Yealink Factory Reset

Mike Johnstone - 2025-09-26 - [Yealink Devices](#)

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 **OK** button for 10 seconds

4. The phone will prompt you to confirm the reset — select YES to confirm.
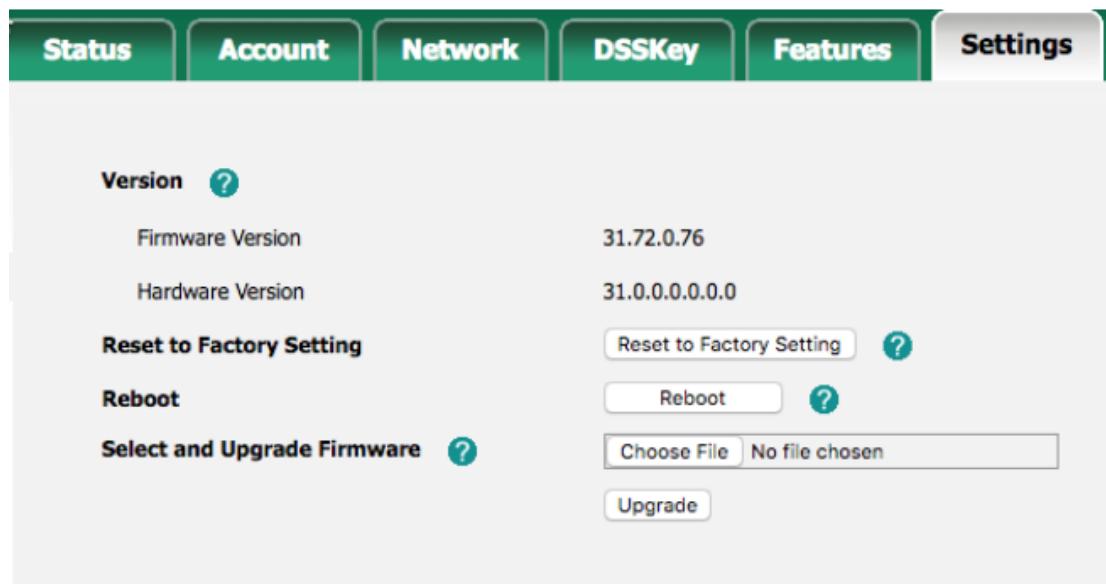
5. The phone will reboot and return to factory defaults.

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

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

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