

# **HOW TO COOPERATE WITH YEALINK**

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## WHAT INFORMATION DO I NEED TO PREPARE BEFORE CONTACTING SUPPORT YEALINK?

### When you face an issue:

1. Look up the solution on Yealink support website ( <http://support.yealink.com> )

**Provide system logs, config.bin, and PCAP trace. (MVC needs the application and accessory logs).**

### Submit all information to Yealink support team

- Trace
- Syslog
- Configuration file
- Scenario description
  - ✚ Describe in detail the nature of the fault, the scenario in which the problem occurred, and the time when the abnormal operation of the equipment occurred.
- Business information
- For clear and redundant information about the problem, attach photos to the case, as well as a video that will show the incorrect operation of the equipment

## PREPARE ANSWERS TO THE STANDARD QUESTIONS

To communicate effectively with the technical support team, it is highly recommended that you prepare information based on the questions below:

- ✓ How serious is the problem? What is the impact on the client?
- ✓ How urgent is the problem? Do you think an immediate solution or modification is needed?

- ✓ Have you tried restoring the hardware to factory settings?
- ✓ Is there a problem with different software versions of the same equipment?
- ✓ Has the equipment been updated to the latest software version?
- ✓ What version of software is currently installed on the equipment?

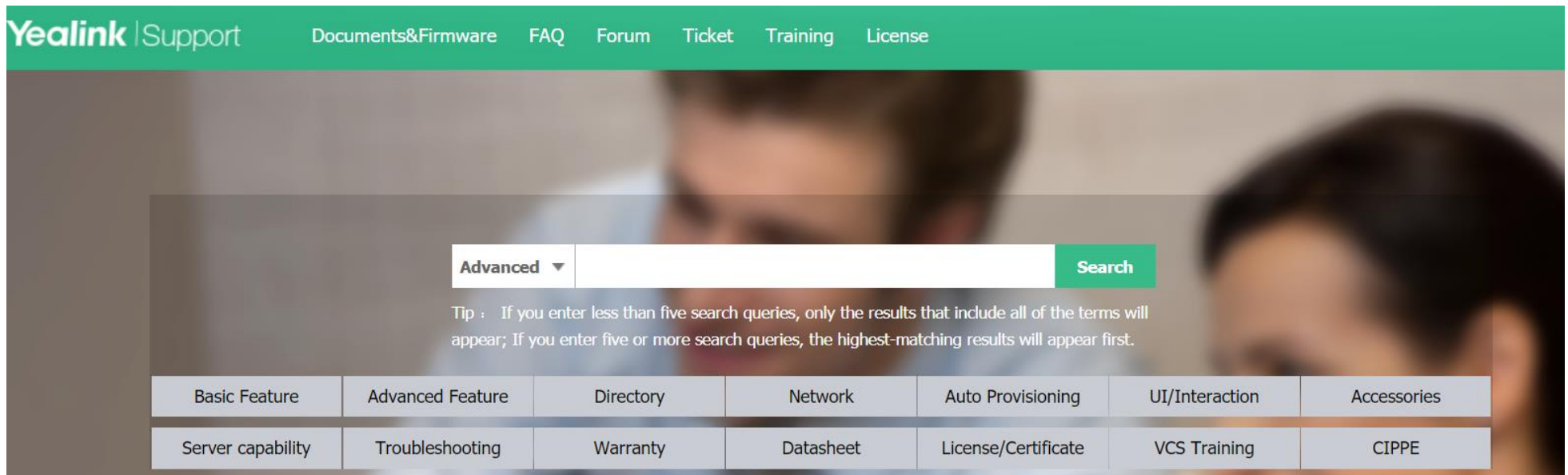
**Note:** *If you have not performed a factory reset of the system and have not updated the software to the latest version before contacting support, it is strongly recommended that you do so.*

- ✓ How often does this kind of problem occur?
- ✓ Do you have similar equipment that doesn't have this kind of problem?
- ✓ Do other manufacturers have this BUG?
- ✓ What did you do to fix the problem?
  - ✚ When submitting your ticket, please list the troubleshooting steps you took and the corresponding results, any photographs or videos of the issue would be helpful.

## USE SUPPORT WEBSITE TO FIND ANSWER

- Go to Yealink Support Website to find answer.

