



Crestron Flex UC Video Conference Systems

Supplemental Guide

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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Crestron Flex UC Video Conference Systems

Introduction

Crestron Flex UC video conference systems are available for Microsoft Teams® and Zoom Rooms™ environments. They deliver powerful, professional solutions for knowledge workers who want the Microsoft Teams Rooms or Zoom Rooms experience in a conference room.

This guide discusses the requirements, instructions, and other technical resources for setting up Crestron Flex UC video conference systems. For more information on installing any of these systems, refer to the specific system's product web page at www.crestron.com or visit crestron.com/flex.

This document is written for installers setting up a Crestron Flex UC system, Microsoft Teams Rooms system administrators, Skype for Business system administrators, and Zoom Rooms administrators.

Requirements

Installer

The installer should have the following knowledge and skills:

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

Platform Administrator

The administrator should have the following knowledge and skills.

For Microsoft Teams Rooms Systems

- Skype® for Business Application
- Skype for Business Server
- Microsoft® Exchange (on-premise)
- Microsoft Teams application

- Microsoft 365® cloud services
- Windows® 10 operating system troubleshooting

For Zoom Rooms Systems

- Zoom Rooms configuration

Permissions

For Microsoft Teams Rooms Systems

Microsoft 365 administrator access is required to create resource accounts and assign licenses.

For Zoom Rooms Systems

Zoom Room administrator access is required to create and modify Zoom rooms.

Hardware Overview

System Components

Crestron Flex systems are comprised of several key components:

- A bracket assembly which typically contains the following:
 - A computer that runs the conference software. The computer model varies between systems but is referred to here as the UC Engine.
 - An ingest device which connects to the user's computer for sharing content with meeting attendees.
 - Associated cabling and a power supply for the UC Engine.
- A control device that operates the conference system controls. Crestron Flex systems typically use a Crestron Mercury® conference system or a TSW touch screen.

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

- A camera for viewing the conference room attendees.

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

- A Crestron Flex Soundbar such as the [UC-SB1-CAM-FLEX](#) for receiving and playing program audio.

NOTES:

- All Crestron Flex Soundbars contain an integrated camera.
 - Crestron Flex systems 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 systems do not include a Crestron Mercury conference system or Crestron Flex Soundbar. These systems require the installer to supply audio equipment to receive and play program audio.
-

Direct Connection

Certain Crestron Flex systems 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 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 those who wish to convert 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.

Setup a Microsoft Teams Rooms System

Plan Your Crestron Flex System

View the [Crestron Flex Pre-Deployment Checklist](#) to help plan your Crestron Flex installation.

Setup

For the latest information on planning, deploying, and managing Microsoft Teams Rooms systems, visit <https://docs.microsoft.com/en-us/MicrosoftTeams/rooms/>.

Requirements

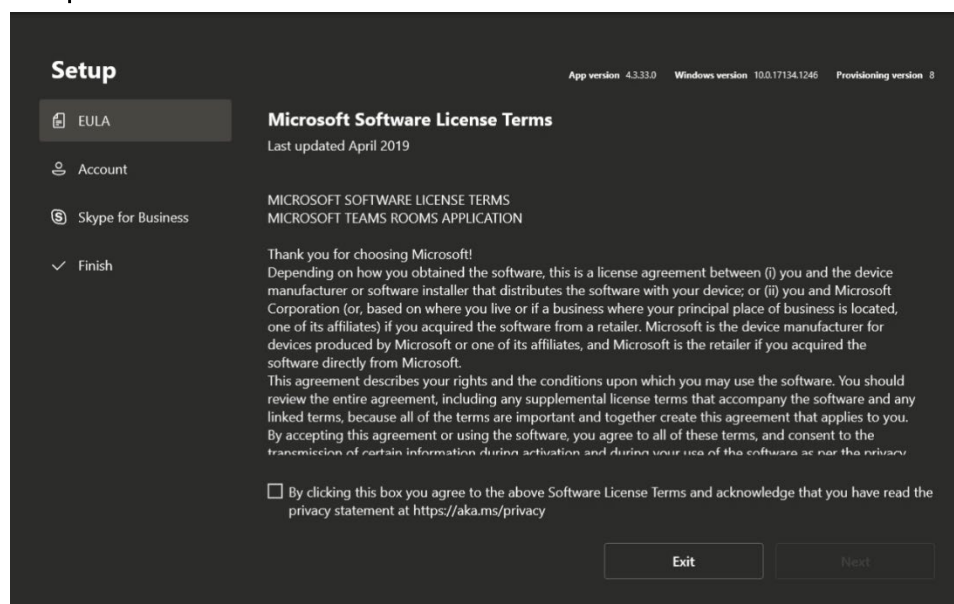
The following is required to set up a Microsoft Teams Rooms system.

- A Microsoft Teams or Skype for Business software account
- An environment running Microsoft Exchange Server® software (2013 SP1 or later for 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)

Initial Setup

1. Connect and start the system as described in your system's Quick Start document. The Setup screen is displayed on the control device.

Setup Screen



2. Select the check box to agree to the software license terms and acknowledge reading the privacy statement.

3. Tap **Next**. The Account screen is displayed.

Account Screen

4. Configure the following settings.
 - **Email:** Enter the Skype for Business or Microsoft Teams login address.
 - **Password:** Enter the Skype for Business or Microsoft Teams password.
 - **Supported meeting mode:** Select the meeting mode that will be supported in the room from the drop-down list.
 - **Skype for Business (default) and Microsoft Teams:** The room can operate as both a Skype for Business room and a Microsoft Teams room. It can also join Skype for Business and Microsoft Teams meetings. By default, it will operate as a Skype for Business room.
 - **Skype for Business and Microsoft Teams (default):** The room can operate as both a Skype for Business room and a Microsoft Teams room. It can also join Skype for Business and Microsoft Teams meetings. By default, it will operate as a Microsoft Teams room.
 - **Skype for Business only:** The room will only operate as a Skype for Business Room only. The room will not be able to join a Microsoft Teams meeting.

NOTE: When set to **Skype for Business only**, the system cannot be managed in the Microsoft Teams admin center.

5. Tap **Next**. The Skype for Business screen is displayed.

Skype for Business Screen

Setup App version 4.3.33.0 Windows version 10.0.17134.1246 Provisioning version 8

EULA

Account

Skype for Business

Finish

Exchange sign-in (usually same as Teams or Skype)

astep@crestron.com

Domain\username (optional)

domain\example123

Configure domain

domain1.company.com, domain2.company.com, domain3.company.com ...

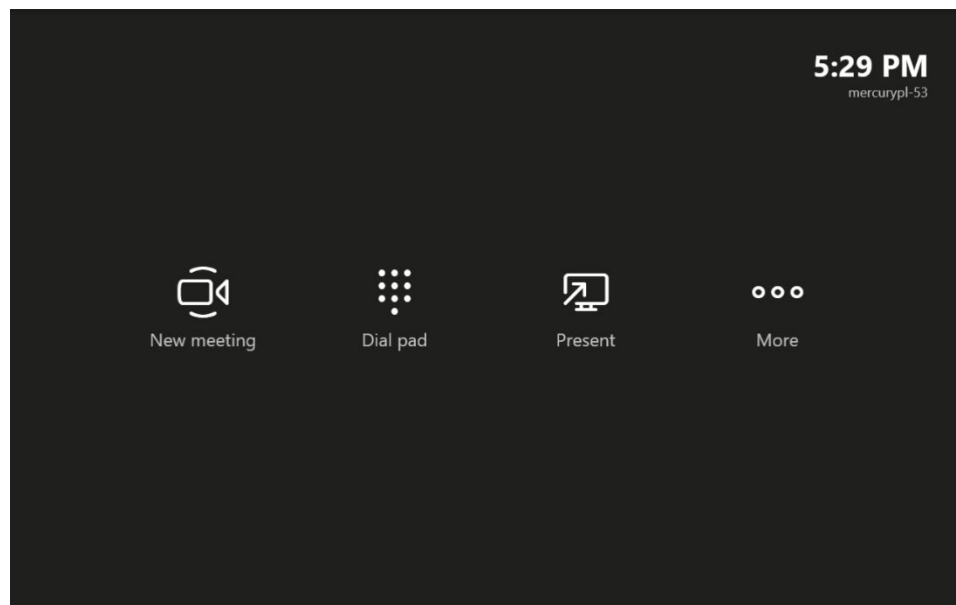
Back Next

6. Enter the Exchange sign-in credentials (if different from the credentials entered in the Account screen).
7. (Optional) If the system is to be joined to a domain, enter the domain and username using the format "domain\username" in the **Domain\username (optional)** field.

NOTE: For more information on domain joining, visit <https://docs.microsoft.com/en-us/microsoftteams/rooms/domain-joining-considerations>.

8. If the system is to be joined to a domain, enter the domain(s) in the **Configure domain** field.
9. Tap **Next**.
10. Tap **Finish**. The user interface is displayed.

User Interface

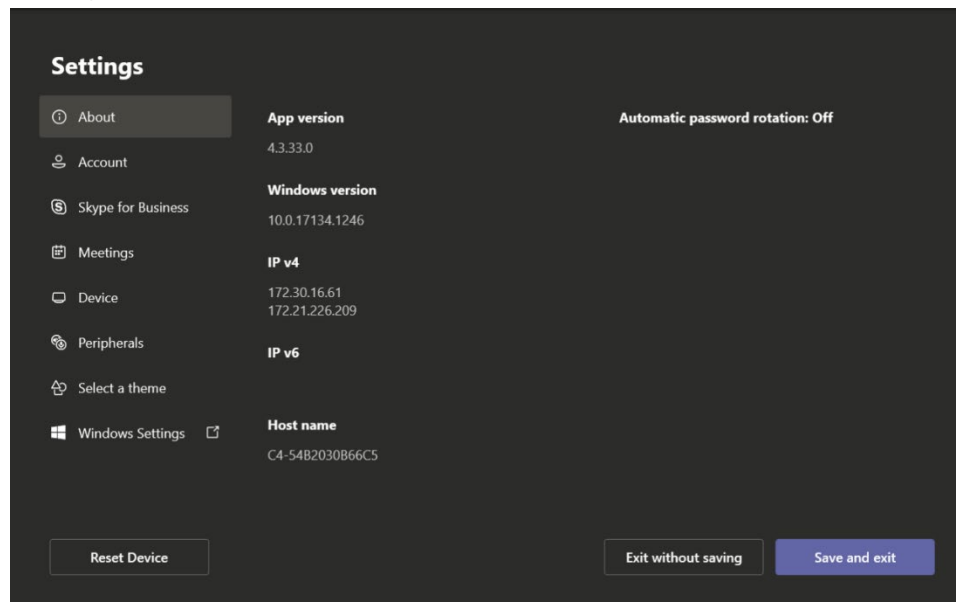


Change Settings

The settings can be reviewed or changed at any time.

1. Tap **More**.
2. Tap **Settings**. The User Account Control screen is displayed.
3. Enter the Administrator password (the default is "sfb") and tap **Yes**. The Settings screen is displayed.

Settings Screen



The Settings screen provides information about the UC Engine and provides settings for the account in use, Skype for Business, meetings, system functions, themes, and access to Windows settings.

- Tap any of the sections on the left side of the screen, make the desired changes, and tap **Save and exit**.
- Tap **Exit without saving** to exit the screen without saving.
- Tap **Reset Device** to reset the Microsoft Teams Rooms application to the default settings.

About

Tap **About** for information about the UC Engine.

Account

Tap **Account** to view or change the account credentials (if different from the credentials entered in the Account screen described on page 5).

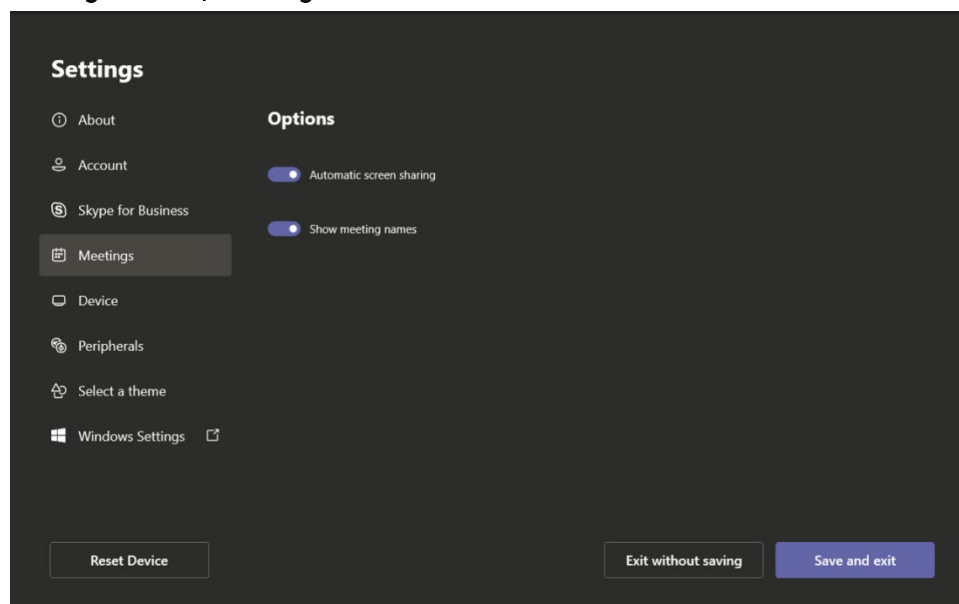
Skype for Business

Tap **Skype for Business** to view or change the sign-in credentials (if different from the credentials entered in the Skype for Business screen described on page 6).

Meetings

Tap **Meetings** to configure meeting operations.

