

Overview

This guide shows how to use recovery mode to get your phone ready when it fails to start up.

There are two recovery modes:

1. Using TFTP server (not applicable to CP960 IP phones)
2. Using USB flash drive (only applicable to MP54/MP56/MP58/VP59/SIP-T58A/T57W/T54W/T53W/T53/T48U/T48S/T46U/T46S/T43U/T42U/T42S/T41S/CP920/CP960 IP phones)

Generally, when a Yealink IP phone is powered and connected to the network properly, it will start up successfully and get ready for you to use. In case, the IP phone is accidentally powered off when upgrading, the system data in the flash may be damaged and this makes the IP phone fail to start up.

Therefore, we strongly recommend that do not unplug or remove the power when the phone is updating firmware or configurations.

Getting Started

Before using recovery mode to get the IP phone ready, the following steps are required:

1. [Preparing the Firmware and other Resource Files](#)
2. [Configuring the HTTP Server](#), [Configuring the TFTP Server](#) or [Connecting the USB Flash Drive to the IP Phone](#)

Preparing the Firmware and other Resource Files

For the firmware and other resource files, you can ask your Yealink reseller.

Different phone models require different resource files to be used for recovery mode. Some just need the firmware, while others need extra files like “.bin” or “.rfs” in addition to the firmware.

The filename of the firmware used for recovery mode is strictly required. For example, to use recovery mode on SIP-T46G IP phones, you must rename the firmware file as T46.rom.

For more details about the firmware name and required resource files, refer to the following table:

Phone Model	The Resource Files Required	Description
SIP-T19(P) E2	T19P_E2.rom, T19P_E2.bin, and T19P_E2.rfs	
SIP-T21(P) E2	T21P_E2.rom, T21P_E2.bin, and T21P_E2.rfs	
SIP-T23P/G	T2x.rom, T2X.bin, and T2X.rfs	
SIP-T27G	T27G.rom, T27G.bin, and T27G.rfs	Note: New factory phones running V86 firmware version no longer need “.bin” and “.rfs” files.

Phone Model	The Resource Files Required	Description
SIP-T29G	T29.rom, T29.bin, and T29.rfs	
SIP-T33G	T33G.rom and T33G.bin	Note: New factory phones running V86 firmware version no longer need the “.bin” file.
SIP-T33P	T33P.rom and T33P.bin	
SIP-T31P	T31P.rom and T31P.bin	
SIP-T31G	T31G.rom and T31G.bin	
SIP-T31	T31.rom and T31.bin	
SIP-T30P	T30P.rom and T30P.bin	
SIP-T30	T30.rom and T30.bin	
SIP-T41P	T41.rom, T4X_SPI.bin, and T4X_SPI.rfs	
SIP-T40G	T40G.rom, T40G.bin and T40G.rfs	
SIP-T40P	T40.rom, T40.bin and T40.rfs	
SIP-T42G	T42.rom, T4X.bin, and T4X.rfs T42.rom, T42.bin, and T42.rfs (manufactured before May 10, 2013)	
SIP-T46G	T46.rom, T46.bin, and T46.rfs	
SIP-T48G	T48.rom, T48.bin, and T48.rfs	
SIP-T42U	T42U.rom, T42U.bin, and T42U.rfs	Note: New factory phones running V86 firmware version no longer need these three files. After entering the recovery mode, the phone directly starts the backup system.
SIP-T43U	T43U.rom, T43U.bin, and T43U.rfs	
SIP-T46U	T46U.rom, T46U.bin, and T46U.rfs	
SIP-T48U	T48U.rom, T48U.bin, and T48U.rfs	
SIP-T41S	T41S.rom, T41S.bin, and T41S.rfs	Note: New factory phones running V86 firmware version no longer need “.bin” and “.rfs” files.
SIP-T42S	T42S.rom, T42S.bin, and T42S.rfs	
SIP-T46S	T46S.rom, T46S.bin, and T46S.rfs	
SIP-T48S	T48S.rom, T48S.bin, and T48S.rfs	
SIP VP-T49G	T49.rom, T49.bin, and T49.rfs	
VP59	VP59.rom, VP59.bin, VP59.rfs	Note: New factory phones running V86 firmware version no longer need these three files. After entering the recovery mode, the phone directly starts the backup system.
SIP-T57W	T57W.rom, T57W.bin, and T57W.rfs	
SIP-T54W	T54W.rom, T54W.bin, and T54W.rfs	
SIP-T53W	T53W.rom, T53W.bin, and T53W.rfs	
SIP-T53	T53.rom, T53.bin, and T53.rfs	

