

## Yealink T4X and T5X Re-Provisioning Guide (Non Touch Screen)

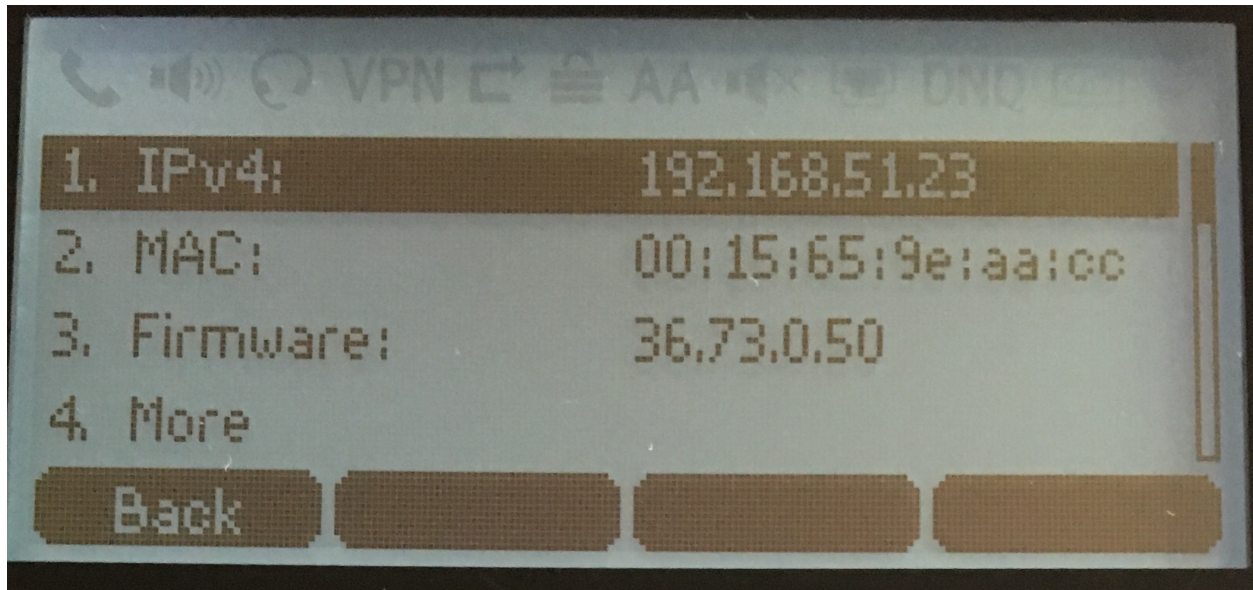
If you are having trouble making or receiving calls or your Yealink phone says “No Service” your phone may need to be re-provisioned to restore service. This process will take about 10-15 minutes and will require a computer with a modern browser connected to the same network the phone is connected to. If you are able, you may plug a CAT5 or CAT6 Ethernet cable into the back of the Yealink phone into the port labeled “PC”, this should connect your computer to the same network as the phone.

The first step is to remove the current programming on your Yealink phone. You can do this by holding down the ‘OK’ button in the center of the directional keys for 15 seconds. You should be prompted to restore the phone to factory default settings. Choose OK when you are prompted to restore to factory settings.



The phone will restore the factory settings and then reboot itself. Once the phone reboots the home screen should appear with the incorrect time and no button labels, this means the factory reset was successful.

Press the OK button in the center of the directional keys and some information about the phone will be displayed on the screen, the IPv4 address (your phone’s IP address on the network), the MAC address and the firmware version. Make note of the IPv4 address assigned to the phone. If there is no IPv4 address in the field, insure your phone is connected to the network via ethernet cable to the Internet port on the back of the phone. If the phone will still not obtain an IPv4 address, please contact your IT administrator.



