell UC Engine)</a>



Space	Crestron Flex Solutions	Quick Start Guide
	<ul style="list-style-type: none"> <li>UC-BX30-T</li> </ul>	<a href="#">Quick Start: UC-BX30-T and UC-BX30-T-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-BX30-T (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>UC-BX30-Z</li> </ul>	<a href="#">Quick Start: UC-BX30-Z and UC-BX30-Z-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-BX30-Z (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>UC-B30-T-WM</li> <li>UC-B30-T-L-WM</li> </ul>	<a href="#">Quick Start: UC-B30-T-WM and UC-B30-T-L-WM (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-B30-T-WM (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>UC-B30-Z-WM</li> <li>UC-B30-Z-L-WM</li> </ul>	<a href="#">Quick Start: UC-B30-Z-WM and UC-B30-Z-L-WM (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-B30-Z-WM (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>UC-BX30-T-WM</li> <li>UC-BX30-T-L-WM</li> </ul>	<a href="#">Quick Start: UC-BX30-T-WM and UC-BX30-T-L-WM (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-BX30-T-WM (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>UC-BX30-Z-WM</li> <li>UC-BX30-Z-L-WM</li> </ul>	<a href="#">Quick Start: UC-BX30-Z-WM and UC-BX30-Z-L-WM (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-BX30-Z-WM (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>UC-B31-T</li> </ul>	<a href="#">Quick Start: UC-B31-T</a>
	<ul style="list-style-type: none"> <li>UC-B31-T-WM</li> </ul>	<a href="#">Quick Start: UC-B31-T-WM</a>
	<ul style="list-style-type: none"> <li>UC-B31-Z</li> </ul>	<a href="#">Quick Start: UC-B31-Z</a>

Space	Crestron Flex Solutions	Quick Start Guide
	<ul style="list-style-type: none"> <li>• UC-B31-Z-WM</li> </ul>	<a href="#">Quick Start: UC-B31-Z-WM</a>
	<ul style="list-style-type: none"> <li>• UC-BX31-T</li> </ul>	<a href="#">Quick Start: UC-BX31-T</a>
	<ul style="list-style-type: none"> <li>• UC-BX31-T-WM</li> </ul>	<a href="#">Quick Start: UC-BX31-T-WM</a>
	<ul style="list-style-type: none"> <li>• UC-BX31-Z</li> </ul>	<a href="#">Quick Start: UC-BX31-Z</a>
	<ul style="list-style-type: none"> <li>• UC-BX31-Z-WM</li> </ul>	<a href="#">Quick Start: UC-BX31-Z-WM</a>
	<ul style="list-style-type: none"> <li>• UC-B160-T</li> </ul>	<a href="#">Quick Start: UC-B160-T (Discontinued)</a>
	<ul style="list-style-type: none"> <li>• UC-B160-Z</li> </ul>	<a href="#">Quick Start: UC-B160-Z (Discontinued)</a>

Space	Crestron Flex Solutions	Quick Start Guide
Medium Meeting Room	<ul style="list-style-type: none"> <li>• UC-M50-T</li> <li>• UC-M50-T-L</li> </ul>	<a href="#">Quick Start: UC-M50-T and UC-M50-T-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-M50-T (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-M50-Z</li> <li>• UC-M50-Z-L</li> </ul>	<a href="#">Quick Start: UC-M50-Z and UC-M50-Z-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-M50-Z (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-M50-UA</li> </ul>	<a href="#">Quick Start: UC-M50-UA</a>
	<ul style="list-style-type: none"> <li>• UC-M50-U</li> </ul>	<a href="#">Quick Start: UC-M50-U</a>
	<ul style="list-style-type: none"> <li>• UC-M50-T-UPGRD</li> </ul>	<a href="#">Quick Start: UC-M50-T-UPGRD (with ASUS UC Engine)</a>  <a href="#">Quick Start: UC-M50-T-UPGRD (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-M50-Z-UPGRD</li> </ul>	<a href="#">Quick Start: UC-M50-Z-UPGRD (with ASUS UC Engine)</a>  <a href="#">Quick Start: UC-M50-Z-UPGRD (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-MX50-T</li> <li>• UC-MX50-T-L</li> </ul>	<a href="#">Quick Start: UC-MX50-T and UC-MX50-T-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-MX50-T (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-MX50-Z</li> <li>• UC-MX50-Z-L</li> </ul>	<a href="#">Quick Start: UC-MX50-Z and UC-MX50-Z-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-MX50-Z (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-MX50-U</li> </ul>	<a href="#">Quick Start: UC-MX50-U</a>

Space	Crestron Flex Solutions	Quick Start Guide
	<ul style="list-style-type: none"> <li>UC-MX50-T-UPGRD</li> </ul>	<a href="#">Quick Start: UC-MX50-T-UPGRD (with ASUS UC Engine)</a>
		<a href="#">Quick Start: UC-MX50-T-UPGRD (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>UC-MX50-Z-UPGRD</li> </ul>	<a href="#">Quick Start: UC-MX50-Z-UPGRD (with ASUS UC Engine)</a>
		<a href="#">Quick Start: UC-MX50-Z-UPGRD (with Dell UC Engine)</a>
Large Meeting Room	<ul style="list-style-type: none"> <li>UC-M70-T</li> <li>UC-M70-T-L</li> </ul>	<a href="#">Quick Start: UC-M70-T (with ASUS Engine)</a>
		<a href="#">Quick Start: UC-M70-T (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>UC-M70-Z</li> <li>UC-M70-Z-L</li> </ul>	<a href="#">Quick Start: UC-M70-Z (with ASUS UC Engine)</a>
		<a href="#">Quick Start: UC-M70-Z (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>UC-M70-U</li> </ul>	<a href="#">Quick Start: UC-M70-U</a>
	<ul style="list-style-type: none"> <li>UC-M70-UA</li> </ul>	<a href="#">Quick Start: UC-M70-UA</a>
	<ul style="list-style-type: none"> <li>UC-MX70-T</li> <li>UC-MX70-T-L</li> </ul>	<a href="#">Quick Start: UC-MX70-T (with ASUS UC Engine)</a>
		<a href="#">Quick Start: UC-MX70-T (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>UC-MX70-Z</li> <li>UC-MX70-Z-L</li> </ul>	<a href="#">Quick Start: UC-MX70-Z (with ASUS UC Engine)</a>
		<a href="#">Quick Start: UC-MX70-Z (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>UC-MX70-U</li> </ul>	<a href="#">Quick Start: UC-MX70-U</a>

Space	Crestron Flex Solutions	Quick Start Guide
Custom Meeting Room	<ul style="list-style-type: none"> <li>UC-C160-T</li> </ul>	<a href="#">Quick Start: UC-C160-T (Discontinued)</a>

Space	Crestron Flex Solutions	Quick Start Guide
	<ul style="list-style-type: none"> <li>• UC-C160-Z</li> </ul>	<a href="#">Quick Start: UC-C160-Z (Discontinued)</a>

Space	Crestron Flex Solutions	Quick Start Guide
	<ul style="list-style-type: none"> <li>• UC-C100-T</li> <li>• UC-C100-T-L</li> </ul>	<a href="#">Quick Start: UC-C100-T and UC-C100-T-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-C100-T (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-C100-Z</li> <li>• UC-C100-Z-L</li> </ul>	<a href="#">Quick Start: UC-C100-Z and UC-C100-Z-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-C100-Z (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-C100-T-WM</li> <li>• UC-C100-T-L-WM</li> </ul>	<a href="#">Quick Start: UC-C100-T-WM and UC-C100-T-L-WM (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-C100-T-WM (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-C100-Z-WM</li> <li>• UC-C100-Z-L-WM</li> </ul>	<a href="#">Quick Start: UC-C100-Z-WM and UC-C100-Z-L-WM (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-C100-Z-WM (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-CX100-T</li> <li>• UC-CX100-T-L</li> </ul>	<a href="#">Quick Start: UC-CX100-T and UC-CX100-T-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-CX100-T (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-CX100-Z</li> <li>• UC-CX100-Z-L</li> </ul>	<a href="#">Quick Start: UC-CX100-Z and UC-CX100-Z-L (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-CX100-Z (with Dell UC Engine)</a>

Space	Crestron Flex Solutions	Quick Start Guide
	<ul style="list-style-type: none"> <li>• UC-CX100-T-WM</li> <li>• UC-CX100-T-L-WM</li> </ul>	<a href="#">Quick Start: UC-CX100-T-WM and UC-CX100-T-L-WM (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-CX100-T-WM (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-CX100-Z-WM</li> <li>• UC-CX100-Z-L-WM</li> </ul>	<a href="#">Quick Start: UC-CX100-Z-WM and UC-CX100-Z-L-WM (with ASUS and Lenovo UC Engine)</a>  <a href="#">Quick Start: UC-CX100-Z-WM (with Dell UC Engine)</a>
	<ul style="list-style-type: none"> <li>• UC-FCM-T</li> <li>• UC-FCM-Z</li> <li>• UC-FCM-U</li> </ul>	<a href="#">Quick Start: UC-FCM Series</a>
	<ul style="list-style-type: none"> <li>• UC-FCB-T</li> <li>• UC-FCB-Z</li> </ul>	<a href="#">Quick Start: UC-FCB Series</a>
<b>Mobile</b>	<ul style="list-style-type: none"> <li>• UC-FCMX-T</li> <li>• UC-FCMX-Z</li> </ul>	<a href="#">Quick Start: UC-FCMX Series</a>



# Configuration

You can set up your Crestron Flex based on the preinstalled conferencing software.

- Open-platform UC Applications System (Refer to the system's quick start guide)
- [Microsoft Teams® Rooms Systems on page 22](#)
- [Zoom Rooms™ Systems on page 45](#)

## Microsoft Teams® Rooms Systems

### Minimum Requirements

The following is required to set up a Microsoft Teams Rooms Platform Administrator account.

- A Microsoft Teams or Skype for Business software account
- An environment running Microsoft Exchange Server® software (2013 SP1 or later for an on-premises installation or Microsoft 365 software for Cloud) for scheduling and/or Skype for Business 2015 (on-premises installation or Microsoft 365 software for Cloud)
- Microsoft 365 administrator access to create resource accounts and assign licenses. For more information on required licenses, see the [Online Licensing](#).
- For more information on deploying Microsoft Teams Rooms systems, visit [Microsoft Teams deployment overview](#).

# Pre-Deployment Checklist

Complete the following tasks to ensure successful deployment of your Crestron® Flex conference room solution.

Task	Requirement	Notes
Verify Accounts/Configure Solution	Microsoft Teams Rooms account credentials	<p>Account credentials are required to log in to Microsoft Teams Rooms. When purchasing a Crestron Flex for use with Microsoft Teams Rooms, the Microsoft Teams desktop client is preinstalled on the UC-ENGINE.</p> <p>For guidelines on how to configure accounts for Microsoft Teams Rooms, visit <a href="#">Configure accounts for Microsoft Teams Rooms</a>.</p>
Confirm Connection Points	Two (2) Gigabit LAN Ports	Ensure the installation space has two available gigabit LAN ports connected to the same VLAN on the same network.
Configure Network Server	Configure your network to provide an IP address using DHCP.	<p>The UC-ENGINE and tabletop device communicate over a VLAN network connection and require access to the Internet. Port 49500 is used by default.</p> <div><b>NOTE:</b> Microsoft Teams Rooms may not be configured with a static IP address upon initial startup.</div> <p>Run the Microsoft <a href="#">Network Assessment Tool</a> to confirm that your network is properly configured. For more information, visit <a href="#">Evaluate my environment</a>.</p>

Task	Requirement	Notes
Establish Network Communications	Open the required TCP and UDP ports.	<p>Open TCP ports 80 and 443 and UDP ports 3478 through 3481. The TCP ports are used to connect to Microsoft's Online Services, such as SharePoint™ Online, Exchange Online, and the Teams Chat services.</p> <p>For more information, visit <a href="#">Prepare your network</a>.</p>

For more information, visit [Online Help \(OLH\) Answer ID: 1000357, Crestron Flex Teams, and Zoom Room Systems](#).

## Initial Setup

1. Connect and start the system as described in your system's Quick Start guide.
2. Follow the on-screen prompts as displayed on the control device to complete the setup. For detailed instructions on planning, deploying, and managing Microsoft Teams Rooms systems, refer to [Microsoft's documentation](#).

## Software Updates for Microsoft Teams

Software updates for Microsoft Teams Rooms systems and associated control devices (Crestron Mercury devices or touch screens) are performed through the UC Engine's Windows Update service.

**NOTE:** For information on managing Windows updates, refer to [Manage Windows Updates](#).

The Microsoft Teams Rooms application is updated from the Windows Store.

Control device firmware provided by the Windows Update service may be an earlier version than firmware available on the Crestron website. Control devices running higher firmware versions than that contained in the Windows Update package will be downgraded to the firmware contained in the Windows Update package.

