Yealink

Yealink Technical Support Guide

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1. Welcome to Yealink Support

Thank you for choosing Yealink as your IP phone provider. Yealink aim to be here to build a healthy and mutual benefit relationship. Yealink offers support to help worldwide customers to deploy and use Yealink phones for enhancing work efficiency. Our highly-trained support team is available to help you quickly and easily use, deploy and troubleshoot Yealink products. In addition, Yealink provides a wide variety of online materials to answer your questions and help you to solve simple issues by yourselves.

Through Yealink Support you can expect:
• Answers to your questions about the Yealink products as well as all features;
• Assistance in identifying and verifying the causes of issues with your Yealink products;
• Software updates, product documentations and training videos;

You can open cases online via Yealink Ticket System or our support community, or by calling Yealink Support directly. Cases are assigned to support engineers for investigation and resolution according to engineer skill sets and availability. By using a unified case tracking system, Yealink Support engineers know they are working with the latest details and status of each case. At any time throughout the day, a subject matter expert will be available to respond directly to your questions and resolve technical issues

2. About Yealink Support Team

Yealink support team members are experts in the Yealink product line. In addition, our technical support engineers have completed extensive internal training and are very experienced. Yealink technical support engineers are reliable for all the questions and issues troubleshooting. They work closely with Yealink R&D and product team in order to provide the best solution for customer's requests.

3. Yealink Support Center

With the Yealink support team, your technical issues will be resolved quickly, in the meanwhile you can access to our support resources 24x7 and search answers by yourselves on Yealink Support Center (http://support.yealink.com).

Please see below overview of Yealink support resources.
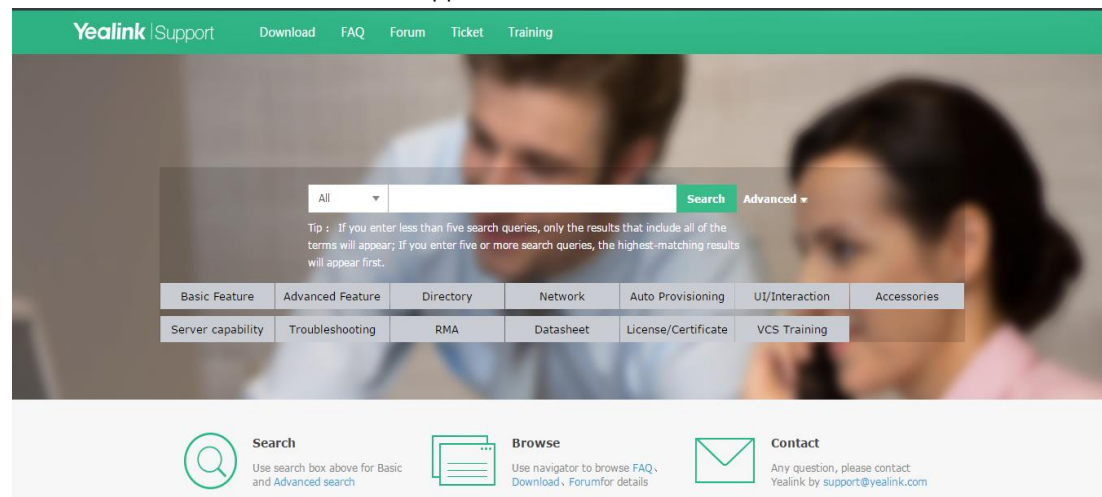
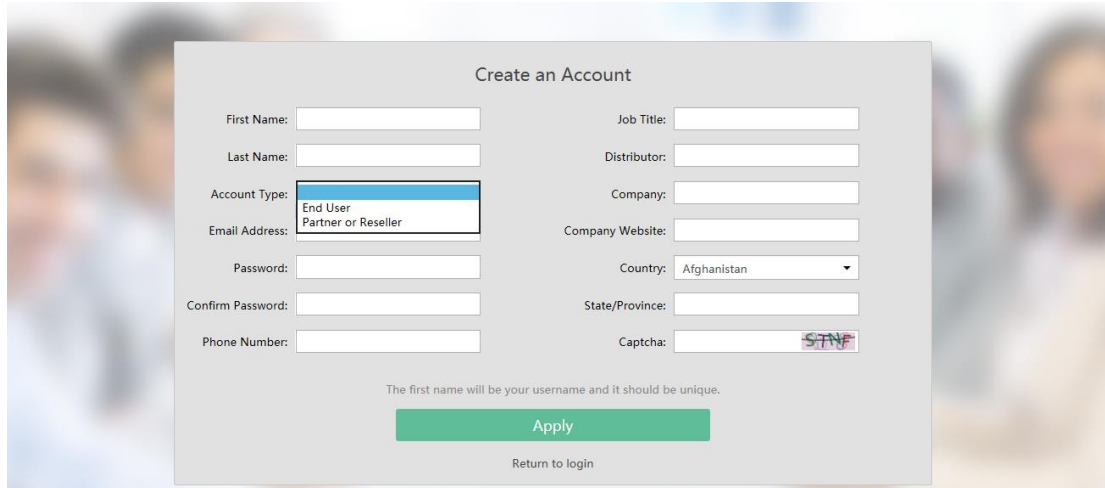Yealink support website is a centralized place for all the following activities:

- **Ticket: Open & Manage case via Yealink Ticket System (http://ticket.yealink.com)**

- **FAQ: Search and find answers via Yealink Knowledge Base**

- **Download: Find product documents/Release note/Firmware/Tools**

- **Forum: Interact with the Community (http://forum.yealink.com)**

- **Training: Access for Free training and videos**

Once you are active user on Yealink support website, you can login the system using your credentials and enjoy all Yealink support service.