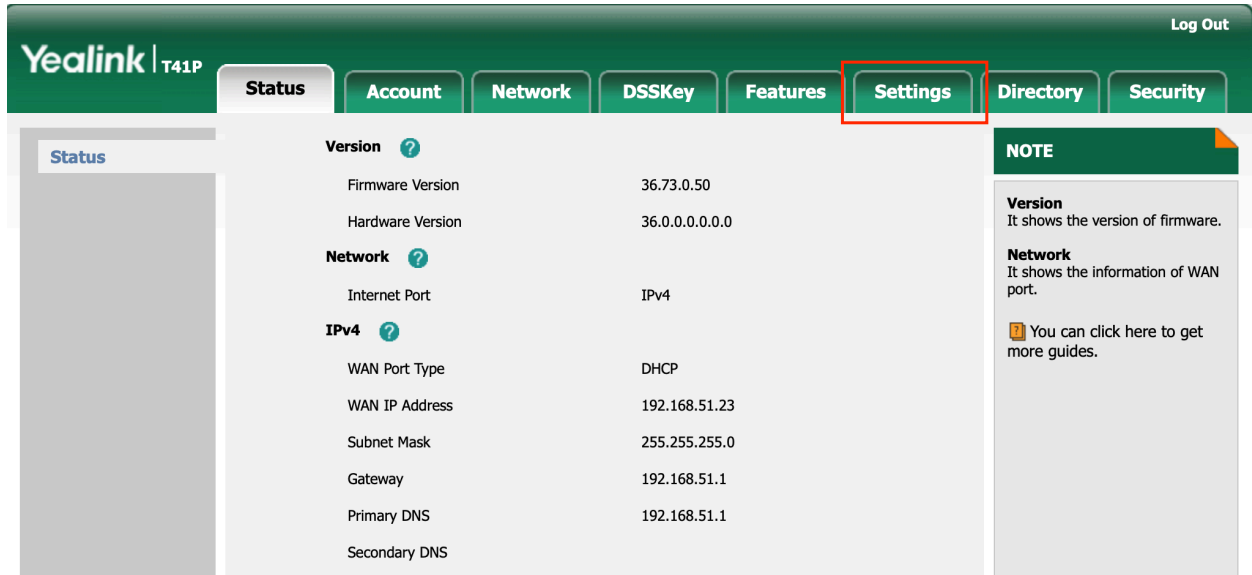
The next step is to go to your computer connected to the same network as the phone and open your web browser (Google Chrome, Microsoft Internet Explorer or Microsoft Edge, Safari or Firefox). In the web address field of your browser, enter the IPv4 address noted from your Yealink phone. ( ex. 192.168.0.2 ). Press the enter key once the address is entered and you should be routed to the Yealink phone Login Screen.

If the phone has been factory reset, the login will be:

Username: admin

Password: admin

Press Enter or the Confirm button. You should see a screen similar to the one below.

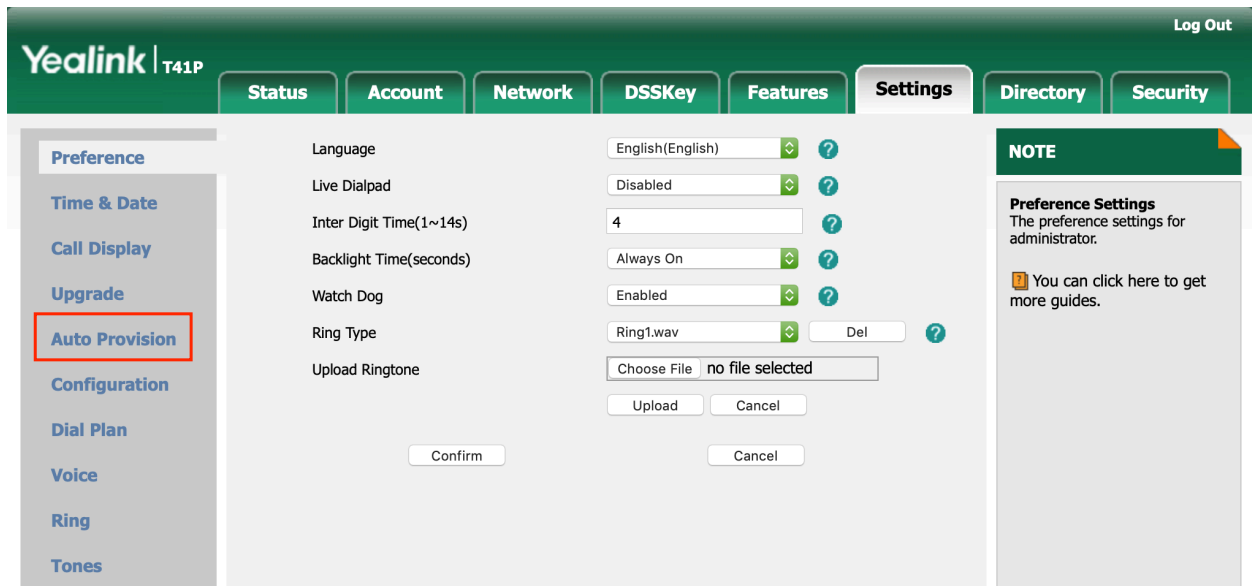


The screenshot shows the Yealink T41P web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings' (highlighted with a red box), 'Directory', and 'Security'. The 'Settings' tab is active, displaying a table of system information:

Section	Item	Value
Version	Firmware Version	36.73.0.50
	Hardware Version	36.0.0.0.0.0.0
Network	Internet Port	IPv4
IPv4	WAN Port Type	DHCP
	WAN IP Address	192.168.51.23
	Subnet Mask	255.255.255.0
	Gateway	192.168.51.1
	Primary DNS	192.168.51.1
	Secondary DNS	

A 'NOTE' section on the right explains the 'Version' and 'Network' fields and provides a link to more guides.

Click on the Settings Tab towards the top of the screen. Then click the field Auto-Provision on the left side of the screen.

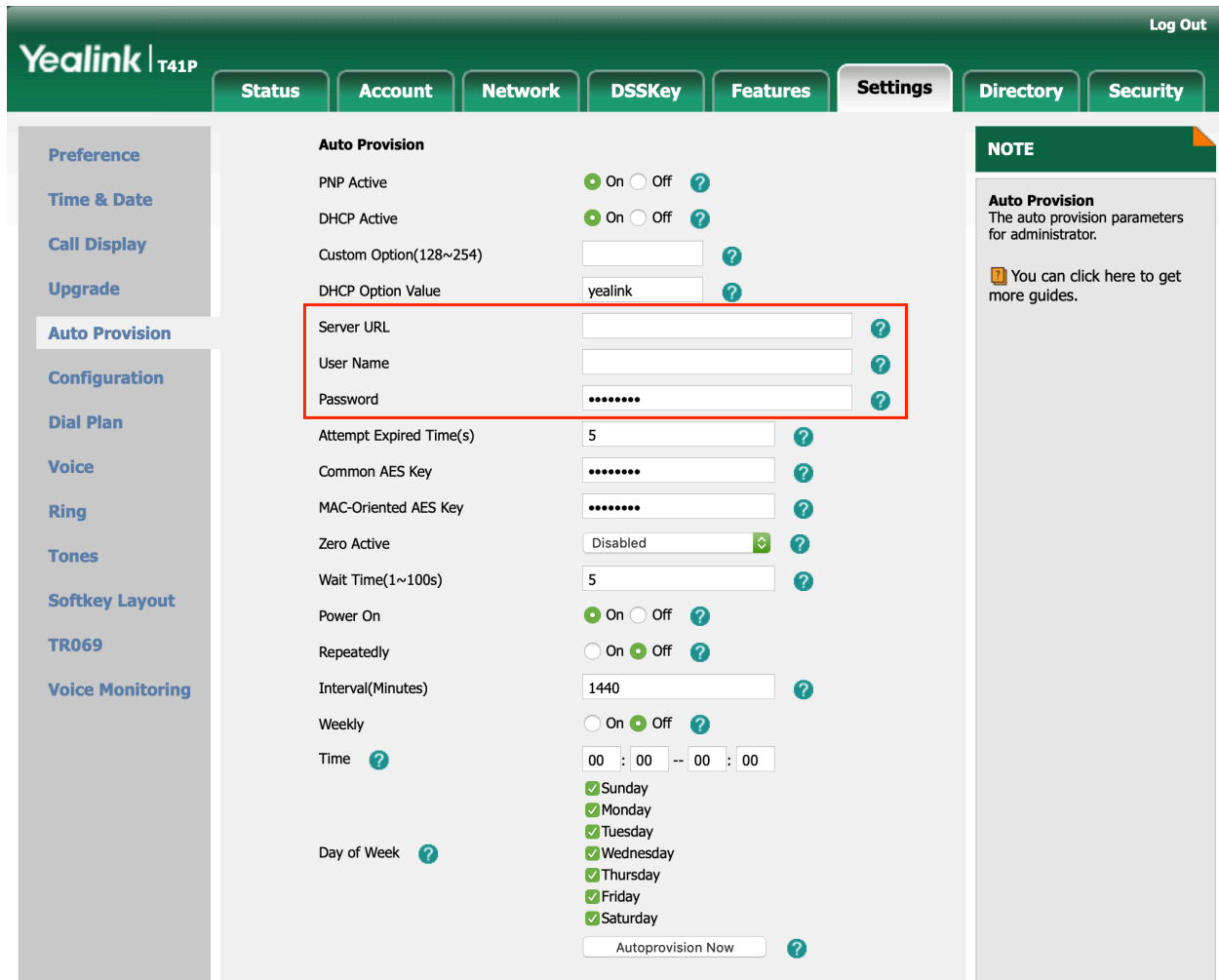


The screenshot shows the Yealink T41P web interface with the 'Settings' tab selected. The left sidebar has 'Auto Provision' highlighted with a red box. The main content area displays the following settings:

Language	English(English)	?
Live Dialpad	Disabled	?
Inter Digit Time(1~14s)	4	?
Backlight Time(seconds)	Always On	?
Watch Dog	Enabled	?
Ring Type	Ring1.wav	Del ?
Upload Ringtone	Choose File no file selected	

Buttons for 'Upload', 'Cancel', 'Confirm', and 'Cancel' are visible at the bottom of the settings area. A 'NOTE' section on the right explains the 'Preference Settings' and provides a link to more guides.

Once you are on the Auto-Provision Tab, look for the fields, Server URL, User Name, and Password.



The information you need to enter for these fields:

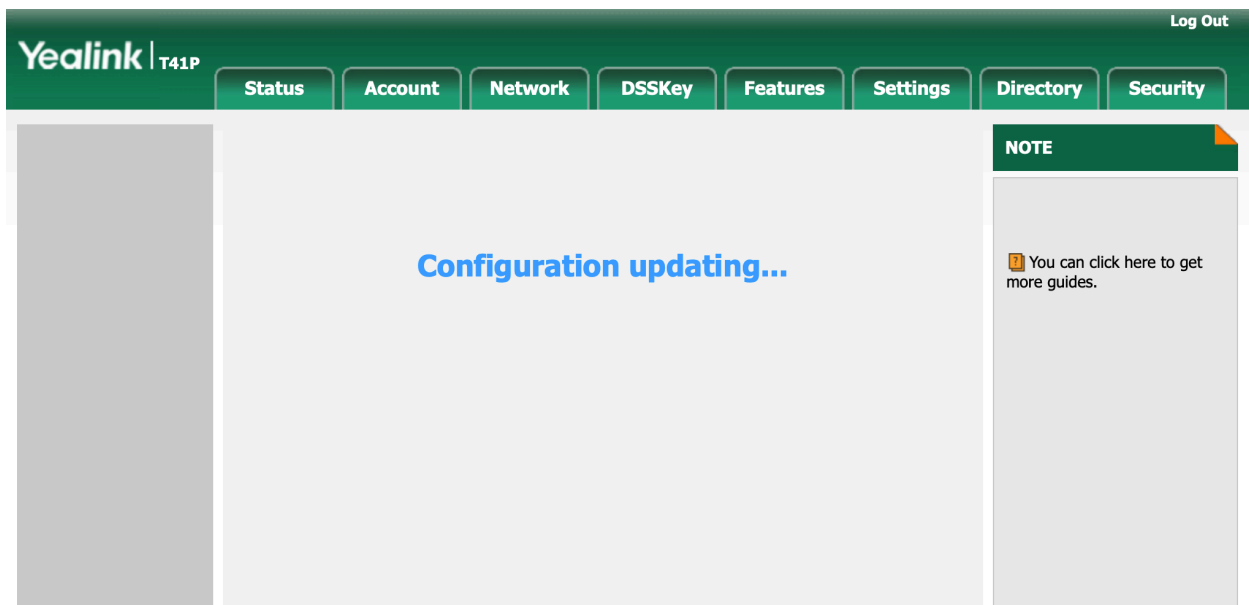
Server URL: <ftp://sipregistration.com>

User Name: \_\_\_\_\_

Password: \_\_\_\_\_

These credentials must be provided by your SafeCall support representative. If you need this information, please contact us at [customerservice@safecall.com](mailto:customerservice@safecall.com) or 704-527-5100 option 1.

Once you have the information entered for the three fields, scroll down to the bottom of the page and click the Auto-Provision Now button. The following screen should be displayed for a minute or two in your web-browser:



You should notice your phone power off and reboot itself if the Auto-Provision is successful. You should notice the buttons on the display of your phone will now have the correct information displayed and the time should be correct.

At this point you should be able to make and receive calls on your Yealink phone.

If you are still having issues, us please contact us at [customerservice@safecall.com](mailto:customerservice@safecall.com) or 704-527-5100 option 1.