Yealink Device Management Platform Administrator Guide V3.5.0.1

Contents

About This Guide

Yealink Device Management Platform (YDMP) possesses the centralized deployment, the management, the analysis, the alarm monitoring, the device diagnosis, the account registration, and other features. The management platform allows administrators to deploy and configure for Yealink devices used in an enterprise.

This guide provides operations for administrators to use YDMP.

Related Documentations

Except for this guide, we also provide the following document of the corresponding device:

- Quick Start Guide introduces how to deploy devices and configure the most basic features available on devices.
- User Guide introduces the basic and advanced features available on devices.
- Administrator Guide introduces how to deploy the devices.
- Auto Provisioning Guide introduces how to deploy devices by using the configuration and the boot files. The purpose of Auto Provisioning Guide is to serve as basic guidance for provisioning Yealink phones in a provisioning server. If you are new to this, it is helpful to read this guide.
- API documents introduces how to call the API of YDMP.

You can download the above documents from Yealink's official website or the web page of YDMP. The address of Yealink's official website is as below: *http://support.yealink.com/documentFront/forwardToDocumentFrontDisplayPage*.

For more supports or services, contact Yealink reseller or go to Yealink Technical Support online: *http://support.yealink.com/*.

In This Guide

Topics include:

Summary of Changes

Changes for Release 35, Guide Version V3.5.0.1

The following section is new for this version:

- *Uploading DST Rules*

Major updates have occurred to the following section:

- *Managing Tasks*

Changes for Release 34, Guide Version V3.4.0.10

The following sections are new for this version:

- *Pushing Configuration Files to Devices*
- *Pushing Firmware to Devices*
- *Pushing Resource Files to Devices*
- *Diagnosing Devices*
- *Managing the Site Configuration*
- *Setting Parameters*
- *Exporting the Packets, Logs, and Configuration Files by One Click*
- *Exporting the Server Log*
- *Viewing the Account Code*

Major updates have occurred to the following sections:

- *Port Requirements*
- *Installing YDMP (3.X)*
- *Upgrading YDMP (from V3.1 to V3.X)*
- *Configuring the Common.cfg File*
- *Adding Sites*
- *Going to the Device Diagnostics Page*

Getting Started

This chapter introduces the requirements of Yealink device management platform.

- *Supported Device Models*

Hardware and Software Requirements

The requirements of the hardware and software are different based on different server requirements. The version number of Linux operating system is CentOS 7.5. The detailed requirements are as below:

Device Quantity	CPU	RAM	Hard Drive
0~6000	8-core	16G	It should be at least 200G, and the capacity of the hard drive increases by 30G with every 1000 devices added.
6000~15000	16-core	32G	
15000~30000	32-core	64G	

Port Requirements

You need to open five ports: 443, 9989, 8446, 9090, and 80. We do not recommend that you modify these ports.

Port	Description
443	It is used for accessing the device management platform via HTTPS.
9989	It is used for the phone to download the configuration files and calling the API.
9090	TCP persistent connection. It is used for reporting the device information.
8446	It is used for mutual authentication between YDMP and the devices when pushing the configuration, the firmware, and the resource files to the devices.
80	It is used for accessing the device management platform via HTTP.

Browser Requirements

YDMP supports the following browsers:

Browser	Version
Firebox	55 or later
Chrome	55 or later
Internet Explorer	11 or later
Safari	10 or later

Supported Device Models

You can manage the following devices via the device management platform:

Device Types	Supported Device Models	Version Requirements
SIP IP Phones	SIP-T27P/T27G/ T29G/T41P/T41S/T42G/T42S/ T42U/T46G/ T46S/T48G/T48S/T52S/T54S	XX.83.0.30 or later (except for XX.84.0.10). XX represents the fixed number for each device model.
	SIP-T56A/T58	58.83.0.5 or later.
	SIP-T19(P)E2/T21(P)E2/T23P/ T23G/T40P/T40G	XX.83.0.30 or later (XX.84.0.10 is not supported and XX.84.0.70 or later versions are not supported anymore). XX represents the fixed number for each device model.
	SIP-CP960	73.83.0.10 or later.
	SIP-CP920	78.84.0.15 or later.
	SIP-T53/T53W	95.84.0.10 or later.
	SIP-T54W	96.84.0.10 or later.
	SIP-T57W	97.84.0.30 or later.
	W60B	77.83.0.65 or later.
	VP59	91.283.0.10 or later.
Skype for Business HD IP phones	T41S/T42S/T46S/T48S	66.9.0.45 or later (except for 66.9.0.46).
	T58/T56A/T55A	55.9.0.6 or later.
	CP960	73.8.0.27 or later.
Teams phones (It is not available for managing the accounts and viewing the call quality)	CP960	73.15.0.20 or later.
	T56A/T58	58.15.0.20 or later.
	T55A	58.15.0.36 or later.
	VP59	91.15.0.16 or later.
Video Conferencing Systems	VC200/VC500/VC800/VC880	XX.32.10.25/XX.32.0.25 or later. XX represents the fixed number for each device model.
	PVT950/PVT980	1345.32.10.40 or later.
	VP59	91.332.0.10 or later.
Zoom phones	CP960	73.30.0.10 or later.
Room System	MVC500/MVC800/MVC300/ CP960-UVC Zoom Rooms Kit/ VP59 Zoom Rooms Kit	92.11.0.10 or later

Deploying YDMP

This chapter provides instructions on how to install and deploy YDMP and introduces its interface.

Updating YDMP (from V2.0 to V3.1)

The following is an example of updating YDMP from V2.0.0.14 to V3.1.0.13.

Before you begin

- Obtain the installation package of YDMP from the Yealink distributor or SE and then save it at the path /usr/local.
- Meet the following requirements: *Hardware and Software Requirements* and *Port Requirements* .

Procedure

1. Log into CentOS as the root user and open the terminal.
2. Run the command:

```
cd /usr/local
tar -zxf DM_3.1.0.13.tar.gz
cd yealink_install&& tar -zxf install.tar.gz
./upgrade_v2_to_v3.sh
```

3. According to the prompts, enter *1* which means updating.
4. According to the prompts, enter the server IP address and enter *Y* to confirm the IP address.

Results

YDMP will be updated to the corresponding version if it is updated successfully.

Note: Updating the version has no influence on the devices connected to YDMP.

Restoring YDMP (from V3.1 to V2.0)

Procedure

1. Log into CentOS as the root user and open the terminal.

2. Run the command:

```
cd /usr/local/yealink_install/
./upgrade_v2_to_v3.sh
```

3. According to the prompts, enter *2* which means restoring.
4. According to the prompts, enter the password *Yealink1105*.
5. According to the prompts, enter *Y* to confirm to restore.
6. According to the prompts, enter *Y* to clean up the data.

   When the restoring is completed, YDMP will be restored to V2.0.

Attention: Note that if you enter the wrong password, do not restore YDMP again, because it will delete all the data on YDMP. However, you can follow the steps below:

1. Run the command:

```
cd /usr/local/
mv yealink yealink_bak #it means making a data backup for V2.0
cd yealink_install/
./uninstall  #it means uninstalling V3.0
```

2. According to the prompts, enter the password *Yealink1105*.
3. According to the prompts, enter *Y* to confirm to uninstall.
4. According to the prompts, enter *Y* to clean up the data.
5. After uninstalling, run the command below:

```
cd /usr/local/
mv yealink_bak/ yealink #it means restoring the data for V2.0
#create the contents that are deleted
cd /var/log/yealink/
mkdir dm
cd dm/
mkdir tomcat_dm
cd tomcat_dm/
touch catalina.out
#Run the command below to start the corresponding services of V2.0:
systemctl start mariadb
systemctl start redis
systemctl start rabbitmq-server
systemctl start tcp-server
systemctl start tomcat_dm
```

YDMP will be restored to V2.0.

Installing YDMP (3.X)

There are stand-alone installation and cluster installation. The following is an example of installing V3.5.0.1.

Before you begin

- Obtain the installation package of YDMP from the Yealink distributor or SE and then save it at the path /usr/local.
- Meet the following requirements: *Hardware and Software Requirements* and *Port Requirements* . When you install YDMP in the version 3.3.0.0 or later for the first time, if your hardware does not meet the basic requirements for installing YDMP, your installation will be forbidden. Change your hardware and re-install YDMP according to the prompts.

Procedure

1. Log into CentOS as the root user and open the terminal.
2. Run the command:

cd /usr/local
tar -zxf DM_3.5.0.1.tar.gz
cd yealink_install&& tar -zxf install.tar.gz
./install --host the internal IP or the external IP
##For the deployment of a single NIC (the internal network or the external network), run this command. ##
./install --host the internal IP -e nat_ip=the external IP behind NAT
##For the deployment of dual NIC (the internal and the external network) and NAT, run this command.
This command is only applicable to 3.3.0.0 or later versions.
Make sure that the default gateway is the gateway of the external NIC.
Run the command “ip route” to request the default gateway.
Run the command “ip route add default via gateway IP dev the name of the external NIC” to edit the default gateway. ##
./install --host the internal IP -e nat_ip=the external IP
##For the deployment of dual NIC (the internal and the external network), run this command.
This command is only applicable to 3.3.0.0 or later versions. ##

3. Select A as the installation method.

Results

The installation starts and takes some time to finish.

Upgrading YDMP (from V3.1 to V3.X)

Before you begin

- Obtain the installation package of YDMP from the Yealink distributor or technical support engineers and then save it at the path /usr/local.
- Meet the following requirements: *Hardware and Software Requirements* and *Port Requirements* .

