Overview

This guide shows how to use recovery mode to get your phone ready when it fails to start up. Yealink IP phones support recovery mode using TFTP protocol only.

Generally, when a Yealink IP phone is powered and connected to the network properly, it will start up successfully and get ready for you to use. In case, the IP phone is accidentally powered off when upgrading, the system data in the flash may be damaged and this makes the IP phone fail to start up. **Therefore, we strongly recommend that do not unplug or remove the power when the phone is updating firmware or configurations.**

Getting started

Before using recovery mode to get the IP phone ready, the following steps are required:

- Preparing the Firmware and other Resource Files
- Configuring the TFTP Server

Preparing the Firmware and other Resource Files

For the firmware and other resource files, you can ask your Yealink reseller or go to Yealink Technical Support online: http://www.yealink.com/DocumentDownload.aspx?CateId=142&flag=142.

Different phone models require different resource files to be used for recovery mode. Some just need the firmware, while others need extra files like "**.bin**" or "**.rfs**" in addition to firmware.

The file name of the firmware used for recovery mode is strictly required. For example, to use recovery mode on SIP-T28P IP phones, you must rename the firmware file as T28.rom.

For more details about the firmware name and required resource files, refer to the following table:

Phone Model	**The Resource Files Required** (case-sensitive)
SIP-T19(P) E2	T19P_E2.rom, T19P_E2.bin and T19P_E2.rfs
SIP-T20P	T20.rom
SIP-T21(P) E2	T21P_E2.rom, T21P_E2.bin and T21P_E2.rfs
SIP-T22P	T22.rom

Phone Model	The Resource Files Required (case-sensitive)
SIP-T23P/G	T23.rom, T2X.bin and T2X.rfs
SIP-T26P	T26.rom
SIP-T27P	T27.rom, T27.bin and T27.rfs
SIP-T28P	T28.rom
SIP-T29G	T29.rom, T29.bin and T29.rfs
SIP-T32G	T32.rom and T32.bin
SIP-T38G	T38.rom and T38.bin
SIP-T41P	T41.rom, T4X_SPI.bin and T4X_SPI.rfs
SIP-T42G	T42.rom, T42.bin and T42.rfs
SIP-T46G	T46.rom, T46.bin and T46.rfs
SIP-T48G	T48.rom, T48.bin and T48.rfs
SIP-T60P	T60.rom
SIP-T61(P/G)	T61.rom, T2X.bin and T2X.rfs
SIP-T65P	T65.rom
SIP-T66 P/G	T66.rom, T2X.bin and T2X.rfs
SIP-T68	T68.rom and T68.bin
VP530	V4X.rom, V4X.bin and V4X.rfs
CP860	CP860.rom, CP860.bin and CP860.rfs
VC400	VCS.rom, VCS.bin and VCS.rfs
VC120	VCS.rom, VCS.bin and VCS.rfs
VC110	VC110.rom, VC110.bin and VC110.rfs
W52P/H Base	W52P.rom, W5X.bin and W5X.rfs

Configuring the TFTP Server

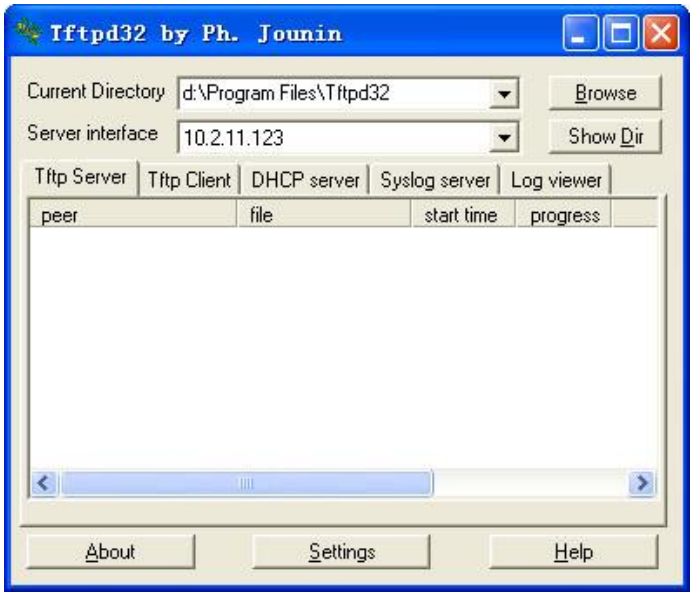
This section shows how to configure a TFTP server for windows system using tftpd32 application. You can download the tftpd32 application online: http://tftpd32.jounin.net/tftpd32_download.html. If there is a TFTP server installed on your local system, you can skip this section and go to the next.