Microsoft Teams Rooms systems can be managed with Microsoft Intune® software. For more information, visit [Managing Teams Meeting Rooms with Intune](#).

# Crestron Settings App


After setting up Microsoft Teams Rooms, use the Crestron Settings app for further configuration.

**NOTE:** Crestron recommends using a keyboard and mouse connected to the UC Engine when using the Crestron Settings app. If a USB port is not available, temporarily disconnect the system's camera.

To open the Crestron Settings App, click  > **Crestron** folder > **Crestron Settings**. The Crestron Settings app opens.

**NOTE:** When opening the Crestron Settings app for the first time, you must agree to the CRESTRON UNIFIED COMMUNICATIONS SOFTWARE LICENSE AGREEMENT. Click **I Agree** to continue to the Crestron Settings app.

## Crestron Settings App



Settings

System

USB Camera

Content Input

Smart Graphics™

IP Table

Diagnostics

Advanced

System Information

UC-ENGINE Unified Collaboration System [v1.00.16.801,#0092755]  
MS Teams Rooms App version: 4.4.41.0  
© 2006 - 2019 Crestron Electronics Inc.

System Devices

Content Capture Device	Name: Crestron HD-CONV-USB-200 FW: 30 PPGA: 9	Query Device Versions
Sound Bar	Not Connected	
Huddly IQ	1.3.22-04998	

Installed Packages


CCS-400.....1.00.16.801  
Environment.....1.00.00.004  
Firmware.....1.00.16.801  
HD-CONV-USB-200.....1.07.009.030  
Huddly IQ Camera.....1.03.13.001  
IntelBIOS.....0066.2019.1205.1748  
IntelDriverPackage.....1.00.00.66  
MercuryFWUpdater.....1.4161.00009.001  
OOBEApp.....1.00.0000  
OS.....10.17134.16.715b  
RemoteSrv.....1.00.00.835  
TSxxxx60FWUpdater.....2.007.0057.001  
UC-SB-1 FW.....1.001.0098.26  
UC-SB-1-DFU.....1.00.0000  
UpdateSrv.....1.19.01.801

Done

# System

Use the **System** menu to view firmware versions of connected system devices and the firmware packages stored on the UC Engine.

## System

 Settings

System

USB Camera

Content Input

Smart Graphics™

IP Table

Diagnostics

Advanced

System Information

UC-ENGINE Unified Collaboration System [v1.00.16.801, #0092755]  
MS Teams Rooms App version: 4.4.41.0  
© 2008 - 2019 Crestron Electronics Inc.

System Devices

Content Capture Device	Name: Firmware: FPGA:	Crestron HD-CONV-USB-200 30 9
Sound Bar	Not Connected	
Huddly IQ	1.3.22-04998	

Query Device Versions

Installed Packages

CCS-400	1.00.16.801
Environment	1.00.00.004
Firmware	1.00.16.801
HD-CONV-USB-200	1.07.009.030
Huddly IQ Camera	1.03.13.001
IntelBIOS	0066.2019.1205.1748
IntelDriverPackage	1.00.00.66
MercuryFWUpdater	1.4161.00009.001
OOBEApp	1.00.0000
OS	10.17134.16.715b
RemoteSRV	1.00.00.855
TSWxx60FWUpdater	2.007.0057.001
UC-SB-1 FW	1.001.0098.26
UC-SB-1-BFU	1.00.0000
UpdateSRV	1.19.01.801

Done

Click **Query Device Versions** to view the firmware versions of the connected system devices.

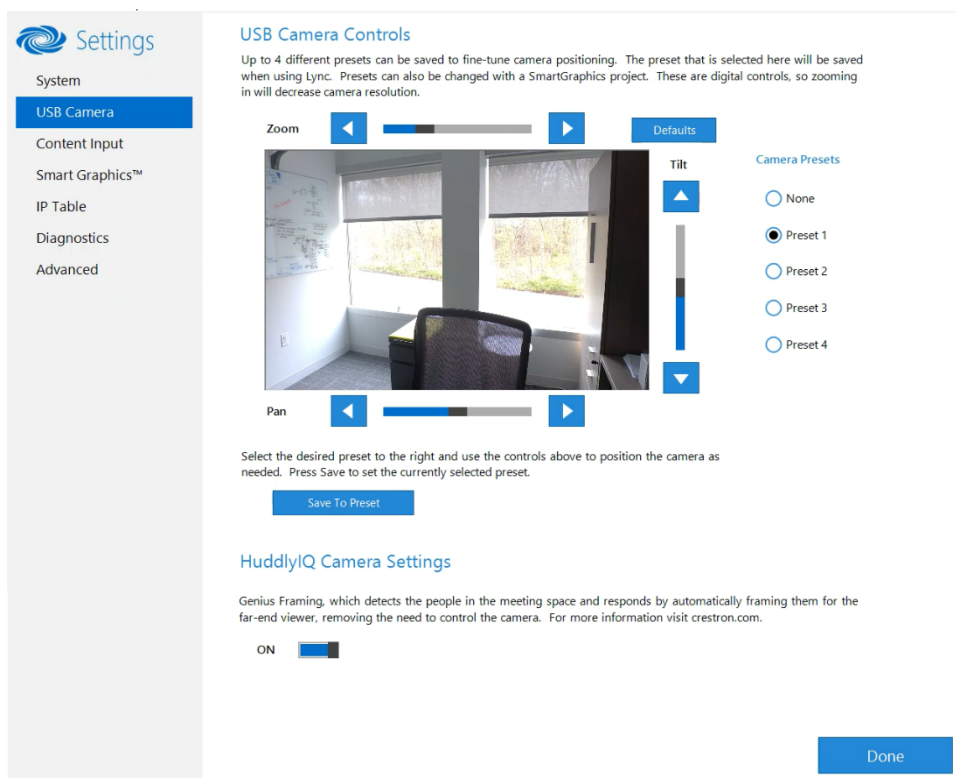
Click **Done** to exit the Crestron Settings app. The Windows desktop is displayed.

# USB Camera

Click **USB Camera** to display the USB Camera menu.

Use the **USB Camera** menu to adjust the zoom, tilt, and pan, recall preset settings, store preset settings, and control the Genius Framing feature (available for specific cameras).

## USB Camera



### Adjust Tilt, Pan, or Zoom

The tilt, pan, and zoom on a connected camera can be remotely adjusted from the USB Camera screen.

**NOTE:** Tilt, pan, and zoom settings may not work with all cameras.

To make an adjustment, select a preset and adjust as necessary.

- Click **Zoom I** or **H** to adjust the amount of zoom.
- Click **Pan I** or **H** to adjust the pan.
- Click **Tilt K** or **J** to adjust the camera tilt.
- Click **Defaults** to return the camera to its default settings.

### Save a Preset

Tilt, pan, and zoom settings can be saved for recall later. To save a preset setting:

1. Click one of the four available Camera Presets locations on the right side of the display.
2. Adjust the tilt, pan, and zoom as described in [Adjust Tilt, Pan, or Zoom on page 27](#).
3. Click **Save To Preset** to save the settings.

### Recall a Preset

Click a Preset on the right side to recall a preset.

## Genius Framing (systems with a CCS-CAM-USB-F-400 or UC-SB1-CAM-FLEX)

Crestron Flex solutions that use a [CCS-CAM-USB-F-400](#) Huddly IQ™ Collaboration Camera or a [UC-SB1-CAM-FLEX](#) UC Video Conference Smart Soundbar & Camera can use the camera's built-in Genius Framing feature. Genius Framing automatically detects and frames people in the camera's field of view.

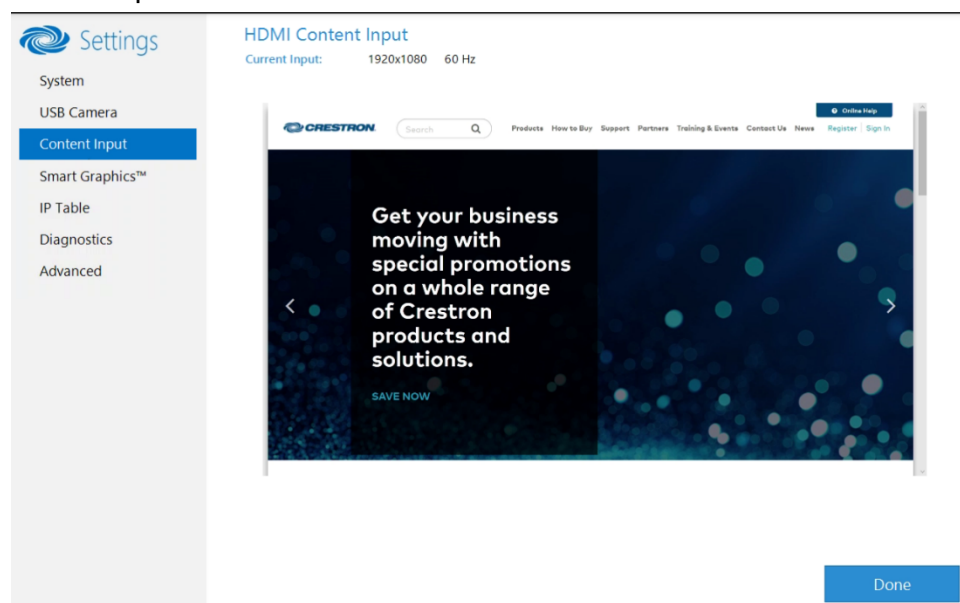
By the default, Genius Framing is set to **ON**. Set the switch to **OFF** to disable Genius Framing.

**NOTE:** Genius Framing can be controlled by the XiO Cloud service if the UC Engine is registered with the service.

## Content Input

Click **Content Input** to display information about the HDMI content input.

### Content Input



## Smart Graphics™

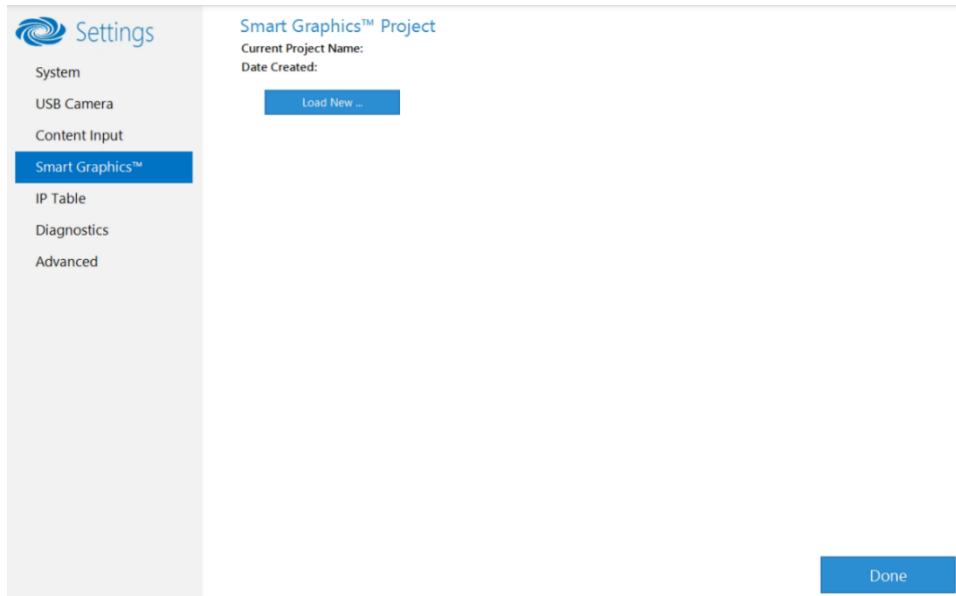
Crestron Flex can use custom controls as part of a Crestron control system.

Click **Smart Graphics™** to display the Smart Graphics menu.

Microsoft Teams Rooms systems with a Crestron Mercury conference system or a touch screen use the Smart Graphics™ menu to upload a touch screen project with custom controls as part of a Crestron control system. Touch screen projects are loaded to the system from a connected USB drive.

**NOTE:** A touch screen project can also be remotely uploaded to the system by tools such as Crestron Toolbox™ software or the XiO Cloud service. For more information, refer to the Crestron Toolbox help file and the [XiO Cloud Service User Guide](#) (Doc. 8214).

## Smart Graphics™



To upload a touch screen project on a Microsoft Teams Rooms system:

1. Connect a USB drive containing the project to a USB port on the UC engine.
2. Click **Load New**.
3. Navigate to the location of the project file and click **Open**. The project loads to the system.

**NOTE:** When loading a project for the first time, you can either reboot the UC engine to load the project to the control device immediately or wait up to 20 minutes for the control button to display on the control device.

## IP Table

Click **IP Table** to display the IP Table menu.

Configure the IP table to allow Crestron Flex to be used as part of a Crestron control system. An IP table is a lookup table used by Crestron Ethernet devices to map between IP IDs and IP addresses. Use the IP Table menu to enable and configure the system for communication with a Crestron control system.

**NOTE:** A Crestron Flex's IP table can also be configured by Crestron Toolbox software. For more information, refer to the Crestron Toolbox help file.



