Resolve Yealink T54W Device Registration Issues with Webex Calling

Contents

Issue

A Yealink T54W phone displays "Status unavailable" in Control Hub under Devices and fails to register for Webex Calling. The device is network reachable via DHCP but shows all SIP accounts disabled, indicating it has not been provisioned. No auto-provisioning URL is configured on the phone, preventing the device from automatically registering to Webex Calling services.

Environment

- Device: Yealink T54W IP phone
- Device firmware version: 96.86.0.75
- Network connectivity: Device reachable via DHCP at IP address.
- Webex Control Hub showing device status as "Status unavailable".
- All SIP accounts on device are disabled.
- No auto-provisioning URL configured on the device.
- Technology: Webex Calling
- Product Family: Cloud and Hybrid Products

Resolution

The Yealink T54W requires manual registration as a Cisco-managed third-party device on Webex Calling. Follow the manual onboarding process to provision the device:

Step 1: Access Manual Registration Documentation

Navigate to the Cisco-managed third-party device support documentation for Webex Calling:

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https://help.webex.com/en-us/article/njwkamr/Cisco-managed-third-party-device-support-on-Webex-Calling#
```

Yealink Manual Deployment Summary

1. Reset the **phone** to factory settings:

- From the **home screen**, press and hold the **OK** button for 10 seconds.
- Confirm the factory reset when prompted.

2. Get the phone IP address:

- On the phone, navigate to **Menu** > **Status**.

3. Access the **web interface**:

- Enter the **phone's IP address** in a web browser.
- Log in with:
    - **Username**: admin
    - **Password**: admin

4. Configure provisioning:

- Navigate to **Settings** > **Auto Provision**.
- Enter the correct provisioning server URL based on the region:
    - US: https://yealink.sipflash.com
    - UK: https://yealink-uk.bcld.webex.com/
    - EU: https://yealink.broadcloud.eu
    - EUN: https://yealink-eun.bcld.webex.com
    - AU: https://yealink.broadcloud.com.au
    - CA: https://yealink-ca.bcld.webex.com
    - JP: https://yealink-jp.bcld.webex.com

- KSA: https://yealink-ksa.bcld.webex.com
- India: https://yealink-in.bcld.webex.com

5. Apply provisioning:

- Click **Confirm**.
- Select **Auto Provision Now**.

6. Device reboot:

- The phone downloads configuration files and reboots.
- If station assignment is completed, the phone becomes operational.
- If not, it stays unassigned until the site administrator completes the assignment.

Step 2: Complete Manual Device Registration

Follow the manual registration process outlined in the documentation to onboard the Yealink T54W device to Webex Calling. This process configures the necessary SIP accounts and provisioning settings required for the device to register successfully.

Step 3: Verify Device Status

After completing the manual registration process, verify that the device status changes from "Status unavailable" to an active state in Control Hub under Devices.

Cause

Yealink T54W devices do not automatically provision with Webex Calling through standard auto-provisioning mechanisms. The device requires manual registration as a Cisco-managed third-party device to establish proper SIP account configuration and enable registration to Webex Calling services. Without this manual configuration, the device remains unprovisioned with disabled SIP accounts and no provisioning URL, resulting in the "Status unavailable" status in Control Hub.

Related Content

- Cisco-managed third-party device support on Webex Calling
- Cisco Technical Support & Downloads