How to configure Yealink T2 Series for 3CX

On this topic

Supported Models: Yealink T2 Series

- Yealink T21P/E2
- Yealink T23P/G
- Yealink T27P
- Yealink T27G
- Yealink T29G

End Of Life

- Yealink T20P **See Limitations
- Yealink T21P **See Limitations
- Yealink T22P **See Limitations
- Yealink T26P **See Limitations
- Yealink T28P **See Limitations

Step 1: Upgrade to the Required firmware

Ensure that the phone is running on the required firmware by 3CX. In case the device needs manual updating download the latest distributed required firmware by 3CX here. Read how to check what firmware the phones are running on and how to upgrade them in this guide: How to manual upgrade Yealink IP phones.

Note: If you are currently on a firmware version lower than x.84.0.35, and your model accepts a higher version, you need to manually upgrade to version x.84.0.35 prior to upgrading to a higher version:

- Yealink T21P E2 52.84.0.35
- Yealink T23 44.84.0.35
- Yealink T27G 69.84.0.35

If the x.84.0.35 firmware is not available for your model, please contact Yealink to acquire the necessary firmware file.

Step 2: Factory Reset the IP Phone

Before provisioning the IP phone, the phone must be brought back to factory defaults in case the device has residual settings of a previous configuration. To reset the device read our How to Factory Reset Yealink IP phones document.

Step 3: Provisioning the phone

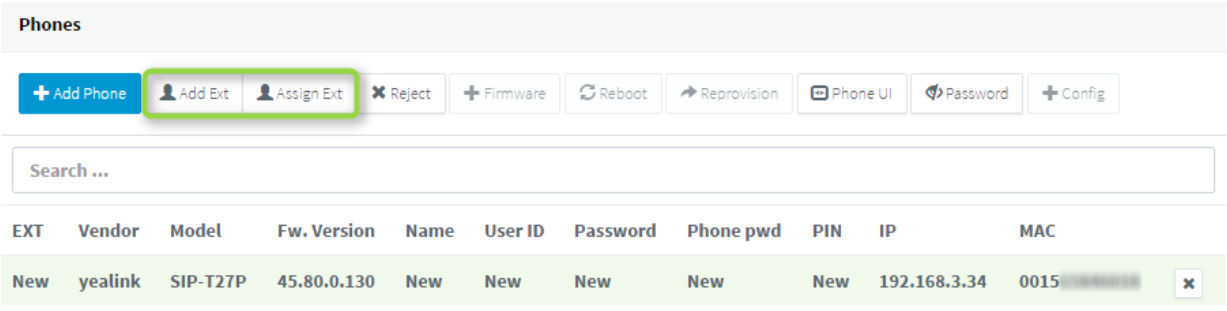
There are several methods to provision a phone:

- Plug & Play - For phones on the local LAN or behind the 3CX SBC.
- RPS - For phones on remote networks that will connect directly to 3CX and use STUN.

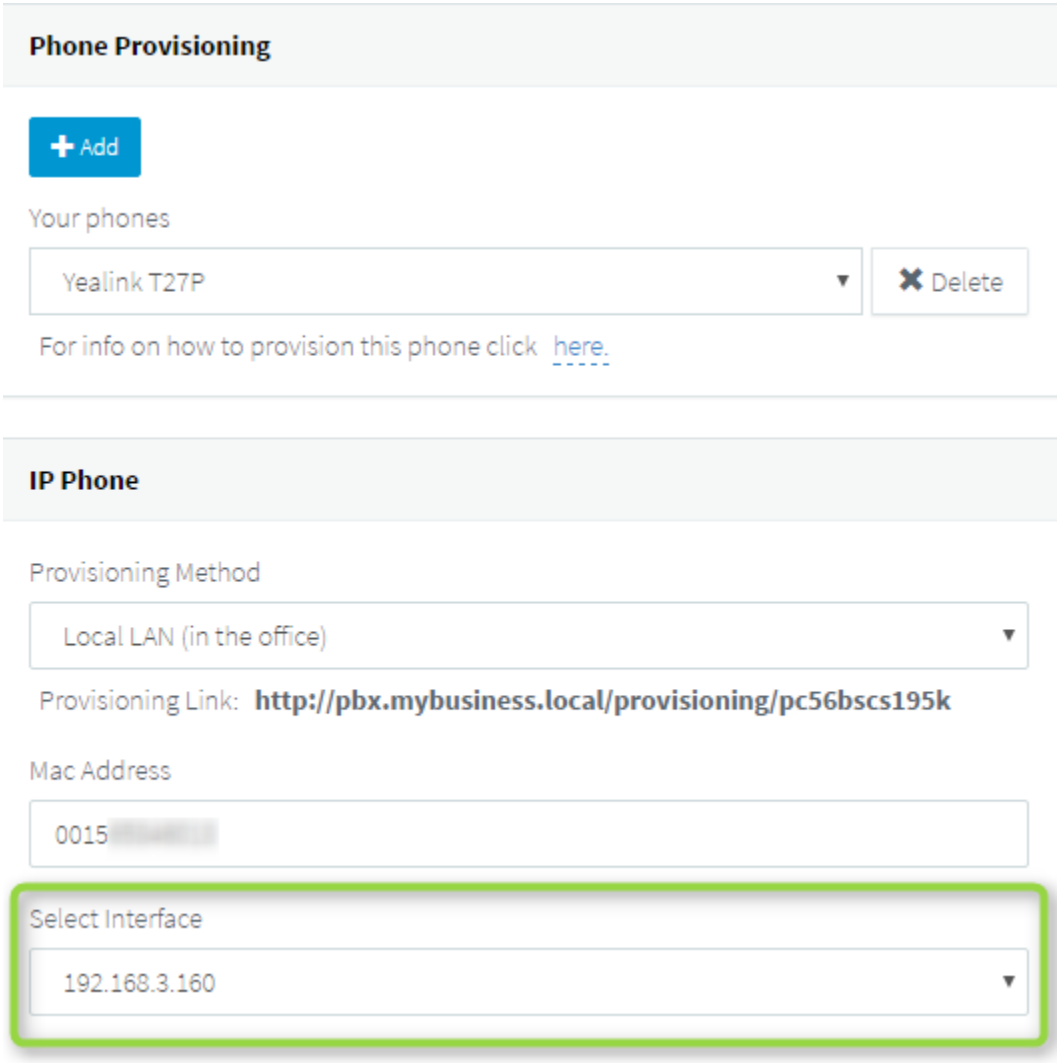
For more information, see **“When can I use which provisioning method?”**

