



Rebooting A Phone

Instructions

REBOOTING A PHONE



Yealink phones are just like any other piece of tech, and occasionally need to be rebooted to work properly. If a phone is not working correctly, digital button options are missing, or the phone won't allow the customer to answer a call, the customer can try an initial physical reboot.

INSTRUCTIONS:

- Start the reboot by holding down the **X** button.
- The phone will prompt with **"Reboot Phone?"**, Select **OK**.



If you using the touch screen model of Yealink phones (T48S, T48U, T57W) follow these instructions:

- Go to **Menu**, select **Basic**, then **Reboot**.
- The phone pop-up button will prompt "Reboot". Push the **"Reboot"** button.
- The phone will then prompt **"Reboot the Phone?"** Select **OK**.

If you are still experiencing issues with the phone, follow the directions to reset the MAC address found on the next page.

Continued on next page ►

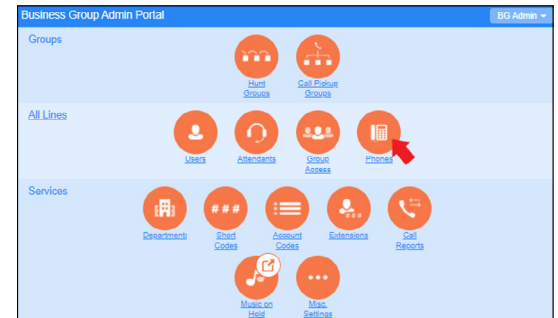
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Reset MAC Address to Force a New Registration

Resetting the MAC address will force the phone to re-register with the BTC phone switch.

- Log into the BG Admin Portal.
- Click on **Phones**.
- Click on the **MAC address** of the phone that needs to re-register.
- Uncheck **"Assigned to Line"**.
- Check **"Assigned to Line"**.
- Click on **"Allow authentication for an hour from now"**.
- If you need more time, change the time or click on the **Calendar Icon** and click on a **New Date**.
- Click on **Apply**.
- Go to the physical phone and reboot the phone, follow the directions on the previous page.
- If you are still having trouble, contact the BTC Service Desk at **918-366-8000**, choose the option for Business Customer, then Business Technical Support.



Assign phones to lines using the table below or [manage your phone profiles](#).

<input type="checkbox"/>	Model	MAC Address	Description	Assigned to	Department
<input type="checkbox"/>		80-5E-0C-09-89-67	T33G	(918) 366 0907	None
<input type="checkbox"/>		80-5E-0C-13-59-13	decl	(918) 366 0899	None

Change Phone

Change the phone configuration and then click Apply.

MAC Address: 80-5E-0C-09-89-67

Description: T33G

Phone Model: Yealink SIP-T33P/G

Assigned to Line? ☒ (918) 366 0907

Phone authenticated at: 14 50 10/28/2021

Change Phone

Change the phone configuration and then click Apply.

MAC Address: 80-5E-0C-09-89-67

Description: T33G

Phone Model: Yealink SIP-T33P/G

Assigned to Line? ☐ (918) 366 0907

Phone Model: Yealink SIP-T33P/G

Assigned to Line? ☒ (918) 366 0907

Phone authenticated at:

Authenticate until:

[Allow authentication for an hour from now](#)

Phone Model: Yealink SIP-T33P/G

Assigned to Line? ☒ (918) 366 0907

Phone authenticated at:

Authenticate until: 11 42 03/30/2022

[Allow authentication for an hour from now](#)

For additional assistance, please call:
(918) 366-8000