



# How to configure Yealink desk phones with your Zoho Voice account

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Zoho Voice now enables you to connect your Zoho Voice account with any type of IP-enabled Yealink desk phones which are one of the prominent workstations in major call centers. This enables you to easily make and receive Zoho Voice calls using Yealink Session Initiation Protocol (SIP) phone devices.

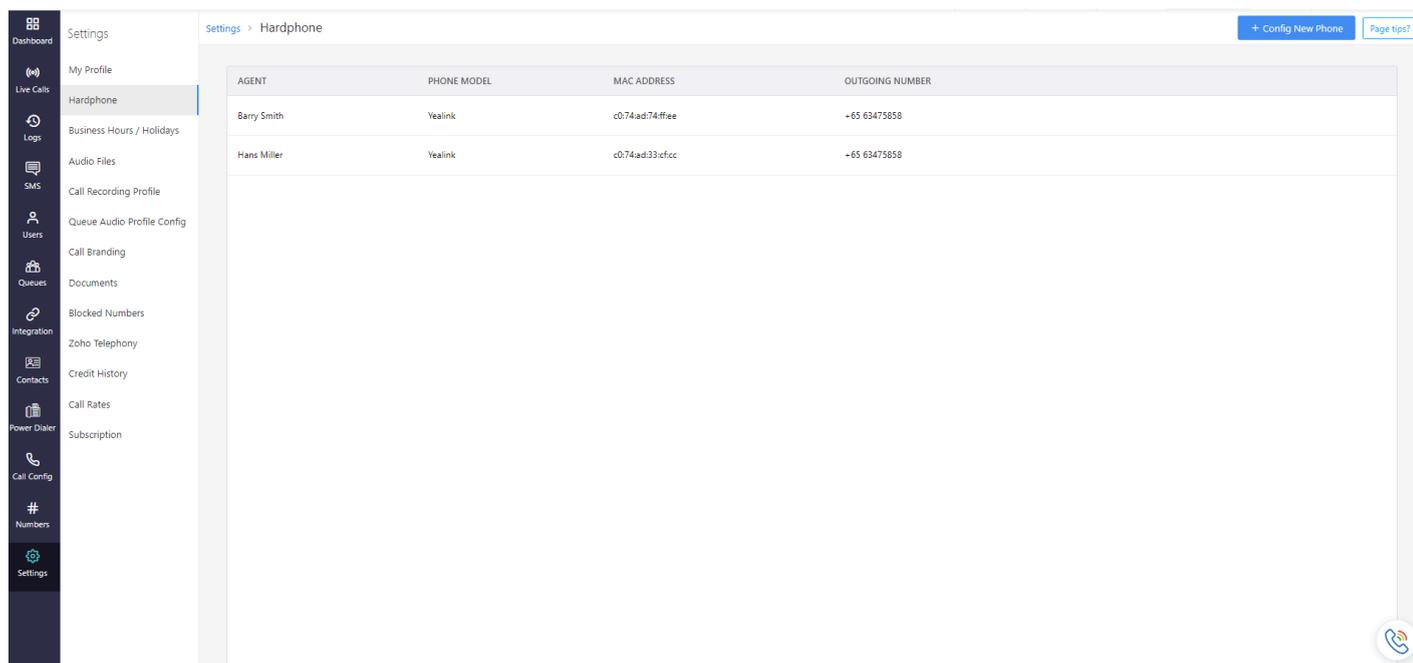
 Zoho Voice now supports all SIP phone models under the Yealink brand.

## Configuring Yealink SIP phones with your Zoho Voice account

Follow the steps below to connect a Yealink SIP phone with your agent's Zoho Voice account.

