Getting Started

The following instructions are intended to expedite a Crestron® Flex conference room solution deployment by offering essential information and links for installation, configuration, troubleshooting, and maintenance.

In addition, the Crestron Flex Product Manual can be accessed by scanning the QR code on the product information sheet included with the solution or from the Resources section of the product page.

Pre-Deployment

Before proceeding with the installation, ensure the following pre-deployment checklist and license requirements are fulfilled.

Pre-Deployment Checklist

Task	Requirement	Notes
Verify Accounts/Configure Solution	Microsoft Teams® Rooms account credentials	Account credentials are required to log in to Microsoft Teams Rooms. When purchasing a Crestron Flex solution for use with Microsoft Teams Rooms, the Microsoft Teams desktop client is preinstalled on the UC-ENGINE. For guidelines on configuring accounts for Microsoft Teams Rooms, visit Configure accounts for Microsoft Teams Rooms.
	Zoom Rooms® account credentials	When purchasing a Crestron Flex solution for Zoom Rooms, the Zoom Rooms desktop client is preinstalled on the UC-ENGINE. For guidelines on how to configure accounts for Zoom Rooms, visit Setup & Configuration in the Zoom Rooms Help Center.
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.

Task	Requirement	Notes
Configure Network Server	Configure your network to provide an IP address using DHCP.	**For Microsoft Teams Rooms**: The UC-ENGINE and tabletop devices communicate over a VLAN network connection and require access to the internet. Port 49500 is used by default. **NOTE:** Upon initial startup, Microsoft Teams Rooms may not be configured with a static IP address. Run the Microsoft® Network Assessment Tool to confirm that your network is properly configured. For more information, visit Evaluate my environment.
		For Zoom Rooms: Crestron Flex solution for Zoom Rooms does not require tabletop devices to communicate directly with the UC-ENGINE. However, each device requires internet access to the Zoom® cloud service.
Establish Network Communications	Open the required TCP and UDP ports.	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. For more information, visit Prepare your network.
		Open TCP ports 80, 443, 8801, and 8802. Open UDP ports 3478, 3479, and 8801 through 8810. For more information, visit Network Firewall or Proxy Server Settings for Zoom and Firewall Configuration for Zoom Rooms.

Licenses Required:

- For Microsoft Teams Rooms Solutions:
  - A Microsoft Teams Rooms provisioned account
  - Microsoft 365 administrator access to create resource accounts and assign licenses. For more information on required licenses, visit Online Licensing.
- For Zoom Rooms Solutions:
  - A Zoom Rooms account or activation code to set up a Zoom Rooms system
  - Zoom Rooms administrator access to create and modify Zoom rooms.

Hardware Installation and Connections

To verify the contents of the kit, perform hardware installation, and make connections, select the hyperlinked SKU name in the table below:

	Microsoft Teams Rooms Software	Zoom Rooms Software	Open-Platform Software
B-Series Small Room Solutions	UC-B30-T	UC-B30-Z	
	UC-B30-T-WM	UC-B30-Z-WM	
	UC-BX30-T	UC-BX30-Z	
	UC-BX30-T-WM	UC-BX30-Z-WM	
	UC-B30-T-GV	-	-
	UC-BX30-T-GV	-	-
	UC-B31-T	UC-B31-Z	
	UC-B31-T-WM	UC-B31-Z-WM	
	UC-BX31-T	UC-BX31-Z	
	UC-BX31-T-WM	UC-BX31-Z-WM	
AIO B70 Solutions	UC-B70-A-T	UC-B70-A-Z	-
	UC-B70-A-T-I	UC-B70-A-Z-I	-

	Microsoft Teams Rooms Software	Zoom Rooms Software	Open-Platform Software
C-Series Custom Room Solutions	UC-C100-T	UC-C100-Z	
	UC-C100-T-WM	UC-C100-Z-WM	
	UC-CX100-T	UC-CX100-Z	
	UC-CX100-T-WM	UC-CX100-Z-WM	
	UC-C100-T-GV	-	-
	UC-CX100-T-GV	-	-
	-	UC-C100-PRO-Z	-
	-	UC-C100-PRO-Z-WM	-
	-	UC-CX100-PRO-Z	-
	-	UC-CX100-PRO-Z-WM	-
MM-Series Small Room Solutions	UC-MM30-T	UC-MM30-Z	
	UC-MM30-T-I	UC-MM30-Z-I	
	UC-MMX30-T	UC-MMX30-Z	
	UC-MMX30-T-I	UC-MMX30-Z-I	
	UC-MM30-NC-T	UC-MM30-NC-Z	
	UC-MM30-NC-T-I	UC-MM30-NC-Z-I	
	UC-MMX30-NC-T	UC-MMX30-NC-Z	
	UC-MMX30-NC-T-I	UC-MMX30-NC-Z-I	
M-Series Medium Room Solutions	UC-M50-T	UC-M50-Z	UC-M50-UA
	UC-MX50-T	UC-MX50-Z	UC-M50-U
	UC-M50-NC-T	UC-M50-NC-Z	UC-MX50-U
	UC-MX50-NC-T	UC-MX50-NC-Z	
M-Series Large Room Solutions	UC-M70-T	UC-M70-Z	UC-M70-UA
	UC-MX70-T	UC-MX70-Z	UC-M70-U
	UC-M70-NC-T	UC-M70-NC-Z	UC-MX70-U
	UC-MX70-NC-T	UC-MX70-NC-Z	
Upgrade Solutions	UC-ENGINE-BRKT-T-UPGRD	UC-ENGINE-BRKT-Z-UPGRD	
	UC-ENGINE-BRKTX-T-UPGRD	UC-ENGINE-BRKTX-T-UPGRD	
	UC-ENGINE-BRKT-T-UPGRD-BRKTX	UC-ENGINE-BRKT-Z-UPGRD-BRKTX	