Phone Model	The Resource Files Required	Description
SIP-T58A	T58V.rom, T58V.bin, T58V.rfs	Note: New factory phones running V86 firmware version no longer need “.bin” and “.rfs” files.
MP54	MP54.rom, MP54.bin	
MP56	MP56.rom, MP56.bin	
MP58	MP58.rom, MP58.bin	
CP860	CP860.rom, CP860.bin and CP860.rfs	
CP920	CP920.rom, CP920.bin and CP920.rfs	Note: New factory phones running V86 firmware version no longer need “.bin” and “.rfs” files.
CP960	CP960.rom, CP960.bin and CP960.rfs	Note: New factory phones running V86 firmware version no longer need “.bin” and “.rfs” files.
VC400	VCS.rom, VCS.bin and VCS.rfs	
VC120	VCS.rom, VCS.bin and VCS.rfs	
VC110	VC110.rom, VC110.bin and VC110.rfs	
Base for W52P/W56P	W52P.rom, W5X.bin, and W5X.rfs	
W60B	W60B.rom, W60B.bin and W60B.rfs	
W80DM/W80B	W80B.rom, W80B.bin and W80B.rfs	
W90DM/W90B	W90B.rom and W90B.bin	

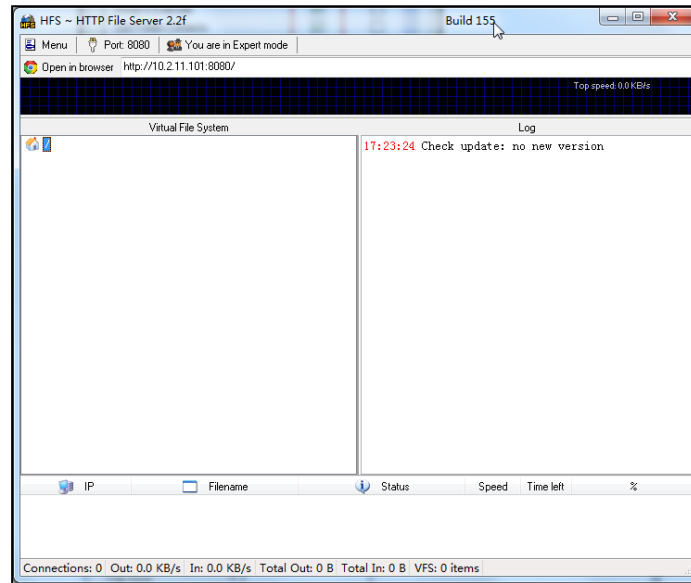
Configuring the HTTP Server

This section shows how to configure a HTTP server for the windows system using the HFS tool. You can download the HFS software online: <http://www.snapfiles.com/get/hfs.html>. If there is a HTTP server installed on your local system, you can skip this section and go to the next.

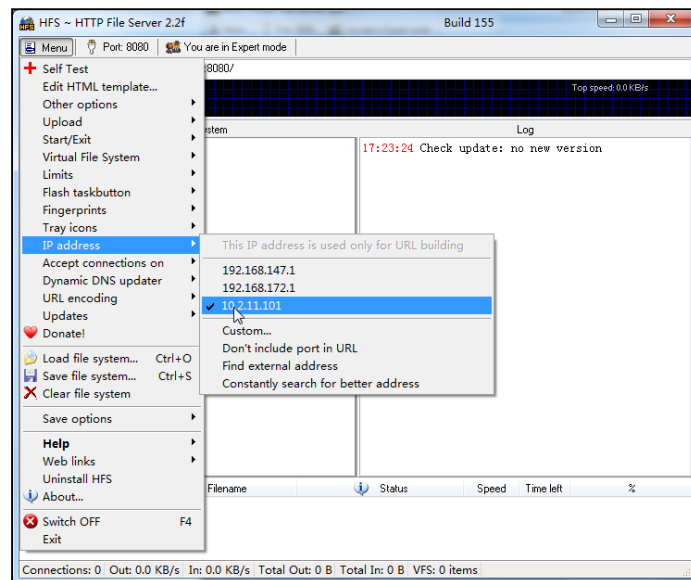
Procedures

1. Create an HTTP root directory on the local system.
2. Place resource files to this root directory.
3. Double click the **hfs.exe** to start the application.