**Yealink Support Website:** <http://support.yealink.com/>



The screenshot shows the Yealink Support website interface. At the top, there is a green navigation bar with the text "Yealink | Support" and several menu items: "Documents&Firmware", "FAQ", "Forum", "Ticket", "Training", and "License". Below the navigation bar is a large search area with a blurred background image of two people. The search area contains a search bar with a dropdown menu set to "Advanced" and a green "Search" button. Below the search bar is a tip: "Tip : If you enter less than five search queries, only the results that include all of the terms will appear; If you enter five or more search queries, the highest-matching results will appear first." Below the tip is a grid of category buttons.

Basic Feature	Advanced Feature	Directory	Network	Auto Provisioning	UI/Interaction	Accessories
Server capability	Troubleshooting	Warranty	Datasheet	License/Certificate	VCS Training	CIPPE













## DOWNLOAD GUIDES AND FIRMWARE

✓ In Documents&Firmware page, choose the model first.

**Yealink | Support** Documents&Firmware FAQ Forum Ticket Training License Advanced ▾  **Search**

▶ **Desktop IP Phone**

▼ **Video Collaboration**

	Yealink Meeting Server		Yealink Cloud		Video Conferencing System VC800
	Video Conferencing Endpoint MeetingEye 600		Video Conferencing Endpoint MeetingEye 400		Video Conferencing Endpoint VC500
	Video Conferencing Endpoint VC200		Video Conferencing Endpoint VC200-E		Video Conferencing System VC880
	VP59 Flagship Smart Video Phone		VC Desktop Software		VC Mobile for Tablet / Smart phone

▶ **Wireless IP Phone**

▶ **Audio Conference**

✓ Then click the guide or firmware you need to preview it or download it to your local.

**Yealink | Support** Documents&Firmware FAQ Forum Ticket Training License **Advanced**  **Search**

### Video Conferencing System VC880

Last modified date: 2020/11/12 | Views: 7740

**Category**

- Datasheet**
- Firmware & Release Notes
- Setup & Maintenance
- Other Documents
- User & Administrator

<b>Datasheet</b>	Yealink VC880 Full HD Video Conferencing System Datasheet.pdf		8.5M	2020-11-11
	Yealink VCC22 Video Conferencing Camera Datasheet.pdf		402.7Kb	2020-07-30
<b>Firmware &amp; Release Notes</b>	Yealink VCS2.0 Endpoint Release Notes Version 44 SP2.pdf <b>New</b>		101.9Kb	2020-12-15
	CTP20-85.44.0.35.rom <b>New</b>		169.4M	2020-12-15
	VC800(VC800,VCC22,VC500,VC880)-63.44.0.30.rom <b>New</b>		164.4M	2020-12-15
	MSpeaker II-98.44.0.20.rom <b>New</b>		6.8M	2020-12-03
	CP960-73.344.0.20.rom <b>New</b>		162.2M	2020-10-19
	CTP20-85.44.0.25.rom		169.1M	2020-10-19

## FIND ANSWER IN FAQ

In **FAQ** page, you can search the answer of your question.

- ✓ Input key words in the search box, then click **Search**. You can find related FAQ.

The screenshot shows the Yealink Support website interface. At the top, there is a navigation bar with 'Yealink | Support' and links for 'Documents&Firmware', 'FAQ', 'Forum', 'Ticket', 'Training', and 'License'. A search bar is highlighted with a red box, containing the text 'blf' and a dropdown menu set to 'Advanced'. A 'Search' button is located to the right of the search bar. Below the navigation bar, the search results page displays '548 Search results'. On the left side, there are two filter sections: 'Refine Search' and 'Select Products Type'. The 'Refine Search' section includes options for 'All', 'FAQ', 'Video', 'Guides&Manuals', 'Firmware&Releases Notes', 'Forum', and 'Training'. The 'Select Products Type' section includes options for 'All', 'EOL Products', 'Desktop IP Phone', 'Wireless IP Phone', 'Accessories', and 'Video Collaboration'. The main content area shows a list of search results, each with a title, a brief description, and a date. The results are as follows:

