



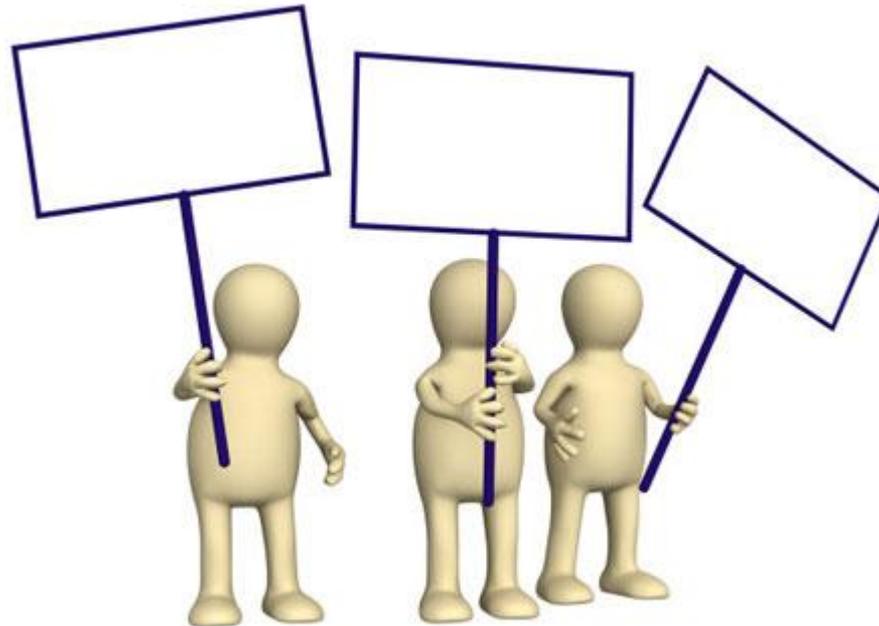
How to get the Syslog, Config.bin and Trace



WWW.YEALINK.COM

Export the files

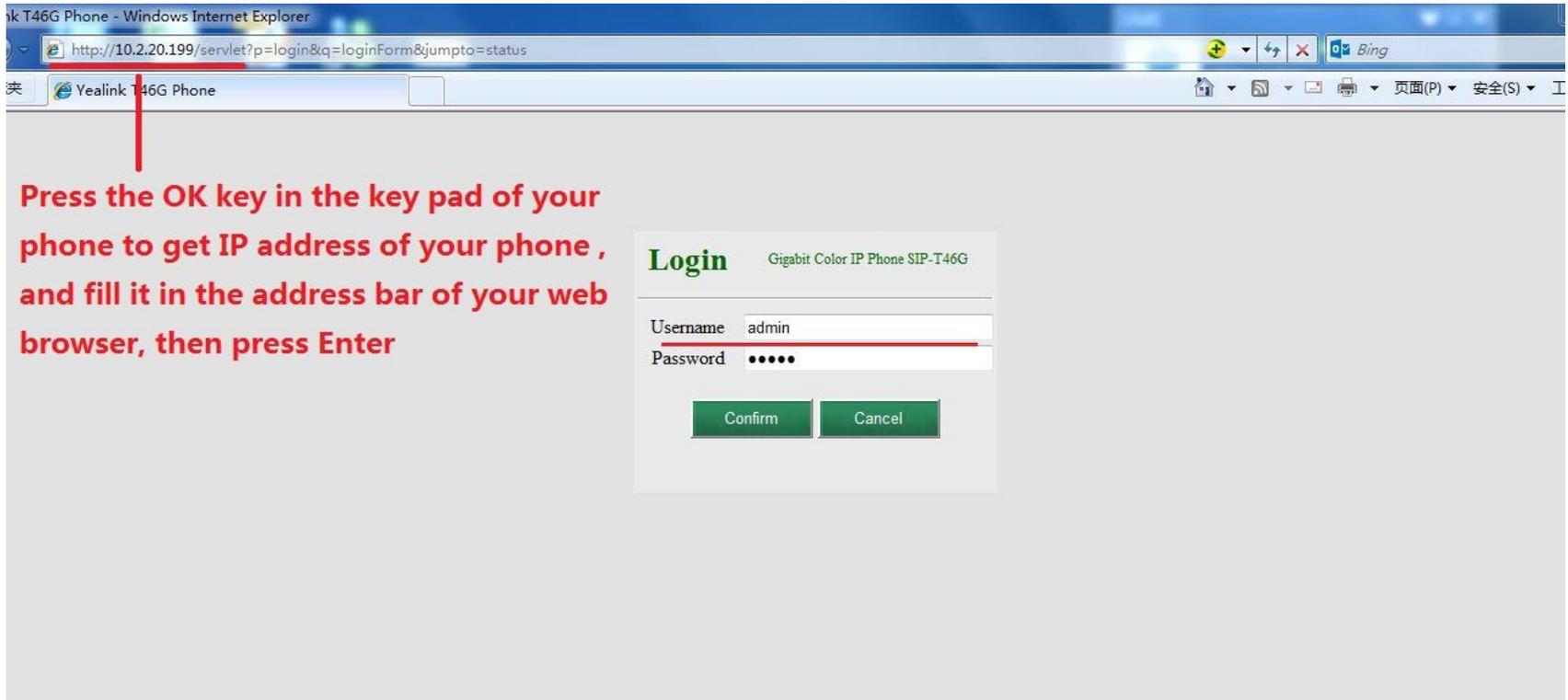
There are only 5 steps you need to do:



Export the files

Step 1

- Login the phone web UI and input the username and password which are both **admin** by default



Press the OK key in the key pad of your phone to get IP address of your phone , and fill it in the address bar of your web browser, then press Enter

Login Gigabit Color IP Phone SIP-T46G

Username admin

Password ●●●●

Confirm Cancel

Export the files

Step 2

- Click on Settings->Configuration.
- Set Log Level to 6
- Click 'Confirm' ,then restart the phone

The screenshot shows the Yealink T28 web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings', 'Directory', and 'Security'. The 'Settings' tab is active, and the 'Configuration' sub-tab is selected in the left sidebar. The main content area displays the 'Export or Import Configuration' section with a file input field and 'Import' and 'Export' buttons. Below this is the 'Pcap Feature' section with 'Start', 'Stop', and 'Export' buttons. The 'Export System Log' section has radio buttons for 'Local' (selected) and 'Server', and an 'Export' button. The 'System Log Level' section has a dropdown menu set to '6', which is highlighted with a red box and a red arrow labeled '2'. A 'Confirm' button is also highlighted with a red box and a red arrow labeled '2'. Another red arrow labeled '1' points to the 'Export' button in the 'Export System Log' section. A 'NOTE' box on the right states: 'Configuration: The configuration parameters for administrator.'