Procedure

1. Log into CentOS as the root user and open the terminal.
2. Do one of the following:

- If you want to upgrade YDMP to the version earlier than 3.4.0.10 (not including 3.4.0.10), run the following command:

  cd /usr/local
  rm -rf yealink_install
  tar -xvzf DM_3.3.0.0.tar.gz
  cd yealink_install&& tar -xvzf install.tar.gz
  ./upgrade --host the internal IP or the external IP
  ##For the deployment of a single NIC (the internal network or the external network), run this command.##
  ./upgrade --host the internal IP -e nat_ip=the external IP behind NAT
  ##For the deployment of dual NIC (the internal and the external network) and NAT, run this command.
  This command is only applicable to 3.3.0.0 or later versions.##
  ./upgrade --host the internal IP -e nat_ip=the external IP
  ##For the deployment of dual NIC (the internal and the external network), run this command.
  This command is only applicable to 3.3.0.0 or later versions. ##

- If you want to upgrade YDMP to the version later than 3.4.0.10 (including 3.4.0.10), run the following command:

  cd /usr/local
  rm -rf yealink_install
  tar -xvzf DM_3.5.0.1.tar.gz
  cd yealink_install&& tar -xvzf install.tar.gz
  ./install -m upgrade
  ##For the deployment of a single NIC (the internal network or the external network), run this command.##
  ./install -m upgrade –e nat_ip=the external IP behind NAT
  ##For the deployment of dual NIC (the internal and the external network) and NAT, run this command.
  This command is only applicable to 3.3.0.0 or later versions. ##
  ./install –m upgrade –e nat_ip=the external IP
  ##For the deployment of dual NIC (the internal and the external network), run this command.
  This command is only applicable to 3.3.0.0 or later versions. ##

Results
YDMP will be upgraded to the corresponding version if it is upgraded successfully.

Note: Upgrading the version has no influence on the devices connected to YDMP.

Installing the Diagnostic Script

If you fail to install YDMP or some exceptions occur to the service, you can run the diagnostic script to collect the related environment and service information of YDMP, and pack the file named *ydmp_diag_time.tar.gz*. And then, you can provide the developers or operation and maintenance engineers with the file.

About this task

This script is packed in install.tar.gz.

Procedure

Unzip and run the script.

```
[root@manager-master yealink_install]# ./diag
Starting to execute diag script ...
```

Results

If you succeed in installing, the page is shown as below:

```
PLAY RECAP *********************************************************************************************************************************
manager-master             : ok=13   changed=5    unreachable=0    failed=0

Monday 12 August 2019  11:41:34 +0800 (0:00:00.252)       0:00:06.517 *********
===============================================================================
common : set hostname manager-master.ydmp ------------------------------------------------------------------------------------------- 0.99s
common : template yealink-limits.conf ----------------------------------------------------------------------------------------------- 0.83s
common : add lines to /etc/hosts ---------------------------------------------------------------------------------------------------- 0.71s
Check if the firewall is turned on -------------------------------------------------------------------------------------------------- 0.59s
common : template yealink-sysctl.conf ----------------------------------------------------------------------------------------------- 0.51s
common : Copy install.tar.gz to all nodes ------------------------------------------------------------------------------------------- 0.50s
exec precheck script ---------------------------------------------------------------------------------------------------------------- 0.45s
common : clean hosts end with .yealink or include common_main_domain ---------------------------------------------------------------- 0.39s
common : execute sysctl -p ---------------------------------------------------------------------------------------------------------- 0.30s
common : add or check hosts with inventory_hostname --------------------------------------------------------------------------------- 0.29s
common : check coredump dir exist --------------------------------------------------------------------------------------------------- 0.25s
Update ROM version info ------------------------------------------------------------------------------------------------------------- 0.25s
Open firewall port ------------------------------------------------------------------------------------------------------------------ 0.09s
print precheck result --------------------------------------------------------------------------------------------------------------- 0.06s
precheck failed --------------------------------------------------------------------------------------------------------------------- 0.05s
Playbook run took 0 days, 0 hours, 0 minutes, 6 seconds

============================================
Congratulations to deploy the YDMP successful.
============================================
```

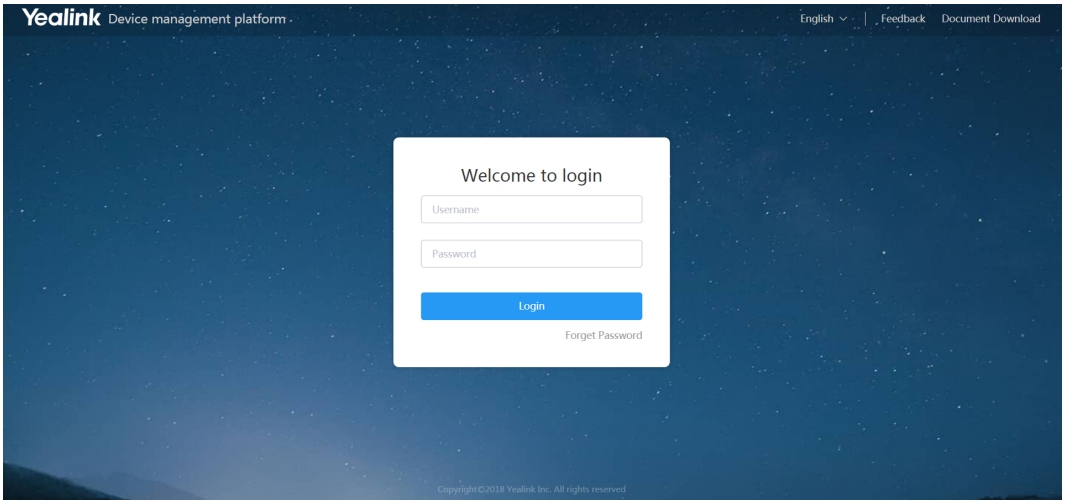
If you fail to install, the page is shown as below:

```
TASK [precheck failed] *********************************************************************************************************************
Monday 12 August 2019  12:19:00 +0800 (0:00:00.058)       0:00:00.817 *********
fatal: [manager-master]: FAILED! => {"changed": false, "msg": "Please check the satisfaction condition above and deploy again
,or add parameter '-s precheck' will skip the environment check!"}
        to retry, use: --limit @/root/yealink_install/conf/apollo.retry

PLAY RECAP *********************************************************************************************************************************
manager-master             : ok=2    changed=1    unreachable=0    failed=1

Monday 12 August 2019  12:19:00 +0800 (0:00:00.052)       0:00:00.869 *********
===============================================================================
exec precheck script ---------------------------------------------------------------------------------------------------------------- 0.45s
print precheck result --------------------------------------------------------------------------------------------------------------- 0.06s
precheck failed --------------------------------------------------------------------------------------------------------------------- 0.05s
Playbook run took 0 days, 0 hours, 0 minutes, 0 seconds

============================================================================
YDMP deploy failed.Please check the cause of the failure from log above and deploy again.
============================================================================

Do you want to execute diag script for check,and give the diagnosis result to administrator for YDMP?([y/n]):
```

Logging into the YDMP

Procedure

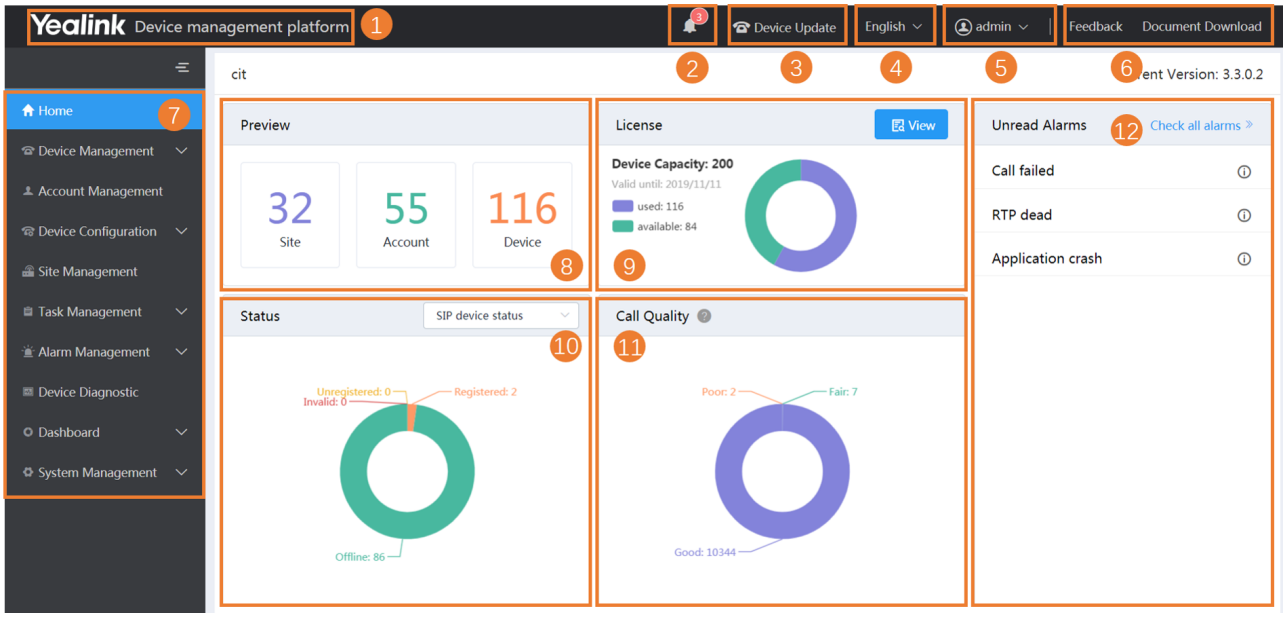
1. Enter https://<IP address>/(for example, https: //10.2.62.12/) in the browser address box, and then press Enter.