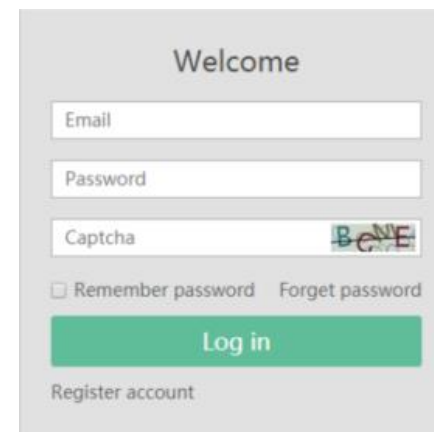
Title	Description	Category	Date
DDphone(T54W) BLF&BLF list.pdf		[Guides&Manuals]	2020-10-14
Yealink_EXP40_Quick_Reference_Guide_V16_2.pdf	the same as a hard line key. The BLF key allows you to monitor the status of the pre-defined number.	[Guides&Manuals]	2015-03-09
Yealink_VP530_User_Guide_V70_3.pdf	: BLF, Voice Mail, Shared Line, and Intercom. It is definitely ideal for multimedia communication	[Guides&Manuals]	2015-03-12
UsingBLFListFeatureonYealinkVP530Rev_700-20533596305.pdf	Using BLF List Feature on Yealink VP530	[Guides&Manuals]	2015-03-12
yealink_T38G_Datasheet.pdf	Codec, HD speaker, HD handset 6 VoIP accounts, BLF/BLA, Open VPN Headset, Support Wireless Headset	[Guides&Manuals]	2015-03-12
UsingBLFListFeatureonYealinkSIP3XGphonesRev_700-20532323223.pdf	, choose account A <input type="checkbox"/> advanced <input type="checkbox"/> filled in the name of BLF URI in the "BLFList URL" field (it should be the	[Guides&Manuals]	2015-03-12
yealink_T32G_Datasheet.pdf	, HD handset 3 VoIP accounts, BLF/BLA, Open VPN Headset, Wall mountable Addr: 4th-5th Floor, South	[Guides&Manuals]	2015-03-12
Yealink SIP-T28P Datasheet.pdf		[Guides&Manuals]	



## USE TICKET SYSTEM TO REPORT ISSUES

- The **Yealink Ticket System** is the only official way to report all technical issues.
  
- **The advantages of using the Yealink Ticket system:**
  1. Fast support
  2. Focus on your truly urgent cases (Define the Priority by ticket)
  3. Powerful tracking features
  4. Help to optimize Yealink support
  
- If you don't have a ticket account, please click <http://support.yealink.com/faq/faqInfo?id=678> to apply for your own account.

Ticket website: <https://ticket.yealink.com>



>Welcome

Email

Password

Captcha  B G V E

Remember password    [Forget password](#)

[Register account](#)



**Please create a ticket account first by filling the information in right. Then contact Yealink support team to activate your account.(Email/Ticket)**