Procedures:

1. Create a TFTP root directory on the local system.
2. Place resource files to this root directory.
3. Double click the **tftpd32.exe** to start the application.

4. Click the Browse to locate the TFTP root directory from the local system.
5. Select the local IP address from the pull-down list of **Server interface**.

   Take a note of the server IP address (e.g., 10.2.11.123) which is used at the later stage.



Using Recovery Mode on Yealink IP Phones

This section introduces how to perform recovery mode on Yealink IP phones step by step.

For SIP Phone Series

The section is only applicable to SIP phone series including SIP-T19(P) E2, T20P, T21P E2, T22P, T23P/G, T26P, T28P, T29G, T32G, T38G, T41P, T42G,T46G, T48G,T60G, T61(P/G), T65P, T66 P/G and T68.

The following procedures take the SIP-T28P IP phone for reference.

Procedures:

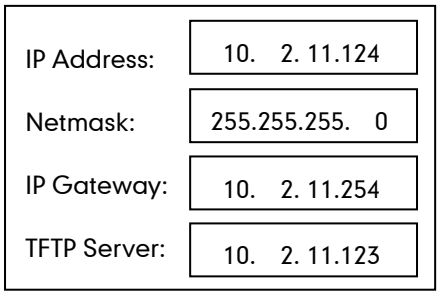
1. Long press (speakerphone key) and reconnect the power adapter to trigger the recovery mode. Do not release until the recovery mode wizard appears on the phone LCD screen.

Note For CP860 and VP530, you need to long press the specified soft key (the second from the left on the phone) since there is no speakerphone key.

2. Enter the desired values in the **IP Address**, **Netmask**, **IP Gateway** and **TFTP Server**

fields respectively.

The IP phone must be configured in the same subnet as the TFTP server.



3. Press (OK) to complete the recovery mode.

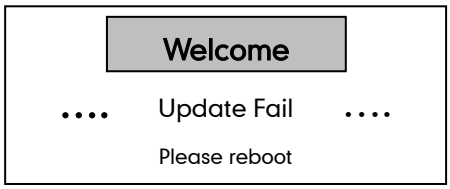
   The IP phone will download and upgrade the firmware from the TFTP server. After upgrading, the IP phone will initialize successfully and get ready for use.

   The LCD screen prompts "Initializing...Please Wait" when upgrading successfully.

4. If the IP phone fails to upgrade, the LCD screen will indicate the failure. You need to check and make sure:

   - The connectivity between the TFTP server and the IP phone works well.
   - The resource files are correctly renamed and placed to the TFTP root directory.
   - Repeat the recovery mode procedures to try again.

   The LCD screen prompts "Update Fail...Please reboot" when failing to upgrade:



5. Press (OK) to verify the current firmware version after upgrading successfully.

For VCS (Video Conferencing System) Series

The section is only applicable to VCS series including VC400, VC120 and VC110.

The following procedures take the VC400/VC120 for reference.

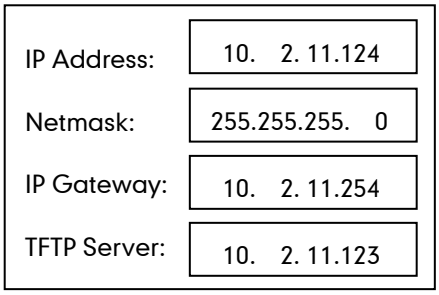
Procedures:

1. Long press the recessed **Reset** key (Use the tip of a pen to hold the reset key) and press  on the codec to trigger the recovery mode. Do not release the **Reset** key until the recovery mode wizard appears on the display device.