2. Select the desired language from the drop-down menu of **Language** in the top-right corner.
3. Enter your username (default: admin) and the password (default: v123456789).
4. Click **Login**.
5. If you log into the platform for the first time, the system will remind you to change the password, click **Change** to go to the homepage of the device management platform.

Home Page

After logging in, you can see the home page displayed as below:

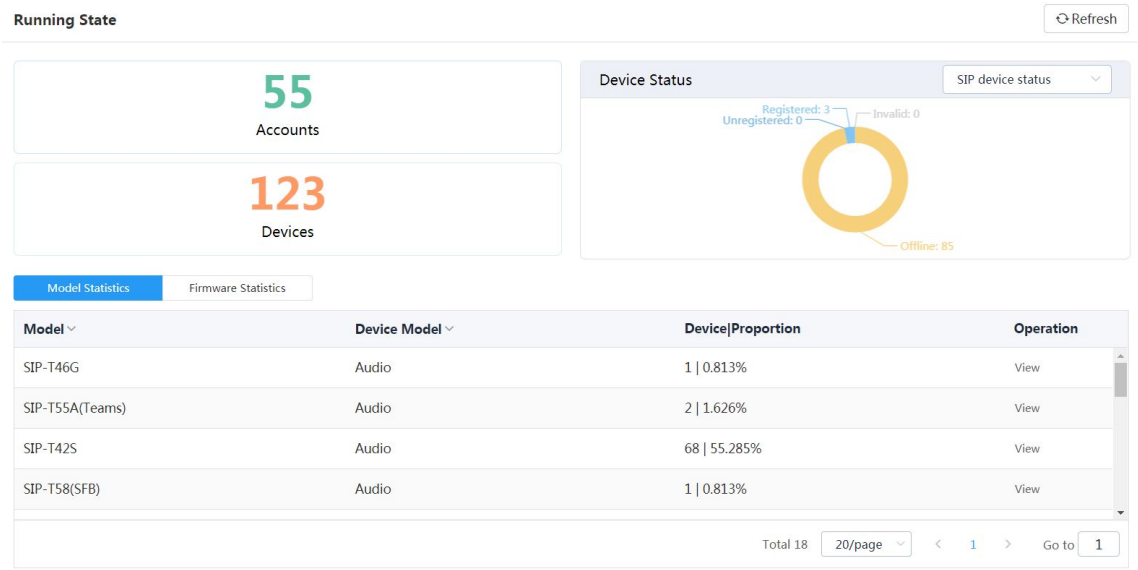


Number	Description
1	Go to the home page quickly when you are browsing other pages.
2	Display the number of unread alarms and the type of alarms.
3	Go to the Device List page quickly.
4	Change the display language.
5	Go to the page of setting the administrator account.
6	Go to the page of sending feedback or downloading a document.
7	Navigation pane.
8	**Data preview:** • Displays the number of sites, accounts and devices. • Click the desired module to go to the corresponding module.
9	**License:** Displays the current number of manageable devices.

Number	Description
10	**Device status:** • Select a device type. • Displays the number of the unregistered, the registered, the invalid and the offline devices. • Click the corresponding device status to go to the page that lists all the devices of this status.
11	**Call quality:** • Displays the number of the good, the bad or the poor call quality. • You can click the desired module to view the call statistics.
12	**Unread Alarms:** • Click **Check all alarms** to go to the Alarm List page. • Hover the mouse over the icon ⓘ to view the alarm details.

Running State Page

Click **Dashboard** > **Running state** to go to the Running State page. You can view the number of accounts and devices, the device status, the statistics of the model and the firmware. It is displayed as below:



- Click **Accounts** to go to the Account Management page, then you can manage the account directly.
- Click **Devices** to go to the Device Management page, then you can manage devices directly.
- In the **Device Status** module, select the device type, click the corresponding status (offline, registered, invalid, and unregistered) to go to the Device List page, and then you can update the device status directly.
- Click **Model Statistics** to view all the device information, including the model and the proportion. Click **View** beside the desired device to go to the Device Management page, then you can view the device information or update this device.
- Click **Firmware Statistics** to view all the running firmware. Click **View** beside the desired firmware to go to the Device Management page, then you can view the device information or update this device.

Logging out of YDMP

Procedure

Hover your mouse on the account avatar in the top-right corner, and click **Exit**.
You will log out of the current account and return to the Login page.

Activating the License

Before managing your devices via the device management platform, you need to purchase the license from your supplier and activate it.

Procedure

1. *Importing the Device Certificate* .
2. *Activating the License Online* or *Activating the License Offline* .

Importing the Device Certificate

You need to import a device certificate which is associated with the server uniquely.

Before you begin

You provide the enterprise name, the distributor and the country for Yealink. Yealink will generate a device certificate according to the information you provide.

Procedure

1. Click **System Management** > **License**.
2. Select the device certificate.

Note: Note that one device certificate for one server, that is, if you have imported the device certificate to one server, you cannot import the certificate to another server.

If the association between the device ID and the server succeeds, the page will display as below:

Activating the License Online

If your server can access the public network, you can activate the license online.

Before you begin

- If *Importing the Device Certificate* is finished, the hardware information will be sent to Yealink License server automatically.
- You provide the device ID, the license type, the concurrent number and the validity for Yealink. Yealink will authenticate based on the above information.

Procedure

Click **System Management** > **License** > **Refresh**.

After Yealink authorizes the license, you can see the license in the list.

Activating the License Offline

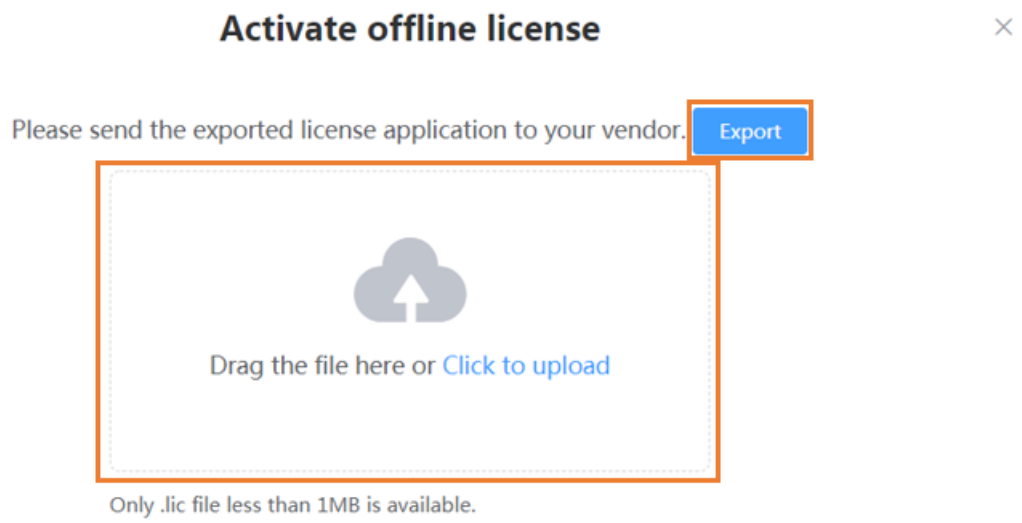
If your server cannot access the public network, you can activate the license offline.

Before you begin

- *Importing the Device Certificate* is finished.
- You provide the device ID, the license type, the concurrent number and the validity for Yealink. Yealink will authenticate based on the above information.

Procedure

1. Click **System Management** > **License** > **Activate offline license**.
2. Click **Export Config File**. Send the exported REQ file to Yealink. Yealink will authenticate after importing the REQ file. Yealink will generate the LIC authentication file and send it to you.
3. Click the field of the dotted box to upload the authorization file obtained from Yealink.



Note: The authentication file is unique, that is, different servers use different authentication files. You cannot activate your server by importing the authentication files of other servers.

Results

The license is displayed in the list.

Uninstalling YDMP

Procedure

1. Log into CentOS as the root user and open the terminal.
2. Run the command:

```
cd /usr/local/yealink_install
./uninstall
```

3. According to the prompts, enter the password *Yealink1105*.

YDMP will be uninstalled from the CentOS.

Deploying the Devices

Before you manage the devices via the device management platform, you should deploy the devices to make them connected to the device management platform.

- *Deploying SIP Devices*
- *Deploying the Room System*
- *Deploying USB Devices*

Deploying SIP Devices

Before you begin

Note: Note that the device should support the device management platform. Otherwise, you should upgrade the device firmware first.

Procedure

1. *Using Certificates for Mutual TLS Authentication* .
2. If there is a provisioning server you are using in your environment, configure the common cfg file (refer to *Configuring the Common.cfg File*).
3. If there is no provisioning server, you need to configure the devices to obtain the provisioning server address in one of the following ways:
   - DHCP option 66, 43, 160 or 161.

     The DHCP option must meet the following format: https://<IP address>/dm.cfg.

     (for example, https://10.2.62.12/dm.cfg)
   - *Deploying Devices on the RPS (Redirection & Provisioning Server) Management Platform* , and configure the server address.
   - *Configuring the Server Address* , and deploy a single phone.

Results

After the device is connected to the device management platform, the device information will be displayed in the device list.

- *Using Certificates for Mutual TLS Authentication*
- *Configuring the Common.cfg File*
- *Deploying Devices on the RPS (Redirection & Provisioning Server) Management Platform*
- *Configuring the Server Address*

Related concepts

Supported Device Models

Using Certificates for Mutual TLS Authentication

To allow the device management platform and the device to authenticate with each other, the platform supports mutual TLS authentication by using default certificates.