The main configuration page is shown as below:



4. Click **Menu** in the main page and select the IP address of the PC from **IP address**.



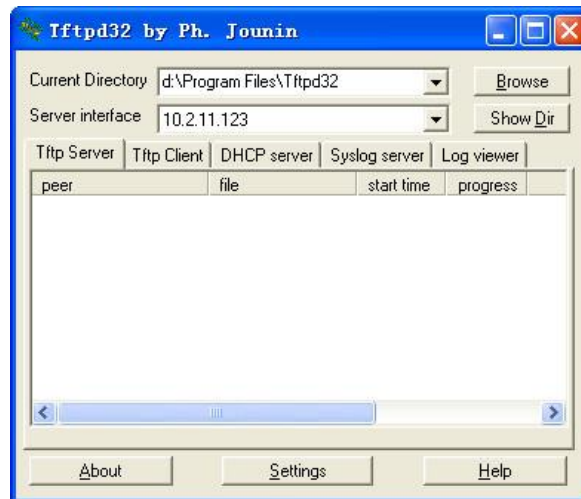
Configuring the TFTP Server

This section shows how to configure a TFTP server for the windows system using the tftpd32 application. You can download the tftpd32 application online: http://tftpd32.jounin.net/tftpd32_download.html. If there is a TFTP server installed on your local system, you can skip this section and go to the next.

Procedures

1. Create a TFTP root directory on the local system.
2. Place resource files to this root directory.
3. Double click the **tftpd32.exe** to start the application.
4. Click the button to locate the TFTP root directory from the local system.
5. Select the local IP address from the **Server interface** drop-down menu.

Take a note of the server IP address (e.g., 10.2.11.123) which is used at the later stage.



Connecting the USB Flash Drive to the IP Phone

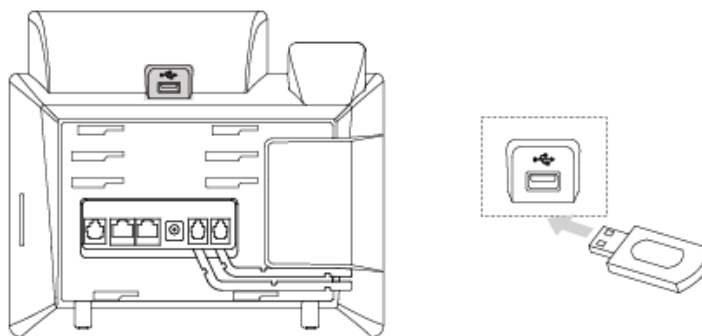
This section shows how to connect the USB flash drive to the IP phone. The USB flash drive should be purchased separately.

This method is only applicable to MP54/MP56/MP58/VP59/SIP-T58A/T57W/T54W/T53W/T53/T48U/T48S/T46U/T46S/T43U/T42U/T42S/T41S/CP920/CP960 IP phones.

Note The file system of the USB flash drive should be FAT32.

Procedures

1. Place resource files to the USB flash drive.
2. Connect the USB flash drive to the IP phone.



Note On the CP960 IP phone, you can only connect to the USB port next to the micro USB port to use the recovery mode.

After successfully connecting the USB flash drive, LCD screen prompts “USB device has been connected successfully!”.

Using Recovery Mode and Running Backup System on Yealink IP Phones



This section introduces how to enter recovery mode and run the backup system on Yealink IP phones step by step.

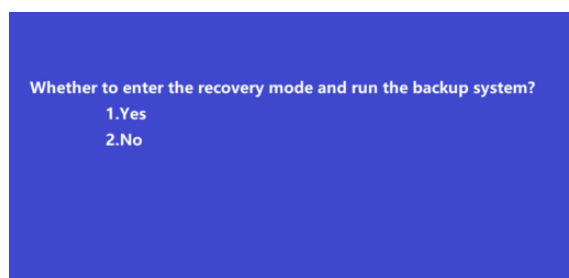
For Dual System Devices

This section is only applicable to SIP phone series including SIP-T42U, SIP-T43U, SIP-T46U, SIP-T48U, SIP-T57W, SIP-T54W, SIP-T53W, SIP-T53, SIP-T53C, and VP59.

This feature can only be supported on new factory phones running firmware version 86 or later.

Procedures

1. Long press  (Speakerphone key) and reconnect the power adapter to trigger the recovery mode. Do not release  until the recovery mode wizard appears on the phone LCD screen.