Export the files

Step 3

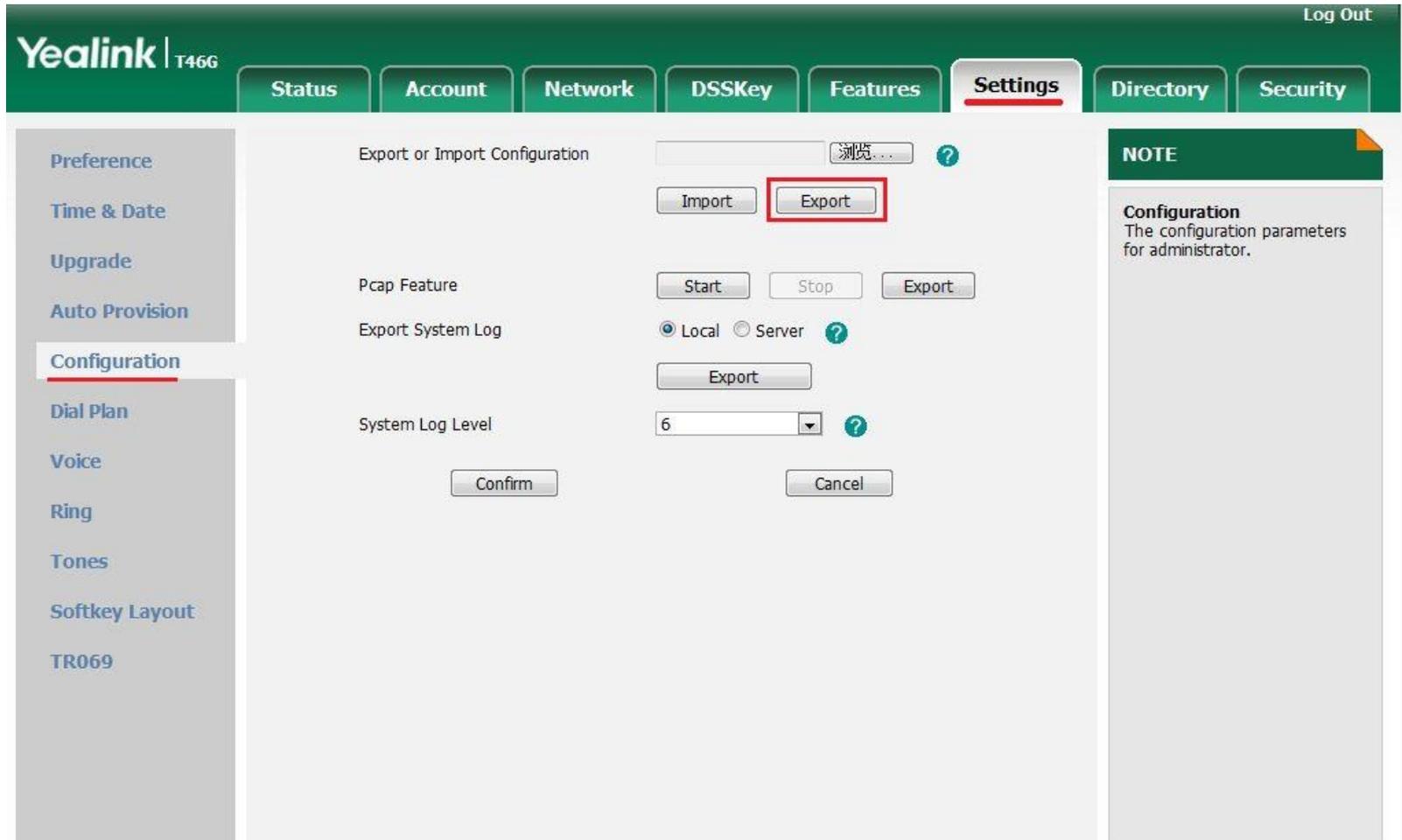
- Click 'Start' to capture the Trace
- **reproduce your issue**
- Click 'Stop' to stop capturing.
- Click 'Export' to export PCAP , and then save the file to your local system.

The screenshot displays the Yealink T46G web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings' (highlighted), 'Directory', and 'Security'. The left sidebar lists various settings categories, with 'Configuration' selected. The main content area shows the 'Pcap Feature' section, which includes 'Start', 'Stop', and 'Export' buttons. Red boxes and numbers 1, 2, and 3 highlight these buttons. The 'Export System Log' section shows 'Local' selected and an 'Export' button. The 'System Log Level' is set to 6. A 'NOTE' box on the right states 'Configuration: The configuration parameters for administrator.'