# 1. In your Zoho Voice account

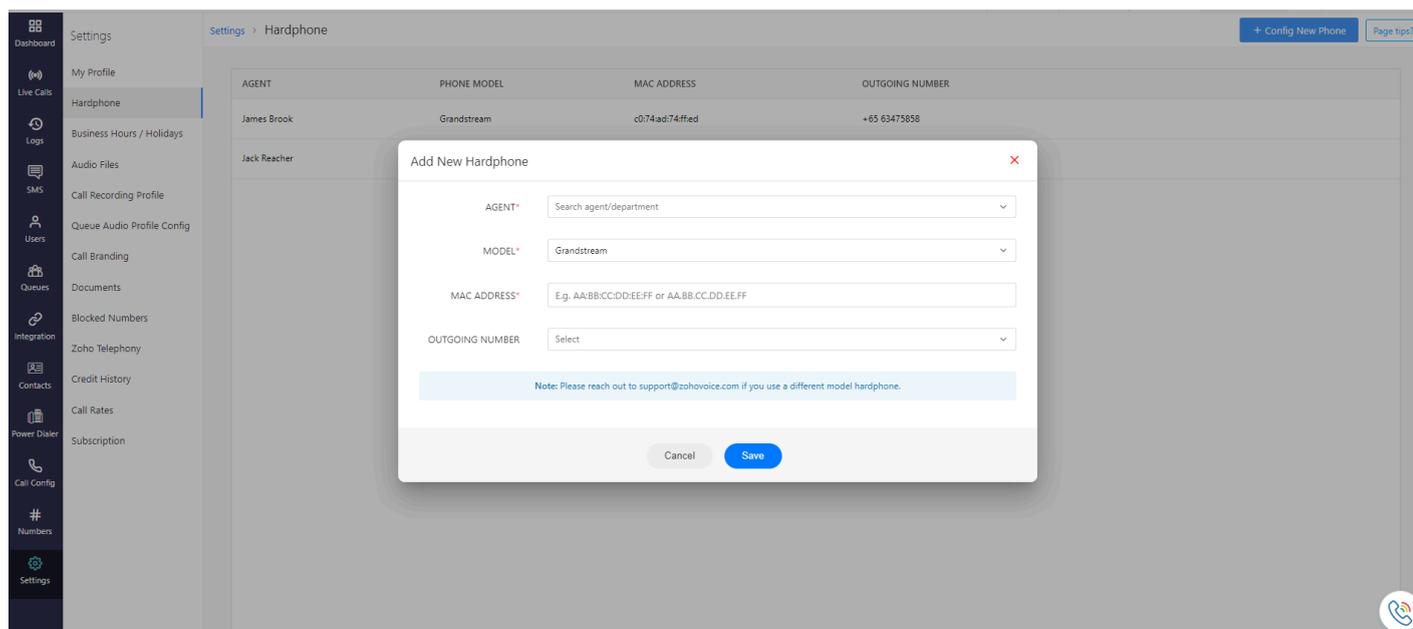
1. Go to **Settings** > **Hardphone** and click **Config New Phone**.



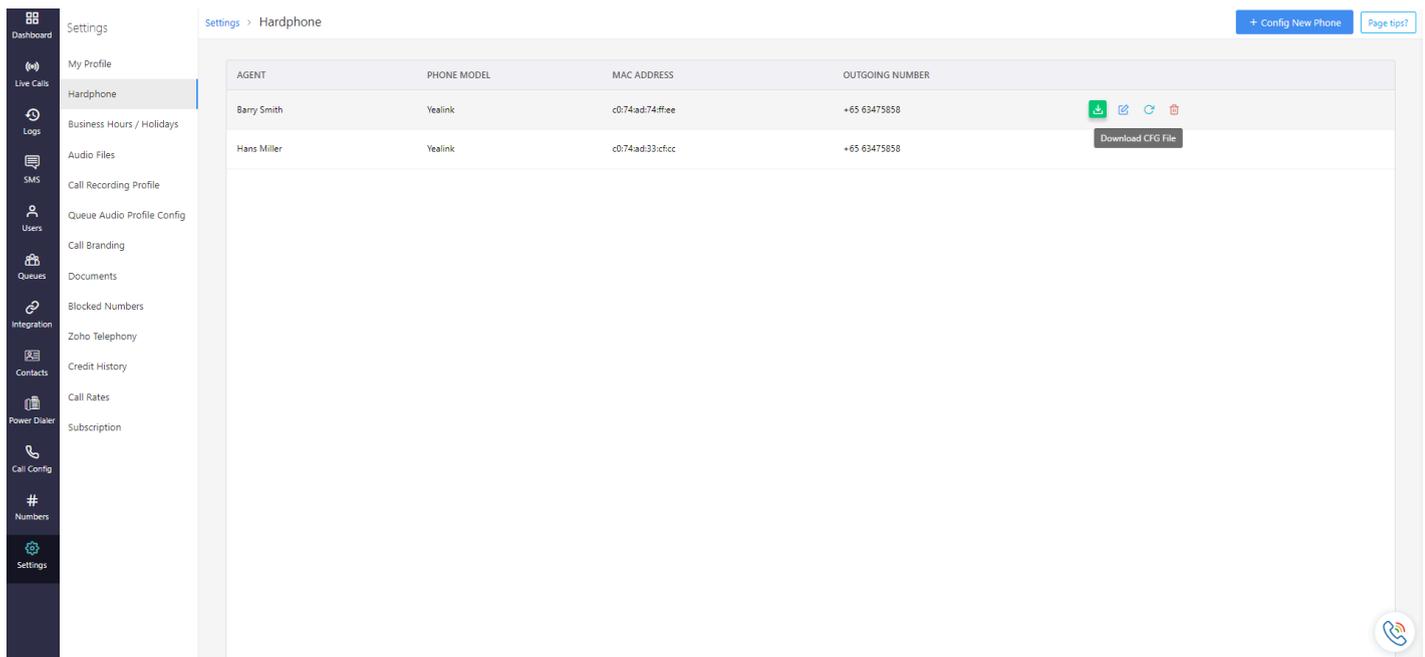
2. Select the agent to whom you want to configure the hardphone.