2. Press 1 to run the backup system.

Using Recovery Mode on Yealink IP Phones (HTTP Server)



This section introduces how to perform recovery mode using the HTTP server on Yealink IP phones step by step.

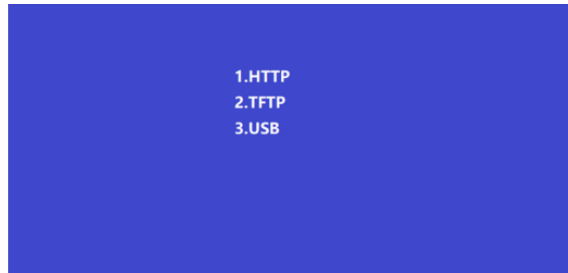
For SIP Phone Series

This section is only applicable to SIP phone series including SIP-T27G, SIP-T30, SIP-T30P, SIP-T31, SIP-T31P, SIP-T31G, SIP-T33P, SIP-T33G, SIP-T41S, SIP-T42S, SIP-T46S, SIP-T48S, SIP-T58A, CP960, and CP920.

This feature can only be supported on new factory phones running firmware version 86 or later.

Procedures



1. Long press  (Speakerphone key) and reconnect the power adapter to trigger the recovery mode. Do not release  until the recovery mode wizard appears on the phone LCD screen.
2. Press 1 to use the HTTP server.






3. Enter the desired values in the **IP Address**, **Netmask**, **IP Gateway** and **HTTP Server** fields respectively.

IP Address:	10. 2. 11.124
Netmask:	255.255.255. 0
IP Gateway:	10. 2. 11.254
HTTP Server:	http://10.2.11.10

Note

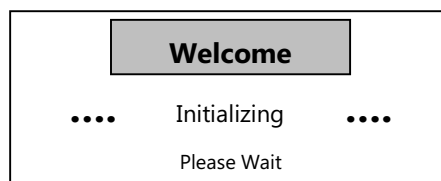
For CP920 IP phones, you need to press the volume key ( - or ) as the left or right navigation key.

For SIP-T58A IP phones, you need to press  /  /  as up/down/left/right navigation key.




4. Press  to complete the recovery mode.

The IP phone will download and upgrade the firmware from the HTTP server. After upgrading, the IP phone will initialize successfully and get ready for use.

The LCD screen prompts “Initializing...Please Wait” when upgrading successfully.






Note

You need to press  (for SIP-T58A phones),  (for SIP-T3 IP phones) to complete the recovery mode since there is no  key.

5. If the IP phone fails to upgrade, the LCD screen will indicate the failure. The user can repeat the recovery mode procedures to try again.



6. Press  to verify the current firmware version after upgrading successfully.

Note You need to tap **Settings**->**Status** (for SIP-T58A IP phones) or press  (for SIP-T3 IP phones) to verify the current firmware version since there is no  key.

Using Recovery Mode on Yealink IP Phones (TFTP Server)



This section introduces how to perform recovery mode using the TFTP server on Yealink IP phones step by step.

For SIP Phone Series

This section is only applicable to SIP phone series including MP54, MP56, MP58, VP59, SIP-T58A, SIP VP-T49G, SIP-T57W, SIP-T54W, SIP-T53W, SIP-T53, SIP-T19P, SIP-T19(P) E2, SIP-T21(P) E2, SIP-T23P/G, SIP-T27G, SIP-T29G, SIP-T33P/G, SIP-T31P/T31G/T31, SIP-T30P/T30, SIP-T40P/G, SIP-T41P/S, SIP-T42G/S, SIP-T46G/S, SIP-T48G/S, CP920 and CP860.

The following procedures take the SIP-T46G IP phone for reference.

Procedures

1. Long press  (Speakerphone key) and reconnect the power adapter to trigger the recovery mode. Do not release  until the recovery mode wizard appears on the phone LCD screen.

Note For CP860 and CP920, you need to long press the specified soft key (the second from the left on the phone) since there is no Speakerphone key. For CP920, press 1 to use the TFTP server.

For MP54, MP56, MP58, VP59, SIP-T58A/T57W/T54W/T53W/T53/T48U/T48S/T46U/T46S/T43U/T42U/T42S/T41S IP phones, you need to press 1 on the recovery mode selection screen to use TFTP server. For more information, refer to [For MP54/MP56/MP58/VP59/SIP-T58A/T57W/T54W/T53W/T53/T48U/T48S/T46U/T46S/T43U/T42U/T42S/T41S/CP920 IP Phones](#).