Settings Screen, Meetings

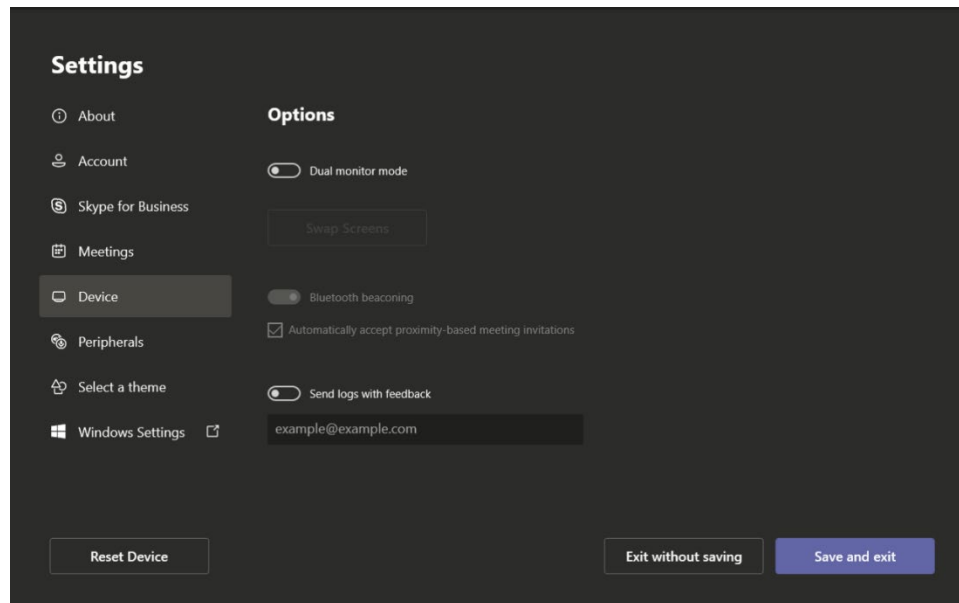


- Enable **Automatic screen sharing** to automatically share screen content with meeting attendees when a source is connected to the system's HDMI® content input.
- Enable **Show meeting names** to have the meeting name displayed on the conference room's calendar.

Device

Tap **Device** to configure the UC Engine for operation.

Settings Screen, Device



- Enable **Dual monitor mode** to use two room displays when a meeting is in progress. Otherwise, disable the setting. When enabled, tap **Swap Screens** to switch the layout.
- Enable **Bluetooth® beaconing** to allow users to join a meeting using proximity detection from their Bluetooth device.

Select **Automatically accept proximity-based meeting invitations** to set the system to automatically accept proximity-based meeting joins.

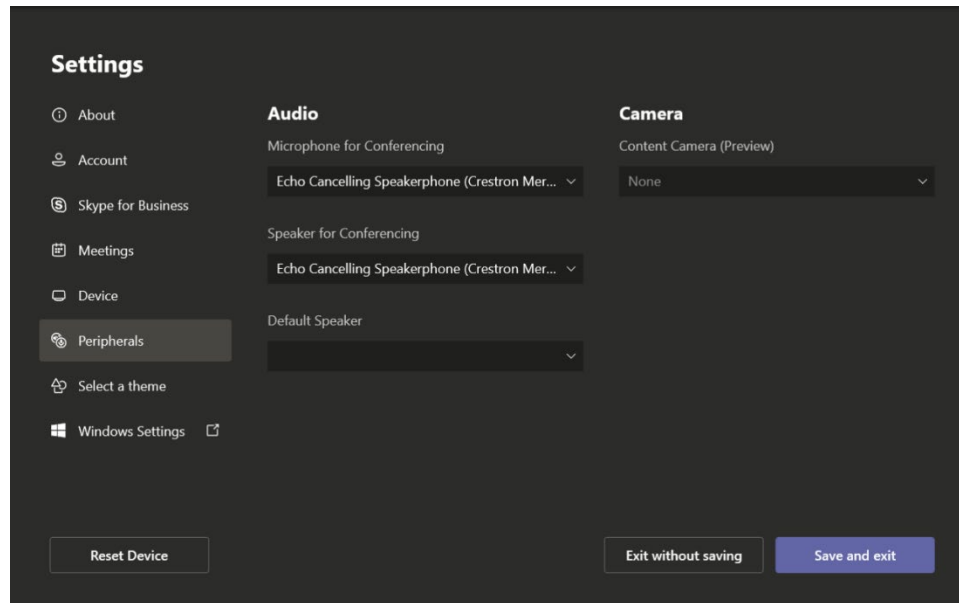
NOTE: The Microsoft Teams Rooms system and the user must exist on the same tenant.

- Enable **Send logs with feedback** to activate system event logging and specify an email address where the logs should be sent.

Peripherals

Tap **Peripherals** to configure program audio settings and a content camera (if installed).

Settings Screen, Peripherals



Audio

Configure the following parameters for program audio.

- **Microphone for Conferencing** selects the microphone to use in a conference. Select a microphone from the drop-down list.
- **Speaker for Conferencing** selects the speaker to use in a conference. Select a speaker from the drop-down list. Speaker functions are controlled by the control device.

NOTE: Crestron recommends using the same speaker for conferencing and default functions.

- **Default Speaker** selects the speaker to use during nonconference operations such as audio from a connected input device, rings, beeps, startup noises, etc. Select a speaker from the drop-down list.

NOTE: Crestron recommends using the same speaker for default functions and conferencing.

Camera

A Microsoft-certified content camera can be added to the system if a USB port is available on the UC Engine.

By default, a content camera is not selected for use (**None**).

To use a content camera, connect the content camera to an available USB port on the UC Engine and select it from the **Content Camera (Preview)** drop-down list.

NOTE: Do not select the front-of-room camera as the content camera.

The following controls are available.

- Tap **Preview** to preview the image.
- Enable **Content Enhancements (recommended)**.
- If the image needs to be rotated 180°, enable **Rotate content camera 180 degrees**.

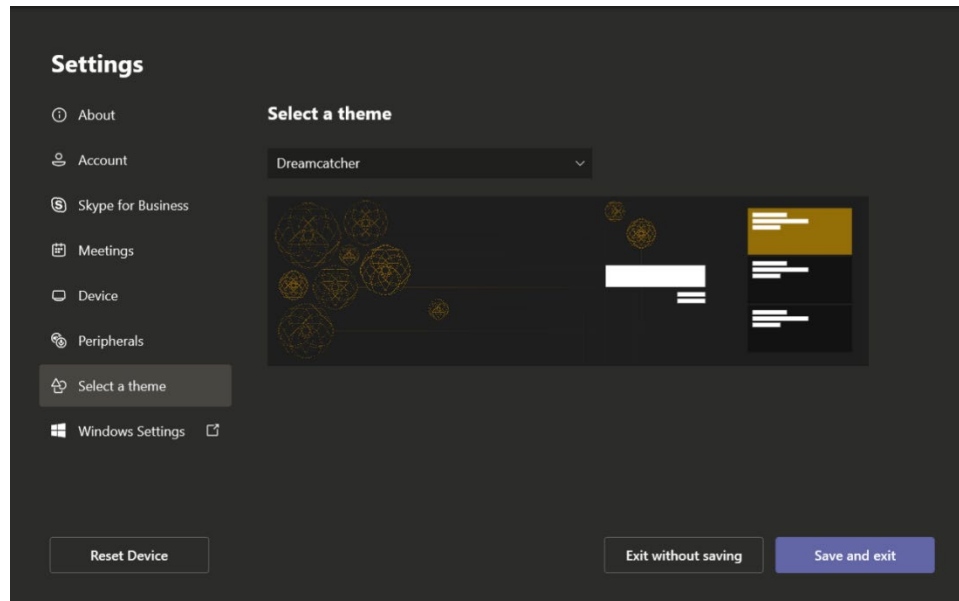
If a content camera is not connected, select **None** (default setting) from the **Content Camera (Preview)** drop-down list.

For more information on content cameras, visit <https://docs.microsoft.com/en-us/microsoftteams/rooms/content-camera>.

Select a Theme

Tap **Select a Theme** to select a theme for the conference system.

Settings Screen, Select a Theme



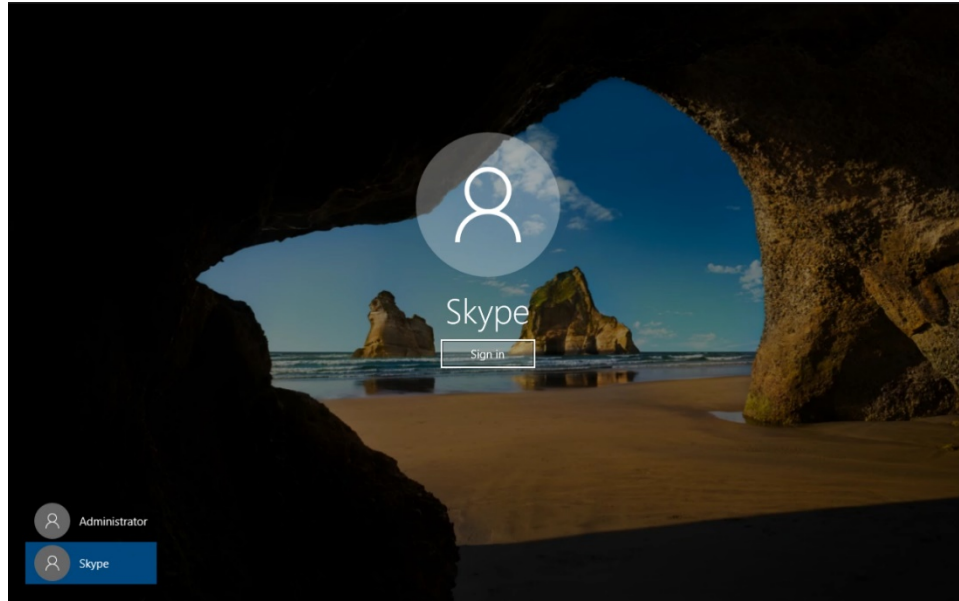
Select a desired theme from the drop-down list.

Windows Settings

Select **Windows Settings** to gain access to Microsoft Windows and the Crestron Settings app.

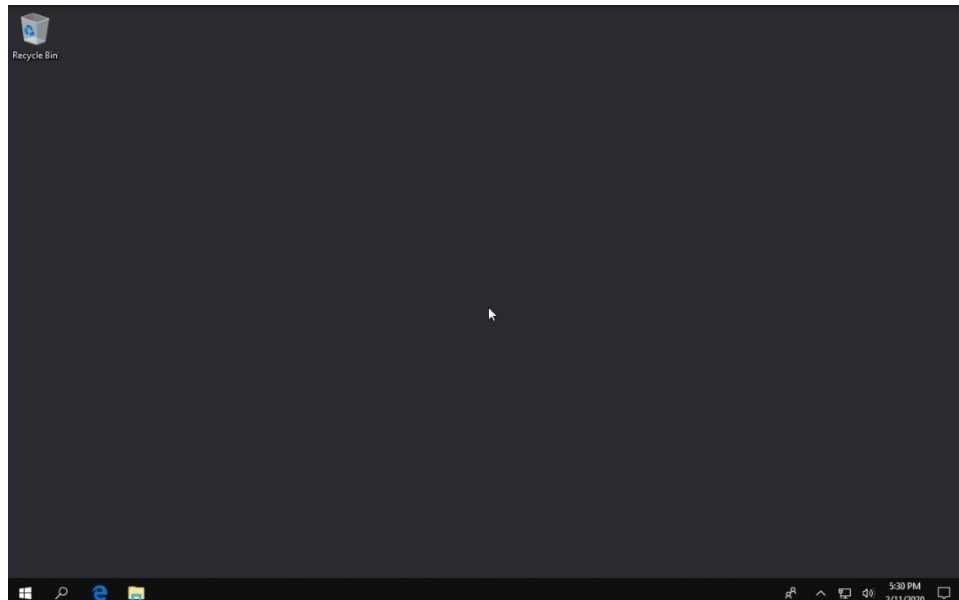
1. Tap **Windows Settings**. The login screen is shown.

Login Screen



2. Tap **Administrator** and enter the administrator password (the default is "sfb").
3. The Windows desktop is displayed.

Windows Desktop




Crestron Settings App

The Crestron Settings app is used to configure the system.

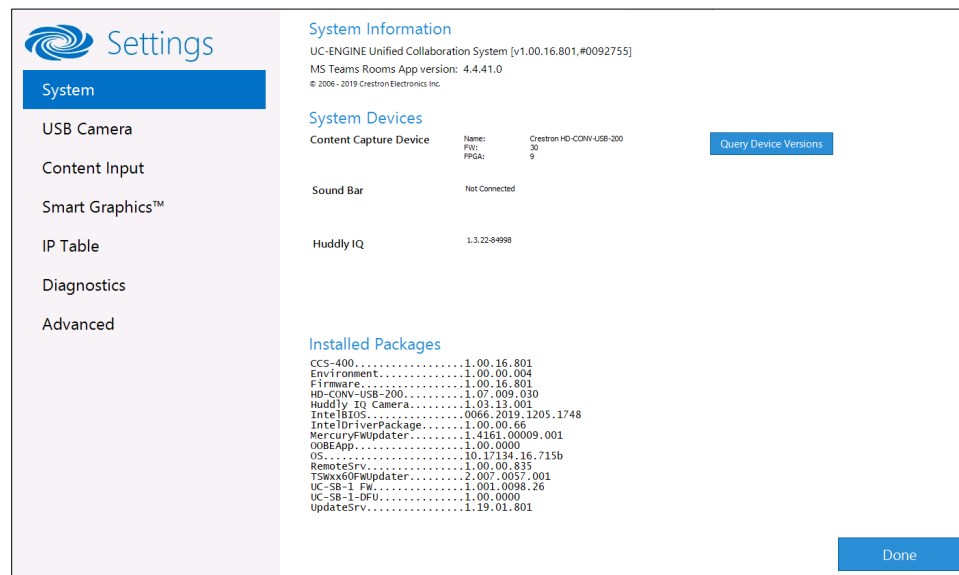
NOTE: Crestron recommends using a keyboard and mouse connected to the UC Engine when using the Crestron Settings app. If a USB port is not available, temporarily disconnect the system's camera.

Open the Crestron Settings App

1. Exit the Microsoft Teams Rooms application as described in "Windows Settings" on page 12.
2. Click , click the **Crestron** folder, and click **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



Use the Crestron Settings App

Within the Crestron Settings app, information about firmware versions can be viewed. Additionally, a connected USB camera can be configured, a custom touch screen project to control the conference room can be loaded, the IP table can be set, event logs can be viewed and managed, the system can be connected to Crestron Fusion® software, and the system can be switched to operate as a Zoom Rooms system.

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

System

Use the **System** section to view firmware versions of connected system devices and the firmware packages that are stored on the UC Engine. Click **System** to display the System section.

System section

The screenshot shows the 'Settings' app interface. On the left is a sidebar with menu items: 'System' (highlighted), 'USB Camera', 'Content Input', 'Smart Graphics™', 'IP Table', 'Diagnostics', and 'Advanced'. The main area is titled 'System Information' and displays the following text: 'UC-ENGINE Unified Collaboration System [v1.00.16.801,#0092755]', 'MS Teams Rooms App version: 4.4.41.0', and '© 2006 - 2019 Crestron Electronics Inc.'. Below this is the 'System Devices' section, which lists 'Content Capture Device' (Name: Crestron HD-CONV-USB-200, FW: 30, PPGA: 9) and 'Sound Bar' (Not Connected). A 'Query Device Versions' button is next to the Content Capture Device. Below the devices is the 'Huddly IQ' section showing version '1.3.22-84998'. At the bottom is the 'Installed Packages' section, which lists various packages and their versions: 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), OOBApp (1.00.0000), OS (10.17134.16.715b), RemoteSrv (1.00.00.835), TSMxx60FWUpdater (2.007.0057.001), UC-SB-1 FW (1.001.0098.26), UC-SB-1-DFU (1.00.0000), and UpdateSrv (1.19.01.801). A 'Done' button is at the bottom right.

