Yealink EASY VoIP — EXP38/EXP39 Defective Phones Checking List and Repairing Instruction

Defective Sort	Category	Checking List	Possible Defective Reason	Suggested Fix Manner
Display (EXP39)	□D1、Display white screen	□D11、When accessing to the web user interface of the IP phones (T28/T26), setting items of Ext keys can be viewed □D12、Backlight is on □D13、Ext Keys work well, such as placing a call and so on	1、Fit D11, D12, D13, possibility: LCD defect, FPC cable broken. 2、Fit D12, don't fit D11, D13, after fixing the LCD defect, if still the same problem, generally mainboard defect.	1、Replace a new LCD, if the problem still, check if there is insufficient solder or short in FPC; if so, fix the problem and replace to the original LCD. 2、Replace a new LCD and exclude the possibility of insufficient solder in FPC, then replace a new mainboard.
	□D2、Display errors	□D21、No display of certain horizontal line or vertical line □D22、No display of certain icons □D23、Display messy code	Fit certain items of D21, D22 or D23, generally LCD defect.	Replace the LCD.
	□D3、Always display"Loading"	□D31、Keys can not work	Failed communication between the expansion and the IP phone.	1、Replace the cable. 2、MCU (EXP38:U1 or EXP39:U3) is damaged by ESD, replace the MCU.
Keys		□K11、All keys can not work □K12、Some keys can not work □K13、Only one key can not work □K14、Input a wrong key value	1、Golden pad or rubber is contaminated. 2、Key stuck results in all keys can't work. 3、MCU (EXP38:U1 or EXP39:U3) is damaged by ESD.	1、Check if contaminated of golden pad or rubber, wipe and clean if less contaminated, replace the mainboard & rubber if heavy polluted. 2、Reassemble the rubber & keys, fix the stuck key. 3、Replace the MCU (EXP38:U1 or EXP39:U3).
Power		□P11、The LCD screen and the backlight are all off □P12、Once worked well, suddenly it can't start up □P13、It can work well when connected to two expansions, while it can not work when connected to more than three expansions	1、Fit P11, P12, generally adapter defect, cable loose or broken. 2、Fit P13, because the power of phone adapter can only support three expansions at most.	1、Replace a new AC adapter. 2、Replace the cable. 3、Connect adapters to the third or later expansions. 4、Replace a new mainboard.