**Ticket website: <https://ticket.yealink.com>**

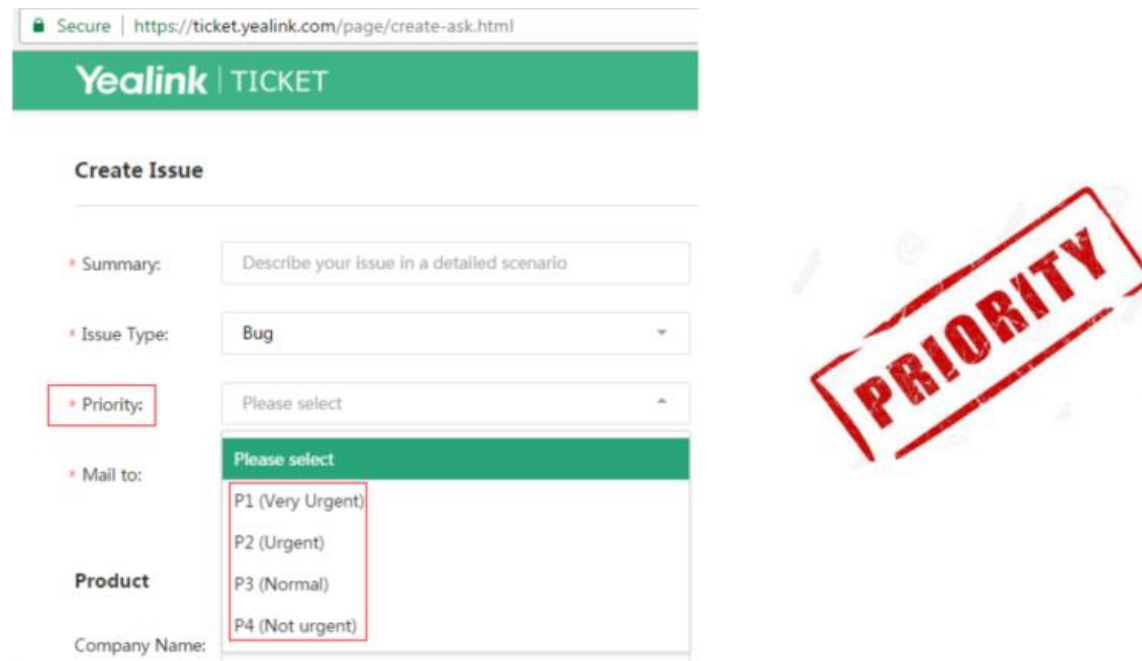
### Create an Account

*Username: <input type="text"/>	*Job Title: <input type="text"/>
*Account Type: <input type="text"/>	Distributor: <input type="text"/>
*Email Address: <input type="text"/>	*Company: <input type="text"/>
*Password: <input type="text"/>	*Company Website: <input type="text"/>
*Confirm Password: <input type="text"/>	*Area: <input type="text"/>
*Phone Number: <input type="text"/>	*Country: <input type="text"/>
	*State/Province: <input type="text"/>
	*Captcha: <input type="text" value="CPE7"/>

The first name will be your username and it should be unique.

## HOW TO DEFINE THE TICKET PRIORITY

- When you open a new ticket to report an issue, you have to fill in the priority option. There are four options in descending priority level: **P1 > P2 > P3 > P4**.
- The detailed definition of P1 and P2 will be explained in the next slide.
- P3 and P4 covers issues which are not urgent and not related to any projects and do not impact core features.



The screenshot shows the 'Create Issue' form on the Yealink ticketing system. The browser address bar indicates the URL: <https://ticket.yealink.com/page/create-ask.html>. The form includes the following fields:

- Summary:** Describe your issue in a detailed scenario
- Issue Type:** Bug
- Priority:** Please select (This field is highlighted with a red box)
- Mail to:** Please select
- Product:** Please select
- Company Name:**

The dropdown menu for the Priority field is open, showing four options: P1 (Very Urgent), P2 (Urgent), P3 (Normal), and P4 (Not urgent). A red stamp with the word 'PRIORITY' is overlaid on the right side of the form.

- Let's define Project and Issue Severity first.

- **1. Project definition**

Carriers, large ITSPs, large SIs and large end-user projects that cover hundreds of phones.

- **2. Issue Severity definition**

**S1:** Issues involve core features which don't work, e.g. basic call features, auto-provisioning, registration, phonebook.

**S2:** Issues involve core features which need to be optimized or non-core features can't be used.

- **P1 Priority issue (TOP priority) (R&D replies in one week)**

1. Pre-sale project: **All S1/S2** issues during testing
2. After-sale project: **S1** issues
3. After-sale non-project: **S1** issues

- **P2 Priority Issue (Second Priority) (R&D typically replies within two weeks)**

1. After-sale project: **S2** issue
2. After-sale non-project : **S2** issue

**Note:** *Tickets which are related to projects have higher priority and get support more quickly.*

## HOW TO REPORT QUESTIONS, BUGS, NEW FEATURES AND HARDWARE ISSUES

## HOW TO REPORT QUESTIONS TO YEALINK

▪ How to report **Questions** to Yealink?

**Key:** First, please try to find the answer from Yealink support website

➤ Self-service first (Yealink support website: [support.yealink.com](http://support.yealink.com))

1. [FAQ](#)
2. [Document](#) (User Guide/Admin Guide/Other technical documents)
3. [Forum](#)
4. [Yealink Toolkits](#)

If you can't find the answer, report it to Yealink via Ticket system.

**Note:** Please be clear about customer's question and the background about the question in case it's a new feature request.

Please also explain what document you have looked for but didn't find the answer.

## Description



Do you have questions about Yealink products? Try to find answers by yourself: [support.yealink.com](http://support.yealink.com)  
Can't find answer? Please describe your question in detail.

## HOW TO REPORT HARDWARE ISSUES TO YEALINK

- How to report **Hardware issues** to Yealink

**Key: Detailed issue description+ photo + what troubleshooting you have done**

Before submitting the hardware issue to Yealink, please refer to «Defect Checklist and Repair Instruction for Yealink IP Phones» to do the troubleshooting by yourself.

Yealink | TICKET English Login

Index Issue List Knowledge Base Help News Create Issue

Describe your issue in a detailed scenario Create Issue

Instructions:

- ① It is recommended to [Login](#) before creating an Issue to allow for priority processing and tracking of your issue history.
- ② For hardware related issues, please review "[Defect Checklist and Repair Instruction for Yealink IP Phones](#)" before submitting issue.
- ③ You will get a response from Yealink Support Team within 2 working days.

**Login Yealink**

Your ticket will be prioritized if you login with your account.

Please secure your account with a strong password.


Your password should consist of numbers, letters and special characters, not be used elsewhere and be hard to guess.

