

Overview

This guide shows how to use recovery mode to get your phone ready when it fails to start up. There are four recovery modes:

- 1. Using HTTP server
- 2. Using TFTP server (not applicable to CP960 IP phones)
- Using USB flash drive (only applicable to MP54/MP56/MP58/VP59/SIP-T58A/T57W/T54W/ T53W/T53/T53C/T48U/T48S/T46U/T46S/T43U/T42U/T42S/T41S/CP920/CP960 IP phones)
- 4. Running backup system

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	



Phone Model	The Resource Files Required	Description		
SIP-T27G	T27G.rom, T27G.bin, and T27G.rfs	Note : New factory phones running V86 firmware version no longer need " .bin " and " .rfs " files.		
SIP-T29G	T29.rom, T29.bin, and T29.rfs			
SIP-T33G	T33G.rom and T33G.bin			
SIP-T33P	T33P.rom and T33P.bin			
SIP-T31P	T31P.rom and T31P.bin	Note: New factory phones		
SIP-T31G	T31G.rom and T31G.bin	running V86 firmware version no		
SIP-T31	T31.rom and T31.bin	longer need the " .bin " file.		
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		
SIP-T43U	T43U.rom, T43U.bin, and T43U.rfs	longer need these three files.		
SIP-T46U	T46U.rom, T46U.bin, and T46U.rfs	After entering the recovery mode, the phone directly starts the		
SIP-T48U	T48U.rom, T48U.bin, and T48U.rfs	backup system.		
SIP-T41S	T41S.rom, T41S.bin, and T41S.rfs			
SIP-T42S	T42S.rom, T42S.bin, and T42S.rfs	Note: New factory phones		
SIP-T46S	T46S.rom, T46S.bin, and T46S.rfs	longer need " .bin " and " .rfs " files.		
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		
SIP-T57W	T57W.rom, T57W.bin, and T57W.rfs	running V86 firmware version no		
SIP-T54W	T54W.rom, T54W.bin, and T54W.rfs	longer need these three files.		



Phone Model	The Resource Files Required	Description
SIP-T53W	T53W.rom, T53W.bin, and T53W.rfs	After entering the recovery mode,
SIP-T53	T53.rom, T53.bin, and T53.rfs	the phone directly starts the backup system.
SIP-T58W	/	Note : After entering the recovery mode, the phone directly starts the backup system.
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.
CP925	/	Note : After entering the recovery mode, the phone directly starts the backup system.
CP965	/	Note : After entering the recovery mode, the phone directly starts the backup system.
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:

🙀 HFS ~ HTTP File Server 2.2f	Build 155				
🛃 Menu 🖑 Port: 8080 🎎 You are in Expert mode					
© Open in browser http://10.2.11.101:8080/					
	Top speed: 0.0 KB/s				
Virtual File System	Log				
∞ I	17:23:24 Check update: no new version				
🧊 IP 📄 Filename	😺 Status Speed Time left 🛛 🛠				
Connections: 0 Out: 0.0 KB/s In: 0.0 KB/s Total Out: 0 B Total In: 0 B VFS: 0 items					

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

🚔 HFS ~ HTTP File Server 2.2f	and the second	Build 155	
🛓 Menu 🖑 Port 8080 🕵 You	are in Expert mode		
+ Self Test Edit HTML template	8080/		Top speed: 0.0 KB/s
Other options			
Upload	vstern		Log
Start/Exit		17:23:24 Check update	: no new version
Limits			
Flash taskbutton			
Fingerprints •			
Tray icons	This ID a dalarate is used a	als fee URL building	
Accept connections on	This IP address is used o	only for UKL building	
Dynamic DNS updater	192.168.147.1		
URL encoding	192.108.172.1		
Updates •			
V Donate!	Don't include port in URI		
Load file system Ctrl+O	Find external address		
Save file system Ctrl+S	Constantly search for bet	tter address	
Clear nie system			
Save options			
Help			
Web links			
About	Filename	🎝 Status Sper	ed Time left %
Switch OFF F4			
Exit			
Connections: 0 Out: 0.0 KB/s In:	0.0 KB/s Total Out: 0 B Tot	tal In: 0 B VFS: 0 items	



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 Browse 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 Runing 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-T58W, SIP-T42U, SIP-T43U, SIP-T46U, SIP-T48U, SIP-T57W, SIP-T54W, SIP-T53W, SIP-T53, SIP-T53C, CP965, CP925, and VP59.