- **Configuring Server Certificates**

When the device management platform sends a TLS connection request to the device, the device management platform needs to verify whether the device can be trusted. The device will send the default device certificate to the platform for authentication.

Procedure

1. Log into the web user interface of the device.
2. Click **Security** > **Server Certificates**.
3. Select **Default Certificates** from the drop-down menu of **Device Certificates**.

   The device will send the default device certificate to the platform for authentication.

- **Configuring Trusted Certificates**

When a device sends an SSL connection request to the platform, the device needs to verify whether the platform can be trusted. The platform sends its certificate to the device and the device verifies this certificate based on its trusted certificates list.

Procedure

1. Log into the web user interface of the device.
2. Click **Security** > **Trusted Certificates**.
3. Select **Enabled** from the drop-down menu of **Only Accept Trusted Certificates**.

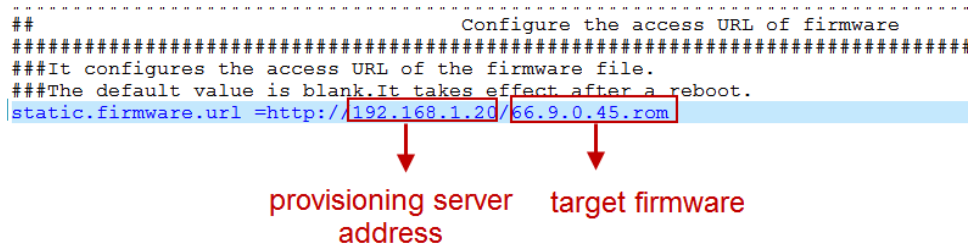
   Only when the authentication succeeds, will the device trust the platform.

Configuring the Common.cfg File

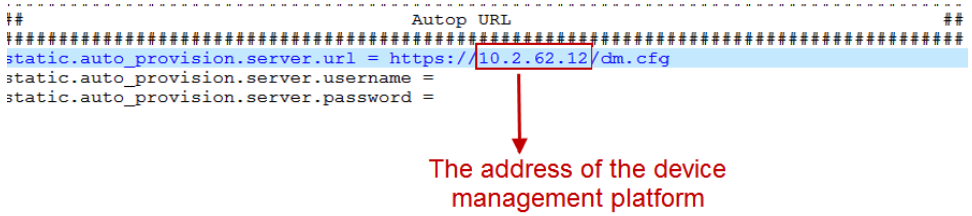
If the device does not support the device management platform, you need to upgrade the firmware to a supported one before you connect the device to the device management platform. For easy deployment, you can configure the parameters of upgrading the firmware and the access URL of the device management platform in the Common.cfg file.

Procedure

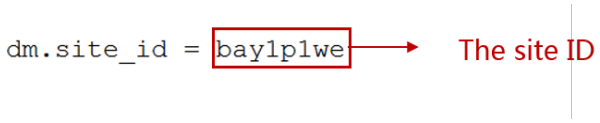
1. Open the Common.cfg file of the corresponding device.
2. If your device does not support the device management platform, upgrade the firmware of the device. Place the target firmware on your provisioning server, and then specify the access URL of the firmware.



3. Configure the provisioning URL to connect the devices to the device management platform.



4. Optional: Add the following configuration to your Common.cfg file, to make the device automatically connected to the corresponding site.



Note:

- Only the specific firmware version supports this feature. For more information, contact Yealink technical support engineers.

  The supported devices are as below: CP960 (73.84.0.21), T58V (58.84.0.26), VP59 (91.283.0.47), T4S/T5W (x.84.0.102), and W60B (77.83.0.72).
- The priority (the devices automatically connected to the site) in the descending order is site IP setting, and then the site setting in the Common.cfg file (see *Adding Sites*).

5. Save the file.

Results
After auto provisioning, the devices will be connected to the device management platform.
Related concepts
Supported Device Models

Deploying Devices on the RPS (Redirection & Provisioning Server) Management Platform

If you deploy the device through the RPS management platform for the first time, after the devices are powered on and connected into the network, the RPS management platform pushes the address of the device management platform to the devices so that they can be connected to the platform.

Procedure

1. Log into the RPS management platform.

   The address of the RPS management platform is *https://dm.yealink.com/manager/login*.
2. On the **Server Management** page, add the server URL.
3. On the **Device Management** page, add or edit the device information.

   The server URL must meet the following format: https://<IP address>/dm.cfg

   (for example: https://10.2.62.12/dm.cfg)

Results
After you trigger the device to send an RPS request, the device will be connected to the device management platform.

Note: For more information on how to use the RPS management platform, refer to *Yealink Management Cloud Service for RPS Admin Guide*.

Configuring the Server Address

Before deploying the device, if the DHCP server is not available, you need to configure the server address to make the device connected to the device management platform.

Procedure

1. Log into the web user interface of the device.
2. Click **Settings** > **Auto Provision**.
3. Enter the provisioning server URL in the **Server URL** field.

   The URL must meet the following format: https://<IP address>/dm.cfg

(for example, https://10.2.62.12/dm.cfg).

4. Click **Auto Provision Now**.
   The device will be connected to the device management platform successfully.

Deploying the Room System

About this task

For more information about deploying Room System, refer to *Yealink RoomConnect User Guide*.

Procedure

On your MTouch, open Yealink RoomConnect, go to **Remote Management**, and configure the related parameters.
The Room System will be connected to the device management platform automatically.

Deploying USB Devices

Before you begin

Install USB Device Manager client on the PC that is connected to the USB device.

About this task

For more information about the configuration of USB Device Manager client, refer to *USB Device Manager Client User Guide*.

Procedure

Open USB Device Manager client, go to **Config DM Server**, and complete the correspond configuration.
The USB device will be connected to the device management platform automatically.

Managing Devices

The number of devices that you can manage on the device management platform depends on the license you purchased from the reseller or the distributor. You are not able to add new devices once the upper limit is reached. When some of your invalid orders cause some of the devices unable to manage, the device status will be invalid and you cannot manage it. If you still want to use this service, contact your service provider.

- *Device Status*
- *Managing SIP Devices*
- *Managing USB Devices*
- *Managing Room System*
- *Managing Firmware*
- *Managing Resources*

Device Status

Before managing devices, you can familiarize yourself with the device status.

- Device status of the SIP device
  - Registered: the device is online with an account registered in. You can use it and click it to view the account information.
  - Unregistered: the device is online without an account registered in.
  - Offline: the device is offline.
  - Invalid: the server license expires, or the number of the devices reported to the platform exceeds the number allowed in the license.
- Device status of the USB device and the Room System
  - Online: the application connected to the device is connected to YDMP.
  - Offline: the device is disconnected, or the application connected to the device is disconnected from YDMP.
  - Invalid: the server license expires, or the number of the devices reported to the platform exceeds the number allowed in the license.

Managing SIP Devices

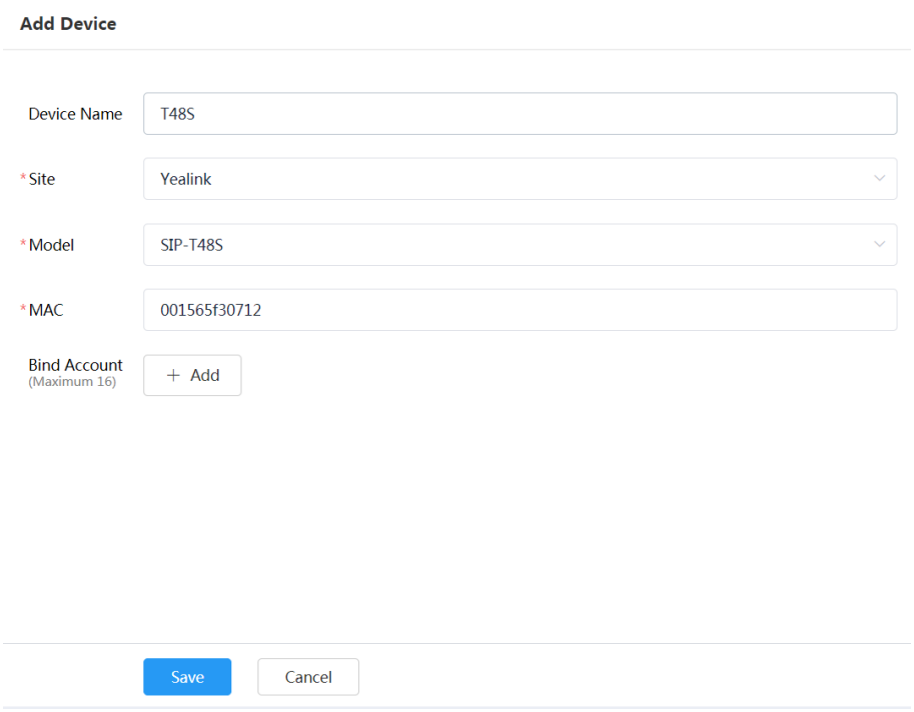
Adding Devices

About this task

Note: Note that you need to deploy the device (refer to *Deploying SIP Devices*) so the device can be connected to the device management platform.

Procedure

1. Click **Device Management** > **SIP Device List** > **Add Device**.
2. Set and save the parameters.



3. Optional: On the right side of the **Bind Account** field, click **Add**, and select an account and the account type to assign the account to the device.

