8x8 Communications Cloud

Reusing Yealink Phones with 8x8 Service

A guide for the Customer Phone System Admin
Version 1.0, March 2017

8x8 Communications Cloud

Table of Contents

Introduction

Do you have Yealink phones that you would like to reuse with 8x8 service? That's great! You can reuse existing Yealink phones with 8x8 as long as they are a supported model with a valid device certificate.

This document will show you how to:

- Check your phone for a valid device certificate.
- Reset phone to factory defaults using working administrator password.
- Locate the MAC address on your phone.
- Configure and activate your phone.

Supported Yealink Phones

Important: 8x8 supports **ONLY** the Yealink phone models listed at the URL below.

www.8x8.com/CommunicationsSolutions/Equipment/CompatibleEquipment.aspx

If you are not sure which model phone you have, please turn it over. The model number is listed on the label on the bottom of your phone.

Do not proceed until you have verified that the phone you want to reuse is supported by 8x8.

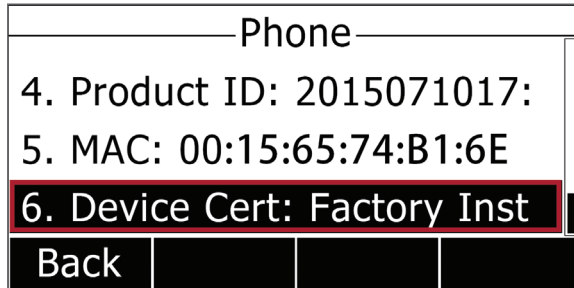Additionally, you must check the following:

- The phone must have a valid factory-installed security certificate.
- You must have a working administrator password.

Need Help?

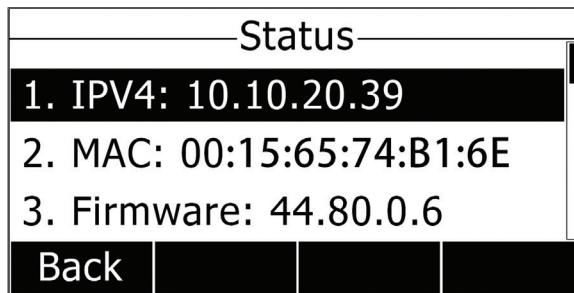Your 8x8 Sales Representative can help you check for a valid device certificate.

Check for Device Certificate

In order to work with 8x8 phone service, your Yealink phone must have a valid security certificate, also known as a device certificate.
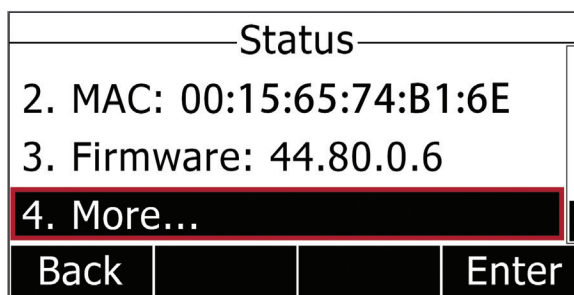
```
┌──────────────Phone──────────────┐
│ 4. Product ID: 2015071017:       │
│ 5. MAC: 00:15:65:74:B1:6E        │
│ 6. Device Cert: Factory Inst     │
│  Back   │      │      │          │
└──────────────────────────────────┘
```

Follow these steps to determine whether a valid Device Certificate is installed on your phone.

1. Press the **OK** key.

```
┌──────────────Status──────────────┐
│ 1. IPV4: 10.10.20.39             │
│ 2. MAC: 00:15:65:74:B1:6E        │
│ 3. Firmware: 44.80.0.6           │
│  Back   │      │      │          │
└──────────────────────────────────┘
```

2. Press ⊙ to select **More...**

```
┌──────────────Status──────────────┐
│ 2. MAC: 00:15:65:74:B1:6E        │
│ 3. Firmware: 44.80.0.6           │
│ 4. More...                       │
│  Back   │      │      │  Enter    │
└──────────────────────────────────┘
```

3. Select **Phone.**

```
┌─────────────Status─────────────┐
│                                │
│ 1. Network                     │
│ ┌────────────────────────────┐ │
│ │ 2. Phone                   │ │
│ └────────────────────────────┘ │
│ 4. Accounts                    │
│ ┌──────┐          ┌──────────┐ │
│ │ Back │          │  Enter   │ │
│ └──────┘          └──────────┘ │
└────────────────────────────────┘
```
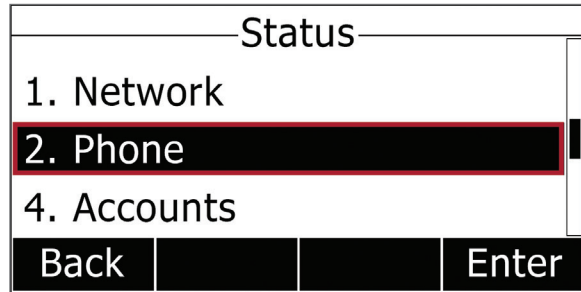
4. Scroll down to **Device Cert**, then read the message.

```
┌─────────────Phone──────────────┐
│                                │
│ 4. Product ID: 2015071017:     │
│                                │
│ 5. MAC: 00:15:65:74:B1:6E      │
│ ┌────────────────────────────┐ │
│ │ 6. Device Cert: Factory Inst│ │
│ └────────────────────────────┘ │
│ ┌──────┐                       │
│ │ Back │                       │
│ └──────┘                       │
└────────────────────────────────┘
```
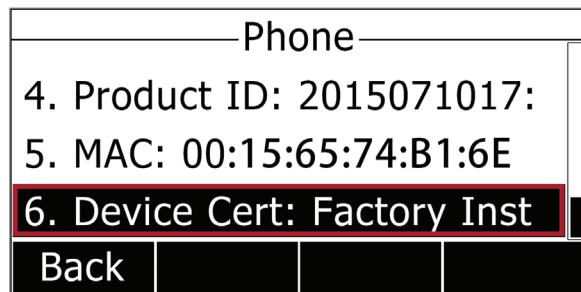
- If the message says **Device Certificate: Factory Installed**, your phone is supported on 8x8 service.