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.

1 Voc		the buckup	<i>y s c m</i>
1.165			
2.NO			



2. Press 1 to run the backup system.

For CP965/CP925 IP phones, you need to power on the device and long tap the Home touch key when the Mute LED indicator glows red to trigger the recovery mode.

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.



Note



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



Note For CP920 IP phones, you need to press the volume key (\mathbf{q} – or \mathbf{q} +) as the left or right navigation key.

or SIP-T58A IP phones	, you need to press	 /	[···] /	🕂 as up/down/	left/right
avigation key.					

4. Press (\mathbf{OK}) to complete the recovery mode.

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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 **OK** 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 $(\mathbf{o}\mathbf{K})$ 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 (**ok**) 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 (4) (Speakerphone key) and reconnect the power adapter to trigger the recovery mode. Do not release (4) until the recovery mode wizard appears on the phone LCD screen.
- NoteFor CP860/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/CP925, 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.
- 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.



Note

I

For CP860/CP920 IP phones, you need to press the left or right side of the volume key (---)/(---)/(---) or +) 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 💰 / 🔃 / 1	+ as
up/down/left/right navigation key.	

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

3. Press (OK) 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 (Ifor SIP-T19(P) E2 IP phones), (Ifor SIP VP-T49G IP phones), (Ifor SIP-T58A/T57W IP phones), (Ifor MP56/MP58/VP59 IP phones), (Ifor MP54 IP phones), (Ifor SIP-T3 IP phones) to complete the recovery mode since there is no (OK) 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 $(\mathbf{o}\mathbf{K})$ 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 ○K 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

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 $(\mathbf{o}\mathbf{K})$ 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 $(o\kappa)$ 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:

Internet Protocol Version 4 (TCP/IPv4) Properties						
General						
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.						
Obtain an IP address automatical	Obtain an IP address automatically					
Ose the following IP address:						
IP address:	192.168.0.23					
Subnet mask:	255.255.0.0					
Default gateway:	192.168.0.1					
Obtain DNS server address automatically						
Use the following DNS server add	Use the following DNS server addresses:					
Preferred DNS server:						
Alternate DNS server:	· · ·					
Validate settings upon exit						
	OK Cancel					

- 2. Click **OK** twice to save the settings.
- Long press (for W52P/W56P base) or (r) (for W60B base) and reconnect the power adapter to trigger the recovery mode. Do not release (r) (for W52P/W56P base) or (=) (for W60B base) until three LED indicators (¹/₂ -->¹/₄ -->

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:



Tftpd32 by						
Current Directory	D:\Program Files\Tftpd32	•	Browse			
Server interfaces	192.168.0.23 Realtek PC	le GBE Family 💌	Show Dir			
Tftp Server Tftp	Client DHCP server Syslog server	Log viewer				
Connection receiv Read request for fi OACK: <timeout=5 Using local port 53</timeout=5 	:d from 192.168.0.100 on port 1142 [04 e <w5x.bin>. Mode octet [04/05 16:2 blksize=1468,> [04/05 16:24:35.652] 505 [04/05 16:24:35.652]</w5x.bin>	4/05 16:24:35.651] 4:35.652]				
<w5x.bin>: sent 1 Connection receiv</w5x.bin>	032 blks, 1514044 bytes in 2 s. 0 blk re ad from 192.168.0.100 on port 2930 [0/	esent [04/05 16:24:37. 4/05 16:24:37.368]	240]			
DACK: <timeout=5< td=""><td>e <w5x.fts>. Mode octet [U4/U5 16:24 blksize=1468,> [04/05 16:24:37.369] 710 [04/05 16:24:37 369]</w5x.fts></td><th>4:37.369]</th><td></td></timeout=5<>	e <w5x.fts>. Mode octet [U4/U5 16:24 blksize=1468,> [04/05 16:24:37.369] 710 [04/05 16:24:37 369]</w5x.fts>	4:37.369]				
<pre></pre>	15 blks, 8388608 bytes in 9 s. 0 blk re d from 192 168 0 100 op por 55080 0	sent [04/05 16:24:46.1	163]			
Read request for fi	Read request for file (W152P.rom). Mode octet [04/05 16:24:52.737]					
<w52p.rom>: sen</w52p.rom>	15132 blks, 7747296 bytes in 17 s. 0 t	blk resent [04/05 16:25	5:09.256]			
Clear Copy	1					
	1	1				
About	Settings		Help			