Related tasks

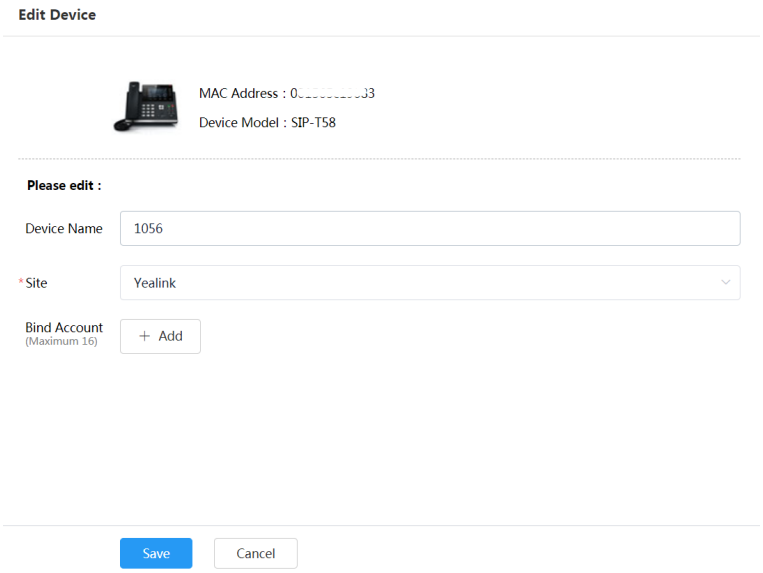
Adding Accounts

Editing the Device Information

You can edit the device name and the site, or re-assign an account to the device.

Procedure

1. Click **Device Management** > **SIP Device List**.
2. Click beside the desired device.
3. Edit the device information and save it.



Importing Devices

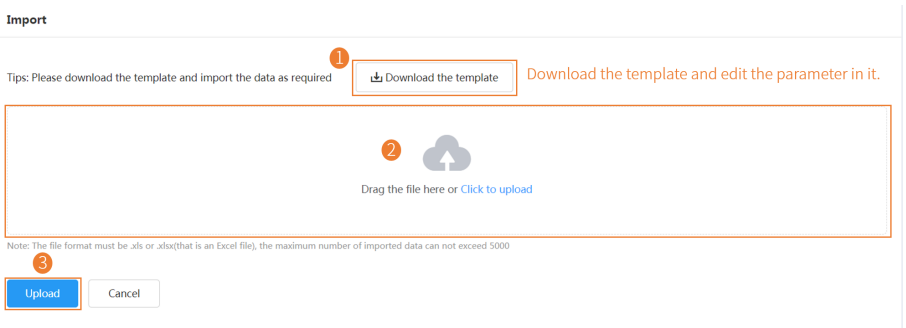
If you want to add devices quickly, you can import them in batch. You need to download the template, edit the devices information in the template and then import the template to the platform.

About this task

Note: Note that you need to deploy the device (refer to *Deploying SIP Devices*) so the device can be connected to the device management platform.

Procedure

Click **Device Management** > **SIP Device List** > **Import**.



Exporting the Device Information

You can export the basic information of all devices.

Procedure

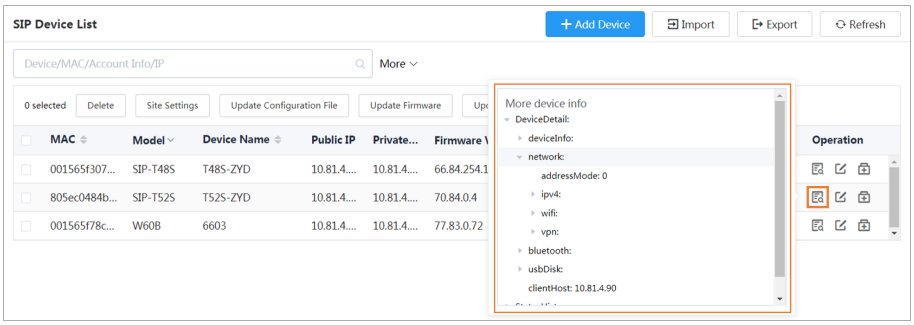
Click **Device Management** > **SIP Device List** > **Export**.

Viewing the Information of SIP Device

You can view the information of SIP devices, including the MAC address, the model, the name, the IP, the firmware version, the status, the site and the report time.

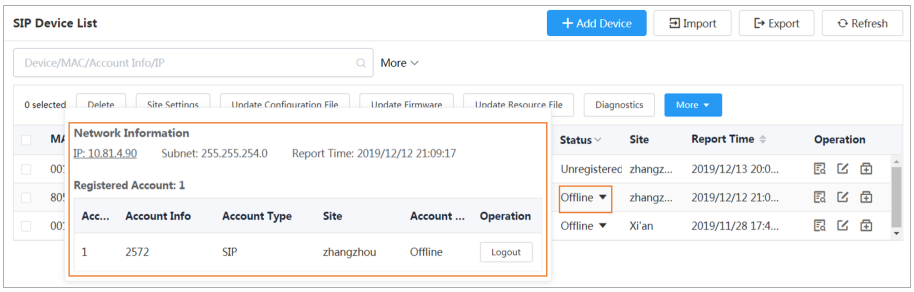
Procedure

1. Click **Device Management** > **SIP Device List**.
   You can click **Refresh** in the top-right corner to obtain the latest device information,
2. Click beside the desired device.



Note: The devices report their information in real time. Therefore, you cannot view the device information of the offline devices.

3. Optional: Click the status of the desired device under the **Status** tab and you can view the network information and the registered account information.



Note: This feature is not applicable to invalid devices.

Related concepts

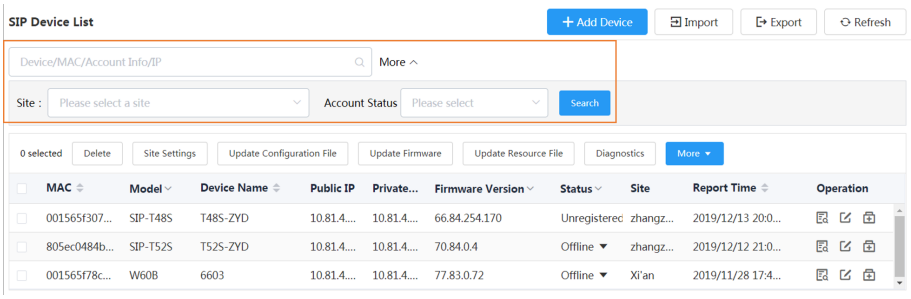
Device Status

Searching for Devices

You can use the search bar or the filters to search for the desired devices.

Procedure

Click **Device Management** > **SIP Device List**.



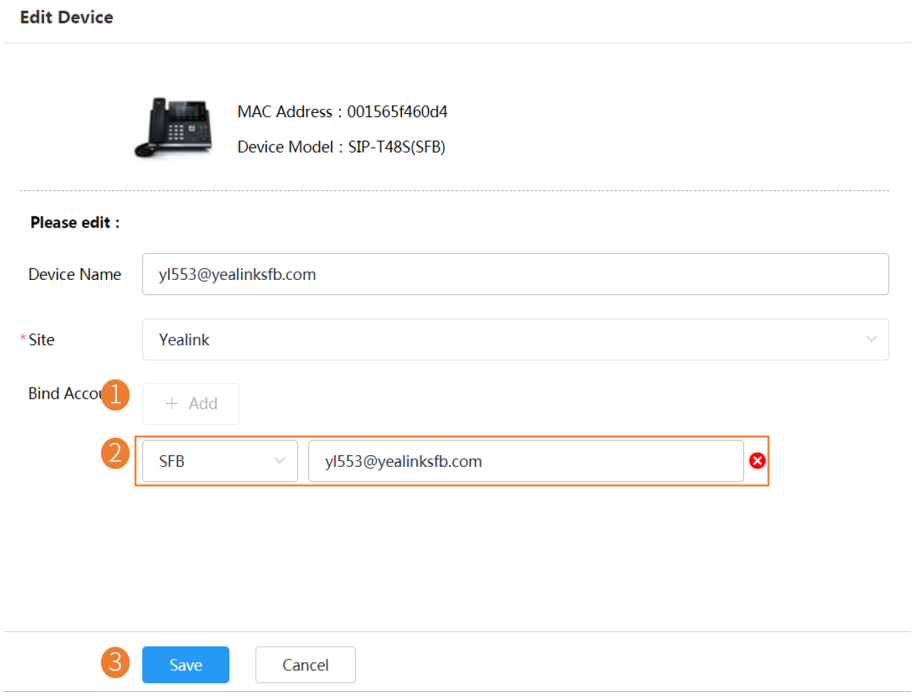
The search results are displayed in the list.

Assigning Accounts to Devices

You can assign accounts to the device and the platform will push the account information to the device.

Procedure

Click **Device Management** > **SIP Device List**.



The account information is sent to the device.

Related tasks

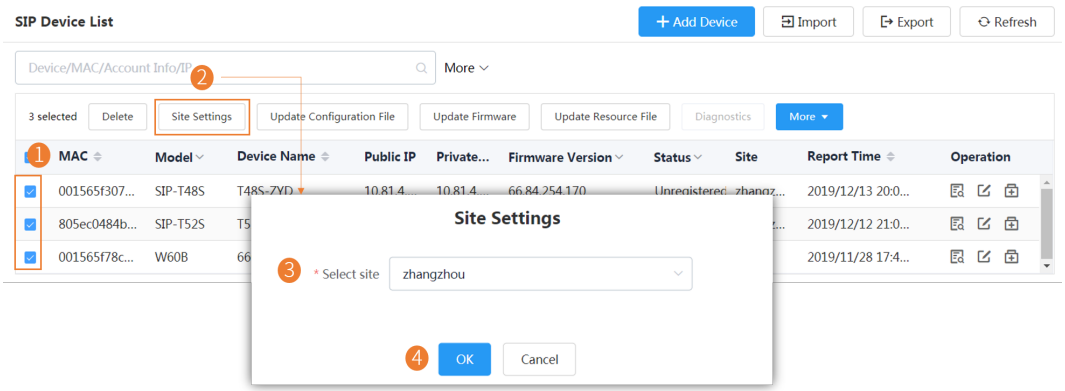
Adding Accounts

Setting the Site

When editing the device information, you can edit the site which the device belongs to. You can also put multiple devices to the same site.