## IP Table

**Settings**

- System
- USB Camera
- Content Input
- Smart Graphics™
- IP Table**
- Diagnostics
- Advanced

### Crestron IP Table

IP ID	Type	Address	Dev ID	Port	Status
-------	------	---------	--------	------	--------

IP ID:  Type (Gway)\*:  IP Address/Hostname:  Device ID (JNR) \*:  Port (41794)\*:

\* Entries are optional and if not specified, the default will be used.

Automatically discover and respond to other Crestron devices

On ☒

Allow multiple IP Table entries

On ☒

### Crestron SSL

These settings allow secure connections to Crestron control systems. Apply and restart to save these changes.

Use SSL for control system connections

Disabled ☐

Use these credentials when connecting to the control system

Username:

Password:

## IP Table Entries

Entries in an IP table identify the control system(s) that can control Crestron Flex. Entries can be added, updated, or removed.

- Add an Entry
    - a. From the IP ID drop-down list, select the system's IP ID as specified in the control system's program.
- NOTE:** The IP ID must match the IP ID specified for the system in the control system's program.
- b. Enter the IP address or hostname in the **IP Address/Hostname** field.
  - c. If using a port other than 41794 for communications with the control system, enter it in the **Port (41794)\*** field.

**NOTE:** This field is optional. If left blank, the default port (41794) is used.

- d. Click **Add**.

- Modify an Entry
  - a. Click an entry in the IP table.
  - b. Select the new IP ID, address or hostname, and port.
  - c. Click **Update Selected**.
- Remove an Entry
  - a. Click an entry in the IP table.
  - b. Click **Remove**.

## Other IP Table Functions

Set the **Automatically discover and respond to other Crestron devices** setting to **Off** to hide the system from being discovered by other devices during auto-discovery.

Multiple control systems listed on the IP table can be allowed to control the system. Set the **Allow multiple IP Table entries** setting to **Off** to allow only one control system on the IP table.

## Crestron SSL

The system can use SSL technology when connecting to a Crestron control system. To configure the system to use SSL for control system communications:

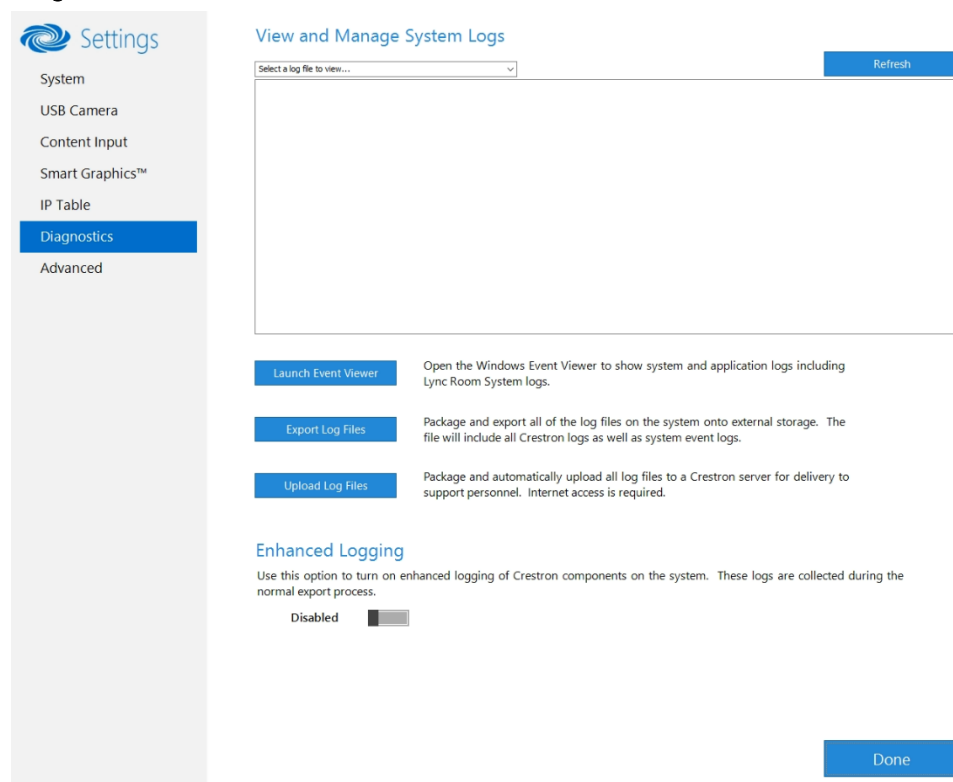
1. Set the **Use SSL for control system connections** setting to **Enabled**.
2. If certificate authentication is used, set the **Certificate Authentication** setting to **On**.
3. Enter the login credentials in the **Username** and **Password** fields.

## Diagnostics

Click **Diagnostics** to display the Diagnostics menu.

Use the Diagnostics menu to view and manage system logs.

## Diagnostics



### View Logs

When troubleshooting, different logs can be viewed. First, select the desired log file from the **View and Manage System Logs** drop-down list to view a specific log type. Then, click **Refresh** to view the latest log data.

### Windows Event Viewer

Click **Launch Event Viewer** to open the Windows event viewer that shows system and application logs.

### Export Log Files

Click **Export Log Files** to package and export all the log files (including all Crestron logs and system event logs) onto external storage.

### Upload Log Files

Click **Upload Log Files** to package and upload all the log files to a Crestron server for delivery to Crestron support personnel.

**NOTE:** Internet access is required for uploading.

### Enhanced Logging

Enable the enhanced logging feature only if instructed by Crestron support for advanced troubleshooting. The enhanced logs are collected during the normal export process. Turn off enhanced logging when troubleshooting is finished.

## Advanced

Click **Advanced** to display the Advanced menu.

Use the Advanced menu to configure the system with MyCrestron and Crestron Fusion software in the Cloud, to switch the UC Engine application mode, or to make the Soundbar firmware mode selection (UC-SB1-CAM-FLEX only).

### Advanced

The screenshot shows the 'Advanced' settings page. On the left is a sidebar with a 'Settings' header and a list of menu items: System, USB Camera, Content Input, Smart Graphics™, IP Table, Diagnostics, and Advanced (which is highlighted in blue). The main content area has three sections: 1. 'Cloud URL' with a text box containing 'https://api.my-crestron.com/api/Registration' and 'Save'/'Cancel' buttons. 2. 'UC-ENGINE Application Mode' showing 'Current Mode: Teams' and a 'Change to Zoom' button. 3. 'Soundbar Firmware Mode Selection' showing 'Current Soundbar Firmware Mode: Not Connected' and two options: 'Install Certified Firmware 1.1.98.26' and 'Install Alternate Beta Firmware 1.2.1.11', each with a brief description. A 'Done' button is at the bottom right.

### Cloud URL

Enter the URL of the Crestron Fusion server. Upon completion, the system should be brought into Crestron Fusion software as a processor. For more information, refer to the Crestron Fusion software help file.

### UC-ENGINE Application Mode

Many Crestron Flex solutions that support dual displays can switch from the Microsoft Teams Rooms application to the Zoom Rooms application.

**NOTE:** This functionality is supported by the ASUS UC engine only.

For more details on switching applications, refer to [Switching from Microsoft Teams Rooms to Zoom Rooms on page 35](#).



### Soundbar Firmware Mode Selection (for systems with UC-SB1-CAM-FLEX only)

Crestron Flex with a [UC-SB1-CAM-FLEX](#) UC Video Conference Smart Soundbar can be used with firmware that provides superior sound quality or higher volume output.

If a soundbar is connected to the system, click a firmware version to install it.

## Return to the Conference System

After all changes have been made, the system should be returned to regular operation. To return to regular operation:

1. Click **Done** to return to the Windows desktop.
2. Click . A menu is displayed.
3. Click , and then click **Sign Out**. The Administrator login screen is displayed.
4. Click **Skype**.
5. Click **Sign in**. The Microsoft Teams Rooms application will start.

**NOTE:** If a camera was disconnected from the UC Engine to use a keyboard, disconnect the keyboard, and connect the camera to the UC Engine.

# Switching from Microsoft Teams Rooms to Zoom Rooms

## Minimum Firmware Requirements

- UC Engine: 1.00.16.715b
- TSW-1060 touch screen: 2.006.0063.001
- TS-1070 touch screen: 1.001.0014.001
- UC-2 Mini Tabletop conference device: 1.0.1.59
- CCS-UC-1-T-V Crestron Mercury Tabletop UC Video Conference Console: 1.4906.00015.001
- CCS-UC-1-X Crestron Mercury X Tabletop Console: 1.4160.00050.001

## Change UC Engine Settings

Use one of the following methods to change the UC Engine settings:

- Crestron Settings App

### NOTES:

- Some dual display systems cannot switch from the Microsoft Teams Rooms to the Zoom Rooms application. For example, if the Crestron Settings app does not show the **Change to Zoom** button, the system does not support the mode switch function.
- If the XiO Cloud service manages the UC Engine, changes made in the Crestron Settings app will revert to the settings established by the XiO Cloud service.
- Crestron recommends using a keyboard and mouse connected to the UC Engine when using the Crestron Settings app. If a USB port is not available, temporarily disconnect the system's camera.

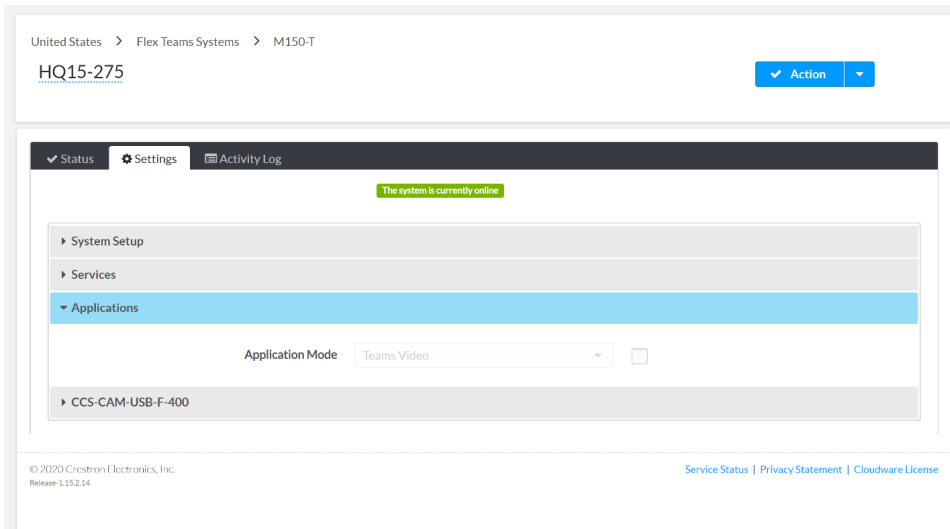
1. Open the Crestron Settings app as described in [Crestron Settings App on page 25](#).
2. Click **Advanced**.
3. Click **Change to Zoom** and click **Ok** to confirm. The system will reboot.

- XiO Cloud Service

**NOTE:** Changes made from the XiO Cloud service will override any settings made from the Crestron Settings app.

1. Log in to the XiO Cloud service and select the UC Engine to switch.
2. Click the **Settings** tab.

**XiO Cloud, UC Engine, Settings tab**



3. Click **Applications**.

**NOTE:** Some dual display systems cannot switch between the Microsoft Teams Rooms and the Zoom Rooms application. If the **Settings** tab does not contain an **Applications** menu, the system does not support the mode switch function.

4. Click the checkbox next to **Application Mode** to have the XiO Cloud service manage the device.

5. Select **Zoom Rooms** from the **Application Mode** drop-down list.

**XiO Cloud, UC Engine, Settings tab, Zoom Rooms selected**

The screenshot displays the 'Settings' tab in the XiO Cloud UC Engine interface. At the top, the breadcrumb navigation shows 'United States > Flex Teams Systems > M150-T'. Below this, the device identifier 'HQ15-275' is shown next to a 'Save Changes' button. The main content area has three tabs: 'Status', 'Settings' (selected), and 'Activity Log'. A green status message reads 'The system is currently online'. Under the 'Applications' section, the 'Application Mode' dropdown is set to 'Zoom Rooms' and is accompanied by a checked checkbox. Other sections visible include 'System Setup', 'Services', and 'CCS-CAM-USB-F-400'. The footer contains copyright information for Crestron Electronics, Inc. and links to 'Service Status', 'Privacy Statement', and 'Cloudware License'.

6. Click **Save Changes**. The device will reboot.



## Change the Control Device's Application Mode

Set the control device's **Application Mode** to **Zoom Rooms**.