- If the message says Device Certificate: Not Installed, Device Certificate: Invalid or if there is no device certificate message at all, then the phone is not supported on 8x8 service. Note that we do have new Yealink phones available for sale at competitive prices if your phone cannot be reused.

Check for Working Admin Password

On the phone:

1. Press the Menu soft key.
2. Select the **Settings** option.
3. Select the **Advanced Settings** option.
4. Enter the password (try default password: **Admin**, or try other known password from set's previous use) and press the **OK** soft key.
5. If the response says **current password is wrong!** you do not have a valid admin password and cannot use the set until that is obtained from the previous user of the set or their service provider.

Configure the Phone

You can now move on to configuring the phone. If you encounter any issues doing this on your own, you can work with your 8x8 Sales or Support Representative over the phone.

Reset Phone to Factory Defaults

Do one of the following:

- Press the **Menu** soft key.
  Select the **Settings** option.
  Select the **Advanced Settings** option.
  Enter the password (default password: **Admin)** and press the **OK** soft key.
  Select **Reset to Factory**.

- Press and hold the OK key for 5 seconds.
  Enter the password (default password: **Admin**) and press the **OK** soft key.

Note: If admin does NOT work, please contact the party who provided you with the phone(s) to obtain the Administrator Password. You cannot re-use the phone without a working Administrator Password.

Point Your Phone to the 8x8 Configuration Servers

1. Check your firmware version using the Check Firmware Version instructions; write it down for use in **Step 7.**
2. Press the **Menu** soft key.
3. Select the **Settings** option.
4. Select the **Advanced Settings** option.
5. Enter the password (default password: admin) and press the **OK** soft key.
6. Select the **Auto Provision** option.
7. Change URL the correct server address for your phone.
   [Note: Carefully enter the exact address using the phone dial pad]
   - For **44.80.0.69** firmware (T23P/G), use: https://ylcfg.8x8.com/yealink/
8. Press the **Save** soft key.

Your phone is now configured.

Check Firmware Version

To see which firmware version is on the phone, press the **OK** key.

The firmware version will display as:

- 44.x.x.x for T23P/G firmware

You will need this information to correctly change your phone's Server Address in **Step 7.**

Find the MAC Address on Your Phone

1. Turn the phone over and on the bottom look for the MAC address label.
2. Write down the MAC address.
   (You are looking for a number similar to: 00156574B16E)
3. Report the MAC address and phone model number (for example, SIP-T23p) to your 8x8 Sales Representative.

In order to proceed, with configuring and activating your phone, you must place an order for 8x8 service.

Activating Your Phone

Once your phone is ready to activate, you will see this screen.
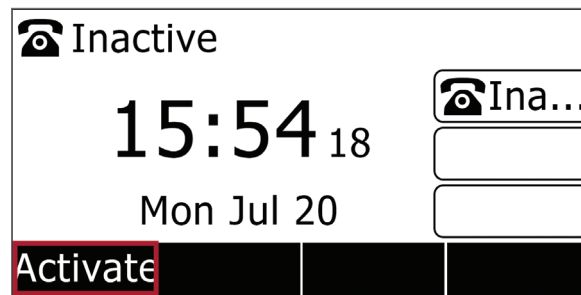

Retrieve Your Activation Code

To activate your phone, you will need an activation code. Your 8x8 support representative can provide it or you can retrieve it yourself:

1. Log in to your 8x8 online Account Manager at www.8x8.com/login.
2. Select Phone System from the top navigation bar, then select View All Extensions.
3. Click on the **Activate Device** link next to the extension that you wish to activate.
4. Copy down the activation code that appears in the pop up screen.

Enter Your Activation Code

1. Pick up the phone handset or press the speakerphone button and listen to the recorded instructions. For Yealink SIP-T23 IP phones, simply press the speakerphone button and listen to the instructions.

2. Enter the activation code that corresponds with the extension number you are activating, then press **#**. After entering the code, you should hear the successful activation message.

3. Please allow your telephone to restart. After restarting, you should see the extension number on the screen and be able to make phone calls.

4. Once your phone is showing as activated, listen for dial tone and make a test call from another phone (such as a cell phone) to and from your phone.

Your phone screen should look like this.
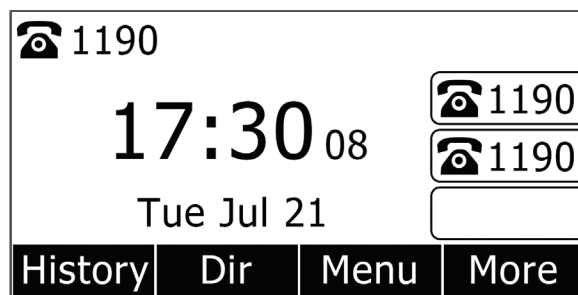
Questions or Assistance

Additional resources on using your Yealink with 8x8 service are available online at:
www.8x8.com/Support/BusinessSupport/Documentation.aspx

Customer Service: 1-888-898-8733