

Yealink SIP-T3xG IP Phone Troubleshooting Tips

The following provides information that can assist you in troubleshooting problems with your Yealink SIP-T3xG IP phone. The phone can provide feedback in the form of on-screen error messages, status indicators, and log files for troubleshooting issues. You can try to troubleshoot the problem referring to the solution tips.

For additional information, refer to the user guide of Yealink SIP-T3xG IP phones or contact Yealink FAE (Field Application Engineer).

Troubleshooting Methods

How to Export System Log?

We may need you to provide debug log information to help analyze your problem. By default, you can export the debug system log information to local PC.

To export the system log to local PC via web user interface:

1. Login the web user interface of the phone.
2. Click on **Phone->Configuration**.
3. Select **6** from the pull-down list of **Log Level**.
The default system log level is 3.
4. Click **Confirm** to accept the change.
The web user interface prompts "Do you want to restart your machine?". The configuration will take effect after reboot.
5. Click **OK** to reboot the phone.
The system log level is set as 6, the debug level.
6. Mark the **Local** radio box in the **Export System Log** field.
7. Click **Export** to download and save the system log file to your local PC system.

You can also export the debug log information to a syslog server. Refer to the following for more information.

Phone settings

Refer to the above steps to configure the system log level. Instead of step 6, mark the **Server** radio box in the **Export System Log** field, enter the syslog server address.

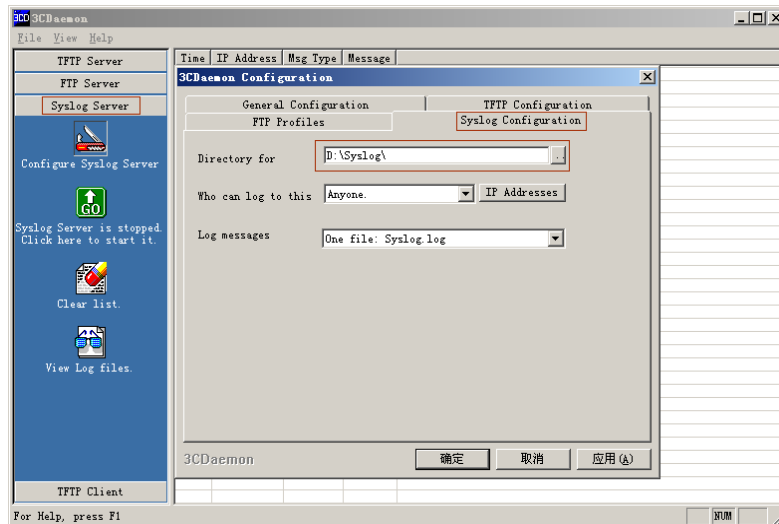
Syslog server settings

The following takes the 3CDaemon application as an example. You can download the

3CDAemon application at: <http://www.oldversion.com/3Com-Daemon.html>.

1. Double click the 3CDAemon.exe to start the application.
2. Select **Syslog Server**. Locate the storage path from local system for syslog in **Directory for** field. Syslog server will store the debug log information which is shown on the server as “syslog.log”.

A configuration page shows as below:



After completing the above settings, check the system log file saved in the preset directory “D:\Syslog”.

How to Export/Import phone Configurations?

We may need you to provide your phone configurations to help analyze your problem. In some instance, you may need to import configurations to your phone.

To export the phone configurations via web user interface:

1. Login the web user interface of the phone.
2. Click on **Phone->Configuration**.
3. Click **Export** to save the configuration file to your local system.

To import the phone configurations via web user interface:

1. Login the web user interface of the phone.
2. Click on **Phone->Configuration**.
3. Click **Browse** to select a configuration file from your local system.
4. Click **Import** to import the configuration file.

Note

The file format of configuration file must be “.bin”.

How to Export PCAP Trace?

We may need you to provide a PCAP trace to help analyze your problem.

To export a PCAP trace via web user interface:

1. Login the web user interface of the phone.
2. Click on **Phone->Upgrade**.
3. Click **Start** to start the SIP trace capture.
4. Recreate the error to be documented in the trace.
5. Click **Stop** to stop the capture.
6. Click **Export** to save the file to your local system.

Troubleshooting Solutions

How to obtain the MAC address of a phone when the phone is not powered on?

There are three ways to obtain the MAC address of a phone:

- You can ask your supplier for shipping information sheet which includes MAC addresses according to the corresponding PO.
- You can find the MAC address in the label of carton box.
- You can also find the MAC address from the phone's bar code at the back of the phone.

How do I find the basic information of the IP phone?

Press the OK key when the IP phone is idle to check the basic information of the IP phone, such as IP address and firmware version.

Why is the phone LCD screen blank?

Do one of the following:

- Ensure that the phone is properly plugged into a functional AC outlet.
- Ensure that the phone isn't plugged into a plug controlled by a switch that is off.
- If the phone is plugged into a power strip, try plugging it directly into a wall outlet instead.
- If that phone is powered from PoE, ensure you use a PoE compliant switch or hub, or contact your system administrator for more information.
- Check that the power LED is on to ensure the phone is powered on.

Why does the phone display "Network Unavailable"?

Do one of the following:

- Ensure that the Ethernet cable is plugged into the Internet port of the phone and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.
- Contact your system administrator for more information.

Why does the phone display "No Service"?