### On Crestron Mercury Conference Systems

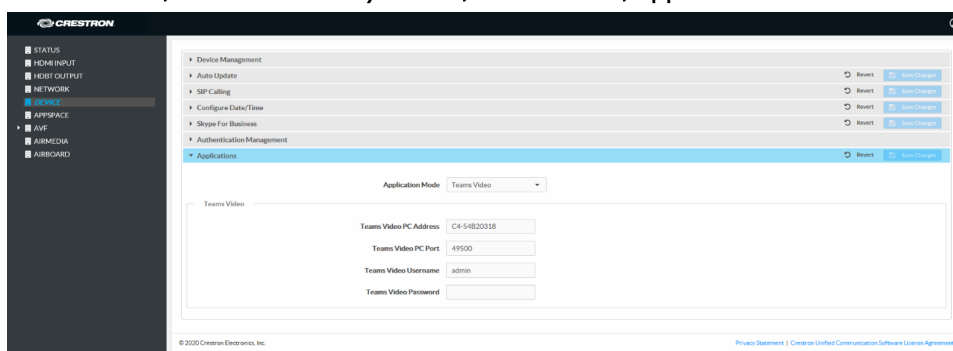
Use one of the following methods to change the Mercury conference system's application mode.

- Web Browser

**NOTE:** If the XiO Cloud service manages the Crestron Mercury device, any changes made in the web browser will revert to the settings established by the XiO Cloud service.

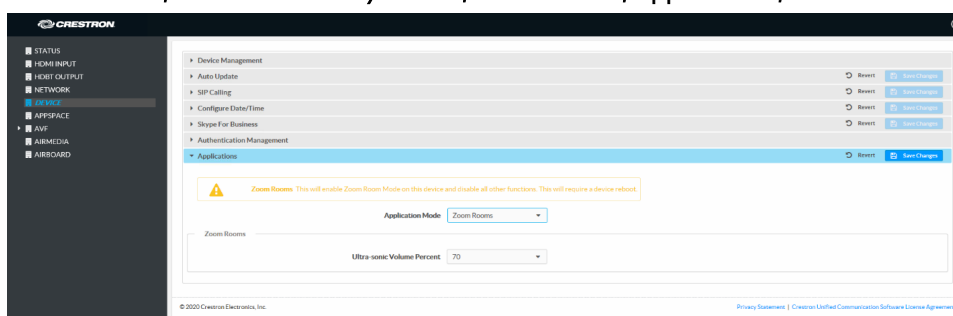
1. Use a web browser to display the **DEVICE** screen of the Crestron Mercury device's configuration pages. For more information, refer to the [CCS-UC-1 Product Manual](#) (Doc. 7844).

Web browser, Crestron Mercury Device, Device menu, Applications



2. Select **Zoom Rooms** from the **Application Mode** drop-down list.

Web browser, Crestron Mercury Device, Device menu, Applications, Zoom Rooms selected



3. Adjust the **Zoom Ultrasonic Volume** setting for use with the Zoom Rooms direct sharing feature. For more information, refer to [Direct sharing in Zoom Rooms](#).
4. Click **Save Changes**. The device will reboot.

- XiO Cloud Service

**NOTE:** Changes made from the XiO Cloud service will override any settings made from the device.

1. Log in to the XiO Cloud service and select the Crestron Mercury device to switch.
2. Click the **Settings** tab.
3. Click **Applications**.

**XiO Cloud, Crestron Mercury Device, Settings tab, Applications**

4. Click the checkbox next to **Application Mode** to have the XiO Cloud service manage the device.
5. Select **Zoom Rooms** from the **Application Mode** drop-down list.

**XiO Cloud, Crestron Mercury Device, Settings tab, Applications, Zoom Rooms selected**

6. Click **Save Changes**. The device will reboot.
7. Set the device's Zoom Room settings.
  - Enable **Zoom Room Controller Auto Update** to have the Crestron Mercury device automatically download updates as they are published.
  - Adjust the **Zoom Ultrasonic Volume** setting for use with the Zoom Rooms direct sharing feature. For more information, refer to [Direct sharing in Zoom Rooms](#).
8. Click **Save Changes**.

## On Touch Screens

Use one of the following methods to change the touch screen's application mode.

- Web Browser

**NOTE:** If the touch screen is managed by the XiO Cloud service, any changes made in the web browser will revert to the settings established by the XiO Cloud service.

1. Use a web browser to display the Applications settings of the touch screen's configuration pages. For more information, refer to the [TSW-560/TSW-760/TSW-1060 Supplemental Guide](#) (Doc. 7927), [TSW-570, TSW-770, and TSW-1070 Product Manual](#) (Doc. 8550), and [TS-770 and TS-1070 Product Manual](#) (Doc. 8555).

Web browser, Touch Screen Device, Settings tab, Applications

AVFFlex-TSW

Actions

- Audio
- Cloud Settings
- Configure Date/Time
- Authentication Management
- 802.1x Configuration
- Auto Update
- Applications**

Application Mode: Teams Video

Teams Video

Teams Video PC Address: HostMost

Teams Video PC Port: 49500

Teams Video Username: admin

Teams Video Password:

Device Pairing

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2. Select **Zoom Rooms** from the **Application Mode** drop-down list.

Web browser, Touch Screen Device, Settings tab, Applications, Zoom Rooms selected

AVFFlex-TSW

Save Changes

- Configure Date/Time
- Authentication Management
- 802.1x Configuration
- Auto Update
- Applications**

Zoom Rooms: This will enable Zoom Room Mode on this device and disable all other functions. This will require a device reboot.

Application Mode: Zoom Rooms

Zoom Rooms

Zoom Room Page Flip: Disabled

Time Out Control: Disabled

Flip To Project

Flip To Zoom Rooms

Flip Back Time: 100

Device Pairing

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3. If the touch screen is to flip between Zoom Rooms and a custom touch panel project, configure the page flip operation below.
  - a. Use a web browser to display the Applications settings of the touch screen's configuration pages.
  - b. Set **Zoom Room Page Flip** to **Enabled**.
  - c. Set **Time Out Control** to the automatic flip behavior for the Zoom Rooms application.
    - **Disabled:** Automatic flip behavior is disabled.
    - **Flip To Project:** The screen automatically flips to the user project after the Flip Back Time duration elapses. Press the home button (second hard key from top right) on the touch screen to flip back to the Zoom Rooms application.
    - **Flip To Mode:** The screen automatically flips to the Zoom Rooms application after the time-out duration elapses. Press the home button on the touch screen to flip back to the user project.
  - d. Set **Flip Back Time** to a time (1 to 100 minutes) before the automatic flip behavior occurs.
4. Click **Save Changes**. The device will reboot.

**NOTE:** The touch screen automatically updates the Zoom Rooms application weekly. If an update is needed sooner, click **Actions**, and then click **App Upgrade**.

- XiO Cloud Service

**NOTE:** Changes made from the XiO Cloud service will override any settings made from the device.

1. Log in to the XiO Cloud service and select the touch screen device to switch.
2. Click the **Settings** tab.
3. Click **Applications**.

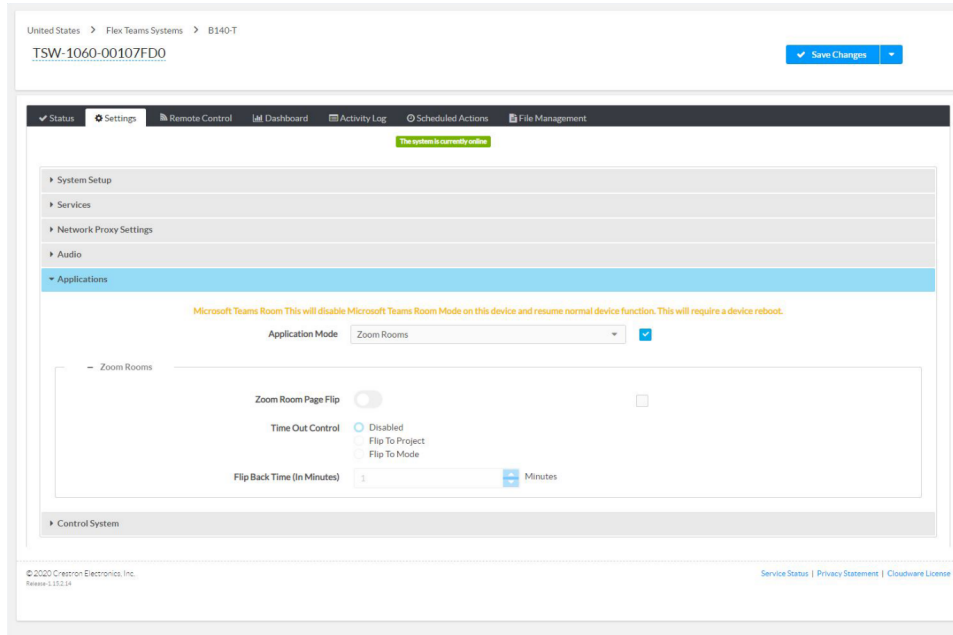
**XiO Cloud, Touch Screen Device, Settings tab, Applications**

The screenshot displays the XiO Cloud web interface for a touch screen device. The top navigation bar includes links for Status, Settings (active), Remote Control, Dashboard, Activity Log, Scheduled Actions, and File Management. A green status indicator states "The system is currently online". The left sidebar lists configuration categories: System Setup, Services, Network Proxy Settings, Audio, and Applications (selected). The main content area shows the "Applications" settings, with "Application Mode" set to "Teams Video" and a checkbox to its right. Below this, a section titled "Microsoft Teams Video" contains four input fields: "UC-ENGINE Address" (GP22-B140-UCUC), "UC-ENGINE Port" (49900), "UC-ENGINE Admin Username" (admin), and "UC-ENGINE Admin Password" (masked with asterisks). The footer includes copyright information for Crestron Electronics, Inc. and links for Service Status, Privacy Statement, and Cloudware License.

4. Click the checkbox next to **Application Mode** to have the XiO Cloud service manage the device.

5. Select **Zoom Rooms** from the **Application Mode** drop-down list.

XiO Cloud, Touch Screen Device, Settings tab, Applications, Zoom Rooms selected



6. If the touch screen is to flip between Zoom Rooms and a custom touch panel project, configure page flip operation.
  - a. Set **Zoom Room Page Flip** to **Enabled**.
  - b. Set **Time Out Control** to the automatic flip behavior for the Zoom Rooms application.
    - **Disabled:** Automatic flip behavior is disabled.
    - **Flip To Project:** The screen automatically flips to the user project after the Flip Back Time duration elapses. Press the home button (second hard key from top right) on the touch screen to flip back to the Zoom Rooms application.
    - **Flip To Mode:** The screen automatically flips to the Zoom Rooms application after the time-out duration elapses. Press the home button on the touch screen to flip back to the user project.
  - c. Set **Flip Back Time** to a time (1 to 100 minutes) before the automatic flip behavior occurs.
7. Click **Save Changes**. The device will reboot.

# Zoom Rooms™ Systems

## Minimum Requirements

- A Zoom Rooms account or activation code is required to set up a Zoom Rooms system.
- Zoom Room administrator access is required to create and modify Zoom rooms.

## Pre-Deployment Checklist

Complete the following tasks to ensure successful deployment of your Crestron® Flex conference room solution.

TASK	REQUIREMENT	NOTES
Verify Accounts/Configure Solution	Zoom Rooms account credentials	<p>When purchasing a Crestron Flex for use with Zoom Rooms, the Zoom Rooms desktop client is preinstalled on the UC-ENGINE.</p> <p>For guidelines on how to configure accounts for Zoom Rooms, visit <a href="#">Setup &amp; Configuration</a> on the Zoom Rooms Help Center.</p>
Confirm Connection Points	Two (2) Gigabit LAN Ports	Ensure the installation space has two available gigabit LAN ports connected to the same VLAN on the same network.
Configure Network Server	Configure your network to provide an IP address using DHCP.	Crestron Flex for Zoom Rooms does not require tabletop devices to communicate with the UC-Engine directly. Each device requires Internet access to the Zoom Cloud service.
Establish Network Communications	Open the required TCP and UDP ports.	<p>Open TCP ports 80, 443, 8801, and 8802. Open UDP ports 3478, 3479, and 8801 through 8810.</p> <p>For more information, visit <a href="#">Network Firewall or Proxy Server Settings for Zoom</a> and <a href="#">Firewall Configuration for Zoom Rooms</a>.</p>



For more information, visit [Online Help \(OLH\) Answer ID: 1000357, Crestron Flex Teams, and Zoom Room Systems](#).

## Initial Setup

Connect and start the system as described in your system's Quick Start guide. For detailed instructions on planning, deploying, and managing the Zoom Rooms system, visit [Zoom's Documentation](#).

## Software Updates for Zoom Rooms

Firmware updates for the UC Engine in a Zoom Rooms system are done through the UC Engine's Windows Update service, while Zoom Rooms software and the control devices (Crestron Mercury devices or touch screens) receive updates from the Zoom portal.