2. Enter the desired values in the **IP Address**, **Netmask**, **IP Gateway** and **TFTP Server** fields respectively.

The IP phone must be configured in the same subnet as the TFTP server.

IP Address:	10. 2. 11.124
Netmask:	255.255.255. 0
IP Gateway:	10. 2. 11.254
TFTP Server:	10. 2. 11.123

Note

For CP860/CP920 IP phones, you need to press the left or right side of the volume key (/) as the left or right navigation key.

For SIP VP-T49G IP phones, you need to press / / / as up/down/left/right navigation key.

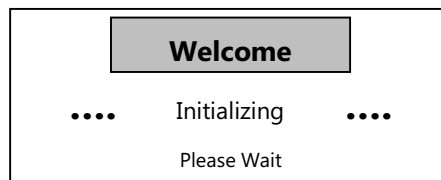
For MP56/MP58/VP59/SIP-T58A/T57W IP phones, you need to press / / as up/down/left/right navigation key.

For MP54 IP phones, you need to press / / as up/down/left/right navigation key.

3. Press to complete the recovery mode.

The IP phone will download and upgrade the firmware from the TFTP server. After upgrading, the IP phone will initialize successfully and get ready for use.

The LCD screen prompts “Initializing...Please Wait” when upgrading successfully.



Note

You need to press (for SIP-T19(P) E2 IP phones), (for SIP VP-T49G IP phones), (for SIP-T58A/T57W IP phones), (for MP56/MP58/VP59 IP phones), (for MP54 IP phones) (for SIP-T3 IP phones) to complete the recovery mode since there is no key.




4. If the IP phone fails to upgrade, the LCD screen will indicate the failure. You need to check and make sure:

- The connectivity between the TFTP server and the IP phone works well.
- The resource files are correctly renamed and placed to the TFTP root directory.
- Repeat the recovery mode procedures to try again.

The LCD screen prompts “Update Fail...Please reboot” when failing to upgrade:



5. Press **OK** to verify the current firmware version after upgrading successfully.


Note You need to press  (for SIP-T19(P) E2 IP phones), tap  -> **Status** (for SIP VP-T49G IP phones), tap **Settings**->**Status** (for VP59/SIP-T58A IP phones) or tap **Menu**->**Status** (for SIP-T57W IP phones),  (for SIP-T3 IP phones) to verify the current firmware version since there is no **OK** key.

For VCS (Video Conferencing System) Series

The section is only applicable to the VCS series including VC400, VC120, and VC110.

The following procedures take the VC400/VC120 for reference.

Procedures

1. Long press the recessed **Reset** key (Use the tip of a pin to hold the reset key) and press  on the codec to trigger the recovery mode. Do not release the **Reset** key until the recovery mode wizard appears on the display device.

Note For VC110, you need to long press the **Reset** key and reconnect the power adapter to trigger the recovery mode.

2. Enter the desired values in the **IP Address**, **Netmask**, **IP Gateway** and **TFTP Server** fields respectively.

The IP phone must be configured in the same subnet as the TFTP server.

IP Address:	10. 2. 11.124
Netmask:	255.255.255. 0
IP Gateway:	10. 2. 11.254
TFTP Server:	10. 2. 11.123

3. Press **OK** on the remote control to complete the recovery mode.

The video conferencing system will download and upgrade the firmware from the TFTP server. After upgrading, the video conferencing system will initialize successfully and get ready for use.

4. Press **OK** on the VCP40 phone to verify the current firmware version after upgrading successfully.

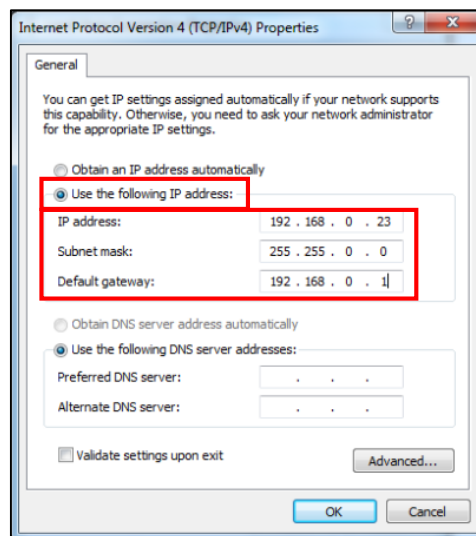
For W52P/W56P/W60B Base








For the W52P/W56P/W60B base, there is no screen to show information for you. The W52P/W56P/W60B base uses 192.168.0.100 as its default IP address, so you need to configure a static IP address for your local PC where you have the TFTP server installed.