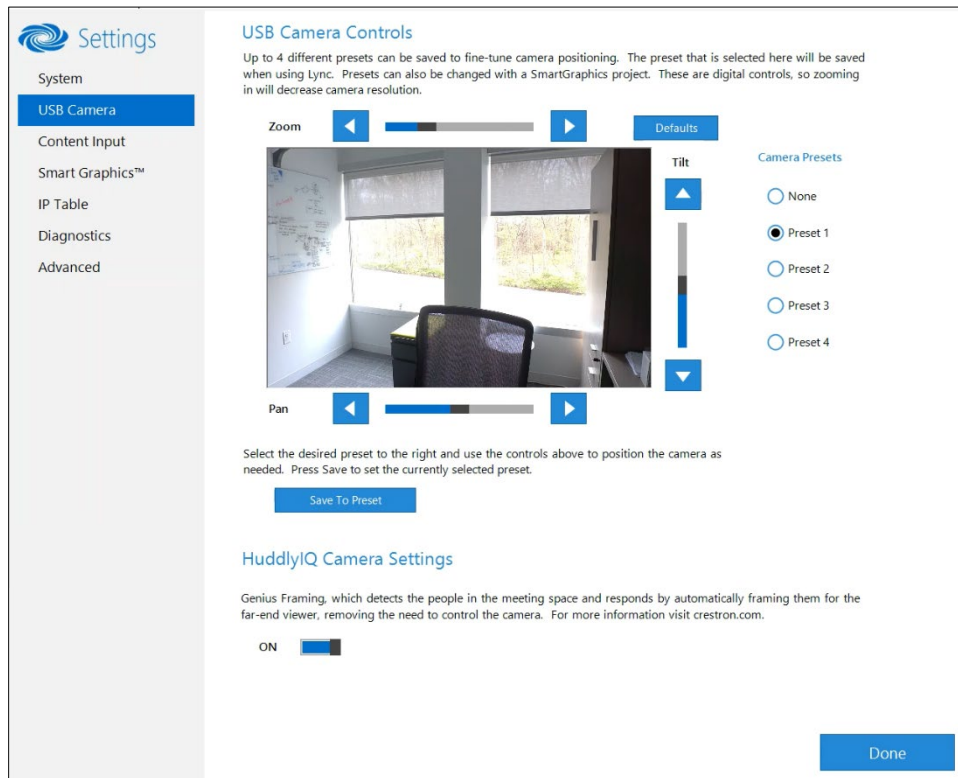
Package Name	Version
CCS-400	1.00.16.801
Environment	1.00.00.004
Firmware	1.00.16.801
HD-CONV-USB-200	1.07.009.030
Huddly IQ Camera	1.03.13.001
IntelBIOS	0066.2019.1205.1748
IntelDriverPackage	1.00.00.66
MercuryFWUpdater	1.4161.00009.001
OOBApp	1.00.0000
OS	10.17134.16.715b
RemoteSrv	1.00.00.835
TSMxx60FWUpdater	2.007.0057.001
UC-SB-1 FW	1.001.0098.26
UC-SB-1-DFU	1.00.0000
UpdateSrv	1.19.01.801

When the Crestron Settings app is started, the list of installed packages on the UC Engine will be displayed. Click **Query Device Versions** to view the firmware versions of connected system devices.

USB Camera

Use the **USB Camera** section to adjust the amount of zoom, tilt, and pan, recall preset settings, store preset settings and to control the Genius Framing feature (available with specific cameras). Click **USB Camera** to display the USB Camera section.

USB Camera section



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** ◀ or ▶ to adjust the amount of zoom.
- Click **Pan** ◀ or ▶ to adjust the pan.
- Click **Tilt** ▲ or ▼ 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 at a later time. To save a preset setting, perform the following procedure.

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" above.

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 systems that use a [CCS-CAM-USB-F-400](#) Huddly IQ™ Collaboration Camera or a [UC-SB1-CAM-FLEX](#) UC Vieo Conference Smart Soundbar & Camera as the forward facing camera can use the camera's built-in Genius Framing feature. Genius Framing detects the people in the camera's field of view and automatically frames them for the far-end viewer.

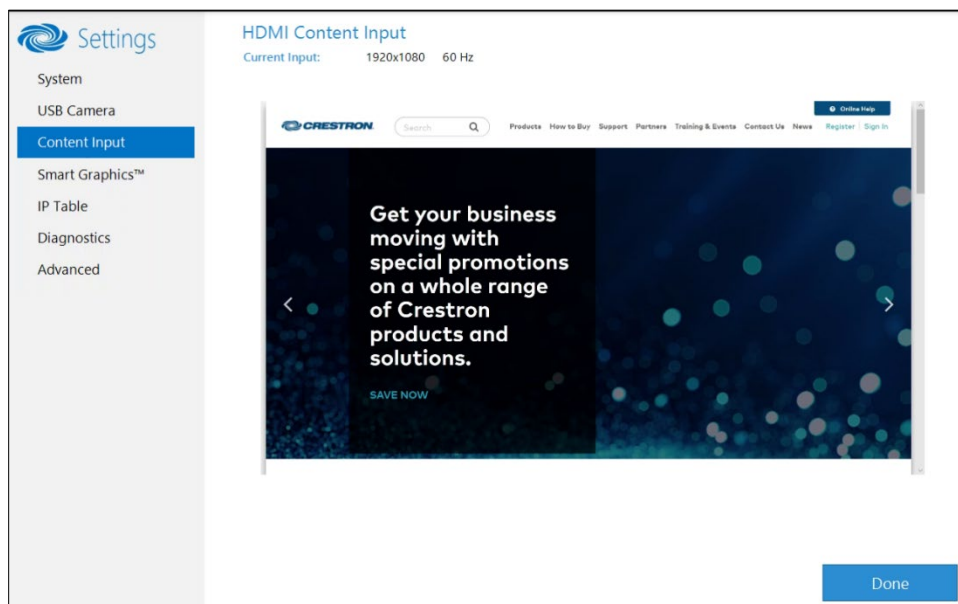
By the default, Genius Framing is set to **ON**. Set the switch to **OFF** to disable Genius Framing.

NOTE: Genius Framing can be controlled by the Crestron 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 section



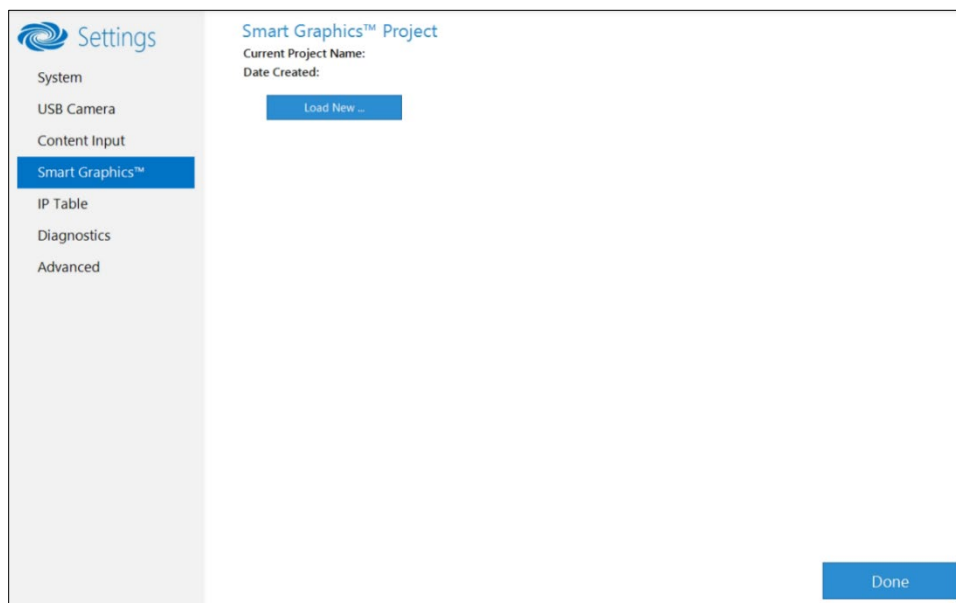
Smart Graphics™

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

Microsoft Teams Rooms systems with a Crestron Mercury conference system or a TSW touch screen use the Smart Graphics™ section 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. Click **Smart Graphics™** to display the Smart Graphics section.

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

Smart Graphics™ section



To upload a touch screen project on a Microsoft Teams Rooms system, perform the following procedure.

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 you can wait up to 20 minutes for the control button to display on the control device.

IP Table

Configure the IP table to allow the Crestron Flex system 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 section to enable and configure the system for communication with a Crestron control system. Click **IP Table** to display the IP Table section.

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

IP Table section

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

- Add an Entry

To add an entry on the IP table, perform the following procedure.

- 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**

To modify an entry on the IP table, perform the following procedure.

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

- **Remove an Entry**

To remove an entry from the IP table, perform the following procedure.

- a. Click an entry on 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

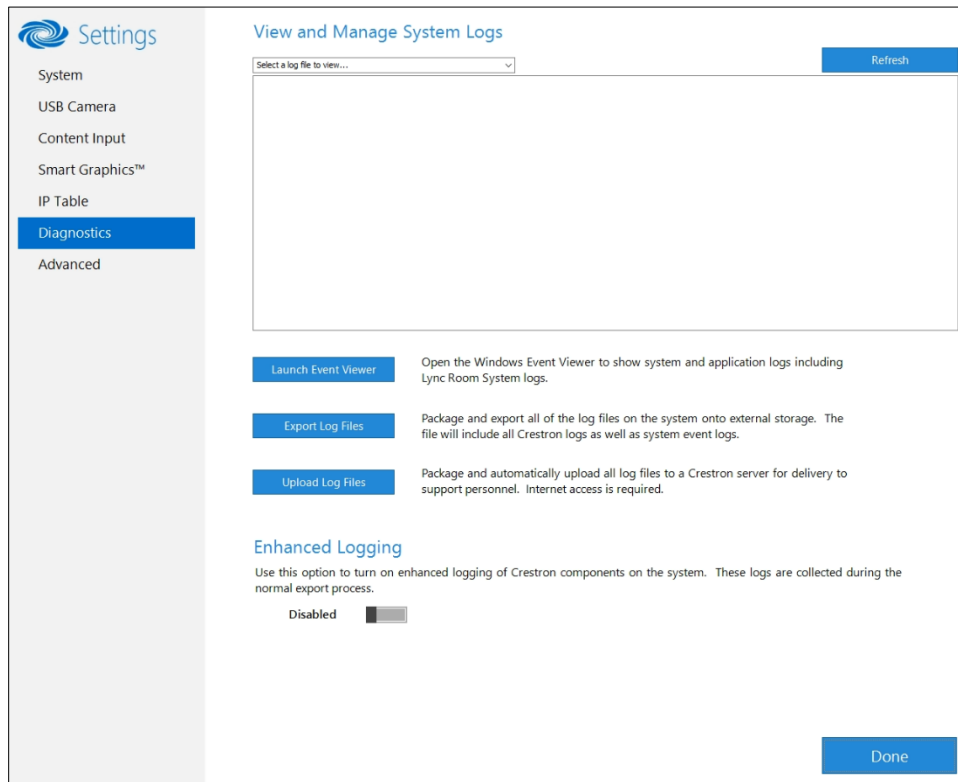
The system can use SSL technology when connecting to a Crestron control system. To configure the system to use SSL for control system communications, perform the following procedure.

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

Use the Diagnostics section to view and manage system logs. Click **Diagnostics** to display the Diagnostics section.

Diagnostics section



View Logs

During 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 type of log. 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 of 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 of the log files to a Crestron server for delivery to Crestron support personnel.

NOTE: Internet access is required for uploading.

Enhanced Logging

Set the enhanced logging feature to **Enabled** to turn on enhanced logging of Crestron components on the system. The enhanced logs are collected during the normal export process. Turn off enhanced logging when debugging is finished.

Advanced

Use the Advanced section to configure the system for use with MyCrestron and Crestron Fusion software in the Cloud or to switch the UC Engine application mode. Click **Advanced** to display the Advanced section.

Advanced section

The screenshot shows the 'Settings' app with a sidebar on the left containing the following menu items: System, USB Camera, Content Input, Smart Graphics™, IP Table, Diagnostics, and **Advanced** (which is highlighted in blue). The main content area is titled 'Cloud URL' and contains the following sections:

- Cloud URL**: A heading followed by the text 'This setting controls the URL that is used for MyCrestron and Fusion in the Cloud. After changing, reboot the device to connect to the new cloud server.' Below this is a text input field containing 'https://api.my.crestron.com/api/Registration', and 'Save' and 'Cancel' buttons.
- UC-ENGINE Application Mode**: A heading followed by 'Current Mode: Teams'. Below this is the text 'Changing the application mode here will switch the device to use a different room software. This change will require a system reboot to take effect.' and a blue button labeled 'Change to Zoom'.
- Soundbar Firmware Mode Selection**: A heading followed by 'Current Soundbar Firmware Mode: Not Connected'. Below this is the text 'Crestron Flex provides two options for Soundbar Audio installs. Installing the certified audio will provide superior audio quality. Installing the alternate beta firmware will provide higher volume output.' Below this text is a table with two rows of firmware options:

Firmware Option	Version	Description
Install Certified Firmware	1.1.98.26	Install soundbar firmware version for certified audio properties.
Install Alternate Beta Firmware	1.2.1.11	Install soundbar firmware version for enhanced audio properties that are released in a beta status.

At the bottom right of the main content area is a blue button labeled 'Done'.

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 details, refer to the Crestron Fusion software help file.

UC Engine Application Mode (Crestron Flex systems with dual display support only)

Many Crestron Flex systems that support dual displays can be configured to run the Microsoft Teams Rooms application or the Zoom Rooms application.

NOTE: Some dual display systems do not have the ability to switch between the Microsoft Teams Rooms application and the Zoom Rooms application. If the Crestron Settings app does not show the **Change to Teams** button, the system does not support the mode switch function.

Click **Change to Zoom**, and click **Ok** to switch to the Zoom Rooms application.

The UC Engine will reboot and start in the selected mode.

NOTES:

- The control device must also to be switched to the appropriate mode (Zoom Rooms mode).
 - The application mode can be controlled by the Crestron XiO Cloud service if the UC Engine is registered with the service.
-

For details on switching applications, refer to "Switch Conferencing Software" on page 41.