## Crestron Settings App

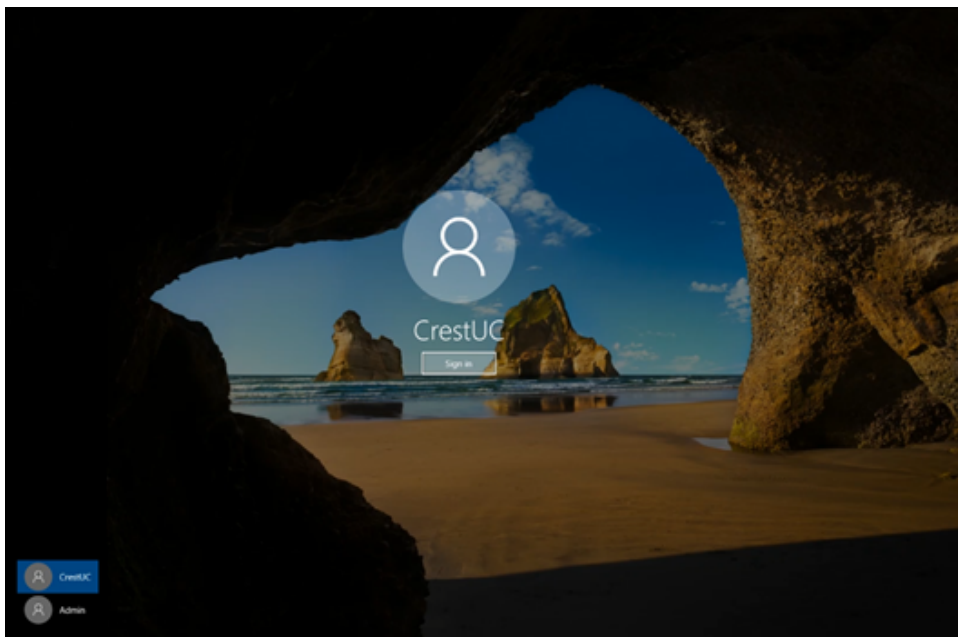
After setting up Zoom Rooms, use the Crestron Settings app for further configuration. A USB keyboard and mouse are required to use the Crestron Settings app.

**NOTE:** If a USB port is not available, temporarily disconnect the system's camera.

To open the Crestron Settings App:

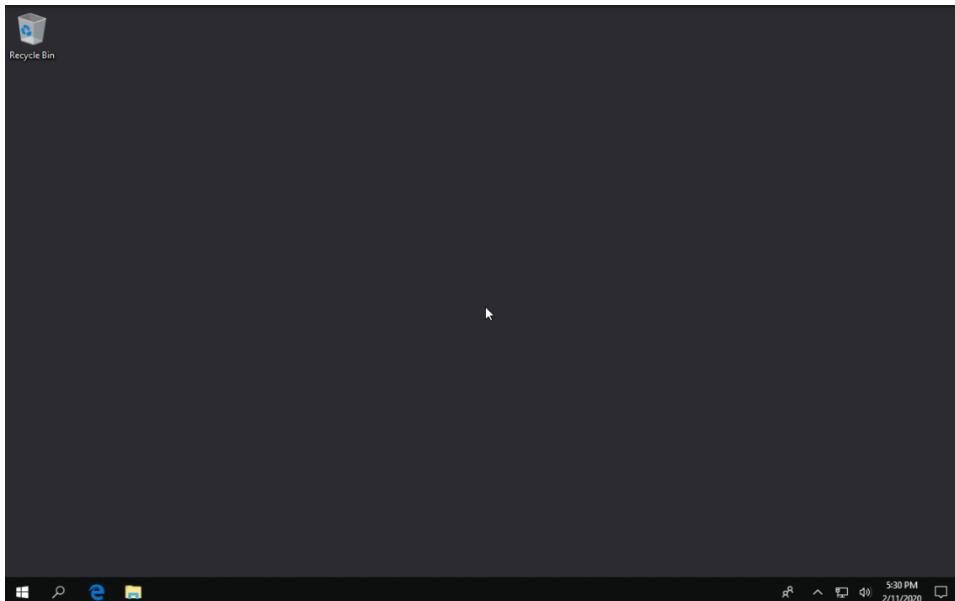
1. Connect a USB keyboard and mouse to a USB port on the UC Engine located on the bracket assembly.
2. Press **Ctrl + Alt + Del** and select **Sign Out**. The login screen is shown.

Login Screen



- Use the mouse and keyboard to click **Admin** and enter the administrator password (the default is "crestron"). The Windows desktop is displayed.

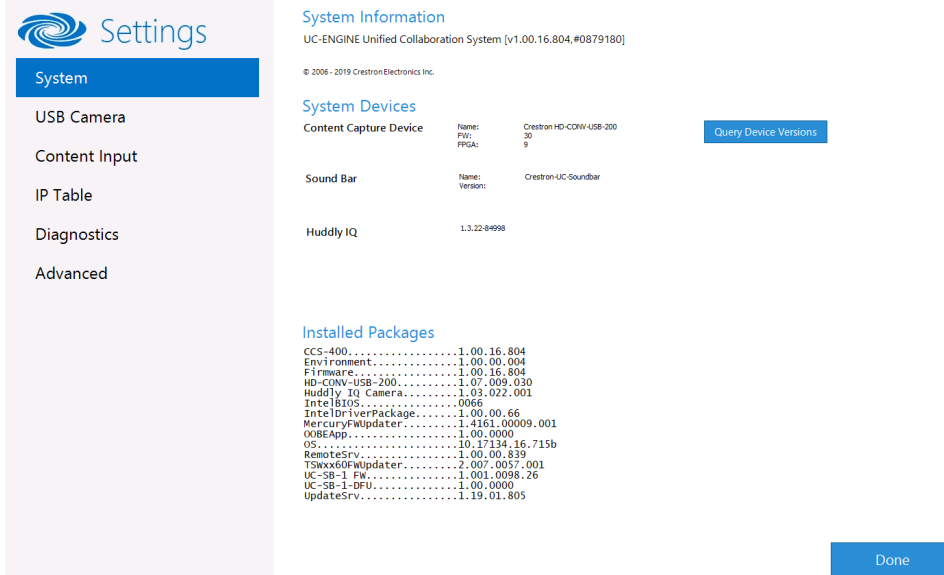
### Windows Desktop



- Click  > **Crestron** folder > **Crestron Settings**. The Crestron Settings app opens.

**NOTE:** When opening the Crestron Settings app for the first time, you must agree to the CRESTRON UNIFIED COMMUNICATIONS SOFTWARE LICENSE AGREEMENT. Click **I Agree** to continue to the Crestron Settings app.


### Crestron Settings App



# System

Use the **System** menu to view firmware versions of connected system devices and the firmware packages stored on the UC Engine.

## System

 Settings

System

USB Camera

Content Input

IP Table

Diagnostics

Advanced

System Information

UC-ENGINE Unified Collaboration System [v1.00.16.804, #0879180]

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System Devices

Content Capture Device	Name: Firmware: FPGA:	Crestron HD-CONV-USB-200 30 9
Sound Bar	Name: Version:	Crestron-UC-Soundbar
Huddly IQ		1.3.22-04998

Query Device Versions

Installed Packages

CCS-400.....1.00.16.804  
Environment.....1.00.00.004  
Firmware.....1.00.16.804  
HD-CONV-USB-200.....1.07.009.030  
Huddly IQ Camera.....1.03.022.001  
IntelBIOS.....0066  
IntelDriverPackage.....1.00.00.66  
MercuryFWUpdater.....1.4161.00009.001  
OOBEApp.....1.00.0000  
OS.....10.17134.16.715b  
RemoteSrv.....1.00.00.839  
TSxxx60FWUpdater.....2.007.0057.001  
UC-SB-1 FW.....1.001.0098.26  
UC-SB-1-DFU.....1.00.0000  
UpdateSrv.....1.19.01.805

Done

Click **Query Device Versions** to view the firmware versions of the connected system devices.

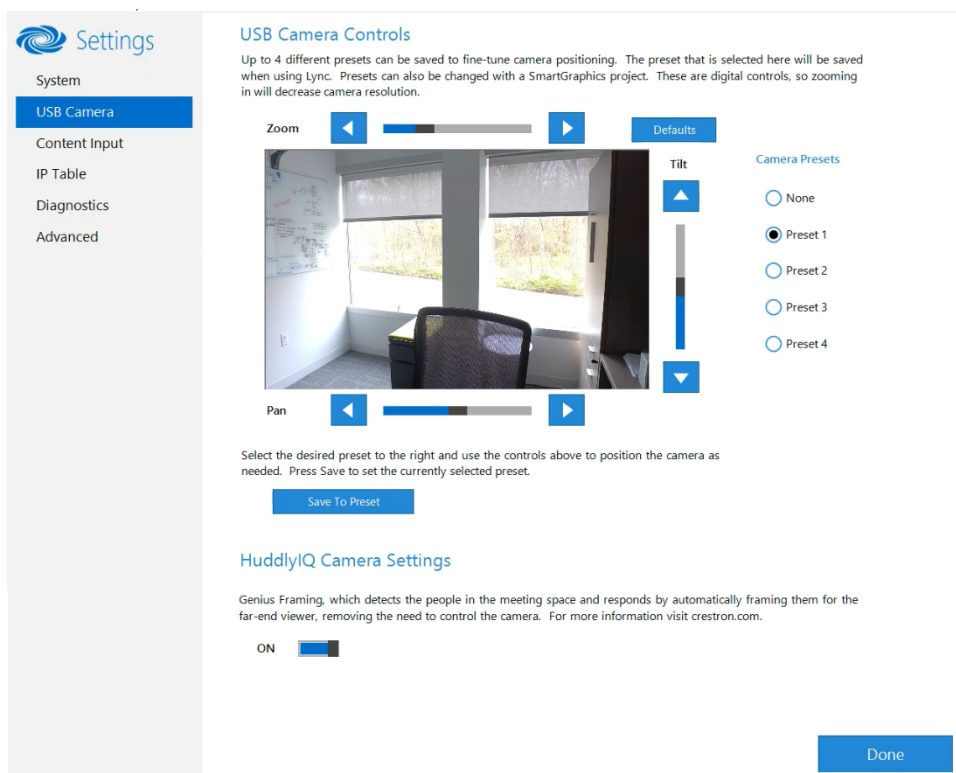
Click **Done** to exit the Crestron Settings app. The Windows desktop is displayed.

# USB Camera

Click **USB Camera** to display the USB Camera menu.

Use the **USB Camera** menu to adjust the zoom, tilt, and pan, recall preset settings, store preset settings, and control the Genius Framing feature (available for specific cameras).

## USB Camera



### Adjust Tilt, Pan, or Zoom

The tilt, pan, and zoom on a connected camera can be remotely adjusted from the USB Camera screen.

**NOTE:** Tilt, pan, and zoom settings may not work with all cameras.

To adjust the tilt, pan, or zoom, select a preset and adjust as necessary.

- Click **Zoom I** or **H** to adjust the zoom.
- Click **Pan I** or **H** to adjust the pan.
- Click **Tilt K** or **J** to adjust the camera tilt.
- Click **Defaults** to return the camera to its default settings.

### Save a Preset

Tilt, pan, and zoom settings can be saved for recall later. To save a preset setting:

1. Click one of the four available Camera Presets locations on the right side of the display.
2. Adjust the tilt, pan, and zoom as described in [Adjust Tilt, Pan, or Zoom on page 49](#).
3. Click **Save To Preset** to save the settings.

### Recall a Preset

Click a Preset on the right side to recall a preset.

## Genius Framing (systems with a CCS-CAM-USB-F-400 or UC-SB1-CAM-FLEX)

Crestron Flex solutions that use a [CCS-CAM-USB-F-400](#) Huddly IQ Collaboration Camera or a [UC-SB1-CAM-FLEX](#) UC Video Conference Smart Soundbar & Camera can use the camera's built-in Genius Framing feature. Genius Framing automatically detects and frames people in the camera's field of view.

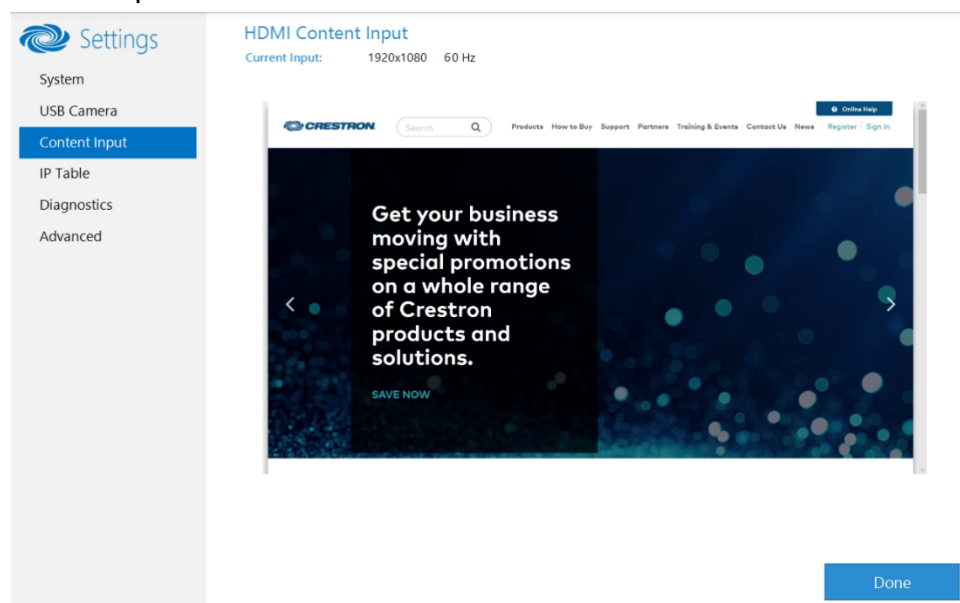
By default, Genius Framing is set to **ON**. Set the switch to **OFF** to disable Genius Framing.

