

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 MP54/MP56/MP58/VP59/T58A/T56A/T55A/T48S/T46S/T42U/T42S/T41S/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 the firmware.

The filename of the firmware used for recovery mode is strictly required. For example, to use recovery mode on 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
T41P	T41.rom, T4X_SPI.bin, and T4X_SPI.rfs
T41S	T41S.rom, T41S.bin, and T41S.rfs
T40P	T40.rom, T40.bin and T40.rfs
T42G	T42.rom, T4X.bin, and T4X.rfs T42.rom, T42.bin, and T42.rfs (manufactured before May 10, 2013)

Phone Model	The Resource Files Required
T42S	T42S.rom, T42S.bin, and T42S.rfs
T46G	T46.rom, T46.bin, and T46.rfs
T46S	T46S.rom, T46S.bin, and T46S.rfs
T48G	T48.rom, T48.bin, and T48.rfs
T48S	T48S.rom, T48S.bin, and T48S.rfs
T55A	T55A.rom, T55A.bin, and T55A.rfs
T56A	T56A.rom, T56A.bin, and T56A.rfs
T58A	T58V.rom, T58V.bin, T58V.rfs
MP54	MP54.rom, MP54.bin
MP56	MP56.rom, MP56.bin
MP58	MP58.rom, MP58.bin
VP59	VP59.rom, VP59.bin, VP59.rfs
CP960	CP960.rom, CP960.bin and CP960.rfs

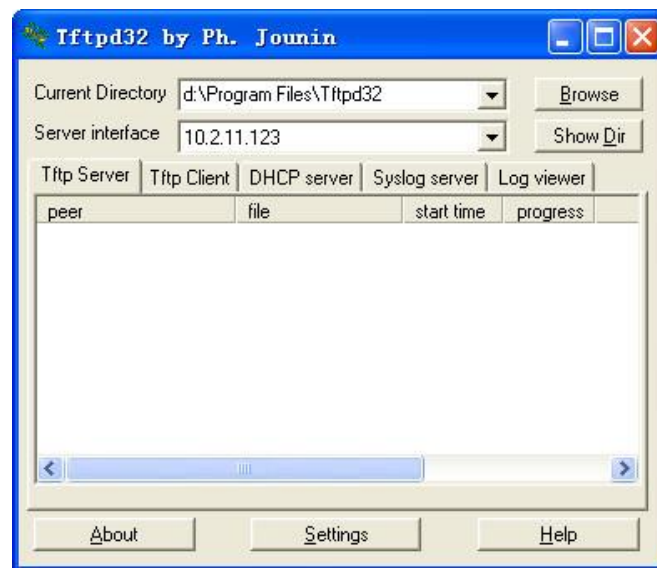
Configuring the TFTP Server

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  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.



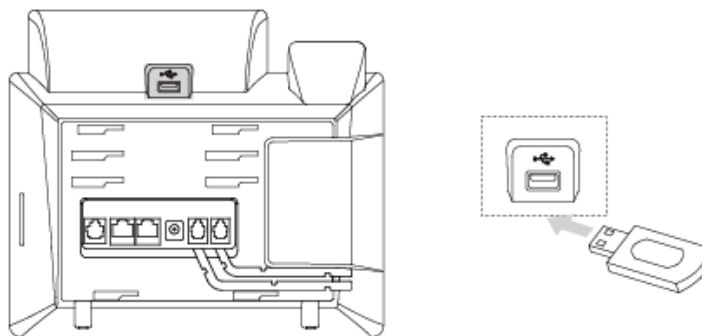
Connecting the USB Flash Drive to the IP Phone

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/T58A/T56A/T55A/T48S/T46S/T42U/T42S/T41S/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 Teams / Skype for Business Phones (TFTP Server)

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

The following procedures take the 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 MP54, MP56, MP58, VP59, T58A, T48S, T46S, T43U, T42U, T42S, T41S IP phones, you need to press 1 on the recovery mode selection screen to use TFTP server.