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

Crestron Flex systems with a [UC-SB1-CAM-FLEX](#) UC Video Conference Smart Soundbar can be used with firmware that provides superior sound quality or firmware that provides 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, perform the following procedure.

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.

Setup a Zoom Rooms System

Plan Your Crestron Flex System

View the [Crestron Flex Pre-Deployment Checklist](#) to help plan your Crestron Flex installation.

Setup

Requirements

A Zoom Rooms account or activation code is required to set up a Zoom Rooms system.

Initial Setup

Connect and start the system as described in your system's Quick Start document. For additional information, visit the [Zoom Help Center](#).

Crestron Settings App

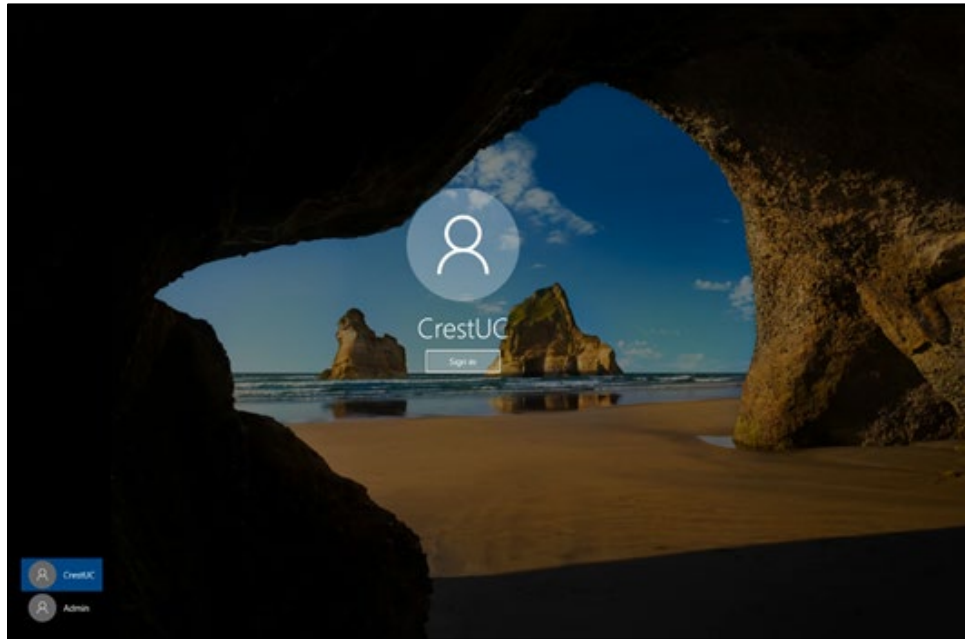
The Crestron Settings app is used to configure the system. A USB keyboard and mouse are required to use the Crestron Settings app.

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

Open the Crestron Settings App

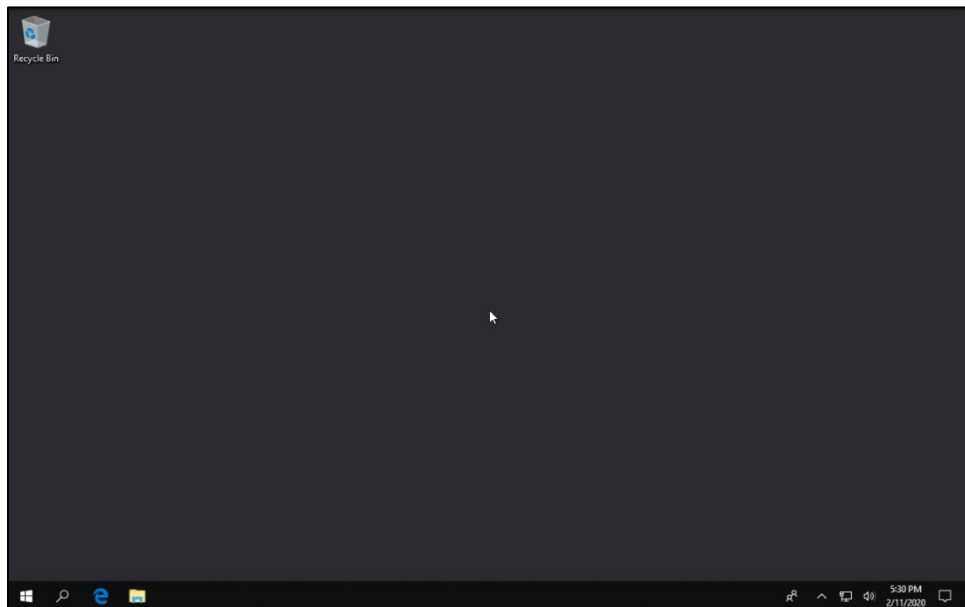
1. Exit to the Windows desktop.
 - a. Connect a USB keyboard and mouse to a USB port on the UC Engine located on the bracket assembly.
 - b. Press **Ctrl + Alt + Del** and select **Sign Out**. The login screen is shown.


Login Screen



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

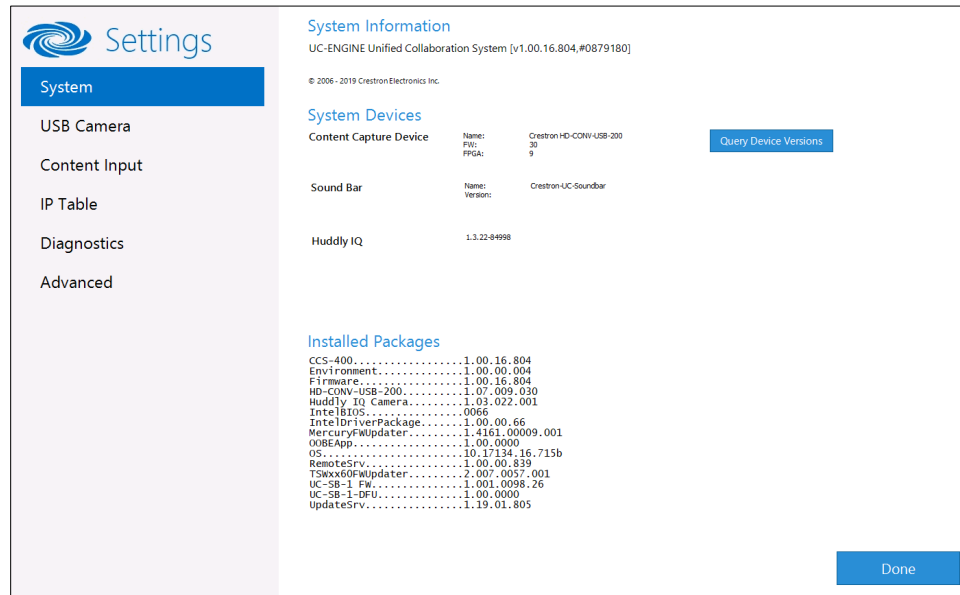
Windows Desktop



2. Click , select the **Crestron** folder, and click **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



Use the Crestron Settings App

Within the Crestron Settings app, information about firmware versions can be viewed. Additionally, a connected USB camera can be configured, the IP table can be set, event logs can be viewed and managed, the system can be connected to Crestron Fusion® software, and the system can be switched to operate as a Microsoft Teams Rooms system.

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

System

Use the **System** section to view firmware versions of connected system devices and the firmware packages that are stored on the UC Engine. Click **System** to display the System section.

System section

The screenshot shows the 'Settings' app interface. On the left is a sidebar with options: 'System' (selected), 'USB Camera', 'Content Input', 'IP Table', 'Diagnostics', and 'Advanced'. The main area is titled 'System Information' and displays 'UC-ENGINE Unified Collaboration System [v1.00.16.804.#0879180]' and '© 2006 - 2019 Crestron Electronics Inc.'. Below this is the 'System Devices' section, which lists three devices: 'Content Capture Device' (Name: Crestron HD-CONV-USB-200, FW: 30, FPGA: 9), 'Sound Bar' (Name: Crestron UC-SoundBar, Version: 1.3.22-84998), and 'Huddly IQ' (Version: 1.3.22-84998). A 'Query Device Versions' button is located to the right of the first device. At the bottom of the main area is the 'Installed Packages' section, which lists various software packages and their versions, including CCS-400, Environment, Firmware, HD-CONV-USB-200, Huddly IQ Camera, Intel BIOS, Intel DriverPackage, MercuryFWUpdater, OXBEApp, OS, RemoteSrv, TSXxx60FWUpdater, UC-SB-1 FW, UC-SB-1-DFU, and UpdateSrv. A 'Done' button is located at the bottom right of the screen.

Device	Name	FW	FPGA
Content Capture Device	Crestron HD-CONV-USB-200	30	9
Sound Bar	Crestron UC-SoundBar		
Huddly IQ			

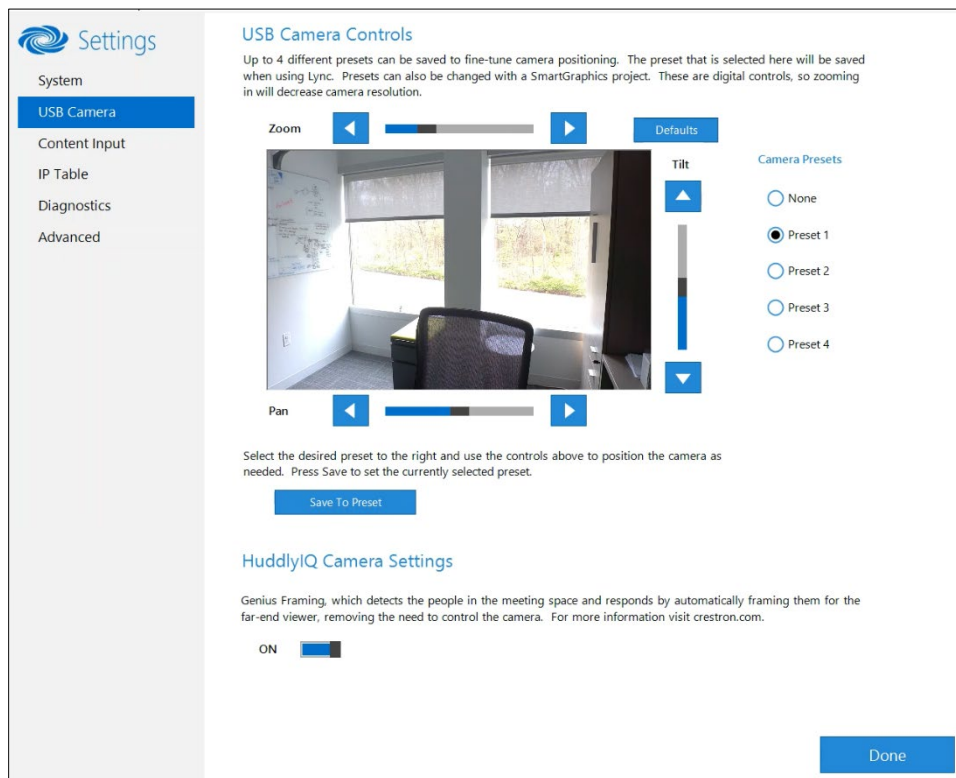
Package	Version
CCS-400	1.00.16.804
Environment	1.00.00.004
Firmware	1.00.16.804
HD-CONV-USB-200	1.07.009.030
Huddly IQ Camera	1.03.022.001
Intel BIOS	0066
Intel DriverPackage	1.00.00.66
MercuryFWUpdater	1.4161.00009.001
OXBEApp	1.00.0000
OS	10.17134.16.715b
RemoteSrv	1.00.00.839
TSXxx60FWUpdater	2.007.0057.001
UC-SB-1 FW	1.001.0098.26
UC-SB-1-DFU	1.00.0000
UpdateSrv	1.19.01.805

When the Crestron Settings app is started, the list of installed packages on the UC Engine will be displayed. Click **Query Device Versions** to view the firmware versions of connected system devices.

USB Camera

Use the **USB Camera** section to adjust the amount of zoom, tilt, and pan, recall preset settings, store preset settings and to control the Genius Framing feature (available with specific cameras). Click **USB Camera** to display the USB Camera section.

USB Camera section



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** ◀ or ▶ to adjust the amount of zoom.
- Click **Pan** ◀ or ▶ to adjust the pan.
- Click **Tilt** ▲ or ▼ 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 at a later time. To save a preset setting, perform the following procedure.

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" above.

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 systems that use a [CCS-CAM-USB-F-400](#) Huddly IQ Collaboration Camera or a [UC-SB1-CAM-FLEX](#) UC Video Conference Smart Soundbar & Camera as the forward facing camera can use the camera's built-in Genius Framing feature. Genius Framing detects the people in the camera's field of view and automatically frames them for the far-end viewer.

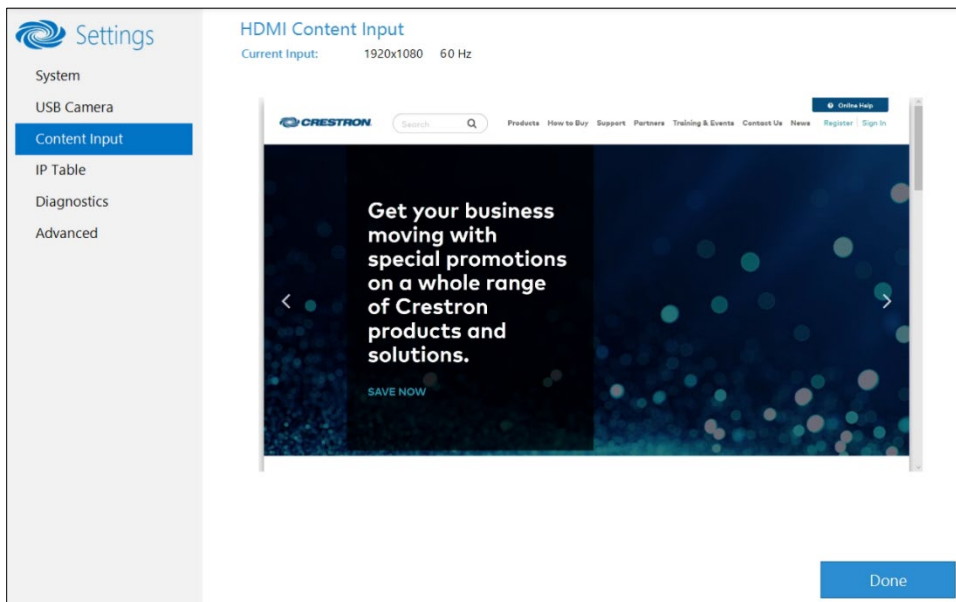
By the default, Genius Framing is set to **ON**. Set the switch to **OFF** to disable Genius Framing.