**NOTE:** Genius Framing can be controlled by the XiO Cloud service if the UC Engine is registered with the service.

## Content Input

Click **Content Input** to display information about the HDMI content input.

### Content Input



## IP Table

Click **IP Table** to display the IP Table menu.


Configure the IP table to allow Crestron Flex to be used as part of a Crestron control system. An IP table is a lookup table used by Crestron Ethernet devices to map between IP IDs and IP addresses. Use the IP Table menu to enable and configure the system for communication with a Crestron control system.

### NOTE:

- A Crestron Flex's IP table can also be configured by Crestron Toolbox software. For more information, refer to the Crestron Toolbox help file.

- The touch screen's IP table must contain an entry for the control system. For more information, refer to the [TSW-560/TSW-760/TSW-1060 Supplemental Guide](#) (Doc. 7927), [TSW-570, TSW-770, and TSW-1070 Product Manual](#) (Doc. 8550), and [TS-770 and TS-1070 Product Manual](#) (Doc. 8555).

### IP Table



System

USB Camera

Content Input

**IP Table**

Diagnostics

Advanced

Crestron IP Table

IP ID	Type	Address	Dev ID	Port	Status
-------	------	---------	--------	------	--------

IP ID:

Type (Gway)\*

IP Address/Hostname:

Device ID (JNR) \*

Port (41794)\* :

Update Selected

Remove

Add

\* Entries are optional and if not specified, the default will be used.

Automatically discover and respond to other Crestron devices

On

Allow multiple IP Table entries

On

Crestron SSL

These settings allow secure connections to Crestron control systems. Apply and restart to save these changes.

Use SSL for control system connections

Disabled

Use these credentials when connecting to the control system

Username:

Password:

Done

### IP Table Entries

Entries in an IP table identify the control system(s) that can control Crestron Flex. Entries can be added, updated, or removed.

- Add an Entry
  - a. From the IP ID drop-down list, select the system's IP ID as specified in the control system's program.

**NOTE:** The IP ID must match the IP ID specified for the system in the control system's program.

- b. Enter the IP address or hostname in the **IP Address/Hostname** field.
- c. If using a port other than 41794 for communications with the control system, enter it in the **Port (41794)\*** field.

**NOTE:** This field is optional. If left blank, the default port (41794) is used.

- d. Click **Add**.

- Modify an Entry
  - a. Click an entry in the IP table.
  - b. Select the new IP ID, address or hostname, and port.
  - c. Click **Update Selected**.
- Remove an Entry
  - a. Click an entry in the IP table.
  - b. Click **Remove**.

## Other IP Table Functions

Set the **Automatically discover and respond to other Crestron devices** setting to **Off** to hide the system from being discovered by other devices during Autodiscovery.

Multiple control systems listed on the IP table can be allowed to control the system. Set the **Allow multiple IP Table entries** setting to **Off** to allow only one control system on the IP table.

## Crestron SSL

The system can use SSL technology when connecting to a Crestron control system. To configure the system to use SSL for control system communications:

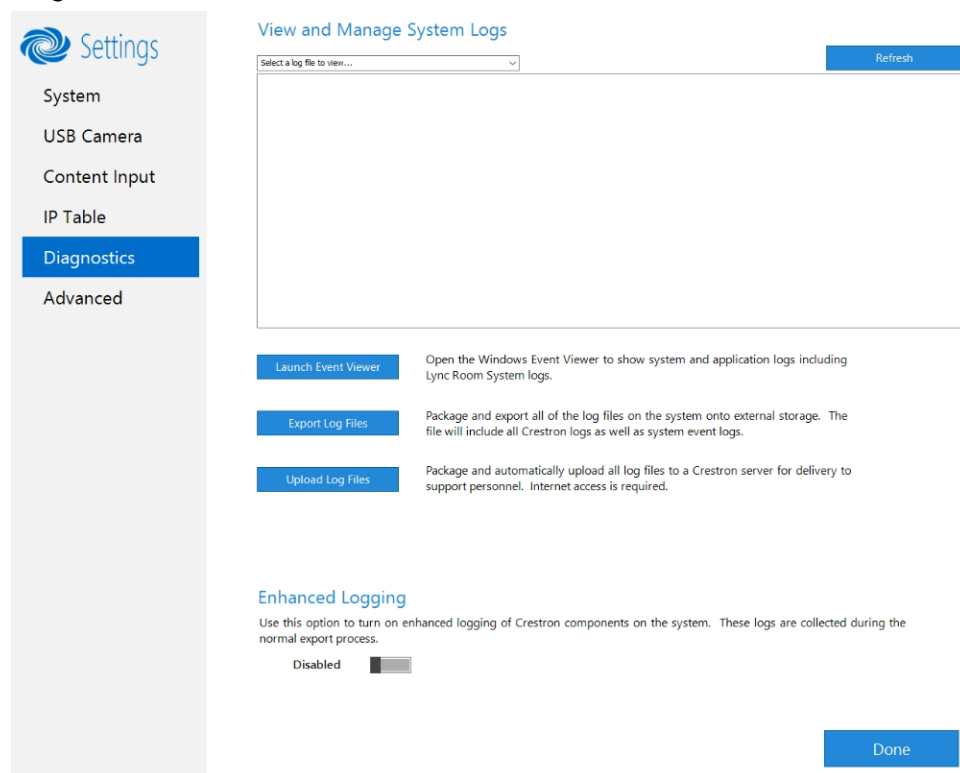
1. Set the **Use SSL for control system connections** setting to **Enabled**.
2. If certificate authentication is used, set the **Certificate Authentication** setting to **On**.
3. Enter the login credentials in the **Username** and **Password** fields.

## Diagnostics

Click **Diagnostics** to display the Diagnostics menu.

Use the Diagnostics menu to view and manage system logs.

## Diagnostics



### View Logs

When troubleshooting, different logs can be viewed. Select the desired log file from the **View and Manage System Logs** drop-down list to view a specific log type. Then, click **Refresh** to view the latest log data.

### Windows Event Viewer

Click **Launch Event Viewer** to open the Windows event viewer that shows system and application logs.

### Export Log Files

Click **Export Log Files** to package and export all the log files (including all Crestron logs and system event logs) onto external storage.

### Upload Log Files

Click **Upload Log Files** to package and upload all the log files to a Crestron server for delivery to Crestron support personnel.

**NOTE:** Internet access is required for uploading.

### Enhanced Logging

Enable the enhanced logging feature only if instructed by Crestron support for advanced troubleshooting. The enhanced logs are collected during the normal export process. Turn off enhanced logging when troubleshooting is finished.



## Advanced

Click **Advanced** to display the Advanced menu.

Use the Advanced menu to configure the system with MyCrestron and Crestron Fusion software in the Cloud, to switch the UC Engine application mode, or to make the Soundbar firmware mode selection (UC-SB1-CAM-FLEX only).

### Advanced

The screenshot shows the 'Advanced' settings page. On the left is a sidebar with a 'Settings' header and a list of menu items: System, USB Camera, Content Input, IP Table, Diagnostics, and Advanced (which is highlighted in blue). The main content area has three sections: 1. 'Cloud URL' with a text input field containing 'https://api.my.crestron.com/api/Registration', 'Save', and 'Cancel' buttons. 2. 'UC-ENGINE Application Mode' showing 'Current Mode: Zoom' and a 'Change to Teams' button. 3. 'Soundbar Firmware Mode Selection' showing 'Current Soundbar Firmware Mode: Not Connected' and two options: 'Install Certified Firmware' (1.1.98.26) and 'Install Alternate Beta Firmware' (1.2.1.11), each with a brief description. A 'Done' button is at the bottom right.

### Cloud URL

Enter the URL of the Crestron Fusion server. Upon completion, the system should be brought into Crestron Fusion software as a processor. For more information, refer to the Crestron Fusion software help file.

### UC-ENGINE Application Mode

Many Crestron Flex solutions that support dual displays can switch from the Zoom Rooms application to the Microsoft Teams Rooms.

**NOTE:** This functionality is supported by the ASUS UC engine only.

For more details on switching applications, refer to [Switching from Zoom Rooms to Microsoft Teams Rooms on page 55](#).



### Soundbar Firmware Mode Selection (for systems with UC-SB1-CAM-FLEX only)

Crestron Flex with a [UC-SB1-CAM-FLEX](#) UC Video Conference Smart Soundbar can be used with firmware that provides superior sound quality or higher volume output.

If a soundbar is connected to the system, click a firmware version to install it.

## Return to the Conference System

After all changes have been made, the system should be returned to regular operation. To return to regular operation:

1. Click **Done** to return to the Windows desktop.
2. Click . A menu is displayed.
3. Click , and then click **Sign Out**. The Administrator login screen is displayed.
4. Click **CrestUC**.
5. Click **Sign in**. The Zoom Rooms application will start.

**NOTE:** If a camera was disconnected from the UC Engine to use a keyboard, disconnect the keyboard and connect the camera to the UC Engine.

## Switching from Zoom Rooms to Microsoft Teams Rooms

**NOTE:** This functionality is supported by the ASUS UC engine only.

### Minimum Firmware Requirements

- UC Engine: 1.00.16.715b
- TSW-1060 touch screen: 2.006.0063.001
- TS-1070 touch screen: 1.001.0014.001
- UC-2 Mini Tabletop conference device: 1.0.1.59
- CCS-UC-1-T-V Crestron Mercury Tabletop UC Video Conference System: 1.4906.00015.001
- CCS-UC-1-X Crestron Mercury X Tabletop Conference System: 1.4160.00050.001

### Change UC Engine Settings

Use one of the following methods to change the UC Engine settings:

- Crestron Settings App

**NOTES:**

- Some dual display systems cannot switch from the Zoom Rooms to the Microsoft Teams Rooms application. For example, if the Crestron Settings app does not show the **Change to Teams** button, the system does not support the mode switch function.
- If the XiO Cloud service manages the UC Engine, changes made in the Crestron Settings app will revert to the settings established by the XiO Cloud service.
- Crestron recommends using a keyboard and mouse connected to the UC Engine when using the Crestron Settings app. If a USB port is not available, temporarily disconnect the system's camera.

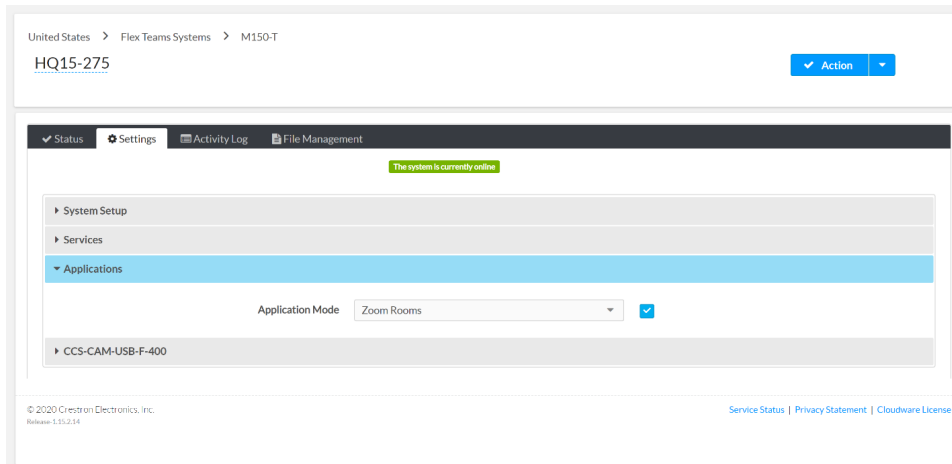
1. Open the Crestron Settings app as described in [Crestron Settings App on page 46](#).
2. Click **Advanced**.
3. Click **Change to Teams** and click **Ok** to confirm. The system will reboot.