3. Enter the MAC address of your hardphone device. You can find it at the back of your device. If not, please check with your admin.

4. Select the phone number which you need to display for outgoing calls made using the desk phone.



5. Once you click **Save**, Zoho Voice generates a config file (.cfg). Download it.

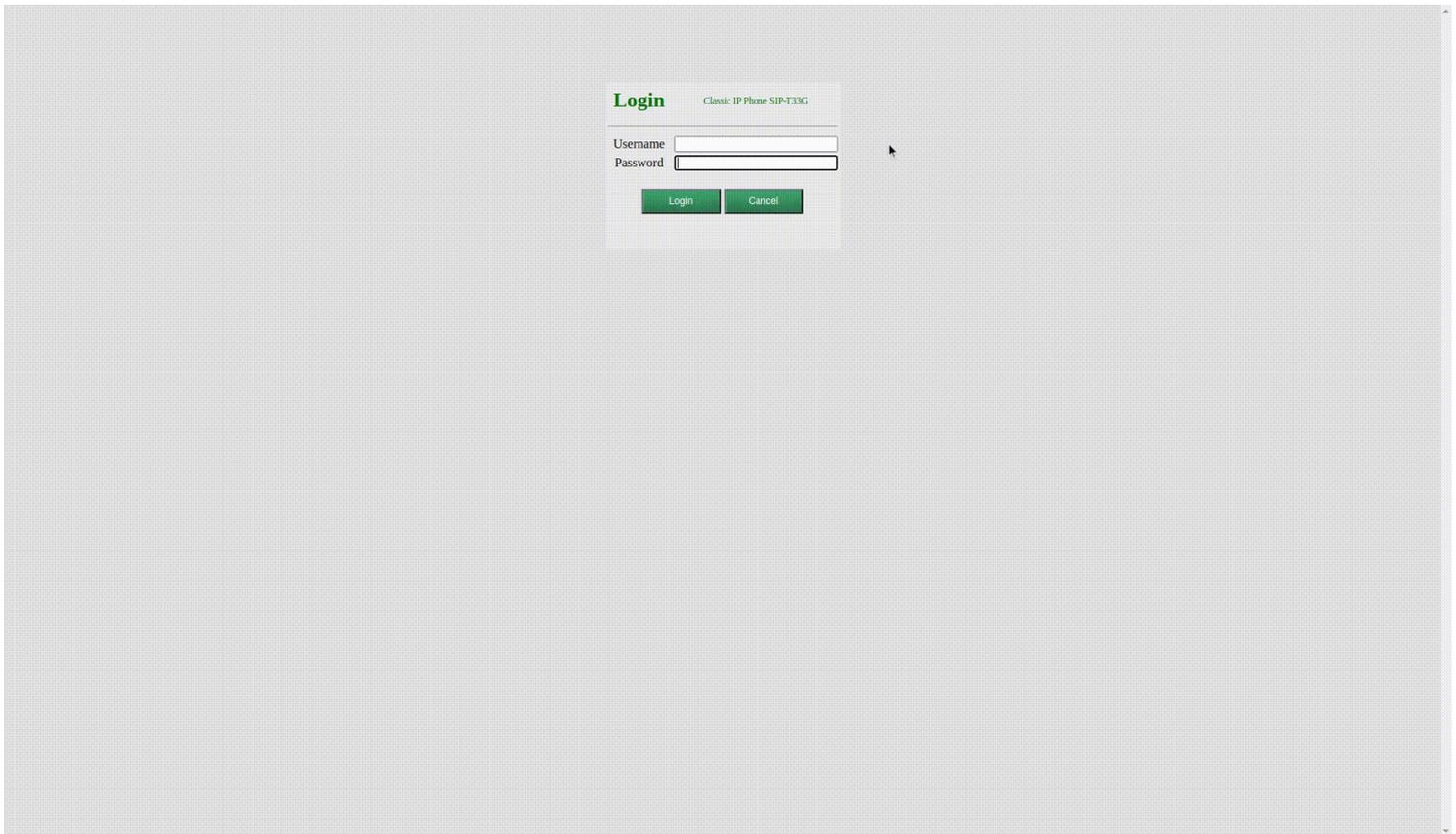


## 2. On your Yealink desk phone

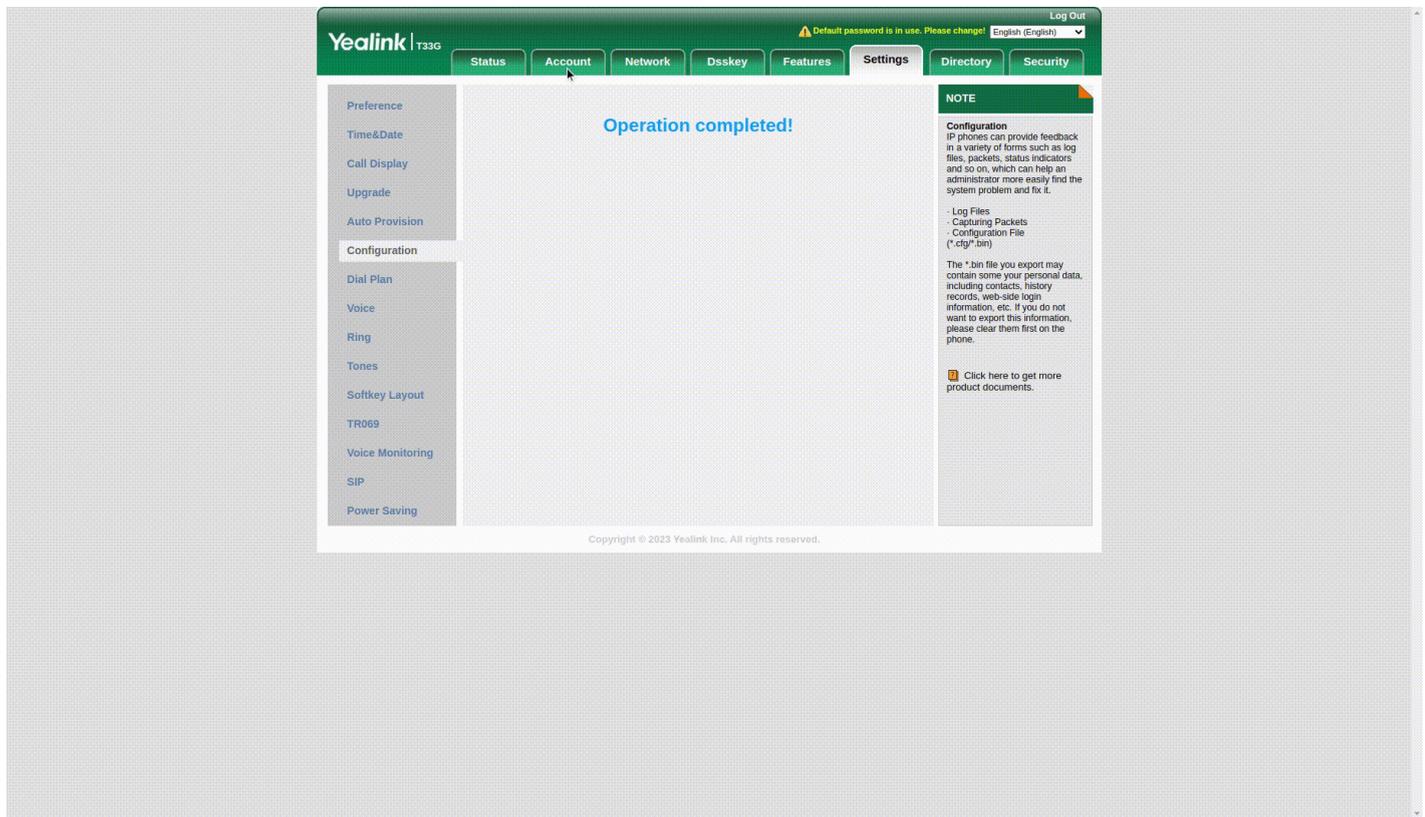
For successful configuration, you need to log in to the Yealink device web User Interface. In order to access the web User Interface, you need to know the IP address of your Yealink IP phone.