Procedures

1. Configure the static IP address on your local PC.

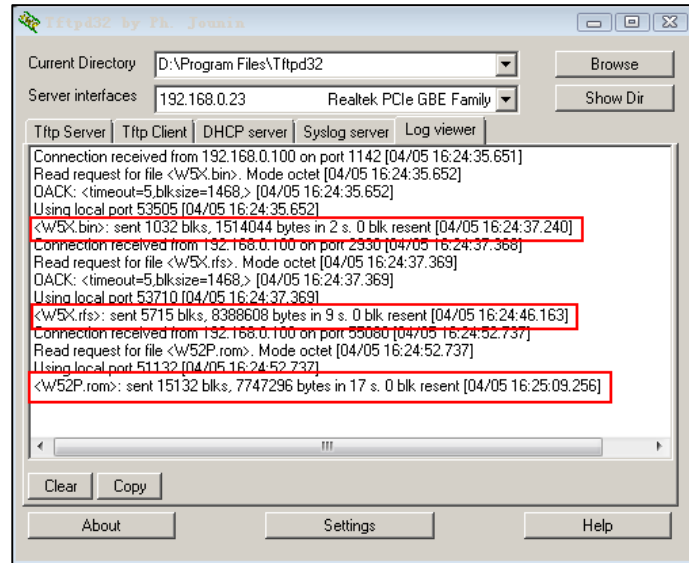
It must be configured as below:



2. Click **OK** twice to save the settings.
3. Long press  (for W52P/W56P base) or  (for W60B base) and reconnect the power adapter to trigger the recovery mode. Do not release  (for W52P/W56P base) or  (for W60B base) until three LED indicators (   in turn) are all turned on.

The W52P/W56P/W60B base will download and upgrade the firmware from the TFTP server.

You can view the syslog of the TFTP server to check if the W52P/W56P/W60B base downloads the firmware successfully as shown below:



4. After a handset is registered, press **OK** (for W52P/W56P base) or **OK** (for W60B base) on the handset to verify the current firmware version.

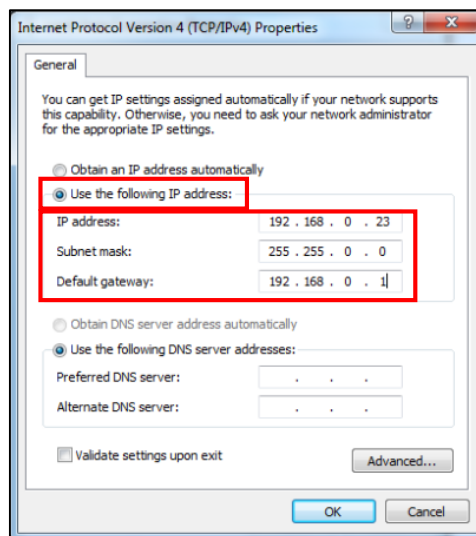
For W80DM/W80B

For the W80DM/W80B, there is no screen to show information for you. The W80DM/W80B uses 192.168.0.23 as its default IP address, so you need to configure a static IP address for your local PC where you have the TFTP server installed.

Procedures:

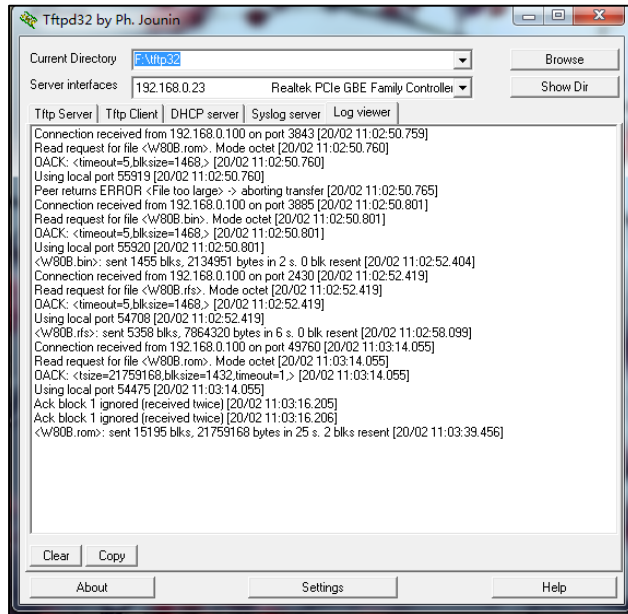
1. Configure the static IP address on your local PC.