- XiO Cloud Service

**NOTE:** Changes made from the XiO Cloud service will override any settings made from the Crestron Settings app.

1. Log in to the XiO Cloud service and select the UC Engine to switch.
2. Click the **Settings** tab.

**XiO Cloud, UC Engine, Settings tab**



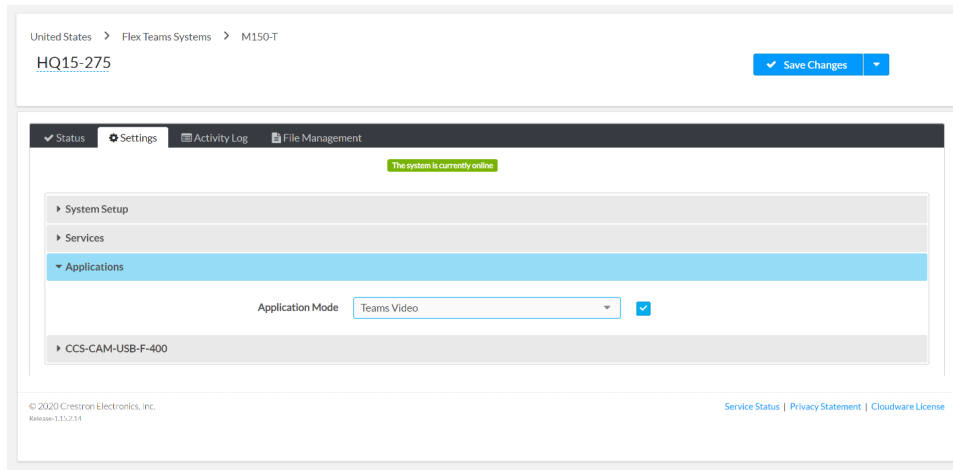
3. Click **Applications**.

**NOTE:** Some dual display systems cannot switch between the Zoom Rooms and the Microsoft Teams Rooms application. If the **Settings** tab does not contain an **Applications** menu, the system does not support the mode switch function.

4. Click the checkbox next to **Application Mode** to have the XiO Cloud service manage the device

5. Select **Teams Video** from the **Application Mode** drop-down list.

**XiO Cloud, UC Engine, Settings tab, Teams Video selected**



6. Click **Save Changes**. The device will reboot.

## Change the Control Device's Application Mode

Set the control device's **Application Mode** to **Teams Video**.

### On Crestron Mercury Conference Systems

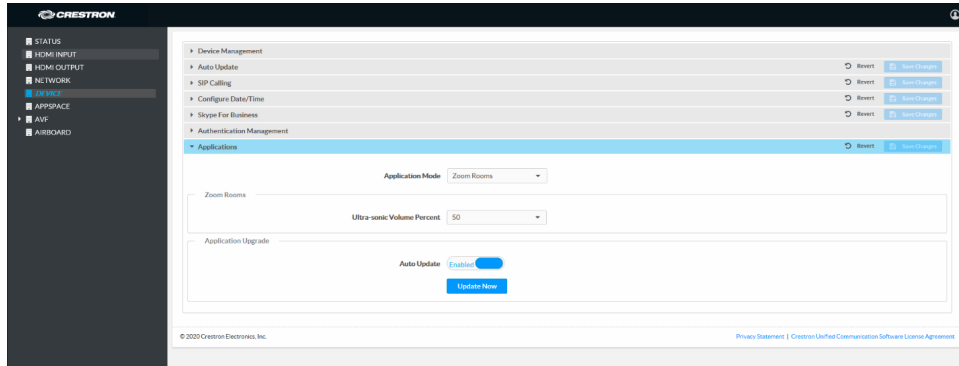
Use one of the following methods to change the Mercury conference system's application mode.

- Web Browser

**NOTE:** If the XiO Cloud service manages the Crestron Mercury device, any changes made in the web browser will revert to the settings established by the XiO Cloud service.

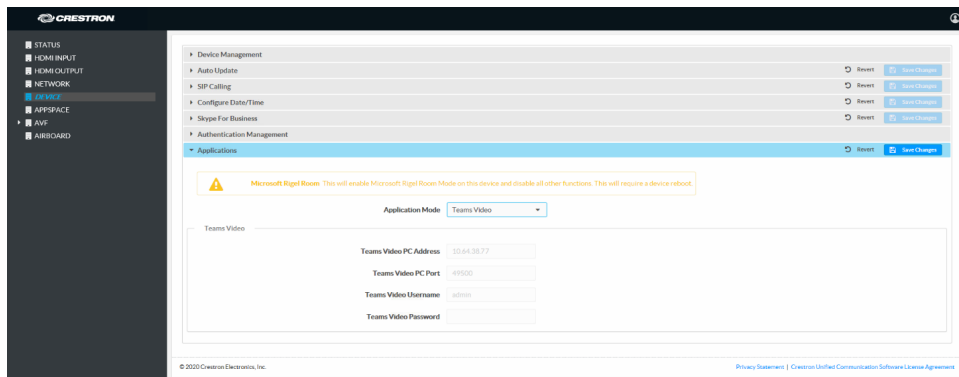
1. Use a web browser to display the **DEVICE** screen of the Crestron Mercury device's configuration pages. For more information, refer to the [CCS-UC-1 Product Manual](#) (Doc. 7844).

#### Web browser, Crestron Mercury Device, Device menu, Applications



2. Select **Teams Video** from the **Application Mode** drop-down list.

#### Web browser, Crestron Mercury Device, Device menu, Applications, Teams Video selected



3. Click **Save Changes**. The device will reboot.

4. If the Crestron Mercury device is using a direct Ethernet connection to the UC Engine, continue to [Configuration on page 22](#). Otherwise, log in to the Crestron Mercury device and navigate to **DEVICE > Applications**.

Certain Crestron Flex running Microsoft Teams Rooms can use a direct Ethernet connection between the control device and a USB-to-Ethernet adapter ([ADPT USB ENET](#)) connected to the UC Engine to simplify the installation and configuration of the system. This method accelerates deployment, ensures reliability, and provides long-term service while eliminating network setup dependencies related to hardware and security requirements. For more information, refer to the system's quick start guide.

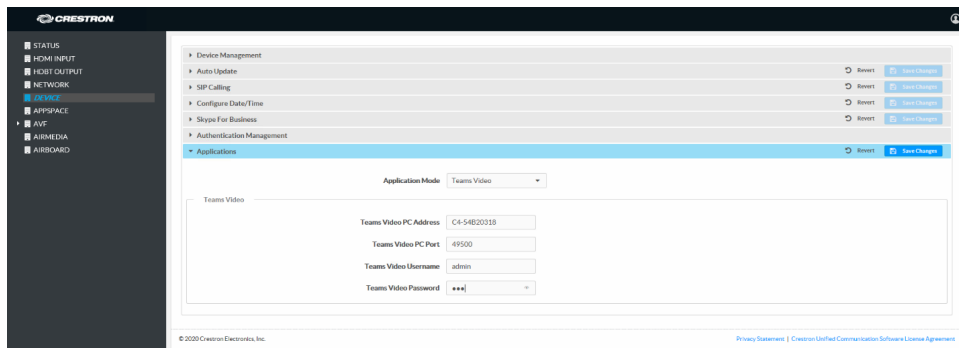
**NOTE:** Zoom Rooms systems and some Microsoft Teams Rooms systems do not have the ADPT USB ENET installed. The ADPT-USB-ENET is available for converting a Zoom Rooms system to a Microsoft Teams Rooms system using a direct Ethernet connection between the control device and the UC Engine. The ADPT USB ENET can also be used by those who would like to upgrade an existing Microsoft Teams Rooms system to support a direct Ethernet connection between the control device and the UC Engine.

5. Enter the following information in the appropriate fields.
  - **Teams Video PC Address:** Enter the IP address or hostname of the UC Engine.

**NOTE:** The hostname is printed on a label affixed to the UC Engine (mounted on the UC bracket assembly).

- **Teams Video PC Port:** By default, port number 49500 is used. If a different port number has been configured on the UC Engine, enter that port number instead.
- **Teams Video Username:** Enter the login username for the UC Engine. (the default is "admin")
- **Teams Video Password:** Enter the login password for the UC Engine. (the default is "sfb")

#### Web browser, Crestron Mercury Device, Device menu, Applications



6. Click **Save Changes**.



7. Configure the system as described in [Configuration on page 22](#).

- XiO Cloud Service

**NOTE:** Changes made from the XiO Cloud service will override any settings made from the device.

1. Log in to the XiO Cloud service and select the Crestron Mercury device to switch.
2. Click the **Settings** tab.
3. Click **Applications**.

**XiO Cloud, Crestron Mercury Device, Settings tab**

The screenshot displays the 'UC-ProductMgmt' interface for a 'MercX' device. A sidebar on the left lists settings categories: Services, Scheduling, Conferencing, Audio-Video, PinPointUX, and Applications (which is expanded and highlighted in blue). The main content area shows 'Application Mode' set to 'Zoom Rooms' with a checked checkbox. Below this, a 'Zoom Rooms' section contains 'Zoom Room Controller Auto Update' (disabled) and 'Zoom Ultrasonic Volume' (set to 70). The footer includes copyright information for Crestron Electronics, Inc. and links to Service Status, Privacy Statement, and Cloudware License.

4. Click the checkbox next to **Application Mode** to have the XiO Cloud service manage the device.

5. Select **Teams Video** from the **Application Mode** drop-down list.

**XiO Cloud, Crestron Mercury Device, Settings tab, Applications, Teams Video selected**

The screenshot shows the UC-ProductMgmt MercX web interface. At the top, there's a header with 'UC-ProductMgmt' and 'MercX' on the left, and a 'Save Changes' button on the right. Below the header is a sidebar menu with options: 'Scheduling', 'Conferencing', 'Audio-Video', 'PinPointUX', and 'Applications'. The 'Applications' option is selected and highlighted in blue. The main content area shows the 'Application Mode' dropdown set to 'Teams Video' with a checkmark icon. Below this, there's a section for 'Microsoft Teams Video' with four input fields: 'UC-ENGINE Address' (containing 'C4-54B20318Bf'), 'UC-ENGINE Port' (containing '49500'), 'UC-ENGINE Admin Username' (containing 'admin'), and 'UC-ENGINE Admin Password' (containing '\*\*\*\*'). At the bottom of the page, there's a footer with '© 2020 Crestron Electronics, Inc. Release 1.032.04' on the left and 'Service Status | Privacy Statement | Cloudware License' on the right.

6. Click **Save Changes**. The device will reboot.
7. If the Crestron Mercury device is using a direct Ethernet connection to the UC Engine, continue to step [10](#). Otherwise, Click **Applications**.
8. Enter the following information in the appropriate fields.
  - **Teams Video PC Address:** Enter the IP address or hostname of the UC Engine.

**NOTE:** The hostname is printed on a label affixed to the UC Engine (mounted on the UC bracket assembly).

- **Teams Video PC Port:** By default, port number 49500 is used. If a different port number has been configured on the UC Engine, enter that port number instead.
  - **Teams Video Username:** Enter the login username for the UC Engine. (the default is "admin")
  - **Teams Video Password:** Enter the login password for the UC Engine. (the default is "sfb")
9. Click **Save Changes**.
  10. Configure the system as described in [Configuration on page 22](#).

## On Touch Screens

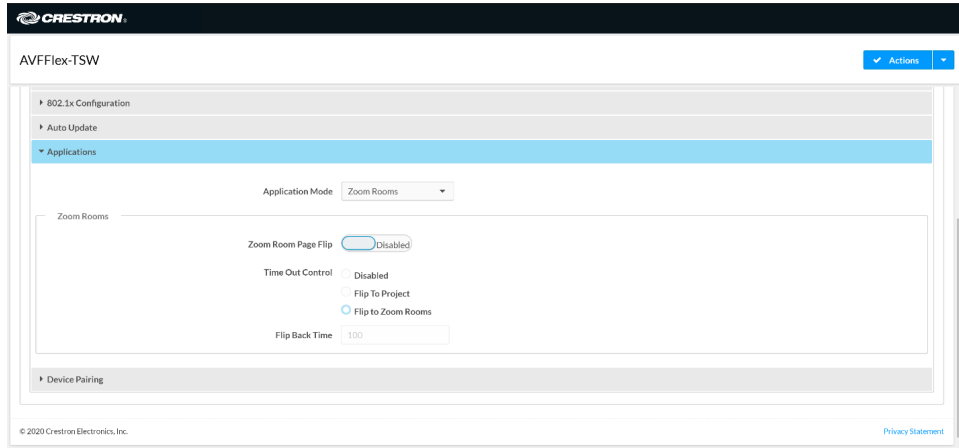
Use one of the following methods to change the touch screen's application mode.

- Web Browser

**NOTE:** If the touch screen is managed by the XiO Cloud service, any changes made in the web browser will revert to the settings established by the XiO Cloud service.