4. After a handset is registered, press or (for W52P/W56P base) o (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:

Internet Protocol Version 4 (TCP/IPv4) Properties					
General					
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.					
Obtain an IP address automatical	ly				
Output					
IP address:	192.168.0.23				
Subnet mask:	255.255.0.0				
Default gateway:	192.168.0.1				
 Obtain DNS server address automatically 					
Use the following DNS server add	resses:				
Preferred DNS server:					
Alternate DNS server:					
Validate settings upon exit Advanced					
OK Cancel					

- 2. Click **OK** twice to save the settings.
- **3.** Long press (\equiv) 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:

Internet Protocol Version 4 (TCP/IPv4) Properties					
General					
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.					
Obtain an IP address automatically					
Ose the following IP address:					
IP address:	192.168.0.23				
Subnet mask:	255.255.0.0				
Default gateway:	192.168.0.1				
Obtain DNS server address automatically					
Use the following DNS server add	Use the following DNS server addresses:				
Preferred DNS server:					
Alternate DNS server:	· · ·				
Validate settings upon exit	Advanced				
	OK Cancel				

- 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:

🏘 Tftpd64 by Ph. Jounin			_		×	
Current Directory D:\RecoveryMode		•	Brow	<u>B</u> rowse		
Server interfaces	192.168.0.23	Realtek Ga	ming GbE Far	n 🔻	Show	Dir
Tftp Server Tftp	Client DHCP se	rver Syslog server	DNS server	Log view	er	
Connection received from 192.168.0.100 on port 3983 [19/10.08:53:24.185] Read request for file Read request for file W90B.rom>. Mode octet [19/10.08:53:24.185] DACK: timeout=5,blksize=1468.> [19/10.08:53:24.186] Using local port 53425 [19/10.08:53:24.186] December 10.000 on port 1055 [19/10.08:53:24.185] Peer returns ERROR File too large> > aborting transfer [19/10.08:53:24.182] Connection received from 192.168.0.100 on port 1055 [19/10.08:53:24.328] December 10.0000 port 1055 [19/10.08:53:24.328] Read request for file W90B.bin>. Mode octet [19/10.08:53:24.328] Using local port 53425 [19/10.08:53:24.328] Using local port 53425 [19/10.08:53:24.328] Uwing local port 53426 [19/10.08:53:24.328] Using local port 53426 [19/10.08:53:24.328] Connection received from 192.168.0.100 on port 50389 [19/10.08:53:54.175] Connection received from 192.168.0.100 on port 50389 [19/10.08:53:54.175] Read request for file W90B.iom>. Mode octet [19/10.08:53:54.175] Read request for file Using local port 55979 [19/10.08:53:54.175] DACK: (tsize=22061088.blksize=1432.timeout=1.> [19/10.08:53:54.176] Using local port 55979 [19/10.08:53:55.341] Ack block 1 ignored (received twice) [19/10.08:53:56.344] Ack block 1 ignored (received twice) [19/10.08:53:56.344] Ack block 1 ignored (received twice) [19/10.08:53:56.344] A						
<						>
Clear Copy						
About		<u>S</u> ettings			<u>H</u> elp	

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/T41 S/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-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 (I will the recovery mode selection screen appears on the phone LCD screen.



Note

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:

••••	Update failed (-1)	••••

4. Press $(\mathbf{o}\mathbf{K})$ to verify the current firmware version after upgrading successfully.

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 **OK** 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

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