Local LAN or SBC: Provision via Plug’n’Play

1. Connect the phone to the network. A PnP request will be sent automatically to 3CX.
2. Go to the 3CX Management Console ⇒ **“Phones”** page. The new phone will be marked in **Bold**.



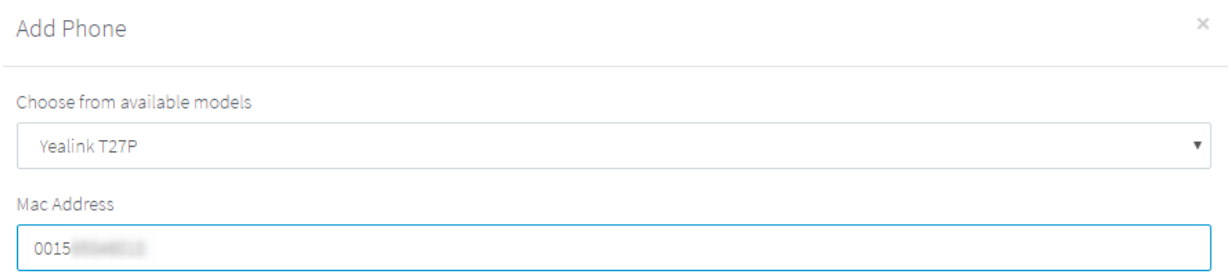
3. Click on the **BOLD** entry and choose between **“Assign Ext”** or **“Add Ext”**, depending on whether you want to assign the phone to an existing extension or create a new one.



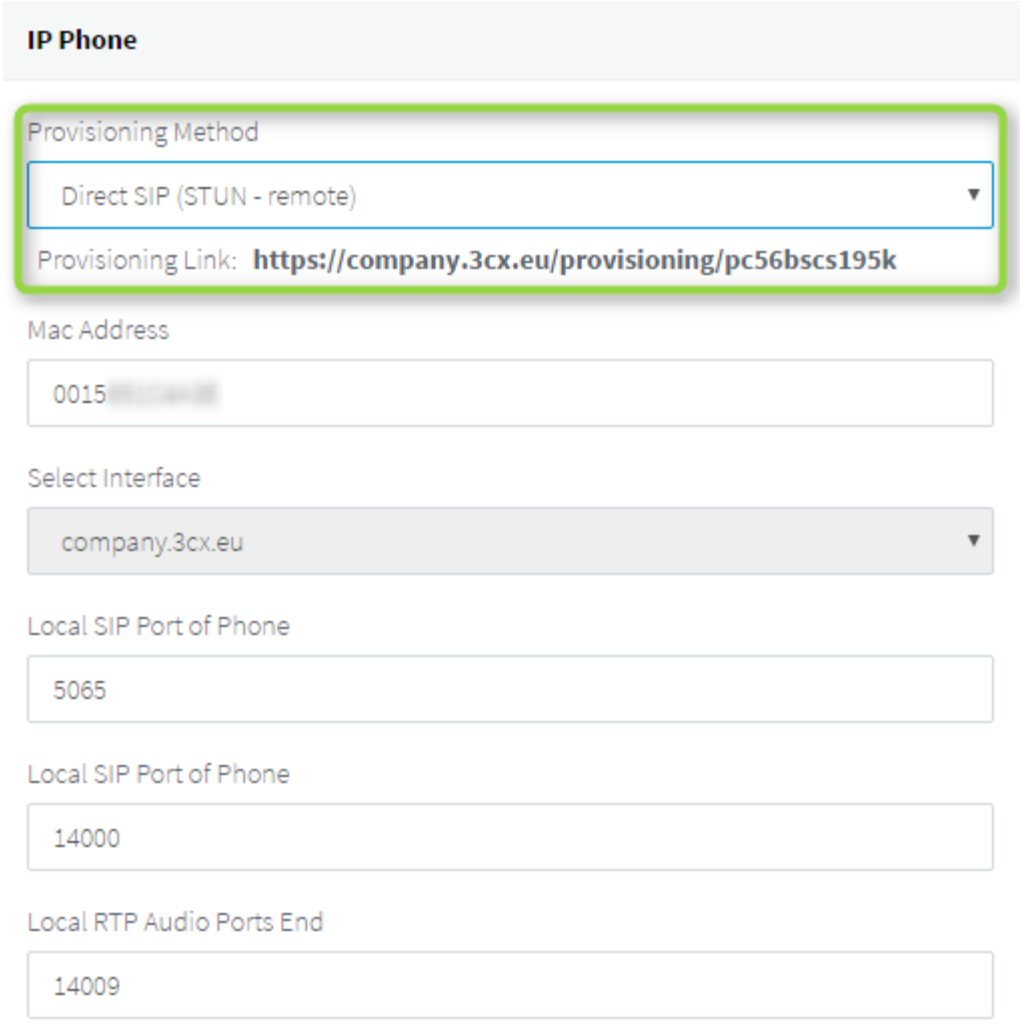
4. All major provisioning settings are pre-populated. If your PBX has multiple network cards, select to which network this IP phone is connected.
5. Click **“OK”**. The phone will configure automatically and will reboot to finalize the setup.