Configuration

For **Microsoft Teams Rooms** Configuration, refer to the following links for details:

- [Microsoft Teams Rooms Software Updates](#)
- [Crestron Settings App](#)
- [Switching from Microsoft Teams Rooms to Zoom Rooms](#)

For **Zoom Rooms** Configuration, refer to the following links for details:

- [Zoom Rooms Software Updates](#)
- [Crestron Settings App](#)
- [Switching from Zoom Rooms to Microsoft Teams Rooms](#)
- [Custom Controls on a Zoom Rooms System](#)
- [Crestron Control for Zoom Rooms Software](#)

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](#).

Troubleshooting

Refer to the following online help articles for troubleshooting:

- [Crestron Flex Room Solutions](#)
- [Crestron Mercury Conferencing Device](#)
- [Other Unified Communications Devices](#)

Maintenance

Refer to the following key online help articles for information about maintaining a Crestron Flex solution:

1. Crestron Flex: Manually Updating Firmware: https://community.crestron.com/s/article/id-1000862

2. Crestron Flex: Current Firmware Versions: Details on software and firmware versions compatible with Crestron Flex deployments for Microsoft Teams® Rooms or Zoom Rooms®. https://community.crestron.com/s/article/id-1000397

3. Gathering Logs from Crestron Flex Systems: Instructions for Teams and Zoom. https://community.crestron.com/s/article/id-1000347

4. Crestron Flex: ASUS® Computer Recovery Image: https://community.crestron.com/s/article/2902

5. Crestron Flex: DELL® 7080 Computer Recovery Image: https://community.crestron.com/s/article/2896

6. Crestron Flex: ASUS® Compute Not Outputting HDMI® Video – Solution: https://community.crestron.com/s/article/3002

7. Crestron Remote Client: https://community.crestron.com/s/article/id-1000725

8. Dell CMOS : https://community.crestron.com/s/article/2959

Known Issues

Visit [Known Issues](#) for the most recent problems impacting Crestron products and services.

To filter the known issues for Crestron Flex:

1. Select the Category drop-down button.
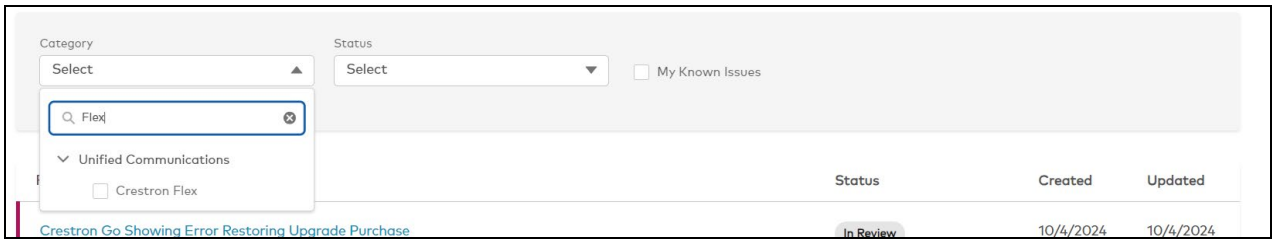
   A list of product categories appears.

2. Select **Unified Communications** > **Crestron Flex**.

   The relevant known issues for Crestron Flex will be displayed

   Optionally, you can enter the product category name in the search bar and then select **Crestron Flex**.

Category	Status		
Select ▲	Select ▼	☐ My Known Issues	
🔍 Flex ⊗			
∨ Unified Communications			
☐ Crestron Flex		Status	Created	Updated
Crestron Go Showing Error Restoring Upgrade Purchase		In Review	10/4/2024	10/4/2024

Trademarks

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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