It must be configured as below:



2. Click **OK** twice to save the settings.
3. Long press **≡** and reconnect the power adapter to trigger the recovery mode.
The W80DM/W80B will download and upgrade the firmware from the TFTP server.

You can view the syslog of the TFTP server to check if the W80DM/W80B downloads the firmware successfully as shown below:



4. Find the current IP address of the device on the DHCP server in the list of registered DHCP clients.

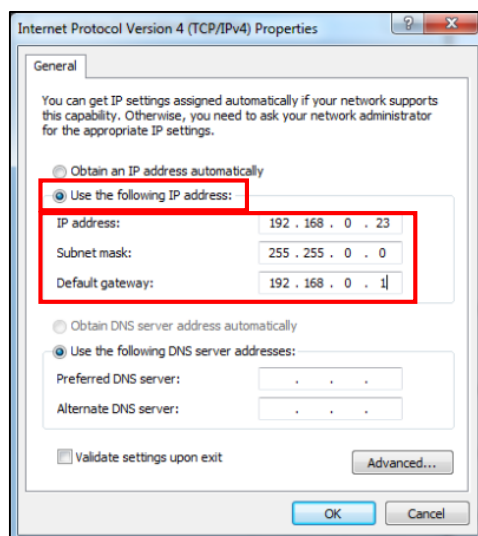
For W90DM/W90B

For the W90DM/W90B, there is no screen to show information for you. The W90DM/W90B uses 192.168.0.23 as its default IP address, so you need to configure a static IP address for your local PC where you have the TFTP server installed.

Procedures:

1. Configure the static IP address on your local PC.

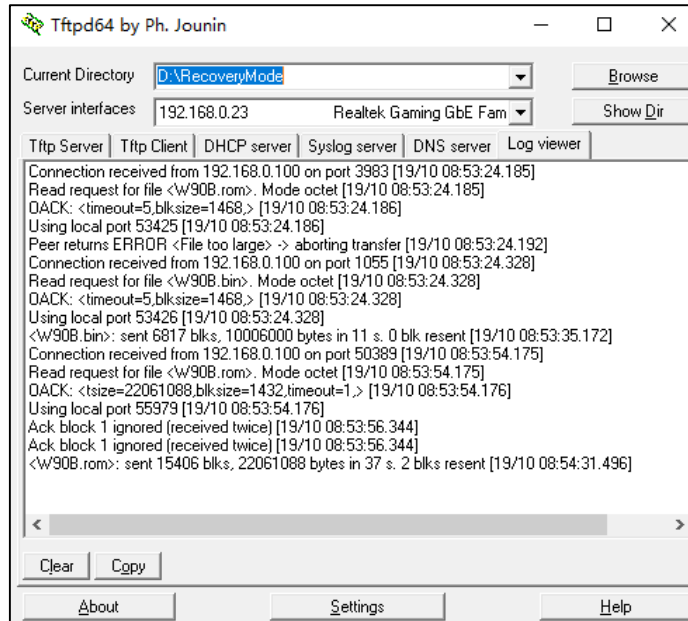
It must be configured as below:



2. Click **OK** twice to save the settings.
3. Long press and reconnect the power adapter to trigger the recovery mode.

The W90DM/W90B will download and upgrade the firmware from the TFTP server.

You can view the syslog of the TFTP server to check if the W90DM/W90B downloads the firmware successfully as shown below:



4. Find the current IP address of the device on the DHCP server in the list of registered DHCP clients.

Using Recovery Mode on Yealink IP Phones (USB Flash Drive)



This section introduces how to perform recovery mode using USB flash drive on Yealink IP phones step by step.

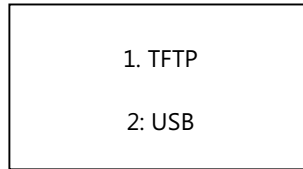
For MP54/MP56/MP58/VP59/SIP-T58A/T57W/T54W/T53W/T53/T48U/T48S/T46U/T46S/T43U/T42U/T42S/T41S/CP920 IP Phones

This section is only applicable to SIP phone series including MP54, MP56, MP58, CP920, SIP-T41S, SIP-T42S, SIP-T42U, SIP-T43U, SIP-T46S, SIP-T46U, SIP-T48S, SIP-T48U, SIP-T53, SIP-T53W, SIP-T54W, SIP-T57W, SIP-T58A, and VP59.

