

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:

- Using TFTP server (not applicable to CP960 IP phones)
- Using USB flash drive (only applicable to SIP-T58V/T58A/T56A/T54S/T52S/T48S/T46S/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:

Preparing the Firmware and other Resource Files

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 firmware.

The file name 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
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
SIP-T29G	T29.rom, T29.bin and T29.rfs
SIP-T41P	T41.rom, T4X_SPI.bin and T4X_SPI.rfs

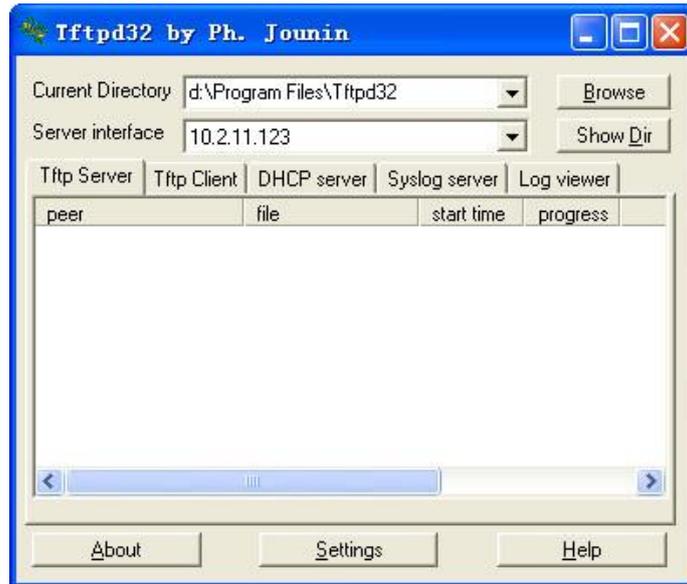
Phone Model	The Resource Files Required
SIP-T41S	T41S.rom, T41S.bin and T41S.rfs
SIP-T40G	T40G.rom, T40G.bin and T40G.rfs
SIP-T40P	T40.rom, T40.bin and T40.rfs
SIP-T42G	T42.rom, T4X.bin and T4X.rfs T42.rom, T42.bin and T42.rfs (manufactured before May 10 th , 2013)
SIP-T42S	T42S.rom, T42S.bin and T42S.rfs
SIP-T46G	T46.rom, T46.bin and T46.rfs
SIP-T46S	T46S.rom, T46S.bin and T46S.rfs
SIP-T48G	T48.rom, T48.bin and T48.rfs
SIP-T48S	T48S.rom, T48S.bin and T48S.rfs
SIP VP-T49G	T49.rom, T49.bin and T49.rfs
SIP-T54S	T54S.rom, T54S.bin and T54S.rfs
SIP-T52S	T52S.rom, T52S.bin and T52S.rfs
SIP-T58V/A	T58V.rom, T58V.bin, T58V.rfs
SIP-T56A	T56A.rom, T56A.bin, T56A.rfs
CP860	CP860.rom, CP860.bin and CP860.rfs
CP920	CP920.rom, CP920.bin and CP920.rfs
CP960	CP960.rom
VC400	VCS.rom, VCS.bin and VCS.rfs
VC120	VCS.rom, VCS.bin and VCS.rfs
VC110	VC110.rom, VC110.bin and VC110.rfs
W60B	W60B.rom, W60B.bin and W60B.rfs
Base for W52P/W56P	W52P.rom, W5X.bin and W5X.rfs

Configuring the TFTP Server

This section shows how to configure a TFTP server for windows system using 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 to locate the TFTP root directory from the local system.
 5. Select the local IP address from the pull-down list of **Server interface**.
- 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

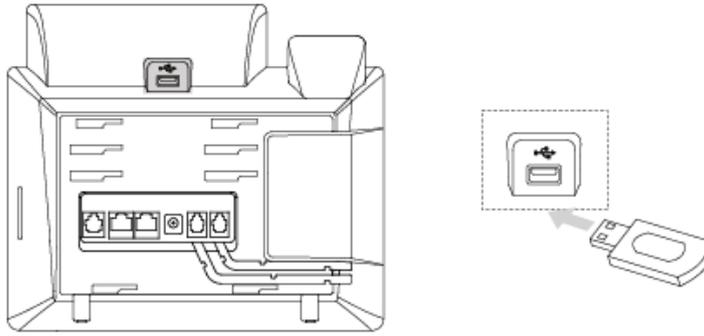
This section shows how to connect the USB flash drive to the IP phone. The USB flash drive should be purchased separately.

This method is only applicable to SIP-T58V/T58A/T56A/T54S/T52S/T48S/T46S/T42S/T41S/CP920/CP960 IP phones.

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 on Yealink IP Phones (TFTP Server)

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

For SIP Phone Series

This section is only applicable to SIP phone series including SIP-T58V/A, SIP-T56A, SIP VP-T49G, SIP-T54S, SIP-T52S, SIP-T19P, SIP-T19(P) E2, SIP-T21(P) E2, SIP-T23P/G, SIP-T27G, SIP-T29G, 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 TFTP server.

For SIP-T58V/T58A/T56A/T54S/T52S/T48S/T46S/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 SIP-T58V/T58A/T56A/T54S/T52S/T48S/T46S/T42S/T41S/CP920 IP Phones](#).

- 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 left or right navigation key.

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

For SIP-T58V/T58A/T56A IP phones, you need to press  /  /  as up/down/left/right navigation key.

- 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-T58V/T58A/T56A IP phones) to complete the recovery mode since there is no  key.