[Login >>](#)

**Key: Detailed issue description+ photo/video + what troubleshooting you have done**

When submitting the ticket, please list the troubleshooting steps you have done and the corresponding results, any pictures or videos of the issue will be helpful.

## Description



*Please list the troubleshooting steps you have done and the corresponding results, please help upload the picture or video which can help verify the issue*

**Submit** Cancel

## HOW TO REPORT BUGS TO YEALINK

## ▪ How to report Bugs to Yealink?

**Key: Detailed description + syslog(level6), trace, config.bin and business info**

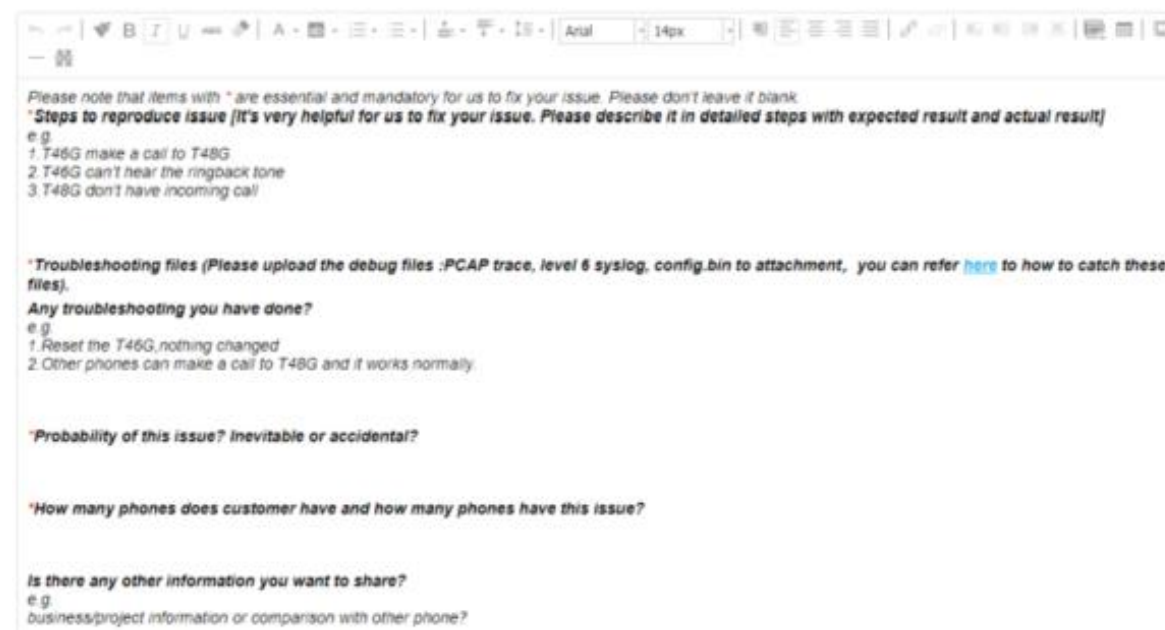
How to capture syslog(level6), trace, config.bin

V80 or higher: <http://support.yealink.com/faq/faqInfo?id=707>

V80 or lower: <http://support.yealink.com/faq/faqInfo?id=708>

Please follow all the notes and provide all the information in the Ticket.

## Description



Please note that items with \* are essential and mandatory for us to fix your issue. Please don't leave it blank.

**\*Steps to reproduce issue (it's very helpful for us to fix your issue. Please describe it in detailed steps with expected result and actual result)**  
e.g.  
1. T46G make a call to T48G  
2. T46G can't hear the ringback tone  
3. T48G don't have incoming call

**\*Troubleshooting files (Please upload the debug files :PCAP trace, level 6 syslog, config.bin to attachment, you can refer [here](#) to how to catch these files).**  
**Any troubleshooting you have done?**  
e.g.  
1. Reset the T46G, nothing changed  
2. Other phones can make a call to T48G and it works normally.

**\*Probability of this issue? Inevitable or accidental?**

**\*How many phones does customer have and how many phones have this issue?**

**Is there any other information you want to share?**  
e.g.  
business/project information or comparison with other phone?



Please confirm the file contain effective information.