Remote phones: Provision via RPS server

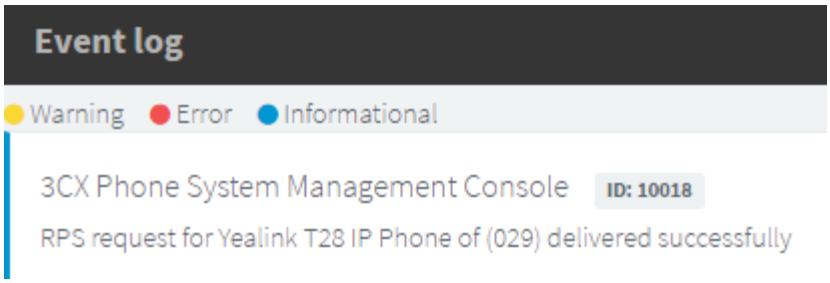
1. Take note of the phone’s MAC address, usually written at the back.
2. Navigate to the 3CX Management Console ⇒ **“Phones”** and press **“+ Add Phone”**.
3. From the dropdown list select the extension to which this phone must be assigned.
4. In the next dialog select the Vendor/Model of the phone and enter the device’s MAC address.



5. Switch the **“Provisioning Method”** to **“Direct SIP (Stun - Remote)”** and click **“OK”**.

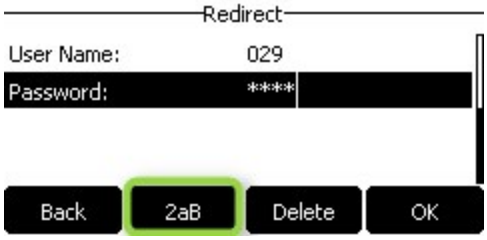


6. You can make sure that the extension is ready to be configured via RPS by checking the **“Event Log”** from the dashboard:



If the message appears as a **“Warning”** follow the instructions outlined in the message and use the Manual Link Provisioning method outlined here.

7. The phone is now ready to be provisioned - you can boot up the phone anywhere in the world with access to the internet.
8. The phone will prompt for username and password: Enter the extension number as the username, then press the DOWN arrow to get to the password input field and enter the voicemail pin as the password.



Note: Ensure that the input mode is set to digits (red box).

Step 4: Extended Phone Configuration

IP phones can be tweaked to match the user’s needs. Those might be skipped if they are not desired and the phone will be rolled out in a default configuration. They can be altered at a later stage and changes applied via the Management Console → Phones → Select Device → Re-Provision :

- IP Phone Configuration Options, configurable per device of the extension
- IP Phone BLF/DSS assignment, global for all devices of the extension
- IP Phone Vlan management, configurable per device of extension
- Customizing the IP Phone background logo

Known Limitations

1. End Of Life models:
    - No support for CTI via uaCSTA
    - No direct UI login
    - No Hot desking

- Incompatible with secure "SSL Transport and Ciphers" setting
- Unable to perform Attended Transfer when the caller is "Anonymous"

2. T21P additional limitations:

- No support for “Let’s encrypt”
(certificate check needs to be disabled manually if used as a remote extension)
- Extension setting must be set to **“PBX Delivers Audio”**
- The Russian language is not available
- In STUN provisioning assign a minimum of 12 RTP ports

2. When using page switching with the EXP20 expansion module on:

- T27P/G: leave BLF 22 and 42 blank on the first module, and 62 and 82 blank on the second module.
- T29G: leave BLF 28 and 48 blank on the first module, and 68 and 88 blank on the second module.