The phone LCD screen prompts "No Service" message when there is no available SIP account on the IP phone.

Do one of the following:

- Confirm if any account is actively registered on the IP phone at the path **Menu->Status->More->Accounts**.
- Check if the SIP parameters of the account have been set up correctly.

What is the difference between user name, register name and display name?

Both user name and register name are defined in the SIP server. A user name is used to identify the account, while a register name and a password are used for authentication required by the SIP server. Display name is the caller ID that will be displayed on the callee's phone LCD screen. Some server configuration may override the local configuration.

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For the installation instructions, refer to the Installation Guide of Yealink SIP-T3xG IP phones.


Check whether dial tone is present on one of the audio modes:


- Switch between the Handset, Headset (if present) or Hands-Free Speakerphone to check whether dial tone is present on one of the audio modes.
- If the dial tone exists on another audio mode, connect a different handset or headset to isolate the problem.

Why can't I receive incoming calls?

Do one of the following:

- Check that the SIP registration with your system administrator.
- Check that DND (Do Not Disturb) mode is turned off on your phone. If the DND

mode is activated, the LCD screen displays the DND icon  . Press the **DND** soft key on the phone to deactivate the DND mode.

- Check that call forward feature is disabled on the phone. If the call forward feature is activated, the LCD screen displays the forward icon  . Press the **TRAN** key on the phone to deactivate the call forward feature.
- Check whether the calling number is stored in the blacklist directory.

Why doesn't the phone ring?

Check the ringer volume on your phone. To adjust the ringer volume setting, press the Volume key when the phone is idle.

Why doesn't the phone display time and date correctly?

Check if you have configured your phone to obtain the time and date from the SNTP server automatically. If your phone is unable to access the SNTP server, configure the time and date manually.

Why does the wallpaper has bad displayed?

Do one of the following:

- Check the custom image is clear.
- Check the file format of the custom image for the wallpaper is .jpg, .png or .bmp.
- Check the custom image is not too large or small. The phone will adjust the image with the short side to display.
- Check the picture resolution of the wallpaper. The wallpaper resolution of T38G IP phone is 480*272 pixels. The wallpaper resolution of T32G IP phone is 400*240 pixels.

Why does the screensaver no longer display?

Do one of the following:

- Check the screensaver does not turn off.
- Check the time out for screensaver does not too long.
- Check the custom image for the screensaver is no damaged.
- Check the file format of custom image for the screensaver is .jpg, .png or .bmp.

Why doesn't the custom photo for the contact display?

Do one of the following:

- Check the custom photo has uploaded to the phone via web user interface.
- Check the custom photo is not damaged.
- Check the file format of the custom photo is .jpg, .png or .bmp.
- Check that the contact photo is selected correctly.

Why can't I send a SMS to any other phone?

The SMS feature depends on support from a SIP server. Contact your system administrator for more information.

How to change the user password?

You can change the user password via web user interface:

1. Login the web user interface of the phone.
2. Click on **Security->Password**.
3. Select **user** from the pull-down list of **User Type**.
4. Enter the current password in the **Current Password** field.
5. Enter the new user password in the **New Password** field and **Confirm Password** field.
6. Click **Confirm** to accept the change.

The user passwords for phone user interface and web user interface are both changed.

You can also contact your system administrator for help.

Note

If logging in the web user interface of the phone with the user credential, you need to enter the current user password in the **Current Password** field.

How to make a call using SRTP?

You can enable SRTP to encrypt the audio stream(s) of phone calls. The parties participating in the call should enable SRTP. You can enable SRTP on per-account basis.

To enable SRTP via web user interface:

1. Login the web user interface of the phone.
2. Click on **Account**.
3. Select the desired account from the pull-down list of **Account**.
4. Click on **Advanced**.

5. Select the desired value from the pull-down list of **Voice Encryption (SRTP)**.
6. Click **Confirm** to accept the change.

Note

The SRTP feature is not available on all servers. Contact your system administrator for more information.

How to reboot the phone?

To reboot the phone via web user interface:

1. Login the web user interface of the phone.
2. Click on **Phone->Upgrade**.
3. Click **Reboot** to reboot the IP phone.



Note

Any reboot of the phone may take a few minutes.

How to reset the phone?

Reset the phone to factory configurations after you have tried almost all troubleshooting suggestions but do not solve the problem. You need to note that all customized settings will be overwritten after reset.

To reset the phone via phone user interface:

1. Press **Menu->Advanced** (password: admin) ->**Reset & Reboot->Reset to Factory**.
2. Press  or  to scroll to **Reset to factory**, and then press the **Enter** soft key.

The LCD screen prompts the following message:



3. Press the **OK** soft key.

The phone LCD screen prompts "Resetting...Please Waiting!". The phone will be reset to factory successfully after startup.

Note

Reset of the phone may take a few minutes. Do not power off until the IP phone starts up successfully.

How to upgrade firmware?

To upgrade firmware via web user interface:

1. Login the web user interface of the phone.
2. Click on **Phone->Upgrade**.
3. Click **Browse** to select the firmware from your local system.
4. Click **Upgrade** to upgrade the firmware.

The browser pops up the dialog box "Firmware of the SIP Phone will be updated. It will take 5 minutes to complete. Please don't power off!".

5. Click **OK** to confirm firmware upgrade.