Procedure

Click **Device Management** > **SIP Device List**.



Pushing Configuration Files to Devices

You can push the configuration files to one or multiple devices.

Before you begin

If there are no desired configuration files, you can refer to *Managing the Device Configuration* to add one first.

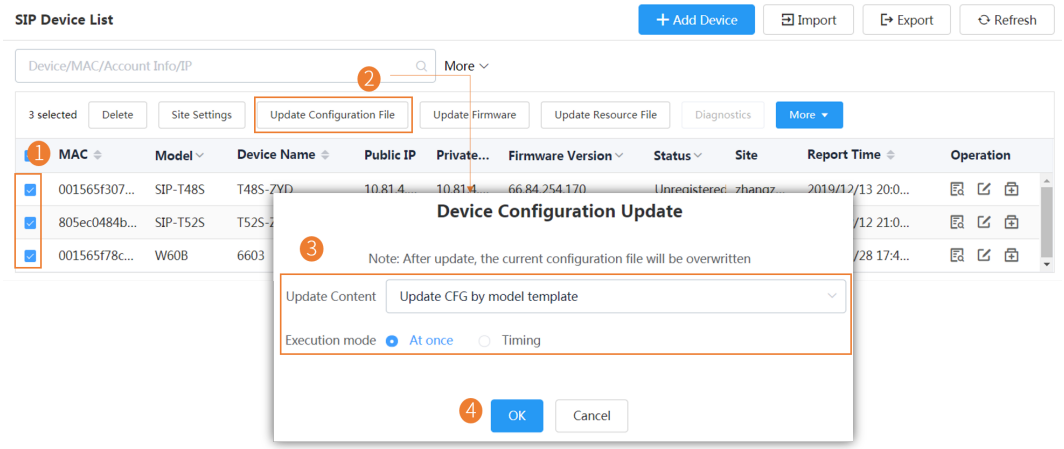
About this task

- When the device is in a call, the configuration file will not be pushed until the call is finished.
- When the device is offline or invalid, the configuration file cannot be pushed.
- When the device is unregistered, online or registered, the configuration file will be pushed.

  For more information about the device status, refer to *Device Status* .

Procedure

1. Click **Device Management** > **SIP Device List**.
2. Push the configuration file to the selected devices.



Pushing Firmware to Devices

You can push the firmware to one or multiple devices.

Before you begin

If there is no desired firmware, you need to *Adding Firmware* .

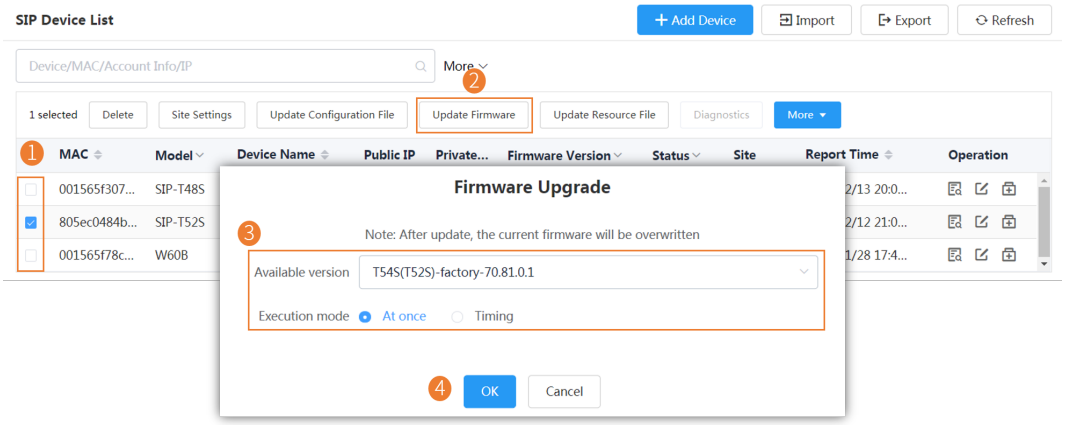
About this task

- When the device is in a call, the firmware will not be pushed until the call is finished.
- When the device is offline or invalid, the firmware cannot be pushed.
- When the device is unregistered, online or registered, the firmware will be pushed.

  For more information about the device status, refer to *Device Status* .

Procedure

1. Click **Device Management** > **SIP Device List**.
2. Push the firmware to the selected devices.



Pushing Resource Files to Devices

You can push resource files to one or multiple devices.

Before you begin

If there are no desired resource files, you need to *Adding Resource Files* .

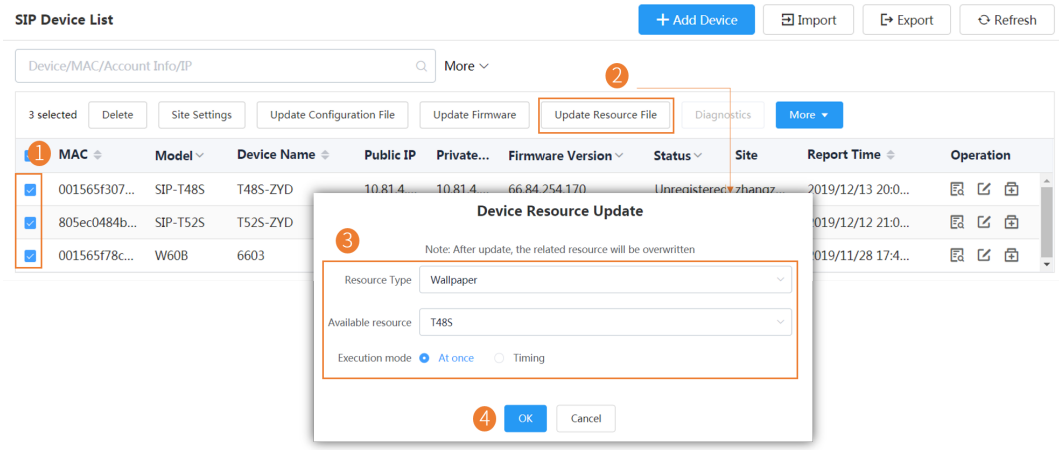
About this task

- When the device is in a call, the resource file will not be pushed until the call is finished.
- When the device is offline or invalid, the resource file cannot be pushed.
- When the device is unregistered, online or registered, the resource file will be pushed.

  For more information about the device status, refer to *Device Status* .

Procedure

1. Click **Device Management** > **SIP Device List**.
2. Push the resource file.



Diagnosing Devices

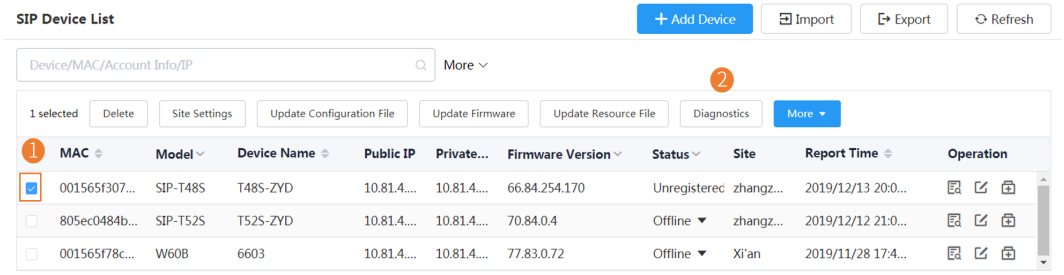
You can diagnose one or multiple devices. You can diagnose up to 5 devices at the same time.

About this task

This feature is not applicable to the offline and invalid devices. For more information about the device status, refer to *Device Status* .

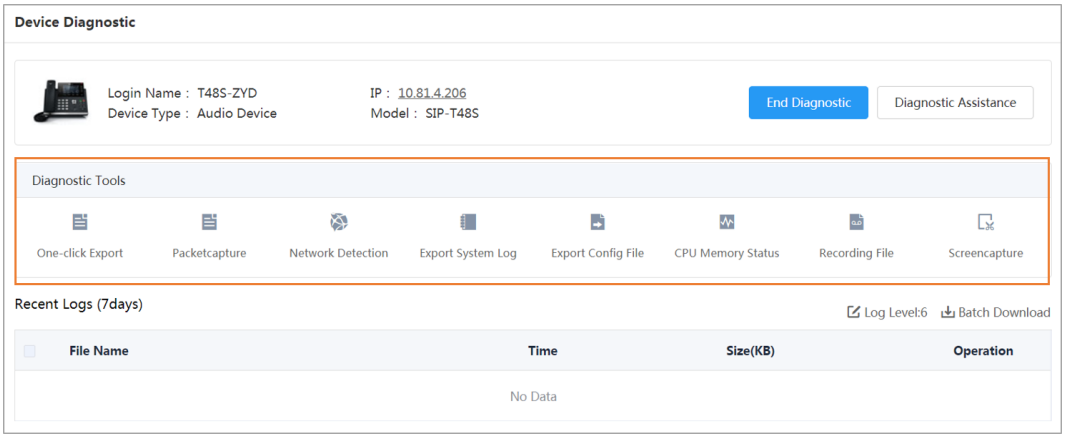
Procedure

1. Click **Device Management** > **SIP Device List**.
2. Diagnose the device.



3. Select the desired diagnostic tool to diagnose the device.

Note: Select **One-click Export** to export the packets, logs, and configuration files. For more information, refer to *Exporting the Packets, Logs, and Configuration Files by One Click* .