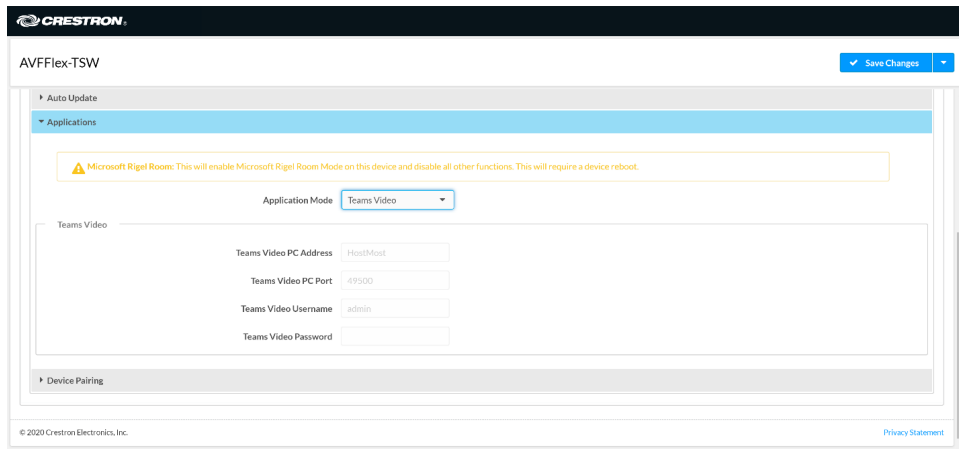
1. Use a web browser to display the Applications settings of the touch screen's configuration pages. For more information, refer to the [TSW-560/TSW-760/TSW-1060 Supplemental Guide](#) (Doc. 7927), [TSW-570, TSW-770, and TSW-1070 Product Manual](#) (Doc. 8550), and [TS-770 and TS-1070 Product Manual](#) (Doc. 8555).

Web browser, Touch Screen Device, Settings tab, Applications



2. Select **Teams Video** from the **Application Mode** drop-down list.

Web browser, Touch Screen Device, Settings tab, Applications, Teams Video selected



3. Click **Save Changes**. The device will reboot.
4. If the touch screen is directly connected to the UC Engine through a PWE-4803-RU, continue to step [7](#). Otherwise, log in to the touch screen's configuration pages and navigate to **Settings > Applications**.

5. Enter the following information in the appropriate fields.

- **Teams Video PC Address:** Enter the IP address or hostname of the UC Engine.

**NOTE:** The hostname is printed on a label affixed to the UC Engine (mounted on the UC bracket assembly).

- **Teams Video PC Port:** By default, port number 49500 is used. If a different port number has been configured on the UC Engine, enter that port number instead.
- **Teams Video Username:** Enter the login username for the UC Engine. (the default is "admin")
- **Teams Video Password:** Enter the login password for the UC Engine. (The default is "sfb")

Web browser, Touch Screen Device, Settings tab, Applications

The screenshot shows the Crestron AVFFlex-TSW-d867 web interface. The top navigation bar includes the Crestron logo and a 'Save Changes' button. The main content area is titled 'Applications' and features a dropdown menu for 'Application Mode' set to 'Teams Video'. Below this, there are four input fields: 'Teams Video PC Address' (containing 'hostname123456'), 'Teams Video PC Port' (containing '49500'), 'Teams Video Username' (containing 'admin'), and 'Teams Video Password' (containing masked characters '\*\*\*'). The interface also includes a 'Device Pairing' section at the bottom and a 'Privacy Statement' link in the footer.

6. Click **Save Changes**.

7. Configure the system as described in [Configuration on page 22](#).

- XiO Cloud Service

**NOTE:** Changes made from the XiO Cloud service will override any settings made from the device.

1. Log in to the XiO Cloud service and select the touch screen device to switch.
2. Click the **Settings** tab.
3. Click **Applications**.

#### XiO Cloud, Touch Screen Device, Settings tab

The screenshot shows the 'AVFFLEX-TSW' settings page. The 'Applications' section is expanded, showing 'Application Mode' set to 'Zoom Rooms' with a checked checkbox. Below this, the 'Zoom Rooms' section is visible, containing a 'Zoom Room Page Flip' toggle (disabled), 'Time Out Control' set to 'Disabled' (with options for 'Flip To Project' and 'Flip To Mode'), and a 'Flip Back Time (In Minutes)' set to '1'.

4. Click the checkbox next to **Application Mode** to have the XiO Cloud service manage the device.
5. Select **Teams Video** from the **Application Mode** drop-down list.

#### XiO Cloud, Touch Screen Device, Settings tab, Teams Video selected

The screenshot shows the 'AVFFLEX-TSW' settings page with 'Teams Video' selected in the 'Application Mode' dropdown. A yellow warning message states: 'Microsoft Teams Room This will enable Microsoft Teams Room Mode on this device and disable all other functions. This will require a device reboot.' Below the dropdown, the 'Microsoft Teams Video' section contains four input fields: 'UC-ENGINE Address' (IP Address), 'UC-ENGINE Port' (49500), 'UC-ENGINE Admin Username' (Username), and 'UC-ENGINE Admin Password' (masked with asterisks).

6. Click **Save Changes**. The device will reboot.
7. If the touch screen is directly connected to the UC Engine through a PWE-4803-RU, continue to step [10](#). Otherwise, log in to the touch screen's configuration pages and navigate to **Settings > Applications**.
8. Enter the following information in the appropriate fields.
  - **Teams Video PC Address:** Enter the IP address or hostname of the UC Engine.
  - **NOTE:** The hostname is printed on a label affixed to the UC Engine (mounted on the UC bracket assembly).
  - **Teams Video PC Port:** By default, port number 49500 is used. If a different port number has been configured on the UC Engine, enter that port number instead.
  - **Teams Video Username:** Enter the login username for the UC Engine. (the default is "admin")
  - **Teams Video Password:** Enter the login password for the UC Engine. (the default is "sfb")
9. Click **Save Changes**. The device will reboot.
10. Configure the system as described in [Configuration on page 22](#).

## Use Custom Controls on a Zoom Rooms System

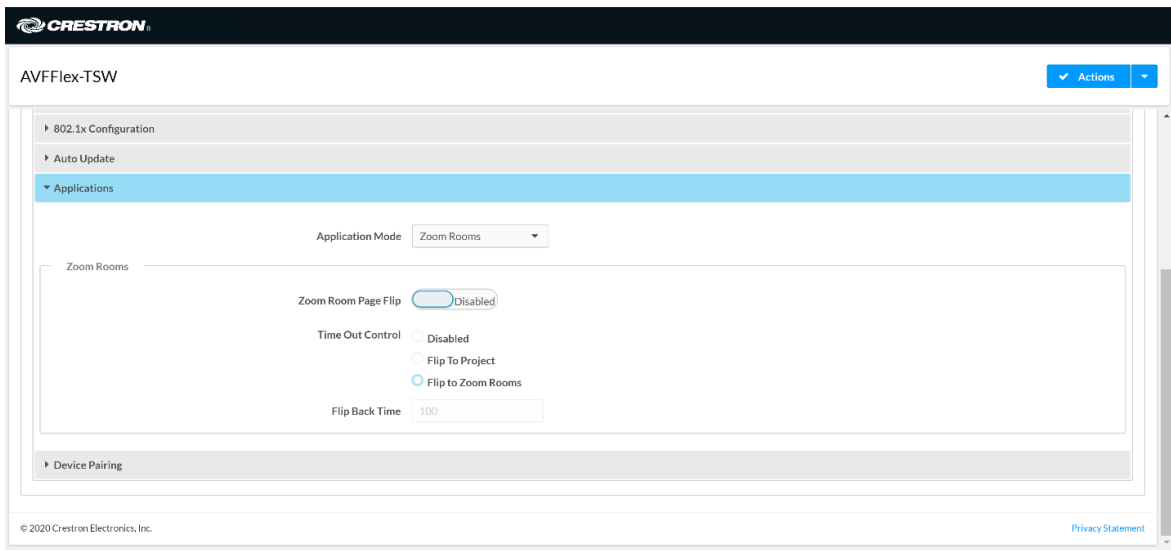
A Zoom Rooms system with a touch screen can use a touch screen project for customized room control.

**NOTE:** Zoom Rooms systems with a Crestron Mercury Tabletop UC Video Conference cannot use a touch screen project for customized room control.

Use a web browser to configure the touch screen. For more information, refer to the [TSW-560/TSW-760/TSW-1060 Supplemental Guide](#) (Doc. 7927), [TSW-570, TSW-770, and TSW-1070 Product Manual](#) (Doc. 8550), and [TS-770 and TS-1070 Product Manual](#) (Doc. 8555).

1. On a computer, open a web browser to the IP address of the touch screen.
2. Log in to the device and navigate to **Settings > Applications**.

Web browser, Touch Screen Device, Settings tab, Applications



3. Set **Zoom Room Page Flip** to **Enabled**.
4. Set **Time Out Control** to the automatic flip behavior for the Zoom Rooms application.
  - **Disabled:** Automatic flip behavior is disabled.
  - **Flip To Project:** The screen automatically flips to the user project after the **Flip Back Time** duration elapses. Press the home button (second hard key from top right) on the touch screen to flip back to the Zoom Rooms application.
  - **Flip To Mode:** The screen automatically flips to the Zoom Rooms application after the time-out duration elapses. Press the home button on the touch screen to flip back to the user project.



5. Set **Flip Back Time** to a time (1 to 100 minutes) before the automatic flip behavior occurs.

Web browser, Touch Screen Device, Settings tab, Applications, Zoom Rooms selected

The screenshot shows the Crestron AVFFlex-TSW web interface. At the top, there's a header with the Crestron logo and the device name 'AVFFlex-TSW'. A 'Save Changes' button is in the top right. A sidebar on the left lists configuration categories: Configure Date/Time, Authentication Management, 802.1x Configuration, Auto Update, Applications (selected), and Device Pairing. The main content area for 'Applications' has a yellow warning box stating: 'Zoom Rooms: This will enable Zoom Room Mode on this device and disable all other functions. This will require a device reboot.' Below this, the 'Application Mode' is set to 'Zoom Rooms'. Under the 'Zoom Rooms' section, 'Zoom Room Page Flip' is set to 'Disabled'. The 'Time Out Control' section has three radio buttons: 'Disabled', 'Flip To Project', and 'Flip to Zoom Rooms' (which is selected). The 'Flip Back Time' is set to '100' minutes. At the bottom of the interface, there is a copyright notice '© 2020 Crestron Electronics, Inc.' and a 'Privacy Statement' link.

6. Click **Save Changes**. The device will reboot.
7. Load the touch screen project to the touch screen as described in the [TSW-560/TSW-760/TSW-1060 Supplemental Guide](#) (Doc. 7927), [TSW-570, TSW-770, and TSW-1070 Product Manual](#) (Doc. 8550), and [TS-770 and TS-1070 Product Manual](#) (Doc. 8555).

## Crestron Control for Zoom Rooms Software

Provides a program that can be loaded to a Crestron control system to enable custom programming and control for the Zoom Rooms controller application. Compatible with all Crestron Flex for Zoom Rooms solutions. For more information, visit [Crestron Control for Zoom Rooms Software](#).

# Crestron XiO Cloud Service

The [XiO Cloud® service](#) allows supported devices across an enterprise to be managed and configured from one central and secure location in the cloud. Supported Crestron® devices are configured to connect to the service out of the box.

Use of the service requires a registered XiO Cloud account. To register for an XiO Cloud account, refer to [www.crestron.com/Support/Tools/Licensing-Registration/XiO-Cloud-Registration-Room-Licenses](http://www.crestron.com/Support/Tools/Licensing-Registration/XiO-Cloud-Registration-Room-Licenses).

**NOTE:** The device may be disconnected from the XiO Cloud service by navigating to the **Cloud Services** tab in Crestron Toolbox™ software (**Functions > Device Info > Cloud Services**). For more information, refer to the Crestron Toolbox help file.

To connect the device to the XiO Cloud service:

1. Record the MAC address and serial number that are labeled on the shipping box or the device. The MAC address and serial number are required to add the device to the XiO Cloud service.

**NOTE:** If the device has multiple MAC addresses, use the MAC address that is providing the primary connection back to the network. For most devices, the Ethernet MAC address should be used. However, if your device is connecting to the network over a different protocol (such as Wi-Fi® communications), use the MAC address for that protocol instead.

2. Log in to your XiO Cloud account at [portal.crestron.io](http://portal.crestron.io).
3. Claim the device to the XiO Cloud service as described in the [XiO Cloud User Guide](#).

Select the device from the cloud interface to view its status and settings. The device may now also be managed and assigned to a group or room. For more information, refer to the [XiO Cloud User Guide](#).

**NOTE:** For XiO Cloud accounts with room-based licenses, the device must be added to a licensed room before its status and settings can be viewed.

# Operation

- For instructions on using a Microsoft Teams Rooms solution, visit [Getting Started with a Microsoft Teams Rooms Solution](#).
- For instructions on using a Zoom Rooms solution, visit [Getting started with a Zoom Rooms Solution](#).

# Resources

- Crestron maintains online help articles for both Microsoft Teams Rooms systems and Zoom Rooms systems. Articles can be found on the [Crestron True Blue Support page](#).
- Crestron Flex Care is an annual subscription service that provides 24/7 live technical support, an extended five-year warranty on Crestron® hardware, expedited advance replacements, and a discounted rate for on-site support for M, MM, B, or R- series conference systems. For more information, visit [UC-FLEXCARE](#).
- Online training courses for successful deployment of the Crestron Flex solutions are available on [Crestron Technical Institute Portal](#).

