



[Base de conocimiento](#) > [Handsets and Device Provisioning](#) > [Yealink Devices](#) > [Yealink Factory Reset](#)

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.

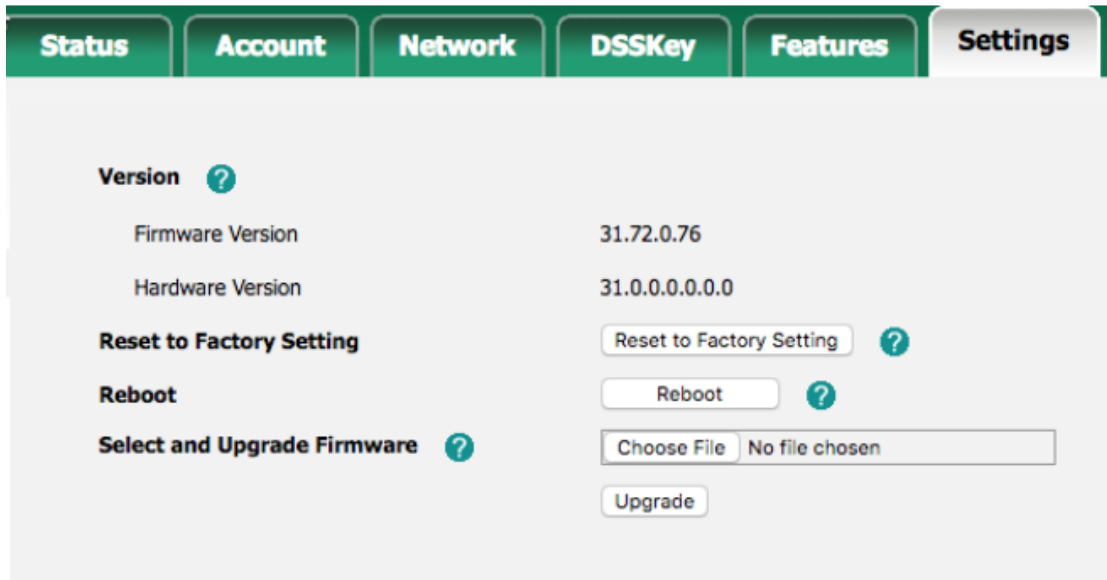
Firmware Upgrade

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)



The screenshot displays the 'Settings' page of a Yealink SIP-T46U device. The top navigation bar includes tabs for Status, Account, Network, DSSKey, Features, and Settings. The main content area is divided into sections: 'Version' (with a help icon), 'Reset to Factory Setting' (with a button and help icon), 'Reboot' (with a button and help icon), and 'Select and Upgrade Firmware' (with a help icon). The 'Version' section shows 'Firmware Version' as 31.72.0.76 and 'Hardware Version' as 31.0.0.0.0.0.0. The 'Reset to Factory Setting' section has a button labeled 'Reset to Factory Setting'. The 'Reboot' section has a button labeled 'Reboot'. The 'Select and Upgrade Firmware' section has a 'Choose File' button, a text field showing 'No file chosen', and an 'Upgrade' button.

Section	Item	Value/Action
Version ?	Firmware Version	31.72.0.76
	Hardware Version	31.0.0.0.0.0.0
Reset to Factory Setting	Reset to Factory Setting ?	Reset to Factory Setting
Reboot	Reboot ?	Reboot
Select and Upgrade Firmware ?	Choose File	No file chosen
	Upgrade	Upgrade

- Etiquetas
- [Device](#)
- [Yealink](#)