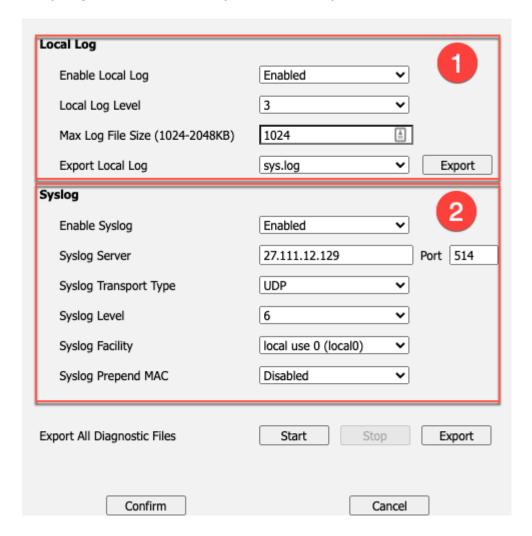## Yealink Diagnostics

Mike Johnstone - 2024-08-08 - 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

1. 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

1. Select **Settings** tab >> **Configuration**

2. **Enable Syslog**

3. **Syslog server**: 27.111.12.129 | Port 514

4. **Transport Type**: UDP

5. Select Confirm

Tags
Device
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