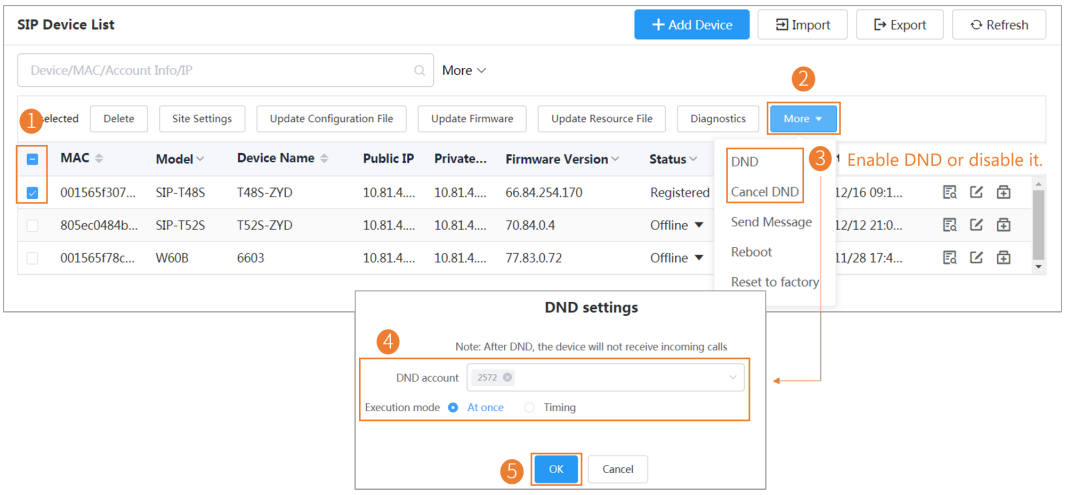
4. After diagnosing, click **End Diagnostic**.

Enabling/Disabling DND

If your boss doesn't want to be disturbed during the break, you can enable DND for the boss's phone, and then cancel DND during office hours; if you need to make such settings every day, you can set it as a periodic task.

Procedure

Click **Device Management** > **SIP Device List**.

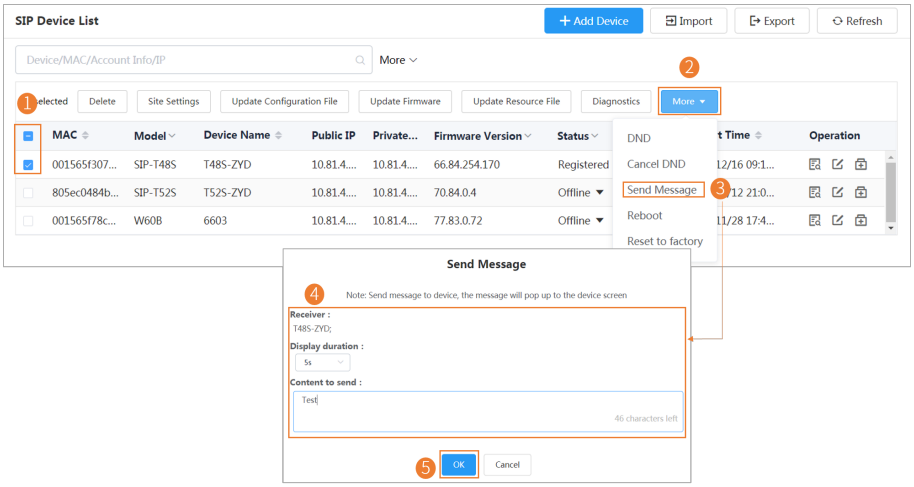


Sending Messages to Devices

If you need to perform operations, for example, updating the firmware for the device, and want to notify the user in advance, you can send a message to the device through the platform. The device management platform supports sending messages to single or multiple devices.

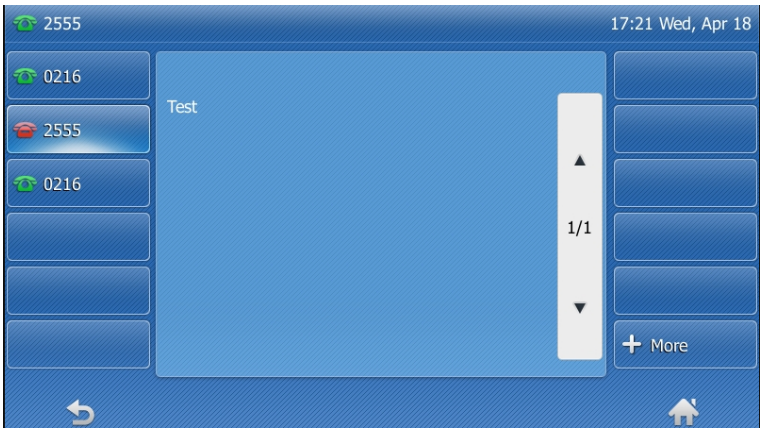
Procedure

Click **Device Management** > **SIP Device List**.



Results

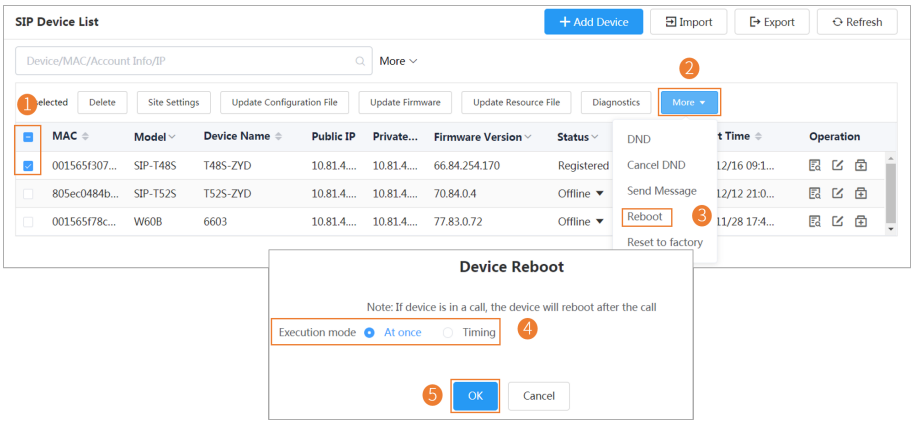
The message will pop up on the device screen. Take the T48S IP phone as an example:



Rebooting Devices

Procedure

1. Click **Device Management** > **SIP Device List**.
2. Reboot the device.



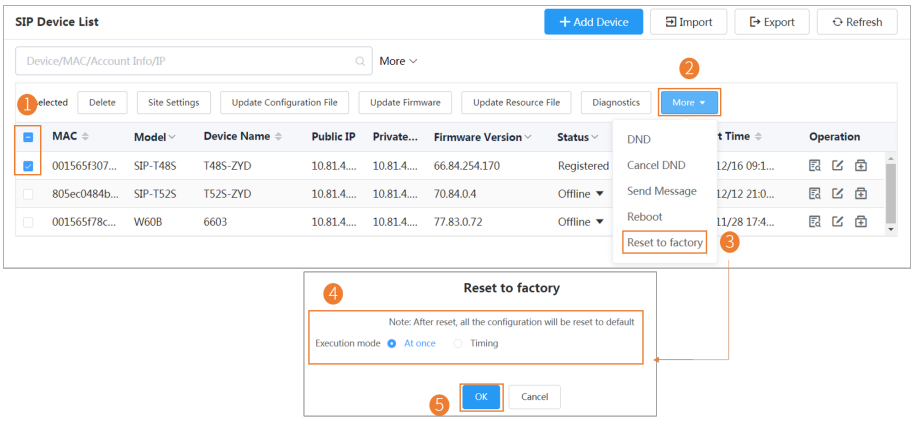
Results

- If you select **At once**, the devices will be rebooted immediately.
- If you select **Timing**, the devices will be rebooted at the time you set.

Resetting the Devices to Factory

Procedure

Click **Device Management** > **SIP Device List**.



Results

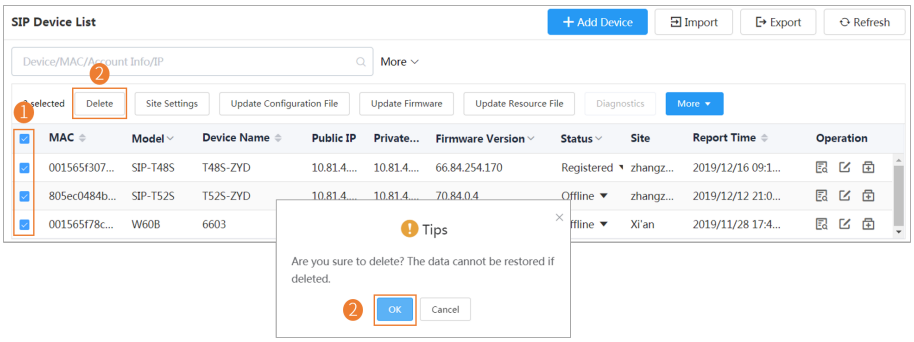
- If you select **At once**, the devices will be reset to factory immediately.
- If you select **Timing**, the devices will be reset to factory at the time you set.

After the device is reset to the factory, its status becomes offline. You need to re-deploy the device (*Deploying SIP Devices*), to make the device connect to the device management platform.