Export the files

Step 4

- Export config.bin

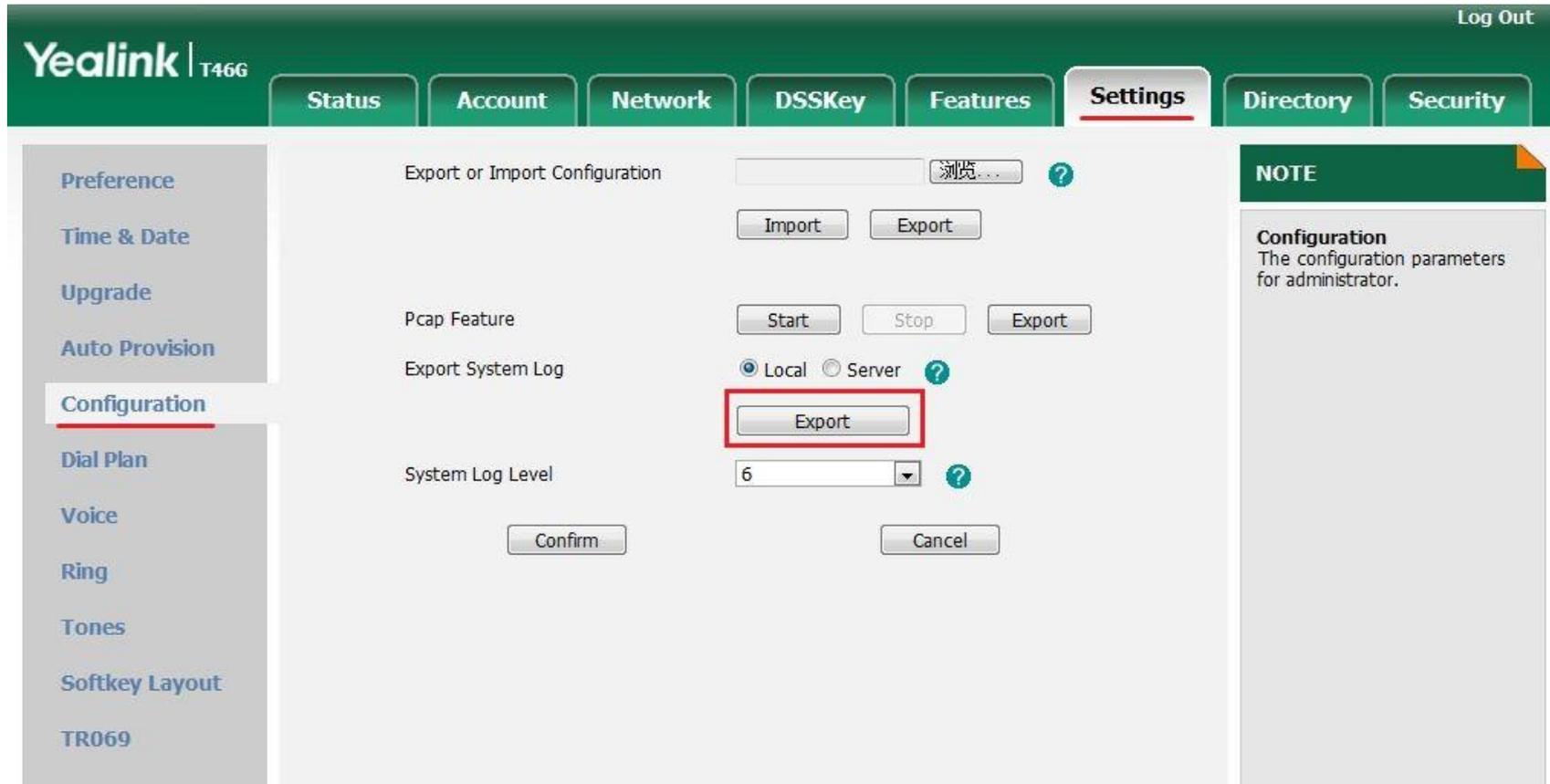


The screenshot displays the Yealink T46G web management interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings' (highlighted), 'Directory', and 'Security'. A left sidebar lists various configuration categories, with 'Configuration' selected. The main content area is titled 'Export or Import Configuration' and features a file selection field with a '浏览...' button and a help icon. Below this are 'Import' and 'Export' buttons, with the 'Export' button highlighted by a red box. Further down, there are controls for 'Pcap Feature' (Start, Stop, Export), 'Export System Log' (Local/Server radio buttons and an Export button), and 'System Log Level' (a dropdown menu set to '6'). 'Confirm' and 'Cancel' buttons are at the bottom. A 'NOTE' box on the right states: 'Configuration The configuration parameters for administrator.'

Export the files

Step 5

- Export level 6 syslog



The screenshot displays the Yealink T46G web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings', 'Directory', and 'Security'. The 'Settings' tab is active. On the left sidebar, the 'Configuration' menu item is selected. The main content area shows the 'Export or Import Configuration' section with an 'Export' button. Below it, the 'Pcap Feature' section has 'Start', 'Stop', and 'Export' buttons. The 'Export System Log' section has radio buttons for 'Local' (selected) and 'Server', and an 'Export' button highlighted with a red box. The 'System Log Level' is set to '6'. At the bottom, there are 'Confirm' and 'Cancel' buttons. A 'NOTE' box on the right states: 'Configuration: The configuration parameters for administrator.'

Export the files

Now you have 3 kinds of files, please provide to us,
Thank you!

- Syslog(level 6)

- Config.bin

- PCAP Trace

 28.72.23.105_6_30_43.pcap	2014/7/31 14:29	Wireshark captu...	75 KB
 config.bin	2014/7/31 14:29	UltraEdit Docum...	242 KB
 syslog.tar	2014/7/31 14:29	好压 TAR 压缩文件	369 KB