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## **Yealink Factory Reset**

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## **Yealink Factory Reset / Upgrade Firmware**

Occasionally, refurbished or older Yealink phones may experience issues connecting to our service.

When this happens, you have two options:

- 1. Clears all previous settings and returns the phone to its default state.
- 2. For older phones, upgrading to the latest supported firmware can resolve compatibility issues.

Yealink phones are reliable, and with a simple reset or upgrade, they can often be restored to full functionality

## Factory Reset phone itself.

- $1. \ \ Make sure the phone is powered on.$
- 2. Locate the **OK button** on the phone's keypad.
- 3. Press and Hold the  $\mathbf{OK}$  button for 10 seconds
- 4. The phone will prompt you to confirm the reset select YES to confirm.
- 5. The phone will reboot and return to factory defaults.

## Firmware Upgrade

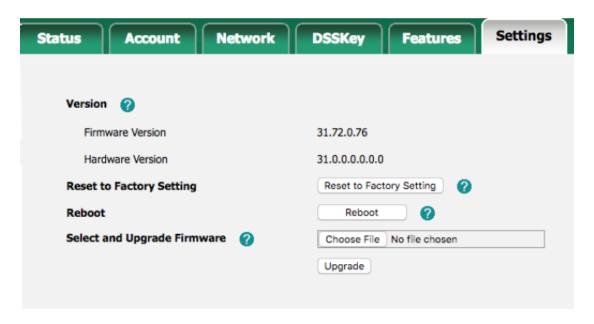
- 1. Download the firmware from Yealink (https://support.yealink.com/en/portal/home).
- 2. Hit the OK button to get the IP address:

```
(eg 192.168.1.xx).
```

3. Enter the **IP address** on your browser (eg 192.168.1.xx).

- 4. Username and Password: admin/admin
- 5. **Settings | Select and Upgrade >>** Upgrade

 $\mbox{NB}$  - its important to match the exact firmware with your handset (eg SIP-T46U must match the same firmware version)



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