4. Yealink Support Account registration

Yealink support account can login Yealink Support Website, Yealink Ticket System and Yealink Forum.

To apply for Yealink support account, please click http://sso.yealink.com/register to register.

Note:

1. There are two types of accounts. If you are Yealink reseller, please register as 'Prather or Reseller' to have priority support. For more information, please refer to http://support.yealink.com/faq/faqInfo?id=678.

2. For better case management, Yealink prefer one company to have one account registered

3. After you submit application, Yealink will verify or contact you within 24 hours

5. How to Contact Yealink Support

You have following ways to reach out Yealink Support Team:

1. Yealink Ticket System (http://ticket.yealink.com) (Recommend Method)

    Yealink recommend submitting your requests in Yealink Ticket System that allows customers to provide significant details which helps solve issue faster. For how to get your account, please refer to Yealink Support Account Registration page

2. Email: support@yealink.com

    Note:

    - Email is for Case follow-up or to report Ticket System login problems. Do not open new support cases or report admin issues using email; please submit new support and admin cases through Yealink Ticket System

3. Make Phone Call:

    Our support engineers can also be reached by phone. This option is best during a Severity 1 situation.

    China Number: +86-592-5702000 (International)

    US Number: North American Toll Free Number, for Yealink Reseller only and need customer ID; if you are Yealink Reseller, please create a ticket to apply for the number and the customer ID.

Yealink Support Hours:

    Yealink China office: 8:30 AM - 22:00 PM (GMT+8), Monday to Friday

    Yealink US Support Hours: 9:30 AM – 6:30 PM (EST),   Monday to Friday

    If the time doesn't match your time, please arrange it with your dedicated engineer in advance.

Before contact Yealink Technical Support, we recommend you have Self Service first through Yealink Support Center: http://support.yealink.com. There you can find Yealink documents (Datasheet/User Guide/Administrator Guide/Installation Guide etc…) & Firmware & Tools & FAQ easily.

6. Yealink Support Flow

Yealink follows below process when a technical issue need to be reported.

Normally, end users report issues to resellers or service providers. If resellers or service provides can't solve issues by themselves, they can submit issues to distributors. If issues need Yealink support to solve, distributors will forward them to Yealink support team. What's more, resellers or service providers can create a ticket directly.

7. Ticket Lifecycle

Opening a Ticket

You can open cases online via Yealink Ticket system (http://ticket.yealink.com). Cases are assigned to Yealink technical support engineers according to the severity and priority. By using a unified case tracking Yealink Ticket system, Yealink technical support engineers know they are working with the latest details and status of each case. Rest assured that your concerns are heard by Yealink, with escalation channels readily available. For the duration of the case, we ask that you work with us towards a resolution.

- **Collecting Case Information**

There are 3 issue types when opening a ticket, Question, Bug and Feature Request. For each type, you can find clear prompts to guide you how to create a ticket. Please fill out all the needed information. if necessary you can upload photos, screenshots or videos, this significant details helps to solve your issue faster.

- **Defining Priority/Severity:**

Problem Severity: P1	Outage situation
This type of Problem severely affects data or voice services, capacity/traffic, and maintenance capabilities and requires immediate corrective action. This type of Problem renders the service or operation of the Solution unusable or inoperative.	
Problem Severity: P2	Service impacting but not an outage
Problems that result in conditions that impact the normal use, maintenance and administration, and require immediate attention.	
Problem Severity: P3	Improvement of the using experience
Currently not impact the normal use, not an urgent requirement and solving the issue will help to improve the using experience.	
Problem Severity: P4	Features and bugs which will be developed and fixed in the future
Features and bugs which not impact the normal use, and hopefully could be developed and fixed in the future.	

Closing a Ticket

Upon completion of a case, the support engineer will follow up with the customer for approval before closing a case. **If the engineer does not hear from customer for a week, they will send additional email. If they don't get any reply after 2 weeks, they will close the case** but customers can re-open it based on their request or create new ticket.

Re-opening a Ticket

If your problem re-occurs after your case is closed, you can always re-open the case, or submit a new Ticket.

You can re-open a case by logging in Ticket system, then find the closed ticket and click "Reactivate". If possible, the original case engineer will accept the case and follow-up with the customer, since they are already familiar with the case history. If the original engineer is not available, the next available engineer will accept the case.

8. Support Response Goals

Priority	Requested Response Timeframe	Requested Recovery and Resolution Timeframe
P1	100% within 1 working day	Once the software issue is located, Yealink will fix within 1 month; Hardware issue, it depends on which module is failed, after the issue is located, Yealink will release a timetable within 1 month.
P2	100% within 1 working days	Once the software issue is located, Yealink will fix within 2 months; Hardware issue, it depends on which module is failed, after the issue is located, Yealink will release a timetable within 2 months.
P3	100% within 2 working days	Once the software issue is located, Yealink will fix within 6 months.
P4	100% within 2 working days	Yealink will fix it in the general version release.

Usually, you will have response within 24 hours and have solution ASAP.

Also Yealink will escalate a case when the case is out of defined time table.

9. About Yealink

Yealink is the global provider of unified communication (UC) terminal solutions. Yealink One-stop UC Terminal Solutions unify voice, video and data. They satisfy diverse customer needs and usage scenarios. Customers from more than 100 countries enjoy Yealink's solutions through its global sales and service network. Yealink is the world's second-largest SIP phone provider and is number one in the China market. Yealink is dedicated in its pursuit to deliver the best possible user experience and highest customer satisfaction through high-quality, feature-rich and intuitive-based products. Its international distribution network and strong pre- and after-sales team ensure that customers enjoy professional technical support and efficient services.