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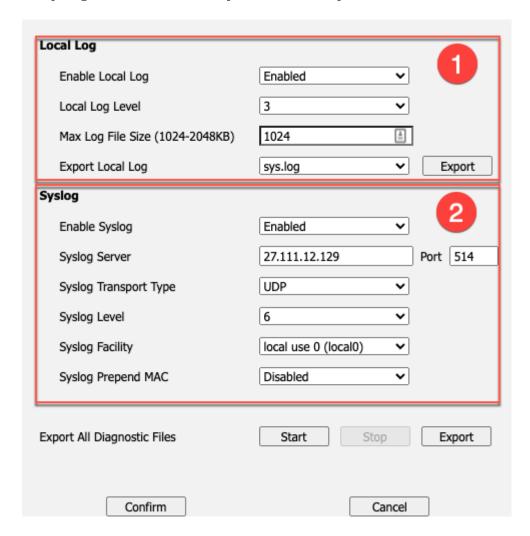
Yealink Diagnostics

Mike Johnstone - 2024-08-09 - Yealink Devices

Yealink Diagnostics

Yealink provides two diagnostic tools to help our support team diagnose connectivity issues within your network

- a) local log and
- b) Syslog which conveniently writes directly back to our network.



Quick Guide

Step 1: Browse to Phones Web UI

1. **Phones web UI**: to access the phone's web UI press the OK button

(on the right of the keypad) to retrieve the phone's IP address.

- 2. Enter the IP address in your browser (eg 192.168.1.xx).
- 3. UserName and Password: Admin- admin, Password- admin.
- 4. Click Confirm.

Step 2: Export Local Log

- Select Settings tab >> Configuration
- 2. **Export System Log**: Set the Local log level to 6 -> reboot the phone
- 3. **Pcap Feature**: Start to capture the Trace -> reproduce your issue -> stop capturing the Trace -> Export PCAP Trace
- 4. **Export or Import Configuration**: Export config.bin
- 5. Email Download files to our support site.

Step 3: Syslog

- Select Settings tab >> Configuration
- 2. Enable Syslog
- 3. **Syslog server**: 27.111.12.129 | Port 514
- 4. **Transport Type**: UDP
- 5. Select Confirm
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