Note For VC110, you need to long press the **Reset** key and reconnect the power adapter to trigger the recovery mode.

2. Enter the desired values in the **IP Address**, **Netmask**, **IP Gateway** and **TFTP Server** fields respectively.

   The IP phone must be configured in the same subnet as the TFTP server.



3. Press  on the remote control to complete the recovery mode.

   The video conferencing system will download and upgrade the firmware from the TFTP server. After upgrading, the video conferencing system will initialize successfully and get ready for use.

4. Press  on the VCP40 phone to verify the current firmware version after upgrading successfully.

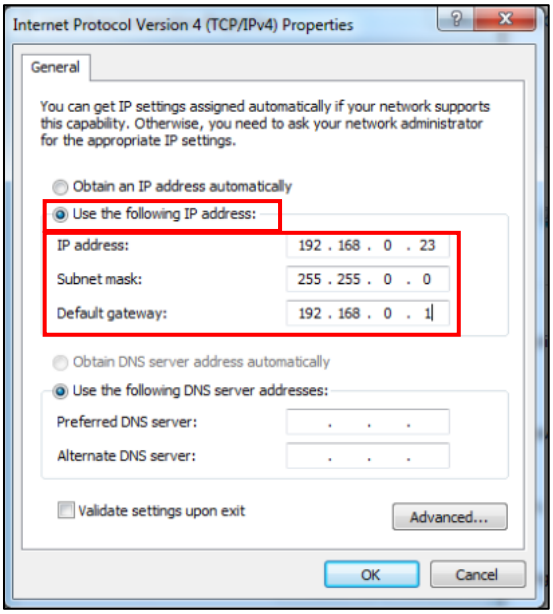
For W52P/H Base

For W52P/H base, there is no screen to show information for you. The W52P/H base uses 192.168.0.100 as its default IP address, so you need to configure a static IP address for you local PC where you have the TFTP server installed.

Procedures:

1. Configure the static IP address on your local PC.

   It must be configured as below:

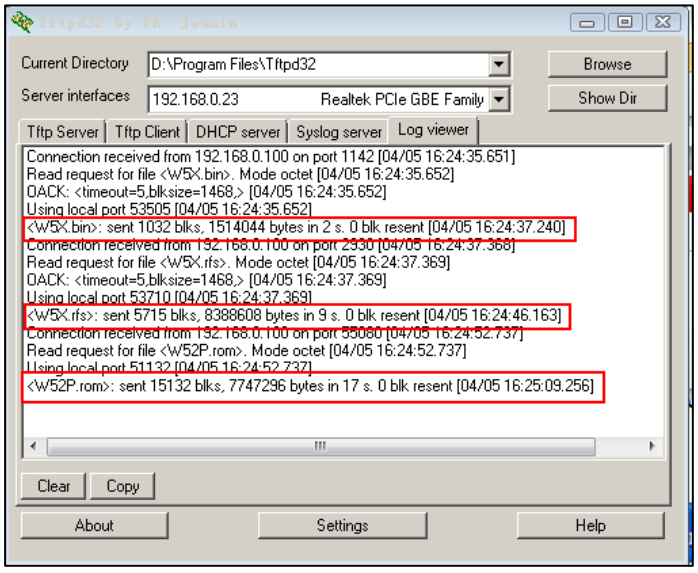


2. Click **OK** twice to save the settings.

Long press [wifi] and reconnect the power adapter to trigger the recovery mode. Do not release [wifi] until three LED indicators (⏻ ⟶ 🖧 ⟶ 🖥 in turn) are all turned on.

The W52P/H base will download and upgrade the firmware from the TFTP server.

You can view the syslog of the TFTP server to check if the W52P/H base downloads the firmware successfully as show below:



3. After a handset is registered, press [OK] on the handset to verify the current firmware version.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocsFeedback@yealink.com.