1. You can find the IP address of your device under the **Status** option.
2. The Status option can be accessed by pressing the **OK** key at the middle of the navigation center on your Yealink IP phone or you tap **Menu** and then choose the **Status** option.
3. Once you have obtained the IP open your browser, Enter the IP address (e.g., <https://192.168.0.10> or 192.168.0.10) in the address bar of the web browser on your PC.
4. This will take you to your Yealink device's web UI.

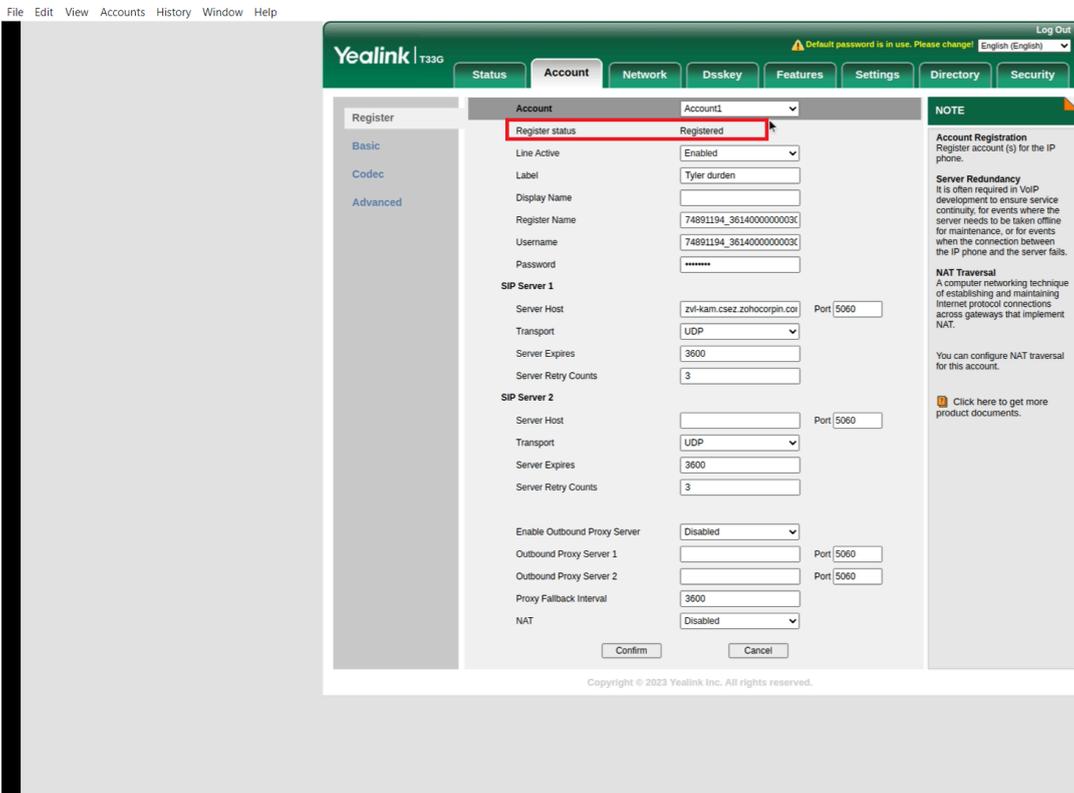
## 3. On your Yealink device's web UI



1. Enter the *username* and *password* of your device (or) enter the default Yealink administrator user name and password are both "**admin**" (case-sensitive).
2. Go to the **Settings** tab at the top.
3. Choose **Configuration** menu from the left menu bar .
4. Under the **CFG Configuration** section, for the **Import CFG Configuration File** option, browse and upload the config (.cfg) file you downloaded from Zoho Voice and click **Import**. [Refer 1. In your Zoho Voice account](#). The configuration will be successfully updated.