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:	<input type="text" value="10. 2. 11.124"/>
Netmask:	<input type="text" value="255.255.255. 0"/>
IP Gateway:	<input type="text" value="10. 2. 11.254"/>
TFTP Server:	<input type="text" value="10. 2. 11.123"/>

Note

For MP56/MP58/VP59/T58A 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.

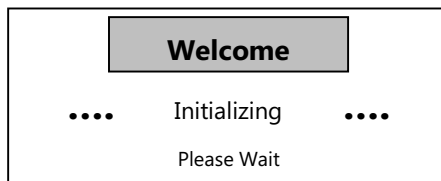
For T55A IP phones, you need to press  /  as down/left/right navigation key.





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.

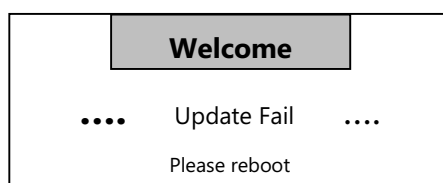
The LCD screen prompts “Initializing...Please Wait” when upgrading successfully.


**Note**

You need to press  (for T55A/T56A/T58A IP phones),  (for MP56/MP58/VP59 IP phones),  (for MP54 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  to verify the current firmware version after upgrading successfully.

Using Recovery Mode on Yealink Teams / Skype for Business Phones (USB Flash Drive)

For MP54/MP56/MP58/VP59/T58A/T56A/T55A/T48S/T46S/T42U/T42S/T41S IP Phones

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

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.

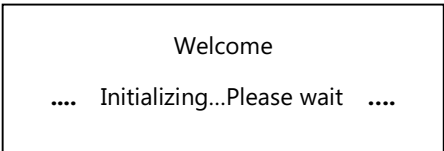


1. TFTP
2. USB

Note

Press 1 to use the TFTP server. For more information on recovery mode using the TFTP server, refer to [Using Recovery Mode on Yealink Teams / Skype for Business phones Phones \(TFTP Server\)](#).

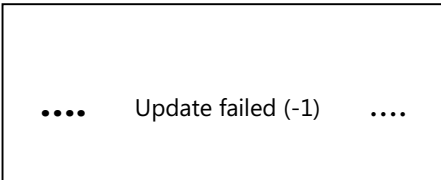
2. Press 2 on the phone keypad to use USB flash drive.
The IP phone will read and upgrade the firmware from the USB flash drive.
After upgrading, the IP phone will initialize successfully and get ready for use. The LCD screen prompts “Initializing...Please wait” when upgrading successfully.



Welcome
.... Initializing...Please wait

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:



.... Update failed (-1)

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

For CP960 IP Phones

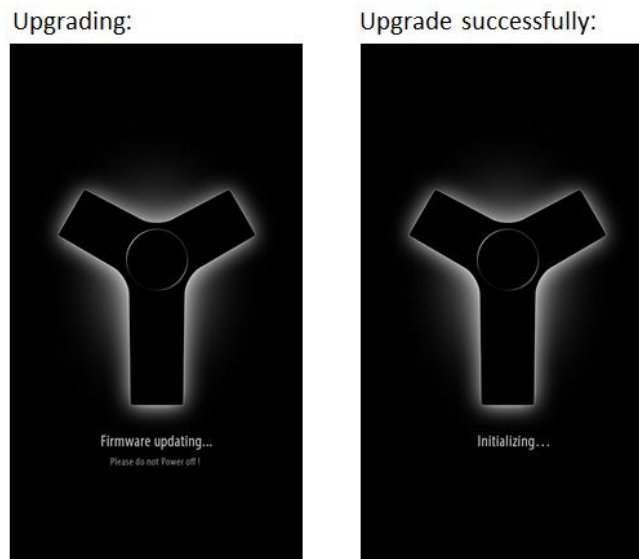
This section is only applicable to CP960 IP phones.

Procedures:

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

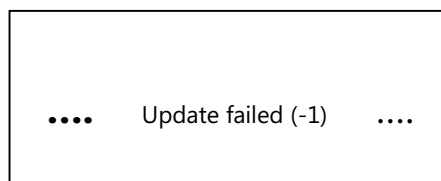
The IP phone will read and upgrade the firmware from the USB flash drive, and the touch screen prompts “Firmware Updating”.

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

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