Level 6 syslog

Level 6 syslog should contain “<6+info>”.

```

Aug 16 14:41:08 sua [488]: DLG <6+info > [001] REGISTER sip:pbx.yealink.com:5160 SIP/2.0^M
Aug 16 14:41:08 sua [488]: DLG <6+info > [001] Via: SIP/2.0/UDP 10.2.10.39:5060;branch=z9hG4bK3079420212^M
Aug 16 14:41:08 sua [488]: DLG <6+info > [001] From: "Kitchen" <sip:810@pbx.yealink.com:5160>;tag=2212220507^M
Aug 16 14:41:08 sua [488]: DLG <6+info > [001] To: "Kitchen" <sip:810@pbx.yealink.com:5160>^M
Aug 16 14:41:08 sua [488]: DLG <6+info > [001] Call-ID: 1_2440814133@10.2.10.39^M
Aug 16 14:41:08 sua [488]: DLG <6+info > [001] CSeq: 1 REGISTER^M
Aug 16 14:41:08 sua [488]: DLG <6+info > [001] Contact: <sip:810@10.2.10.39:5060>^M
Aug 16 14:41:08 sua [488]: DLG <6+info > [001] Allow: INVITE, INFO, PRACK, ACK, BYE, CANCEL, OPTIONS, NOTIFY, REGI:
Aug 16 14:41:08 sua [488]: DLG <6+info > [001] Max-Forwards: 70^M
Aug 16 14:41:08 sua [488]: DLG <6+info > [001] User-Agent: Yealink SIP-T56A 58.80.0.10^M
Aug 16 14:41:08 sua [488]: DLG <6+info > [001] Expires: 3600^M
    
```

Pcap Trace

If issue is about registration, after filtering sip, you can see trace like below.

No	Time	Source	Destination	Protocol	Length	Info
159	11.518312	10.1.8.11	10.17.3.54	SIP/SDP	1073	Request: INVITE sip:8512@10.17.3.54:5060
160	11.524248	10.17.3.54	10.1.8.11	SIP	449	Status: 100 Trying
161	11.568552	10.17.3.54	10.1.8.11	SIP	672	Status: 180 Ringing
187	16.471863	10.17.3.54	10.1.8.11	SIP	637	Status: 486 Busy Here
188	16.473548	10.1.8.11	10.17.3.54	SIP	447	Request: ACK sip:8512@10.17.3.54:5060
197	17.857338	10.17.3.54	10.1.8.11	SIP	591	Request: REGISTER sip:pbx.yealink.com (1 binding)
198	17.858397	10.1.8.11	10.17.3.54	SIP	315	Status: 404 Not found

## Pcap Trace

If issue is about media stream, after filtering **rtp**, you can see trace like below.

No.	Time	Source	Destination	Protocol	Length	Info
75	26.132096	10.1.10.12	50.247.48.158	RTP	214	PT=ITU-T G.711 PCMU, SSRC=0x4241C7C7, Seq=103, Time=1440, Mark
76	26.151996	10.1.10.12	50.247.48.158	RTP	214	PT=ITU-T G.711 PCMU, SSRC=0x4241C7C7, Seq=104, Time=1600, Mark
77	26.171983	10.1.10.12	50.247.48.158	RTP	214	PT=ITU-T G.711 PCMU, SSRC=0x4241C7C7, Seq=105, Time=1760
78	26.191970	10.1.10.12	50.247.48.158	RTP	214	PT=ITU-T G.711 PCMU, SSRC=0x4241C7C7, Seq=106, Time=1920
79	26.211957	10.1.10.12	50.247.48.158	RTP	214	PT=ITU-T G.711 PCMU, SSRC=0x4241C7C7, Seq=107, Time=2080
80	26.231988	10.1.10.12	50.247.48.158	RTP	214	PT=ITU-T G.711 PCMU, SSRC=0x4241C7C7, Seq=108, Time=2240
81	26.251866	10.1.10.12	50.247.48.158	RTP	214	PT=ITU-T G.711 PCMU, SSRC=0x4241C7C7, Seq=109, Time=2400
82	26.271983	10.1.10.12	50.247.48.158	RTP	214	PT=ITU-T G.711 PCMU, SSRC=0x4241C7C7, Seq=110, Time=2560
83	26.291970	10.1.10.12	50.247.48.158	RTP	214	PT=ITU-T G.711 PCMU, SSRC=0x4241C7C7, Seq=111, Time=2720
84	26.311849	10.1.10.12	50.247.48.158	RTP	214	PT=ITU-T G.711 PCMU, SSRC=0x4241C7C7, Seq=112, Time=2880
85	26.332009	10.1.10.12	50.247.48.158	RTP	214	PT=ITU-T G.711 PCMU, SSRC=0x4241C7C7, Seq=113, Time=3040

## Pcap Trace

If issue is about auto provisioning, after filtering **http**, you can see trace like below.