5. Now, go to the **Account** tab. This displays the **Register** page where you can register your account for the Yealink IP phone.
6. Enter the **SIP Authentication Password** sent via email.
7. Click the **Confirm** button at the bottom.
8. Once you click the confirm button, the **Register Status** of your account changes to **Registered state** now.



Once you've completed the above steps, your Yealink desk phone is fully configured to handle all Zoho Voice calls that are assigned to that agent.

- ❗ In the event of an unsuccessful registration, please make sure to factory reset your device and then retry the registration steps mentioned above.

## Troubleshooting your Yealink desk phone registration and call handling

To quickly troubleshoot the issues that arise while performing certain procedures or activities, make sure you reproduce the whole sequence of steps involved in a specific process using your Yealink deskphones while activating Yealink's *Packet Capture* functionality.

- 📄 Packet Capture is a special network troubleshooting functionality offered by Yealink that enables you to easily capture, read, and effectively troubleshoot those SIP packet captures.

This can be especially useful while:

1. Registering your Yealink deskphones with Zoho Voice's SIP servers or while
2. Handling inbound and outbound calls via your Yealink deskphones

Here's how you can capture SIP packets from your Yealink devices:

The screenshot shows the Yealink T33G web interface. At the top, there is a green header with the Yealink logo and a warning: "Default password is in use. Please change!". The language is set to English (English). The main navigation bar includes Status, Account, Network, Dsskey, Features, Settings (selected), Directory, and Security. A left sidebar lists various configuration options, with "Configuration" highlighted. The main content area is titled "Settings" and contains several sections:

- BIN Configuration:** Export or Import Configuration (No selected file, Browse..., Import, Export).
- CFG Configuration:** Export CFG Configuration File (All Settings, Export); Import CFG Configuration File (No selected file, Browse..., Import, Cancel).
- Pcap Configuration:** Pcap Type (Enhanced, highlighted with a red box); Pcap Feature (Start, Stop).
- Audio Diagnostic:** Start, Stop.
- Module Log:** Module Log Level (All, 3).
- Local Log:** Enable Local Log (Enabled), Local Log Level (3), Max Log File Size (256-2048KB) (1024), Export Local Log (Export).
- Syslog:** Enable Syslog (Disabled), Syslog Server (Port 514), Syslog Transport Type (UDP), Syslog Level (3).

On the right side, there is a "NOTE" section titled "Configuration" with the following text: "IP phones can provide feedback in a variety of forms such as log files, packets, status indicators and so on, which can help an administrator more easily find the system problem and fix it." Below this, it lists "Log Files", "Capturing Packets", and "Configuration File (\*.cfg/\*.bin)". A warning states: "The \*.bin file you export may contain some your personal data, including contacts, history records, web-side login information, etc. If you do not want to export this information, please clear them first on the phone." A link is provided: "Click here to get more product documents."

1. Select the **Settings** menu at the top menu bar and choose the **Configuration** option from the left menu bar. The *Configuration* page appears.
2. Go to the **CFG Configuration** section. First, click on the **Start** button at the left end to start the network packet capture
3. Immediately, reproduce the whole sequence of steps involved in the process you intend to troubleshoot . The process can be the registration process, making an outbound call via your Yealink device, receiving an inbound call and more.
4. Once you're done reproducing the whole sequence, Click the **Stop** button.
5. The SIP packets involved in a specific process are captured and automatically downloaded as the *Captures.tar* file.
6. Send the downloaded file to the Zoho Voice support team for analysing.

## Special Notes



1. User extensions for Zoho Voice are **limited to 4-5 digits only**. Please ensure that all your current extensions fall within this range.
2. Contacts are displayed from Zoho Voice Contacts module, only during incoming calls.
3. When transferring calls via your Yealink desk phone, the recipient cannot record or further transfer the call.

❗ If you face any issue while configuring Zoho Voice with any deskphone model under the Yealink brand, please reach out to us at [support@zohovoice.com](mailto:support@zohovoice.com).