NOTE: Genius Framing can be controlled by the Crestron 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 section



IP Table

Configure the IP table to allow the Crestron Flex system 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 section to enable and configure the system for communication with a Crestron control system. Click **IP Table** to display the IP Table section.

NOTES:

- A Crestron Flex system's IP table can also be configured by Crestron Toolbox software. For details, refer to the Crestron Toolbox help file.
- The TSW touch screen's IP table must contain an entry for the control system. Refer to the [TSW-560/TSW-760/TSW-1060 Supplemental Guide](#) (Doc. 7927) for details.

IP Table section

The screenshot shows the 'Settings' application with the 'IP Table' section selected in the left sidebar. The main area is titled 'Crestron IP Table' and contains a table with columns: IP ID, Type, Address, Dev ID, Port, and Status. Below the table are input fields for 'IP ID:', 'Type (Gway)*', 'IP Address/Hostname:', 'Device ID (JNR) *', and 'Port (41794)* :'. There are 'Update Selected', 'Remove', and 'Add' buttons. A note states: '* Entries are optional and if not specified, the default will be used.' Below this are two toggle switches: 'Automatically discover and respond to other Crestron devices' (On) and 'Allow multiple IP Table entries' (On). The 'Crestron SSL' section follows, with a note: 'These settings allow secure connections to Crestron control systems. Apply and restart to save these changes.' It includes a toggle for 'Use SSL for control system connections' (Disabled) and a section for 'Use these credentials when connecting to the control system' with 'Username:' and 'Password:' input fields. A 'Done' button is at the bottom right.

Settings

- 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)* :

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

- Add an Entry

To add an entry on the IP table, perform the following procedure.

- 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

To modify an entry on the IP table, perform the following procedure.

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

- Remove an Entry

To remove an entry from the IP table, perform the following procedure.

- a. Click an entry on 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

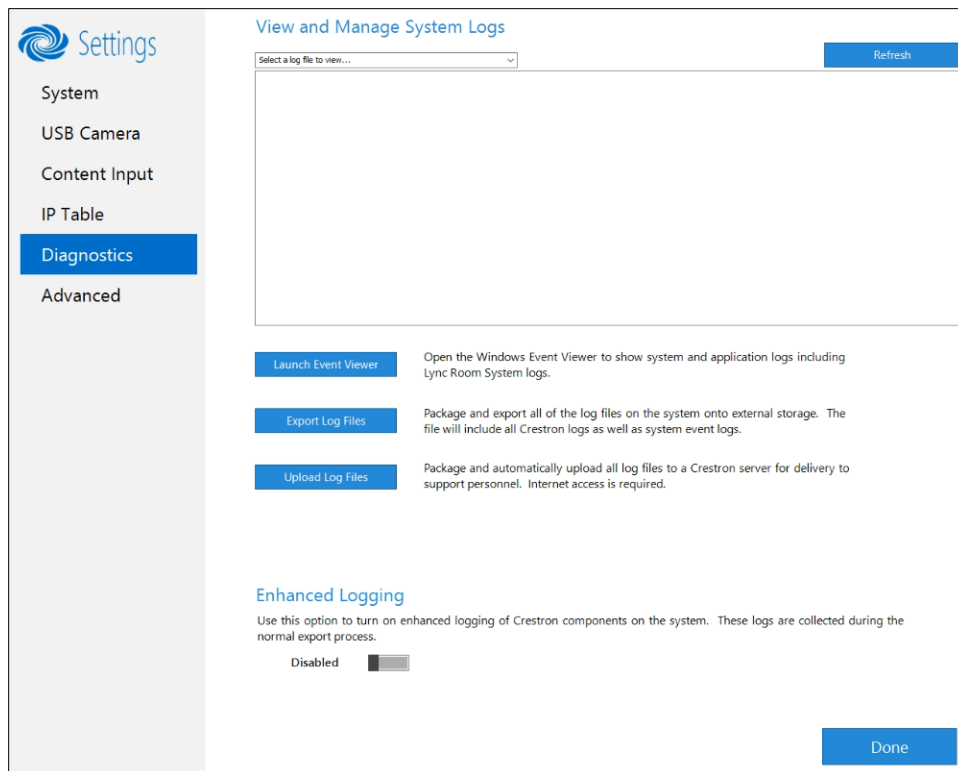
The system can use SSL technology when connecting to a Crestron control system. To configure the system to use SSL for control system communications, perform the following procedure.

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

Use the Diagnostics section to view and manage system logs. Click **Diagnostics** to display the Diagnostics section.

Diagnostics section



View Logs

During 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 type of log. 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 of 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 of the log files to a Crestron server for delivery to Crestron support personnel.

NOTE: Internet access is required for uploading.

Enhanced Logging

Set the enhanced logging feature to **Enabled** to turn on enhanced logging of Crestron components on the system. The enhanced logs are collected during the normal export process. Turn off enhanced logging when debugging is finished.

Advanced

Use the Advanced section to configure the system for use with MyCrestron and Crestron Fusion software in the Cloud or to switch the UC Engine application mode. Click **Advanced** to display the Advanced section.

Advanced section

The screenshot shows the 'Settings' app interface with a sidebar on the left containing menu items: System, USB Camera, Content Input, IP Table, Diagnostics, and Advanced (highlighted in blue). The main content area is titled 'Advanced' and contains three sections:

- Cloud URL**: A text box containing 'https://api.my.crestron.com/api/Registration' with 'Save' and 'Cancel' buttons below it.
- UC-ENGINE Application Mode**: Shows 'Current Mode: Zoom'. A note states: 'Changing the application mode here will switch the device to use a different room software. This change will require a system reboot to take effect.' A blue button labeled 'Change to Teams' is present.
- Soundbar Firmware Mode Selection**: Shows 'Current Soundbar Firmware Mode: Not Connected'. A note states: 'Crestron Flex provides two options for Soundbar Audio installs. Installing the certified audio will provide superior audio quality. Installing the alternate beta firmware will provide higher volume output.' Below this are two buttons: 'Install Certified Firmware' (version 1.1.98.26) and 'Install Alternate Beta Firmware' (version 1.2.1.11). Descriptive text for each button explains the audio quality differences.

A blue 'Done' button is located at the bottom right of the settings panel.

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 details, refer to the Crestron Fusion software help file.

UC Engine Application Mode (Crestron Flex systems with dual display support only)

Many Crestron Flex systems that support dual displays can be configured to run the Zoom Rooms application or the Microsoft Teams Rooms application.

NOTE: Some dual display systems do not have the ability to switch between the Zoom Rooms application and the Microsoft Teams Rooms application. If the Crestron Settings app does not show the **Change to Teams** button, the system does not support the mode switch function.

Click **Change to Teams**, and click **Ok** to switch to the Microsoft Teams Rooms application.

The UC Engine will reboot and start in the selected mode.

NOTES:

- The control device must also to be switched to the appropriate mode (Zoom Rooms mode).
 - The application mode can be controlled by the Crestron XiO Cloud service if the UC Engine is registered with the service.
-

For details on switching applications, refer to "Switch Conferencing Software" on page 41.



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

Crestron Flex systems with a [UC-SB1-CAM-FLEX](#) UC Video Conference Smart Soundbar can be used with firmware that provides superior sound quality or firmware that provides 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, perform the following procedure.

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.

Use Custom Controls on a Zoom Rooms System

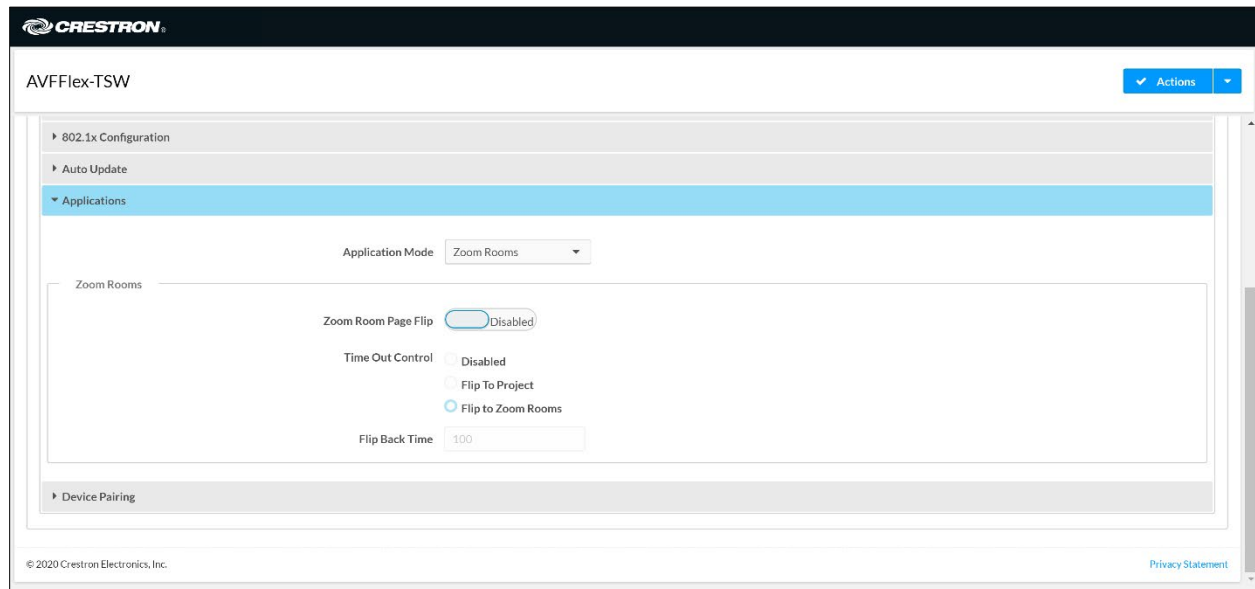
A Zoom Rooms system with a TSW touch screen can use a touch screen project for customized room control.

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 TSW touch screen. For details, refer to the [TSW-560/TSW-760/TSW-1060 Supplemental Guide](#) (Doc. 7927).

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

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

The screenshot shows the Crestron AVFFlex-TSW Settings web interface. The top navigation bar includes the Crestron logo and the title 'AVFFlex-TSW'. A 'Save Changes' button is located in the top right corner. The left sidebar contains a list of settings categories: Configure Date/Time, Authentication Management, 802.1x Configuration, Auto Update, Applications (selected), and Device Pairing. The main content area displays the 'Zoom Rooms' settings. A yellow warning box at the top states: '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'. The 'Zoom Room Page Flip' is currently 'Disabled'. The 'Time Out Control' has three radio button options: 'Disabled', 'Flip To Project', and 'Flip to Zoom Rooms' (which is selected). The 'Flip Back Time' is set to '100'. 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 TSW touch screen as described in the [TSW-560/TSW-760/TSW-1060 Supplemental Guide](#) (Doc. 7927).

Firmware Updates & Management Tools

Firmware Updates

Microsoft Teams Rooms Systems

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 <https://docs.microsoft.com/en-us/microsoftteams/rooms/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 aka.ms/TeamsRoomsCAP.

Zoom Rooms Systems

Firmware updates for the UC Engine in a Zoom Rooms system is 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 XiO Cloud Service

The Crestron XiO Cloud service can be used to monitor, manage, and maintain all of the Crestron Flex systems and many other devices within the enterprise. The library of supported devices is continually growing and many Crestron Flex components such as cameras and displays can be managed as well. For details on claiming devices in the Crestron XiO Cloud services, refer to "Crestron XiO Cloud Service" on page 38.

Crestron XiO Cloud Service

The Crestron XiO Cloud service requires devices to be claimed so they can be managed by the service. To claim a single device or multiple devices, perform one of the following procedures.

NOTE: The Crestron Mercury conference system, UC Engine, and TSW touchpanels can be managed by the Crestron XiO Cloud service.

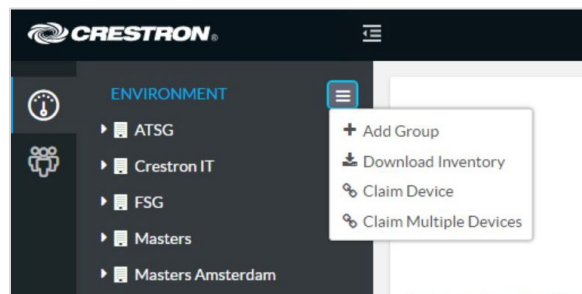
Claim a Single Device

1. Record the MAC address and serial number that are labeled on the shipping box or on a sticker attached to the device. The MAC address and serial number are required to add the device to the Crestron XiO Cloud environment.

NOTE: Use the MAC address labelled "MAC Address."

2. Open a web browser, and log in to the Crestron XiO Cloud service at <https://portal.crestron.io>.
3. Click the **ENVIRONMENT** menu button (☰) to display the Environment menu.

Environment Menu



4. Click **Claim Device**. The **Claim Device** dialog box is displayed.

Claim Device Dialog Box

A screenshot of the 'Claim Device' dialog box. The dialog box has a blue header with the title 'Claim Device' and a close button (X). The main content area is white and contains the following text: 'Enter a device's MAC address and serial number to claim it for this account. Claimed devices appear in the "Unassociated Devices" group by default.' Below this text are two input fields: 'MAC Address' with the value '00.10.7f.5d.ff.9a' and 'Serial Number' with the value 'X 0126424'. At the bottom of the dialog box are two buttons: 'Cancel' and 'Claim'.

5. Enter the MAC address and serial number recorded in step 1 in the **MAC Address** and **Serial Number** fields, respectively.
6. Click **Claim**. A message indicating a successful claiming displays.

NOTE: If an error message displays stating the device does not exist, connect the device to a network that has access to the Internet, wait 15 minutes, and then try again.

7. Click **X** in the upper right to close the dialog box. The host name of the claimed device appears in the device tree under the group **Unassociated Devices**.

The device can now be managed or assigned to a group. For information on creating environments, managing devices, and managing users with the Crestron XiO Cloud service, refer to the [Crestron XiO Cloud Service User Guide](#) (Doc. 8214).