- 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) or tap **Settings**-> **Status** (for SIP-T58V/T58A/T56A 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 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 pen 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.

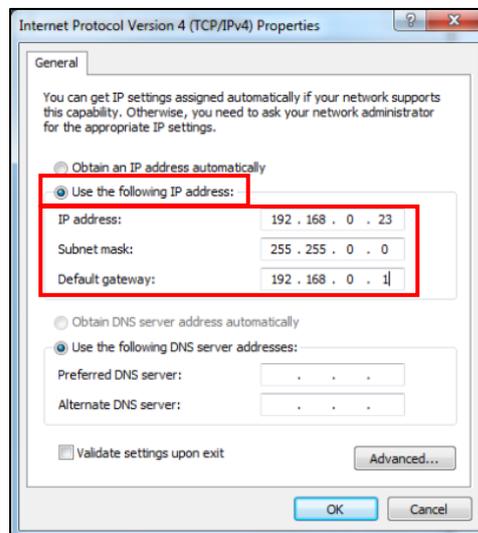
For W52P/W56P/W60B Base

For 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:

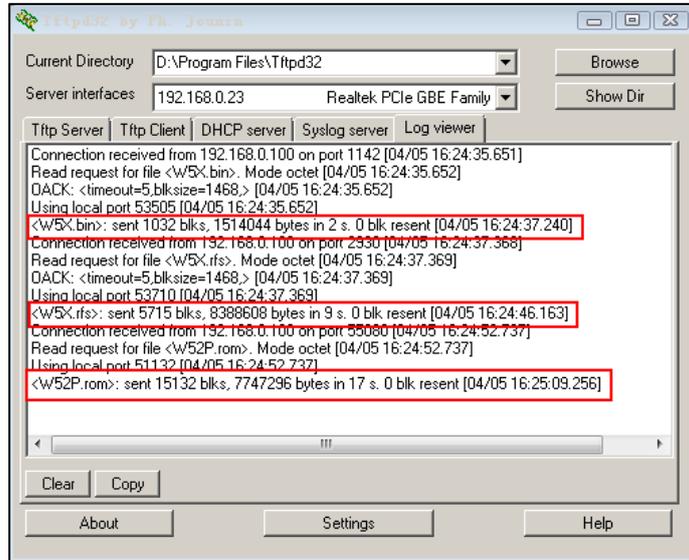


2. Click **OK** twice to save the settings.

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 show below:



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

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

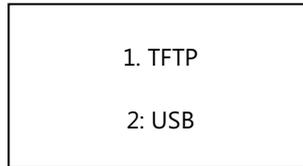
SIP-T58V/T58A/T56A/T54S/T52S/T48S/T46S/T42S/T41S/CP920 IP Phones

This section is only applicable to SIP phone series including SIP-T41S, SIP-T42S, SIP-T46S, SIP-T48S, SIP-T54S, SIP-T52S, SIP-T56A and SIP-T58V/A.

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.

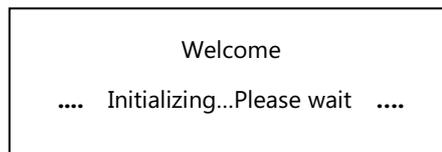


Note

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.

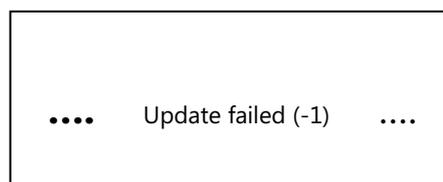
Press 1 to use TFTP server. For more information on recovery mode using TFTP server, refer to [For SIP Phone Series](#).

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 to 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

For SIP-T58V/T58A/T56A IP phones, you need to tap **Settings->Status** to verify the current firmware version since there is no  key.

For CP960 IP Phones

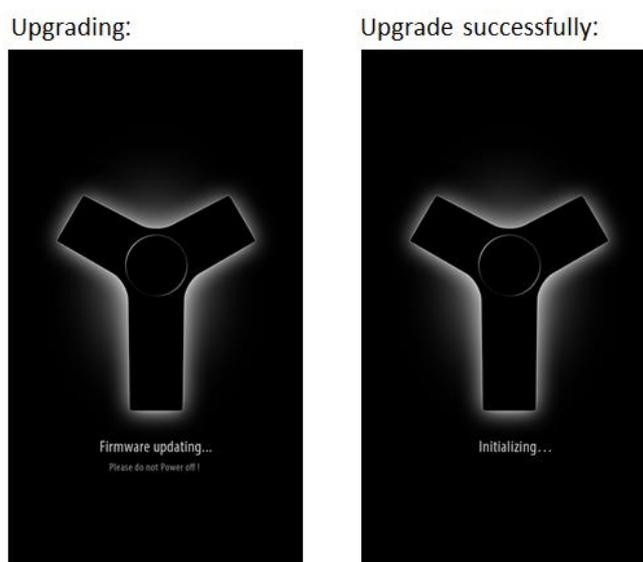
This section is only applicable to CP960 IP phones.

Procedures:

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

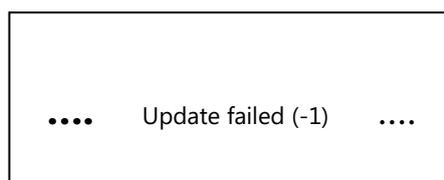
The IP phone will read and upgrade the firmware from the USB flash drive, and the touch screen prompts "Firmware Updating".

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 to 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

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