No.	Time	Source	Destination	Protocol	Length	Info
43	20.680645	10.81.56.44	10.91.80.40	HTTP	185	GET /0015657d13da.boot HTTP/1.1
47	20.692101	10.91.80.40	10.81.56.44	HTTP	60	HTTP/1.1 404 Not Found (text/html)
56	20.724935	10.81.56.44	10.91.80.40	HTTP	186	GET /y000000000000.boot HTTP/1.1
63	20.736297	10.91.80.40	10.81.56.44	HTTP	60	HTTP/1.1 404 Not Found (text/html)
69	20.774800	10.81.56.44	10.91.80.40	HTTP	185	GET /y00000000000046.cfg HTTP/1.1
76	20.783251	10.91.80.40	10.81.56.44	HTTP	60	HTTP/1.1 404 Not Found (text/html)
82	20.814323	10.81.56.44	10.91.80.40	HTTP	184	GET /0015657d13da.cfg HTTP/1.1
85	20.825288	10.91.80.40	10.81.56.44	HTTP	297	HTTP/1.1 200 OK (application/octet-stream)

## BUSINESS INFORMATION

**Non-project or Project after-sale:**

1. How many phones did the deploy? And how many of them have this issue?
2. How does the issue influence the business and when do you expect to get fixed firmware?

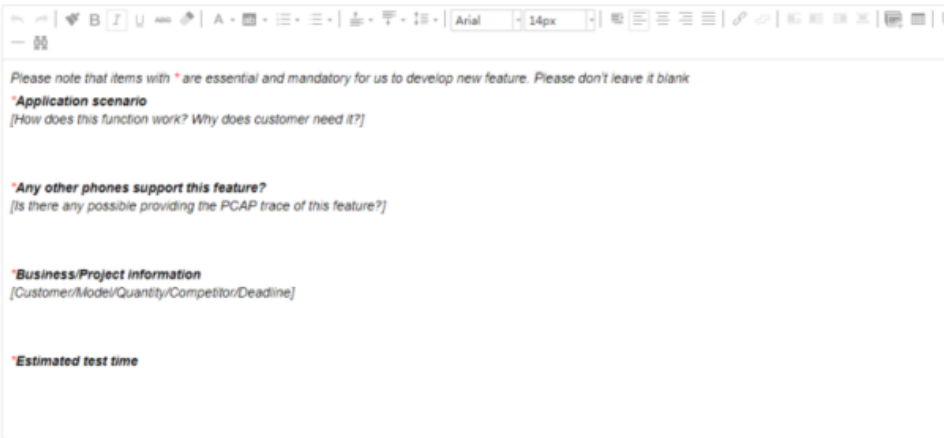
## HOW TO REPORT NEW FEATURES TO YEALINK

- **How to feedback New Features to Yealink**

**Key: Detailed scenario + Business info + Other Vendors' information**

Please follow all notes and confirm a detailed scenario as to why this is necessary and when you need it. Then provide all the information on the ticket. This information is very important for Yealink to decide whether to plan for this new feature.

Description



Please note that items with \* are essential and mandatory for us to develop new feature. Please don't leave it blank

**\*Application scenario**  
[How does this function work? Why does customer need it?]

**\*Any other phones support this feature?**  
[Is there any possible providing the PCAP trace of this feature?]

**\*Business/Project information**  
[Customer/Model/Quantity/Competitor/Deadline]

**\*Estimated test time**

Submit Cancel

## HOW TO CAPTURE SYSLOG (LEVEL6), PCAP TRACE, CONFIG.BIN FOR SFB, TEAMS, MVC DEVICE

Key: Detailed description (it is better to add **pictures** and **videos**) + **Syslog (level6)**, **Pcap trace**, **config.bin** and **business information**.

If the issue **can be reproduced easily**, please reproduce this issue and provide the information above and also the **exact reproducing time**.

How to capture Syslog (level6), Pcap trace, config.bin:

For SFB device: <http://support.yealink.com/faq/faqInfo?id=314>

For Teams device: <http://support.yealink.com/faq/faqInfo?id=786>

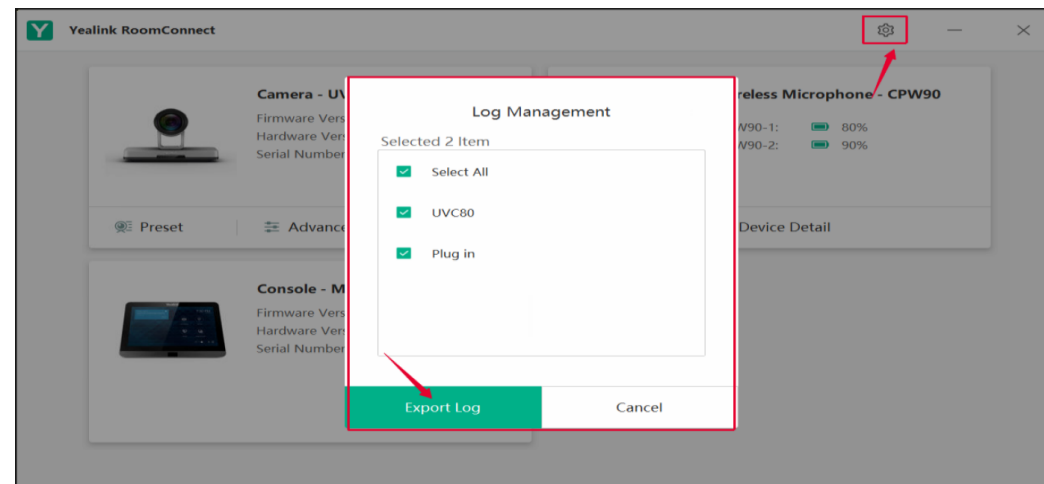
For MVC device:

### 1. Get App's log:

```
run powershell as admin,  
set-executionpolicy unrestricted  
cd c:\rigel\x64\scripts\provisioning\  
.\scriptlaunch.ps1 collectsrsv2logs.ps1
```

### 2. Get accessories logs:

Export the logs of all accessories from Yealink Room Connect App. And also provide the firmware version of them.



## HOW TO GET THE SYSLOG, CONFIG.BIN AND TRACE

- You can find the information at the link below:
- ✓ <https://drive.google.com/file/d/17Ok4tMzB37GcLOFNUgolgUj69GiuVDMt/view?usp=sharing>

## HOW TO APPLY FOR YEALINK LICENSE

- All Yealink license, including Microsoft (SFB/Teams) licenses and Zoom licenses, can be applied for on Yealink License Management Platform easily and quickly.

For more information, refer to the following material:

- ✓ <https://drive.google.com/file/d/1A0-08e19ZKKLVoZ29HKK5WQTR0Kbwam0/view?usp=sharing>

## HOW TO CAPTURE THE NETWORK TRACE PACKAGE AND EXPORT THE LEVEL 9 SYSLOG AND CONFIG.BIN FILE

- When the problem is more complex, need to provide the network capture and level 9 syslog together with the config.bin file for Yealink R&D to analyze and fix the issue.

Use the document at the link below to gather the necessary information:

- ✓ <https://drive.google.com/file/d/1aEdCJLXDXi0wffuIVRGfKpNfc3J2s59T/view?usp=sharing>

## HOW TO UPGRADE EHS36 FIRMWARE\_V2.0 (YEALINK SIP-T46G, SIP-T38G, SIP-T28P AND SIP-T26P IP PHONES)

- This document provides instructions on how to upgrade the firmware of EHS36. Yealink SIP-T46G, SIP-T38G, SIP-T28P and SIP-T26P IP phones with specific firmware support to upgrade the firmware of EHS36.

Use this link:

- ✓ <https://drive.google.com/file/d/1To7SRe22e4VLWzh8g6T5qZRSORLDyPWa/view?usp=sharing>

## UPDATING PHONE FIRMWARE FROM MICROSOFT SKYPE FOR BUSINESS SERVER

- You can find instructions on how to update your phone firmware from Skype for Business Server at the link below.
- ✓ [https://drive.google.com/file/d/1lB30Qi5j3c69TQtXxOsuFagXrm9\\_lwhl/view?usp=sharing](https://drive.google.com/file/d/1lB30Qi5j3c69TQtXxOsuFagXrm9_lwhl/view?usp=sharing)

## HOW TO DO THE TROUBLESHOOTING (FOR VCS, YMS, T49G, VCD, VCM)

- You can use the document How to do the troubleshooting (For VCS, YMS, T49G, VCD, VCM) at any time:
- ✓ [https://drive.google.com/file/d/1lB30Qi5j3c69TQtXxOsuFagXrm9\\_lwhl/view?usp=sharing](https://drive.google.com/file/d/1lB30Qi5j3c69TQtXxOsuFagXrm9_lwhl/view?usp=sharing)

## FAQ

- [https://drive.google.com/file/d/1nyx0pZwHobi8Hxi\\_CJl4I9yBQn21j2Kn/view?usp=sharing](https://drive.google.com/file/d/1nyx0pZwHobi8Hxi_CJl4I9yBQn21j2Kn/view?usp=sharing)