Claim Multiple Devices

1. Record all of the MAC addresses and respective serial numbers in a comma delimited, CSV file, and then save the file to a location that is accessible to the computer used to access the Crestron XiO Cloud service. The CSV file should be formatted as shown below:

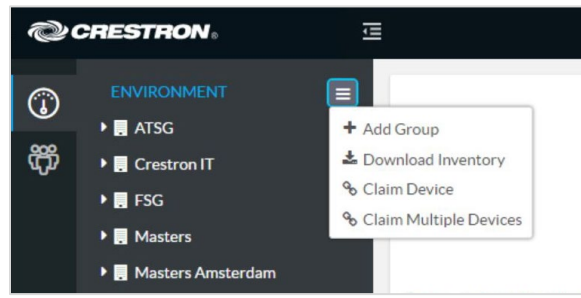
CSV File Format

MAC Address,Serial Number
00.10.7e.8b.81.b6,17284712
00.10.7e.8b.8c.87,17284570
00.10.7e.8b.8d.88,17167881007

NOTES:

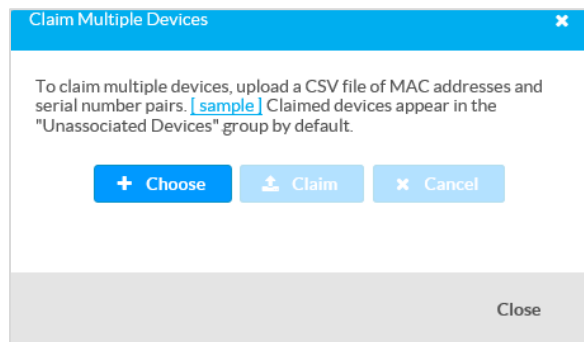
- MAC addresses and serial numbers are labeled on the shipping box or on a sticker attached to the device.
 - Use the MAC address labelled "MAC Address."
-
2. Open a web browser, and log in to the Crestron XiO Cloud service at <https://portal.crestron.io>.
 3. Click the **ENVIRONMENT** menu icon () to display the Environment menu.

Environment Menu



4. Click **Claim Multiple Devices** from the drop-down menu. The **Claim Multiple Devices** dialog box is displayed.

Claim Multiple Devices Dialog Box



5. Click **Choose** and select the CSV file created in step 1.
6. Click **Claim** to claim all of the devices listed in the file. A message indicating the claim status of each device is displayed.

NOTE: If an error message displays stating the device does not exist, connect the device to a network that has access to the Internet, wait 15 minutes, and then try again.

7. Click **X** in the upper right to close the dialog box. The host names of the claimed devices appear in the device tree under the group **Unassociated Devices**.

The devices can now be managed or assigned to a group. For information on creating environments, managing devices, and managing users with the Crestron XiO Cloud service, refer to the [Crestron XiO Cloud Service User Guide](#) (Doc. 8214).

Switch Conferencing Software

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

Change from Microsoft Teams Rooms to Zoom Rooms

Minimum Firmware Requirements

- UC Engine: 1.00.16.715b
- TSW-1060: 2.006.0063.001
- 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

From the Crestron Settings App

NOTES:

- Some dual display systems do not have the ability to switch from the Microsoft Teams Rooms application to the Zoom Rooms application. If the Crestron Settings app does not show the **Change to Zoom** button, the system does not support the mode switch function.
 - If the UC Engine is managed by the Crestron XiO Cloud service, changes made in the Crestron Settings app will revert to the settings established by the Crestron 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 "Open the Crestron Settings App" on page 13.
2. Click **Advanced**.
3. Click **Change to Zoom** and click **Ok**. The system will reboot.

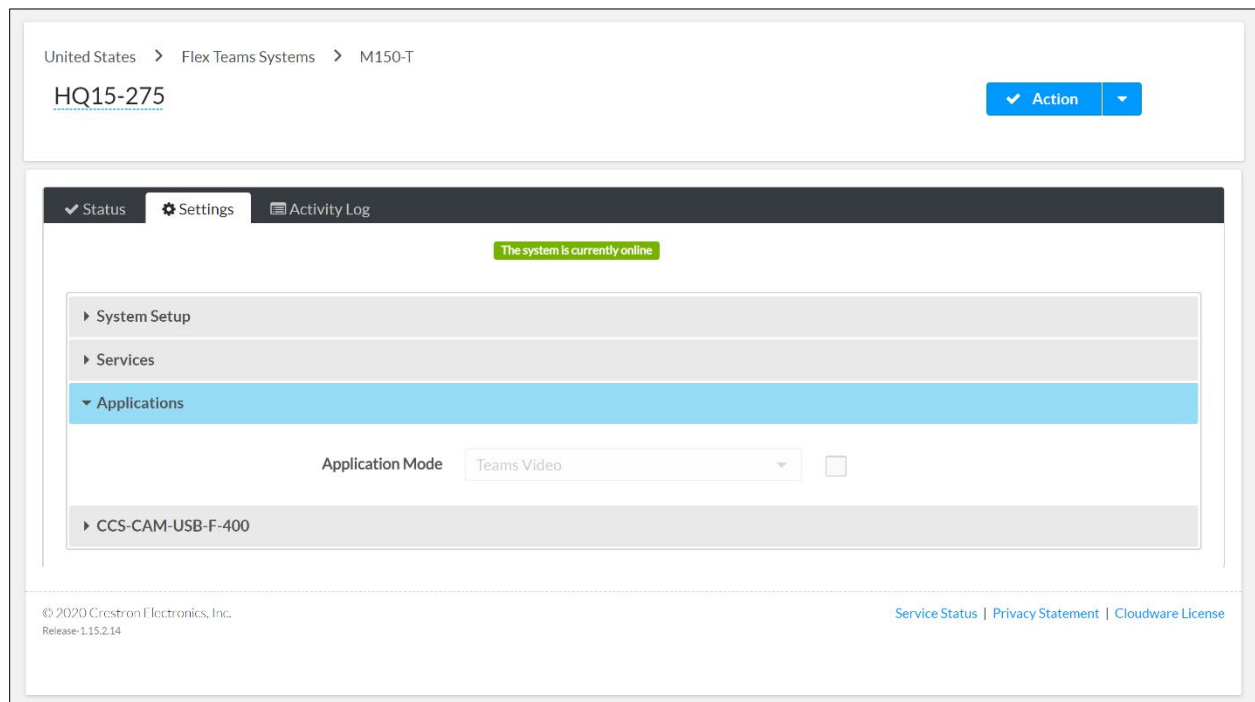
From the Crestron XiO Cloud Service

The Crestron XiO Cloud service can be used to switch the application mode.

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

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

Crestron XiO Cloud, UC Engine, Settings tab

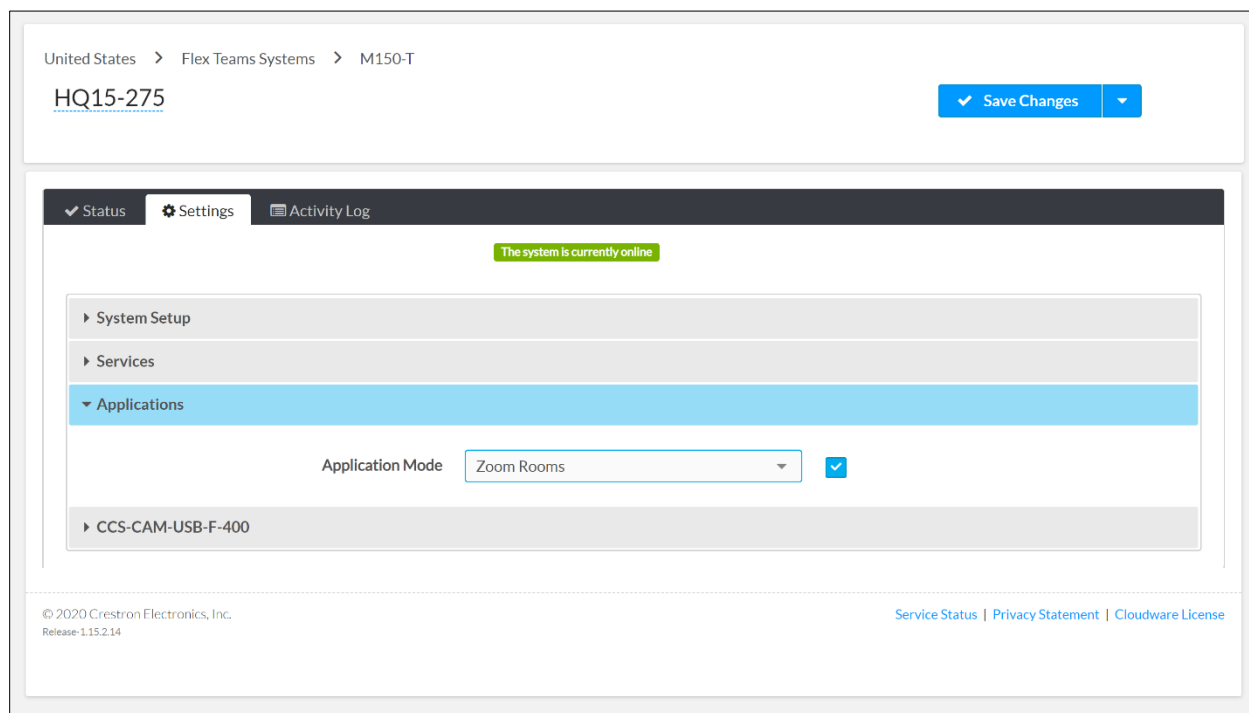


3. Click **Applications**.

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

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

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



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

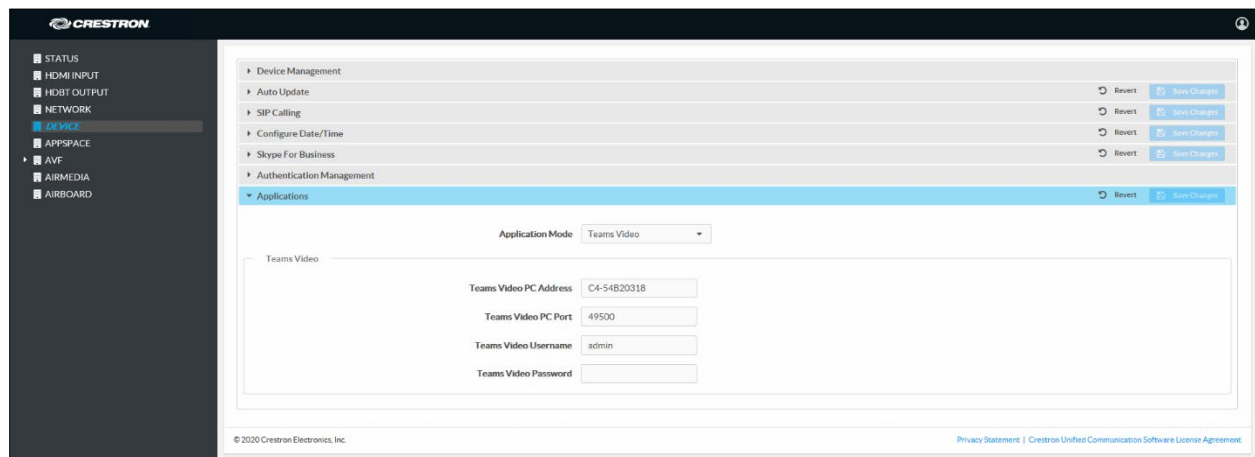
The Crestron Mercury conference system's application mode can be changed from a web browser or the Crestron XiO Cloud service.

From a Web Browser

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

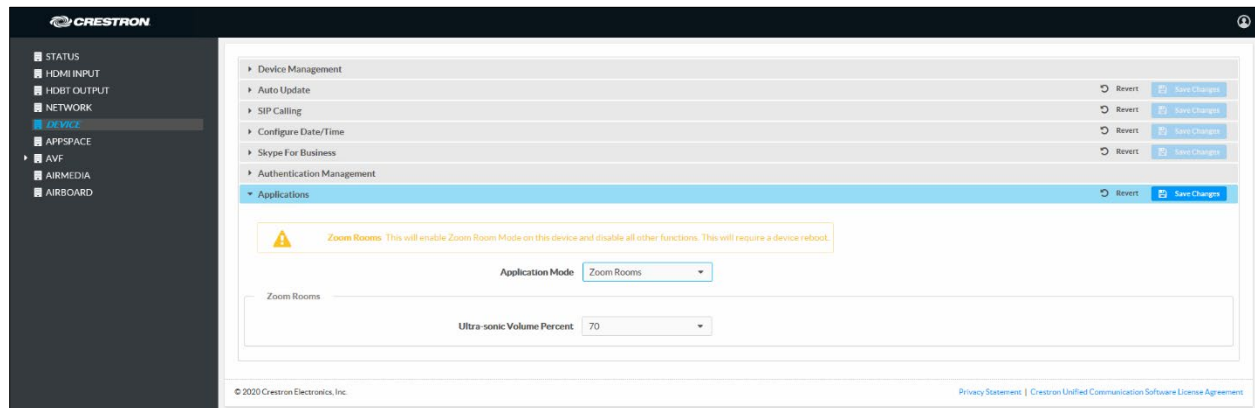
1. Use a web browser to display the DEVICE screen of the Crestron Mercury device's configuration pages. For details, refer to the [CCS-UC-1 Product Manual](#) (Doc. 7844).

Web browser, Crestron Mercury Device, Device section, Applications



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

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



3. Adjust the **Zoom Ultrasonic Volume** setting for use with the Zoom Rooms direct sharing feature. For details, refer to <https://support.zoom.us/hc/en-us/articles/214629303-Direct-sharing-in-Zoom-Rooms>.
4. Click **Save Changes**. The device will reboot.

From Crestron XiO Cloud Service

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

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

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

UC-ProductMgmt-Test
MercX-MTR

Services
Scheduling
Conferencing
Audio-Video
PinPointUX
Applications

Application Mode: Teams Video ☐

Microsoft Teams Video

UC-ENGINE Address: C4-54B2031CD7D7
UC-ENGINE Port: 49500
UC-ENGINE Admin Username: admin
UC-ENGINE Admin Password: ****

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

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

UC-ProductMgmt-Test
MercX-MTR

System Setup
Services
Scheduling
Conferencing
Audio-Video
PinPointUX
Applications

Microsoft Teams Room This will disable Microsoft Teams Room Mode on this device and resume normal device function. This will require a device reboot.

Application Mode: Zoom Rooms ☒

Zoom Rooms

Zoom Room Controller Auto Update ☐
Zoom Ultrasonic Volume: 70 ☐

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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 details, refer to <https://support.zoom.us/hc/en-us/articles/214629303-Direct-sharing-in-Zoom-Rooms>.
8. Click **Save Changes**.

On TSW Touch Screens

The TSW touch screen's application mode can be changed from a web browser or the Crestron XiO Cloud service.

