FAQ

Common:

1. Q: How can I know the basic information such as IP address, Firmware version of the phone?
   A: Press the OK button on the keyboard when the phone is in IDLE.

2. Q: What're the main differences between T28&T26?
   A:

	LCD	Logo Display	Line Key
T28	320*160	236*82	6 lines
T26	132*64	132*64	3 lines

3. Q: What are the main differences between T26&T22?
   A:

T26	Support extension module	Support 10 DSS Key
T22	Doesn't support Ext-module	Doesn't have DSS key

4. Q: What's the different between T22&T20?
   A:

	LCD	Logo Display	Line	Xml phonebook	SMS
T22	132*64	Picture logo	3 lines	Support	Support
T20	2 *15 characters	Text logo	2 lines	Not support	Not support

5. Q: How many expansion modules can be connected to T28\T26?
   A: You can connect at most six extension modules to T28\T26.
   Please note that, if you connect more than 3 expansion modules to the phone, you need to connect one more adapter for each extension module.

6. Q: If I configure the "Ringer Device for Headset" setting on the WEB UI, why the ring still plays by speaker?
   A: If you would like to play ringtone by headset, besides configure the setting of "Ringer Device for Headset", the Headset should be enabled by pressing the Headset button on the keyboard (the LED of the headset will be on).

7. Q: What is "BLF List URI" used for?
   A: This parameter is for Broadsoft platform. On Broadsoft, you can set up a BLF group containing several extension numbers. A name should be specified to this group that is the so-called BLF List URI. Normally when you use BLF, you should set them up in DSS Keys and the phone will subscribe to the server for each extension once, with BLF List URI, the subscription will be simplified. The phone will only use the group name of the BLF List URI to subscribe to the server once and the server will know to let subscribe all the extension numbers in that group. This will greatly reduce the heavy burdens on the server.
   For example, if you have 10 extensions, normally you will have to subscribe with the server for 10 times from the first extension number to the last. However, if you specify a BLF List URI including these 10 extensions and name it "Sales", you will only need to subscribe "Sales" with the server, which happens only for once.

8. Q: What does "on code" and "off code" mean?
   A: They are the codes specified on the server which the phone uses to activate or deactivate a certain action by sending it to the server. On Code is to activate a feature, while Off Code deactivate a feature.
   Take the On Code for Always forward for example, if you set the On Code to be *78 (this code is supposed to be a

feature code to activate Always forward on the server), and the target as 201. When you enable Always forward, the Forward feature on the phone-side is for sure activated, at the same time the code *78201 will be sent to the server, hence the server-side will also know that this phone is set to Always forward its calls to 201. So, the server-side will be able to get the right status of the extension.

9. Q: When it comes to auto provision, what is the difference between a Common CFG file and MAC-Oriented CFG file?
   A: During provisioning, a phone will try to download 2 CFG files, one is Common CFG file and the other MAC-Oriented CFG file. Both files will let the phone know what to provision. Common CFG file will be used by a specific model while MAC-Oriented CFG file will be used only by the phone that is using the specific MAC address.
   For example, during provision, for a T28 with MAC 0015651130DB, it will try to download y000000000000.cfg that is for all T28 and 0015651130DB.cfg that is only for this phone. The format of the content of these 2 files is completely the same. If there's any conflict, the MAC-Oriented file has higher priority. For more details, please refer to Auto Provision Manual.

10. Q: What is the difference between a remote phonebook and local phonebook?
    A: A remote phonebook is placed on a server, while a local phonebook is placed on the phone flash. A remote phonebook can be used by everyone that can access the server, while a local phonebook can only be used by a specific phone itself. A remote phonebook is always used as a central phonebook for a company. That is, every stuff in the company can load this phonebook and each time they reach the remote phonebook, the data is passed real-time from the certain server.

11. Q: Why can't I upload the phonebook via auto provision?
    A: Please note that the phonebook you can upload via auto provision must be a local phonebook, instead of a remote phonebook. If you don't know what a local phonebook format is, you can export a local phonebook to view. The name must be "contactData1.xml".

12. Q: What is "Semi-attended Transfer"?
    A: As defined in RFC5589, it is "a hybrid between a fully attended transfer and an unattended transfer". We know that when a transferor makes an attended transfer to a certain target, it waits till the target party answers and then complete the transfer, this is attended transfer. If the server supports, the transferor can hang up the call before the target party answers, and the transfer can also be completed, this is called semi-attended transfer. For Yealink phones, there's an option for you to enable/disable semi-attended transfer.

13. Q: What is auto provision?
    A: It means auto configuration, Yealink phones support most of the configuration parameters for auto provision, local phonebook, firmware and so on. You can make auto provision on a single phone, while it makes more sense in the massive configuration.

14. Q: What is the principle of a provision?
    A: The phone downloads a certain text-based file (CFG format) which contains the configurations or firmware update request. It will know what to do according to the text-based file.
    For the detailed explanations to auto provision, you should refer to a specific manual: http://www.yealink.com/fae/Auto Provision Manual.rar

15. Q: What is PnP which mentioned in auto provision?
    A: PnP stands for Plug and Play. It is a method for our phones to get the provisioning URL. If the phone is with PnP enabled, when it boots up, it will send multi-broadcast message to its network, any server (usually the PBX) recognizes

the message will respond with the preconfigured provisioning URL, so the phone will be able to download the CFG files from that URL. It needs the server's support.