The following procedures take the SIP-T46S IP phone for reference.

Procedures

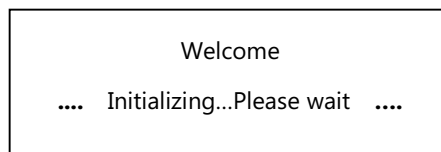
1. Long press  (Speakerphone key) and reconnect the power adapter to trigger the recovery mode. Do not release  until the recovery mode selection screen appears on the phone LCD screen.



Note For CP920, you need to long press the specified soft key (the second from the left on the phone) since there is no Speakerphone key.

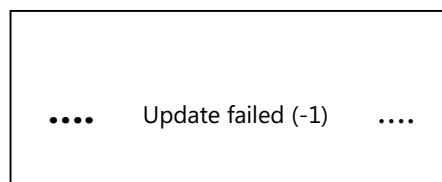
Press 1 to use the TFTP server. For more information on recovery mode using the TFTP server, refer to [For SIP Phone Series](#).


2. Press 2 on the phone keypad to use USB flash drive.
The IP phone will read and upgrade the firmware from the USB flash drive.
After upgrading, the IP phone will initialize successfully and get ready for use. The LCD screen prompts “Initializing...Please wait” when upgrading successfully.




3. If the IP phone fails to upgrade, the LCD screen will indicate the failure. You need to check and make sure:
 - The file system of the USB flash drive should be FAT32.
 - The USB flash drive has been successfully connected to the IP phone.
 - The resource files are correctly renamed and placed on the USB flash drive.
 - Repeat the recovery mode procedures to try again.

The LCD screen prompts “Update failed (-1)” when failing to upgrade:



4. Press  to verify the current firmware version after upgrading successfully.

Note You need to tap **Settings->Status** (for VP59/SIP-T58A IP phones) or tap **Menu->Settings** (for SIP-T57W IP phones) to verify the current firmware version since there is no  key.

For CP960 IP Phones

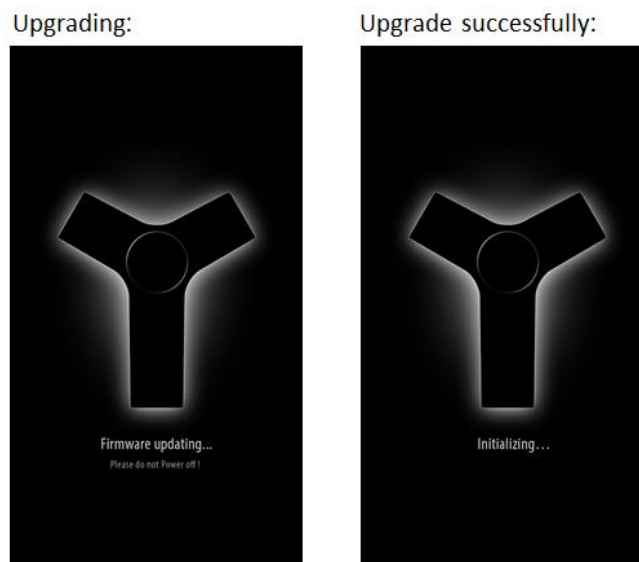
This section is only applicable to CP960 IP phones.

Procedures:

1. Reconnect the PoE adapter.
2. Long tap the Home touch key when the touch screen prompts “Initializing...” to trigger the recovery mode.

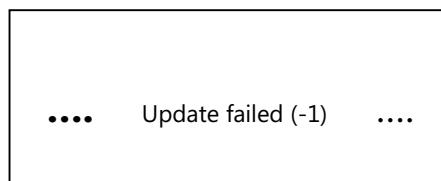
The IP phone will read and upgrade the firmware from the USB flash drive, and the touch screen prompts “Firmware Updating”.

When upgrading successfully, the touch screen prompts “Initializing”.



3. If the IP phone fails to upgrade, the LCD screen will indicate the failure. You need to check and make sure:
 - The file system of the USB flash drive should be FAT32.
 - The USB flash drive has been successfully connected to the IP phone.
 - The resource files are correctly renamed and placed on the USB flash drive.
 - Repeat the recovery mode procedures to try again.

The LCD screen prompts “Update failed (-1)” when failing to upgrade:



4. Tap **Settings->General** to verify the current firmware version after upgrading successfully.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to doc@yealink.com.