From a Web Browser

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

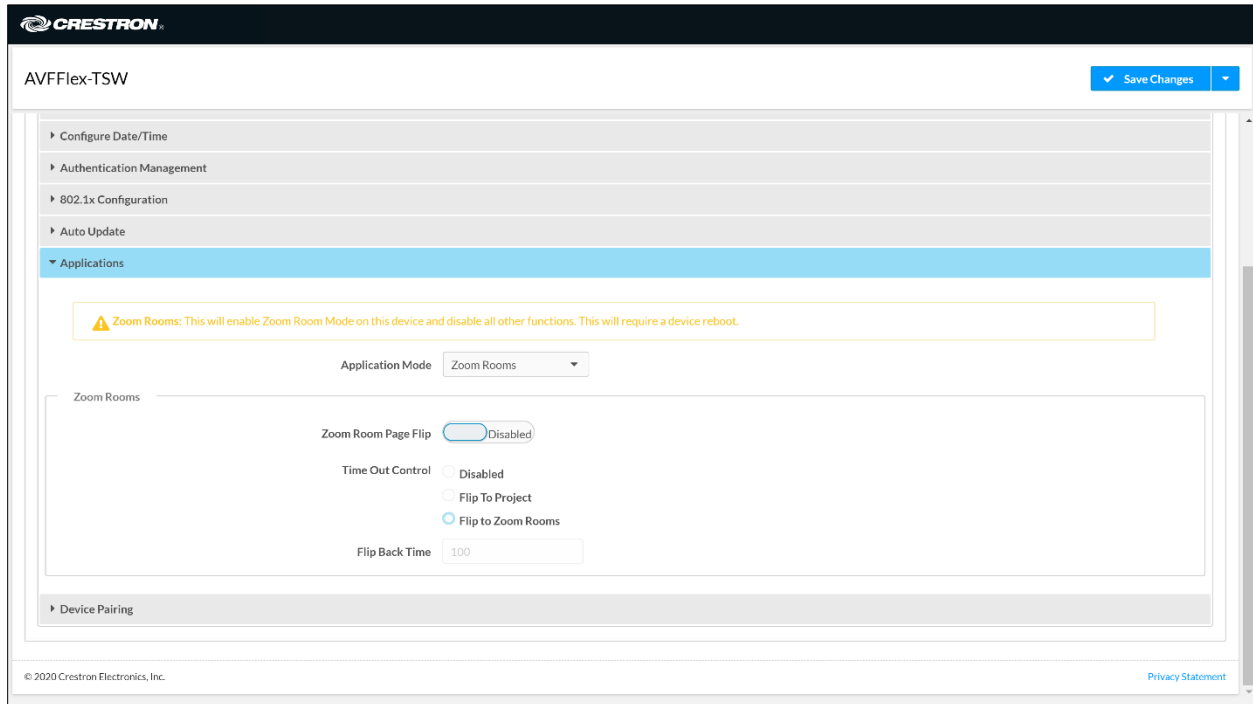
1. Use a web browser to display the Applications settings of the touch screen's configuration pages. For details, refer to the [TSW-560/TSW-760/TSW-1060 Supplemental Guide](#) (Doc. 7927).

Web browser, TSW Touch Screen Device, Settings tab, Applications

The screenshot displays the Crestron AVFFlex-TSW web interface. At the top, the Crestron logo is on the left, and the title 'AVFFlex-TSW' is in the center. On the right, there is an 'Actions' button with a dropdown arrow. Below the title bar is a sidebar menu with the following items: Audio, Cloud Settings, Configure Date/Time, Authentication Management, 802.1x Configuration, Auto Update, and Applications. The 'Applications' item is selected and highlighted in blue. The main content area shows the 'Applications' settings. At the top of this section is a dropdown menu for 'Application Mode' set to 'Teams Video'. Below this is a large white box containing the 'Teams Video' configuration fields: 'Teams Video PC Address' (set to 'HostMost'), 'Teams Video PC Port' (set to '49500'), 'Teams Video Username' (set to 'admin'), and 'Teams Video Password' (an empty field). At the bottom of the sidebar menu, there is a 'Device Pairing' item. The footer of the page contains the copyright notice '© 2020 Crestron Electronics, Inc.' on the left and a 'Privacy Statement' link on the right.

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

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



3. If the touch screen is to flip between Zoom Rooms and a custom touchpanel project, configure 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 TSW touch screen automatically updates the Zoom Rooms application weekly. If an update is needed sooner, click **Actions** and then click **App Upgrade**.

From Crestron XiO Cloud Service

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

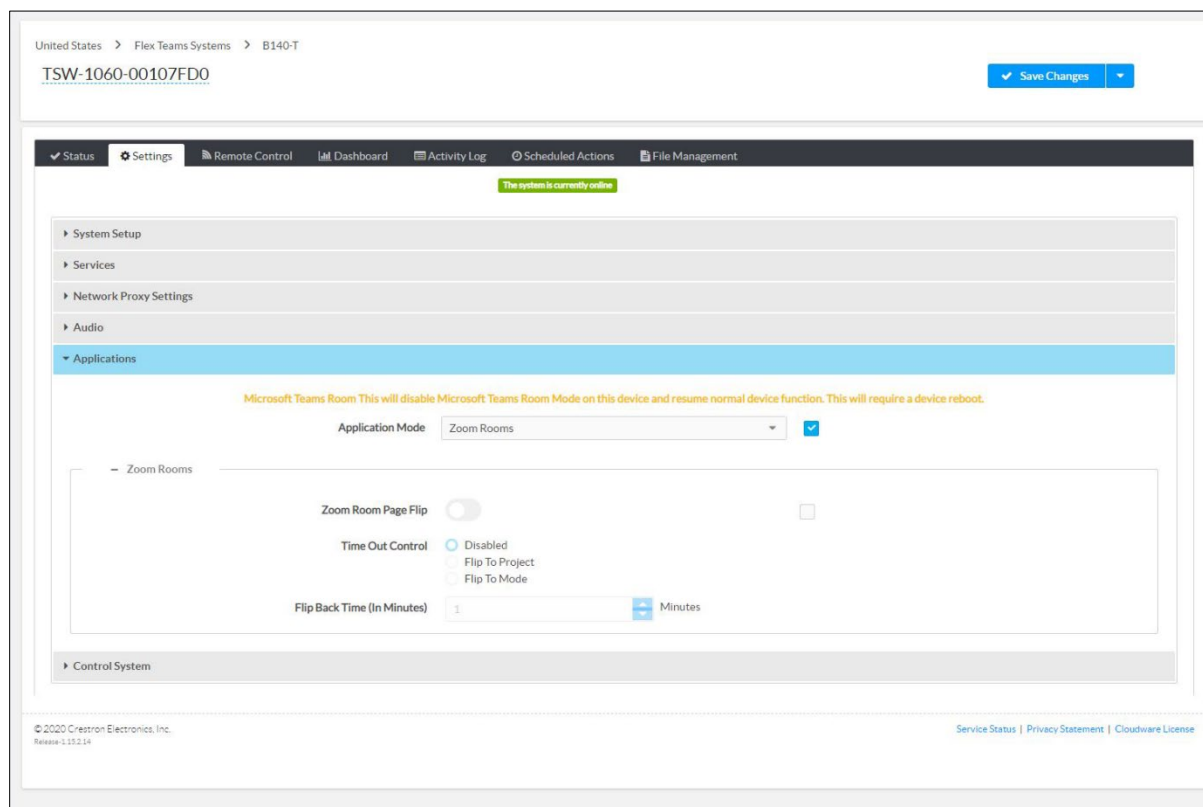
1. Log in to the Crestron XiO Cloud service and select the TSW touch screen device to switch.
2. Click the **Settings** tab.
3. Click **Applications**.

Crestron XiO Cloud, TSW Touch Screen Device, Settings tab, Applications

The screenshot shows the Crestron XiO Cloud web interface. At the top, the breadcrumb navigation reads 'United States > Flex Teams Systems > B140-T'. Below this is the device ID 'TSW-1060-00107FD0' and an 'Action' button. A dark navigation bar contains tabs: 'Status', 'Settings' (selected), 'Remote Control', 'Dashboard', 'Activity Log', 'Scheduled Actions', and 'File Management'. A green status message states 'The system is currently online'. The main content area has a sidebar with expandable sections: 'System Setup', 'Services', 'Network Proxy Settings', 'Audio', and 'Applications' (which is expanded and highlighted in blue). Under 'Applications', the 'Application Mode' is set to 'Teams.Video' with an adjacent checkbox. Below this, a section for 'Microsoft Teams Video' contains four input fields: 'UC-ENGINE Address' (GP22-B140-UC-UC), 'UC-ENGINE Port' (49500), 'UC-ENGINE Admin Username' (admin), and 'UC-ENGINE Admin Password' (masked with asterisks). At the bottom of the sidebar is 'Control System'. The footer includes copyright information '© 2020 Crestron Electronics, Inc. Release 1.13.2.14' and links for 'Service Status', 'Privacy Statement', and 'Cloudware License'.

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

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



6. If the touch screen is to flip between Zoom Rooms and a custom touchpanel 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.

Change from Zoom Rooms to Microsoft Teams Rooms

Minimum Firmware Requirements

- UC Engine: 1.00.16.715b
- TSW-1060: 2.006.0063.001
- 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

From the Crestron Settings App

NOTES:

- Some dual display systems do not have the ability to switch from the Zoom Rooms application to the Microsoft Teams Rooms application. If the Crestron Settings app does not show the **Change to Teams** button, the system does not support the mode switch function.
 - If the UC Engine is managed by the Crestron XiO Cloud service, changes made in the Crestron Settings app will revert to the settings established by the Crestron 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 "Open the Crestron Settings App" on page 23.
2. Click **Advanced**.
3. Click **Change to Teams** and click **Ok**. The system will reboot.

From Crestron XiO Cloud Service

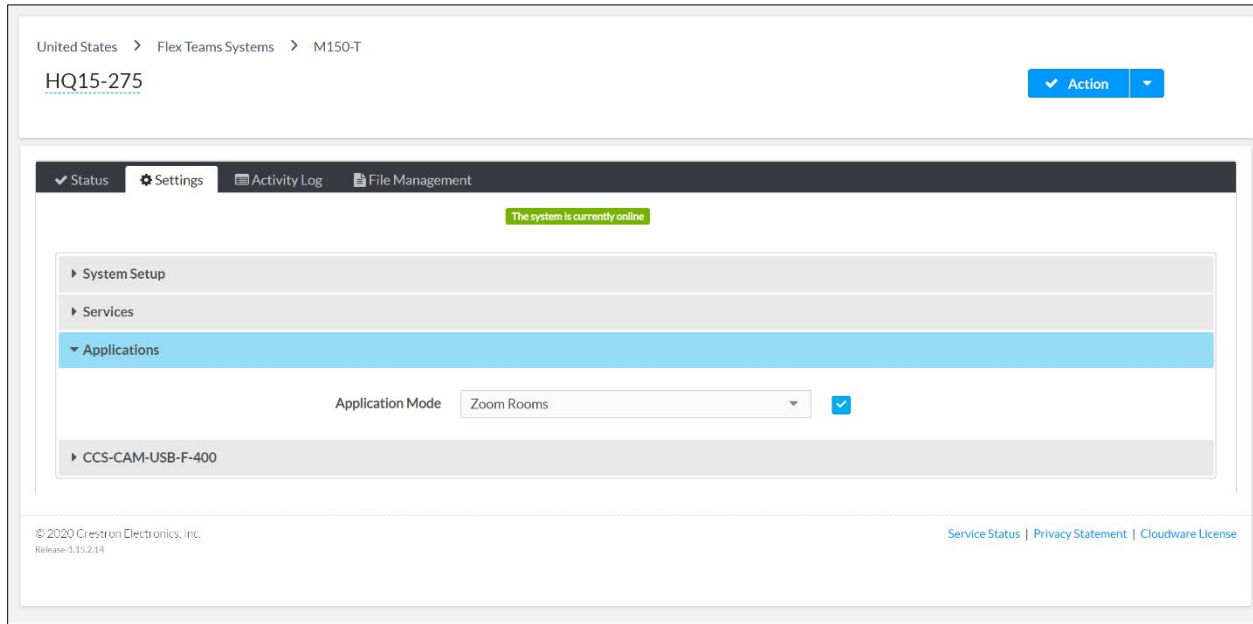
The Crestron XiO Cloud service can be used to update the application mode.