16. Q: What is the difference between user name, register name and display name?
A: Both user name and register name are defined by the server. A user name is used to identify the account while a register name matched with a password is used for authentication if the server requires. Display name is the caller ID that will be displayed on the called party. Some servers also define the display name so this parameter set on the phone may not take effect.

17. Q: Is there a SIP message that can make the phone reboot?
A: Yes. The message is formed like:
    NOTIFY sip:<user>@<dsthost> SIP/2.0
    To: sip:<user>@<dsthost>
    From: sip:sipsak@<srchost>
    CSeq: 10 NOTIFY
    Call-ID: 1234@<srchost>
    Event: check-sync;reboot=true

18. Q: Why do Yealink phones use DOB format logo file instead of popular BMP, JPG and so on?
A: The picture the phone can recognize has some special requirements. It is not easy for the phone to resolve a popular picture format such as BMP and JPG. To make it easy, we enable only DOB file. There's a tool for you to convert a BMP file to DOB. You can download the tool and instructions via http://www.yealink.com/fae/How to change the YEALINK logo on LCD.rar

19. Q: How to change the "Yealink" logo on LCD?
A: Please refer to the document: http://www.yealink.com/fae/How to change the YEALINK logo on LCD.rar

20. Q: I forget the admin password so I cannot manage my phone any more. What can I do?
A: A factory reset can restore the original password. If you are using T2x series, please try to long press the OK button in idle, which should lead you to make a factory reset. If you are using VP-2009, please type in string *#5702000# which will bring you to Keyboard Test mode and press OK button twice in this mode will bring a factory reset.

Note: This is not a regular way to do resetting. Usually, we just allow our distributors know this resetting method. If distributor wants inform his resellers or end users of this method, please let Yealink know and be very carefully.

21. Q: How to increase the volume on Speaker & on Headset?
A: The volumes in different cases are separated. Anytime you want to increase or reduce the voice you are hearing, just use the volume buttons under the navigation keys. When in idle, it tunes the ringer volume. In talking, it tunes the receiving volume. In dialing mode, it tunes the volume for dial tone. When you are using speaker, it tunes for speaker and when you are using headset, it tunes for headset. The sending volume can only be adjusted via auto provision for now.

22. Q: How to configure BLF feature in Broadsoft platform?
A: You can refer to http://www.yealink.com/fae/How to configure BLF feature in Broadsoft PBX.pdf.

23. Q: Why I can't send a SMS to any other phone?
A: SMS is a feature that needs your server's support. Please just check it with your system manager.

24. Q: How can we reset the phone to default settings?

A: If you can access to the phone by admin, please click to page Upgrade -> Basic, then click Reset button to make it. If you forget the password for admin, please refer to another FAQ which says "*I forget the admin password so I cannot manage my phone any more. What can I do?*"

25. Q: Why the phone cannot obtain an IP address via DHCP?

A: Please check the connection with the network cable. Make sure the network and the DHCP server both work fine, and there isn't more than one DHCP server.

26. Q: How to capture a Wireshark packet?

A: Please refer to the document: http://www.yealink.com/fae/wireshark tool and instruction.rar.

27. Q: How to use the AES Encryption tool?

A: Please refer to the document: http://www.yealink.com/fae/AES Encryption Tool.rar.

28. Q: How to make the call using SRTP?

A: SRTP needs the server and the two phone parties supports, also you should open it on Account→Advanced→Voice Encryption (SRTP) in the Web UI of the phone on both call parties.

29. Q: What is XML browser feature?

A: With xml browser, customers can personalize their features，Such as weather forecast inquiry, stock information, date inquiry, access to address book, Google search, news browsing, music playing, terminal parameters configuration and other functions.

30. Q: Why MWI (Message Waiting Indication) is not working?

A: You can use the WireShark to capture the trace and check whether IP PBX has sent a standard sip notify message to the device.

31. Q: In webpage, what is the Phone -> Ring used for?

A: It is used for distinctive ringtone which allows you to personalize distinctive ringtone for different groups of your contacts, it needs server supports.

32. Q: Where can I get the change log for the firmware upgrading?

A: You can go and fetch that from www.yealink.com.

33. Q: Why does it show me "talking…" when I am trying to update the firmware, though the phone is not in talking?

A: It must be because that the firmware to which you are trying to update is far newer than the current firmware. You should use an intermediate firmware to jump to the new firmware. Please try the following intermediate firmware:

T28: Http://www.yealink.com/fae/T28_Intermediate_2.3.0.30.rar

T26: Http://www.yealink.com/fae/T26_Intermediate_6.3.0.50.rar

T22: Http://www.yealink.com/fae/T22_Intermediate_7.3.0.50.rar

T20: Http://www.yealink.com/fae/T20_Intermediate_9.4.0.60.rar

34. Q: Why can't the phone obtain an IP address?

A: Make sure your network connection is correct.

35. Q: How to use the xml remote phone book?
    A: You should first place the xml remote phone book file on the server, and fill in the file's address into the Phone book url on Contacts→ Remote Phone Book of Web UI of the phone. And give it a name in the "phone book name" field.

36. Q: How to set the DST(Daylight Saving Time) ?
    A: You can set it on Phone→Preference of web UI of the phone. It will adjust the DST automatically based on the time zone you chose.

37. Q: What will happen if I connect both PoE cable and power adapter? Who has the priority?
    A: The ones manufactured before January 2010 use the power adapter prior, while afterwards the phones use POE prior.

38. Q: How to search in remote phonebook?
    A: Please refer to the document: http://www.yealink.com/fae/Searching in Remote Phonebook.rar.