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

1. Log in to the Crestron XiO Cloud service and select the UC Engine to switch.

2. Click the **Settings** tab.

Crestron XiO Cloud, UC Engine, Settings tab

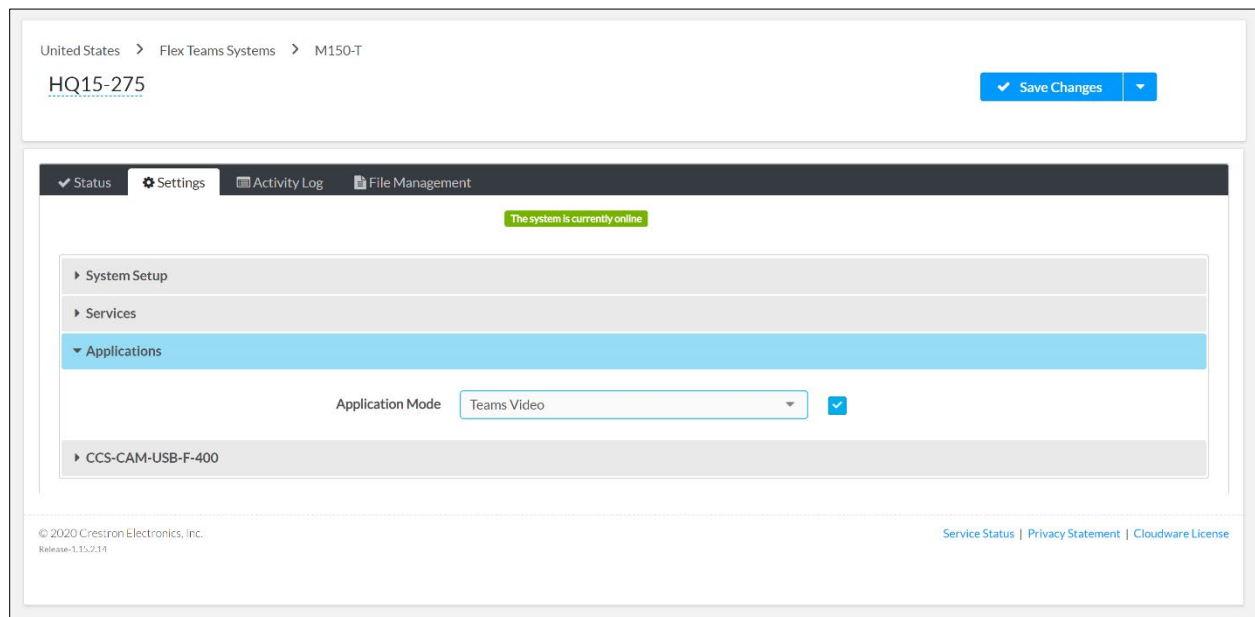


3. Click **Applications**.

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

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

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



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

Change the Control Device's Application Mode

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

On Crestron Mercury Conference Systems

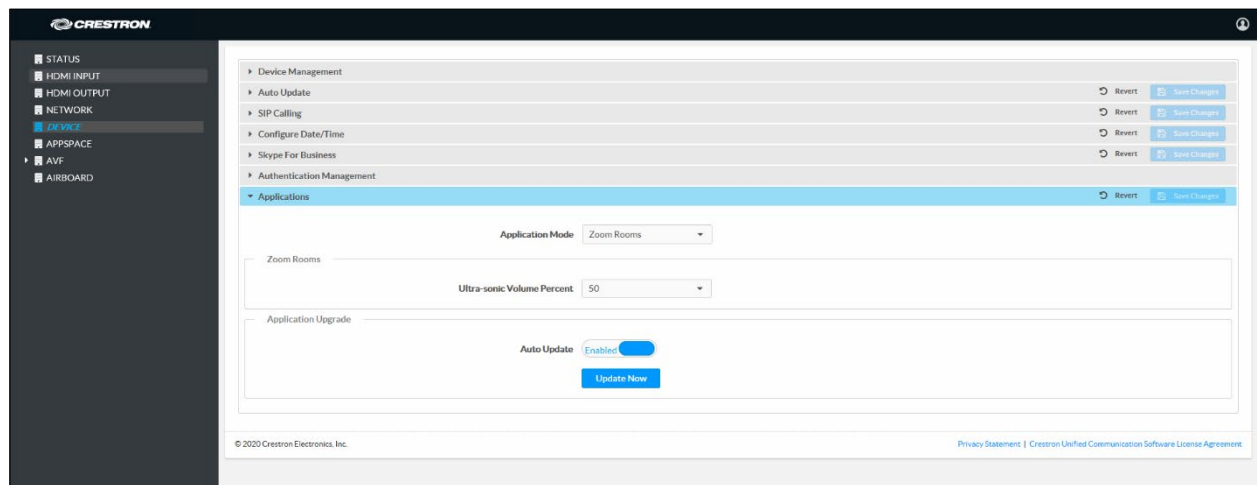
The Crestron Mercury conference system's application mode can be changed from a web browser or the Crestron XiO Cloud service.

From a Web Browser

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

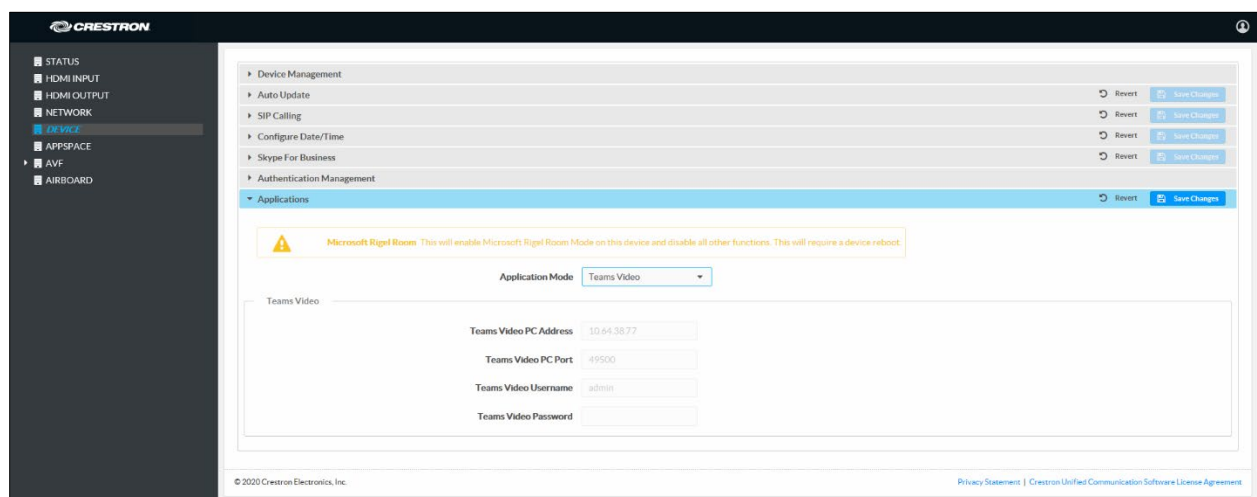
1. Use a web browser to display the DEVICE screen of the Crestron Mercury device's configuration pages. For details, refer to the [CCS-UC-1 Product Manual](#) (Doc. 7844).

Web browser, Crestron Mercury Device, Device section, Applications



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

Web browser, Crestron Mercury Device, Device section, Applications, Teams Video selected

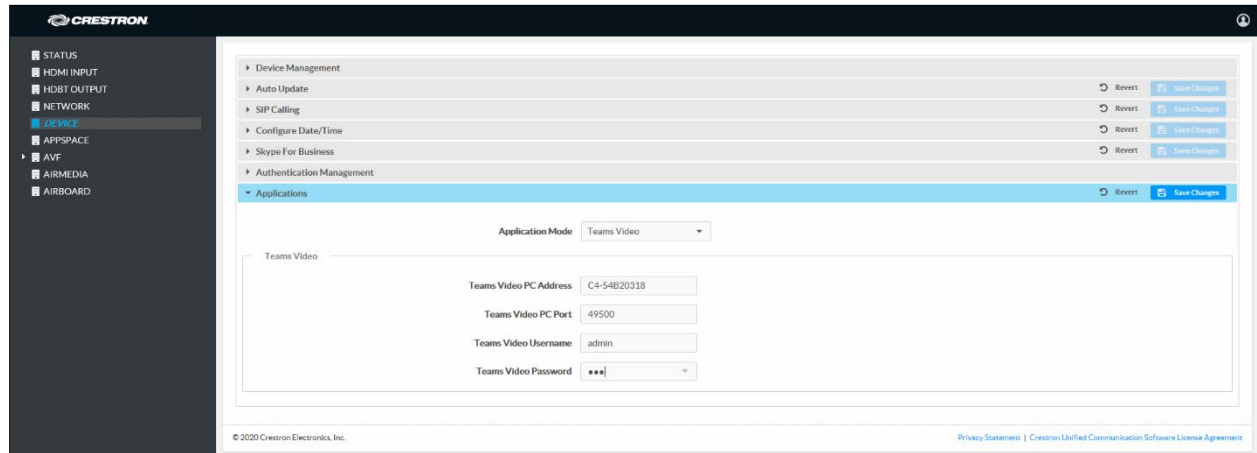


3. Click **Save Changes**. The device will reboot.
4. If the Crestron Mercury device is using a direct Ethernet connection to the UC Engine, continue to step 7. Otherwise, log in to the Crestron Mercury device and navigate to **DEVICE > Applications**.
5. Enter the following information in the appropriate 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, Crestron Mercury Device, Device section, Applications



6. Click **Save Changes**.
7. Configure the system as described in "Initial Setup" on page 4.

From Crestron XiO Cloud Service

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

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

Crestron XiO Cloud, Crestron Mercury Device, Settings tab

UC-ProductMgmt

MercX

✓ Action

- Services
- Scheduling
- Conferencing
- Audio-Video
- PinPointUX
- ▾ Applications

Application Mode: Zoom Rooms ☒

Zoom Rooms

Zoom Room Controller Auto Update ☐

Zoom Ultrasonic Volume: 70 ☐

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

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

The screenshot shows the 'UC-ProductMgmt' interface for a 'MercX' device. The 'Applications' menu is expanded, and 'Teams Video' is selected. The 'Application Mode' is set to 'Teams Video' with a checkmark. Below this, the 'Microsoft Teams Video' section contains four input fields: 'UC-ENGINE Address' (C4-54B20318BF), 'UC-ENGINE Port' (49500), 'UC-ENGINE Admin Username' (admin), and 'UC-ENGINE Admin Password' (masked with dots). A 'Save Changes' button is visible in the top right. The footer includes copyright information for Crestron Electronics, Inc. and links to Service Status, Privacy Statement, and Cloudware License.

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 "Initial Setup" on page 4.

On TSW Touch Screens

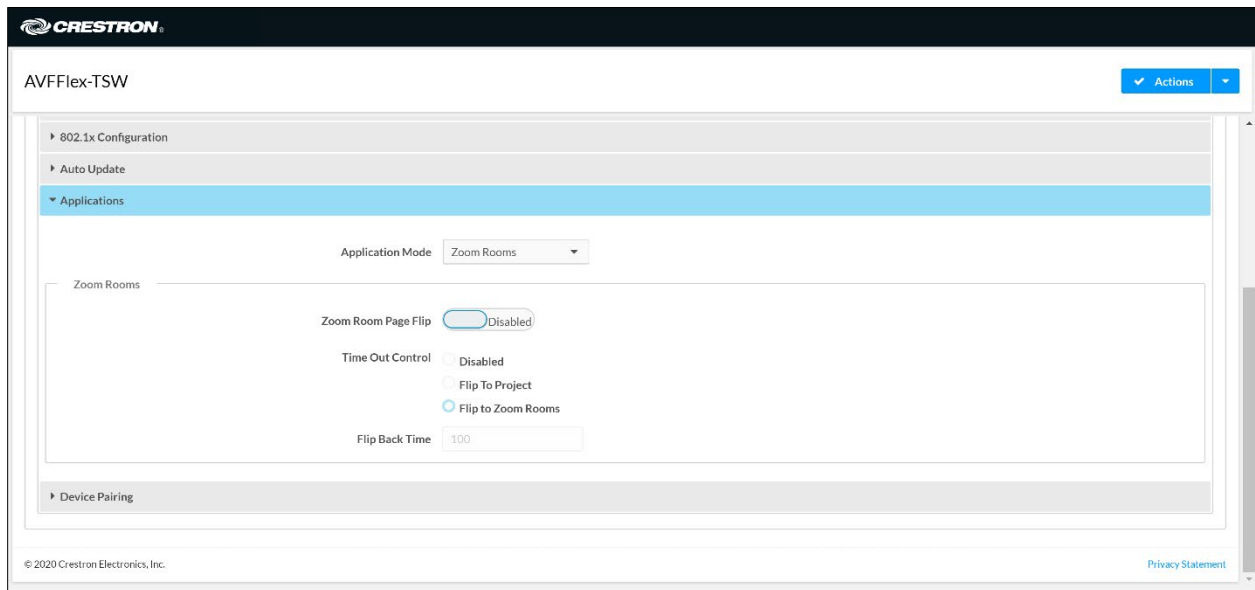
The TSW touch screen's application mode can be changed from a web browser or the Crestron XiO Cloud service.

From a Web Browser

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

1. Use a web browser to display the Applications settings of the touch screen's configuration pages. For details, refer to the [TSW-560/TSW-760/TSW-1060 Supplemental Guide](#) (Doc. 7927).

Web browser, TSW Touch Screen Device, Settings tab, Applications



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

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

The screenshot shows the AVFFlex-TSW web interface. At the top, there's a header with the Crestron logo and the title 'AVFFlex-TSW'. A 'Save Changes' button is in the top right. Below the header, there's a sidebar with 'Auto Update' and 'Applications' (selected). The main content area shows a warning message about Microsoft Rigel Room mode. Below that, the 'Application Mode' is set to 'Teams Video'. Under the 'Teams Video' section, there are four input fields: 'Teams Video PC Address' (containing 'HostMost'), 'Teams Video PC Port' (containing '49500'), 'Teams Video Username' (containing 'admin'), and 'Teams Video Password' (empty). At the bottom, there's a 'Device Pairing' section. The footer contains copyright information and a 'Privacy Statement' link.

3. Click **Save Changes**. The device will reboot.
4. If the TSW-1060-B-S 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, TSW Touch Screen Device, Settings tab, Applications

The screenshot shows the Crestron AVFFlex-TSW-d867 web interface. At the top, there's a header with the Crestron logo and the device name 'AVFFlex-TSW-d867'. A 'Save Changes' button is in the top right. The main content area has a sidebar with '802.1x Configuration', 'Auto Update', and 'Applications' (which is selected and highlighted in blue). The 'Applications' section contains an 'Application Mode' dropdown set to 'Teams Video'. Below this, there's a 'Teams Video' section with four input fields: 'Teams Video PC Address' (hostname123456), 'Teams Video PC Port' (49500), 'Teams Video Username' (admin), and 'Teams Video Password' (masked with three asterisks). At the bottom of the sidebar, there's a 'Device Pairing' section. The footer includes '© 2020 Crestron Electronics, Inc.' and a 'Privacy Statement' link.

6. Click **Save Changes**.
7. Configure the system as described in "Initial Setup" on page 4.

From Crestron XiO Cloud Service

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

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

Crestron XiO Cloud, TSW Touch Screen Device, Settings tab

AVFFLEX-TSW

✓ Action ▼

▸ System Setup

▸ Services

▸ Network Proxy Settings

▸ Audio

▼ Applications

Application Mode: Zoom Rooms ✓

— Zoom Rooms

Zoom Room Page Flip: ☐

Time Out Control: ☒ Disabled
☐ Flip To Project
☐ Flip To Mode

Flip Back Time (In Minutes): 1 Minutes

▸ Control System

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

Crestron XiO Cloud, TSW Touch Screen Device, Settings tab, Teams Video selected

AVFFLEX-TSW

✓ Save Changes ▼

▸ System Setup

▸ Services

▸ Network Proxy Settings

▸ Audio

▼ Applications

Microsoft Teams Room This will enable Microsoft Teams Room Mode on this device and disable all other functions. This will require a device reboot.

Application Mode: Teams Video ✓

— Microsoft Teams Video

UC-ENGINE Address: IP Address

UC-ENGINE Port: 49500

UC-ENGINE Admin Username: Username

UC-ENGINE Admin Password: ****

6. Click **Save Changes**. The device will reboot.
7. If the TSW-1060-B-S 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 "Initial Setup" on page 4.

Additional 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](#).

Planning, Deploying, and Managing Microsoft Teams Systems

For information on planning, deploying, and managing Microsoft Teams Rooms systems, visit <https://docs.microsoft.com/en-us/MicrosoftTeams/rooms/>.

Rolling Out Microsoft Teams Rooms Systems

For information on rolling out a Microsoft Teams Rooms deployment, visit <https://docs.microsoft.com/en-us/microsoftteams/how-to-roll-out-teams>.

Using a Microsoft Teams Rooms System

For instructions on using a Microsoft Teams Rooms system, visit <https://support.office.com/en-us/article/Skype-Room-Systems-version-2-help-e667f40e-5aab-40c1-bd68-611fe0002ba2>.

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