Deleting Devices

Procedure

Click **Device Management** > **SIP Device List**.



Managing USB Devices

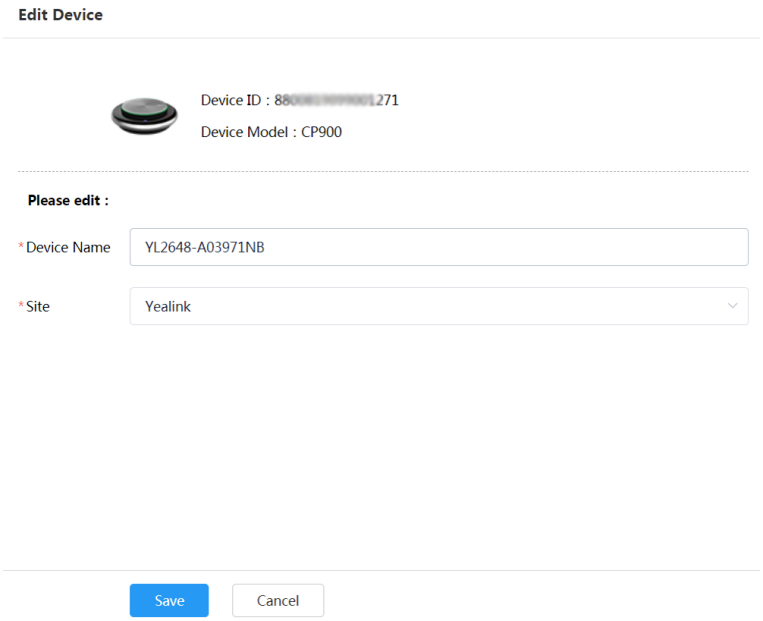
- *Editing the Device Information*
- *Exporting the Device Information*
- *Viewing the USB Device*
- *Searching for Devices*
- *Setting the Site*
- *Deleting Devices*

Editing the Device Information

You can edit the device name and the site, or re-assign an account to the device.

Procedure

1. Click **Device Management** > **USB Device List**.
2. Click beside the desired device.
3. Edit the device information and save it.



Exporting the Device Information

You can export the basic information of all devices.

Procedure

Click **Device Management** > **USB Device List** > **Import**.

Viewing the USB Device

You can view the information of the USB device, including the model, the device ID, the device name, the IP, the firmware version, the status, the site and the report time.

Procedure

Click **Device Management** > **USB Device List**.

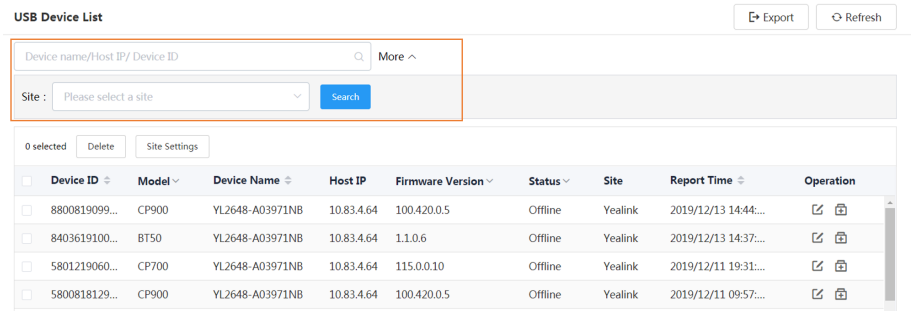
You can click **Refresh** in the top-right corner to obtain the latest device information,

Searching for Devices

You can use the search bar or the filters to search for the desired devices.

Procedure

Click **Device Management** > **USB Device List**.



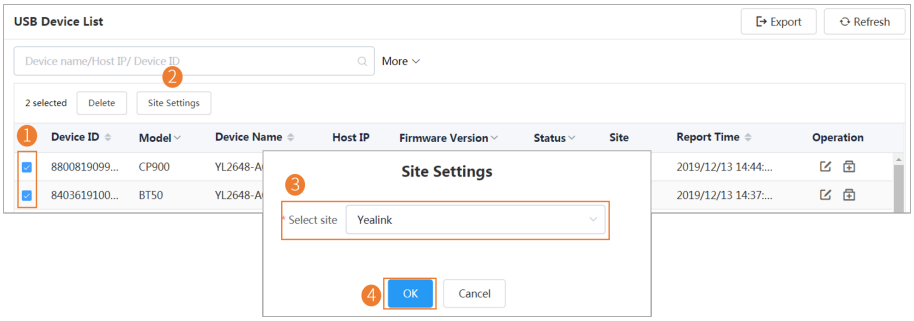
The search results are displayed in the list.

Setting the Site

When editing the device information, you can edit the site which the device belongs to. You can also put multiple devices to the same site.

Procedure

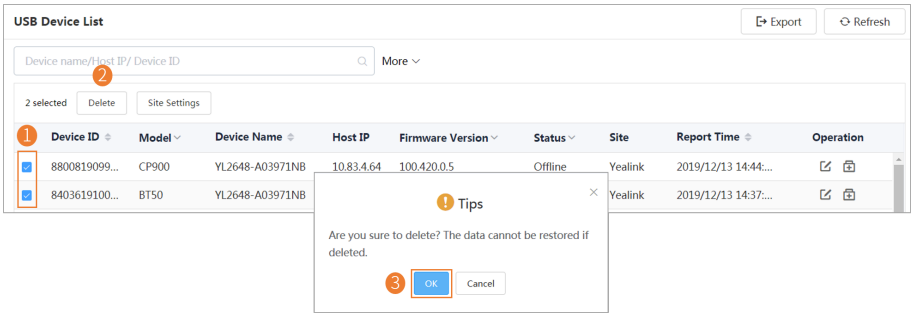
Click **Device Management** > **USB Device List**.



Deleting Devices

Procedure

Click **Device Management** > **USB Device List**.



Managing Room System

- *Editing the Device Information*
- *View the Information of the Room System*
- *Searching for Devices*

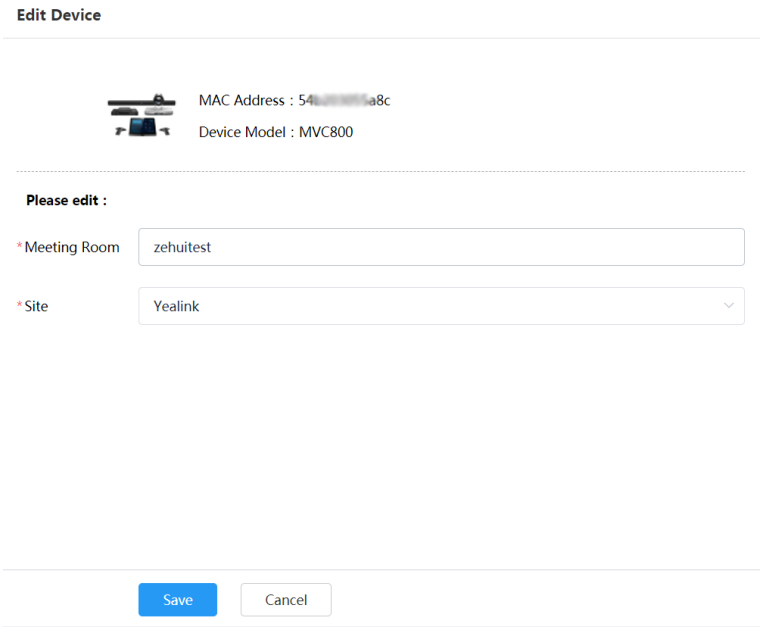
- *Setting the Site*
- *Rebooting Devices*
- *Pushing Firmware to Devices*
- *Deleting Devices*

Editing the Device Information

You can edit the device name and the site, or re-assign an account to the device.

Procedure

1. Click **Device Management** > **Room System**.
2. Click beside the desired device.
3. Edit the device information and save it.

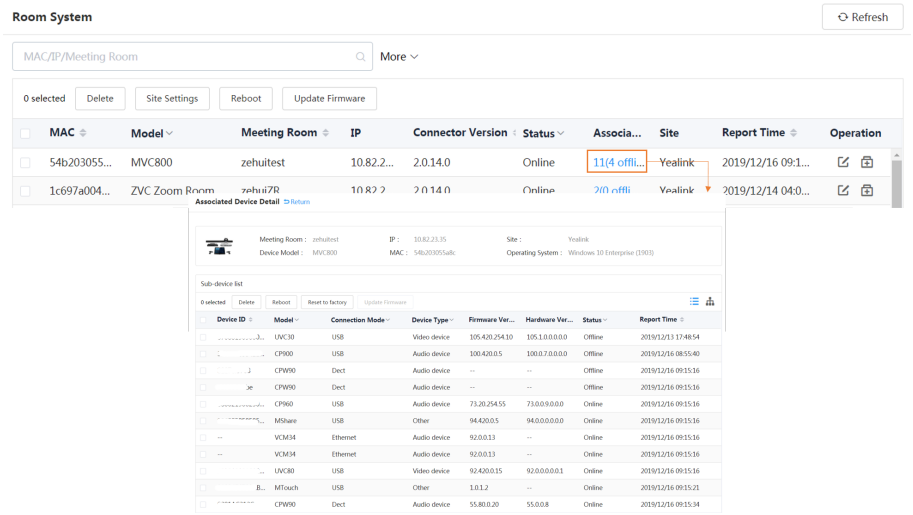


View the Information of the Room System

You can view the information of the Room System, including the name, the MAC address, the model, the meeting room name, the IP, the operating system, the status, the site and the report time.

Procedure

1. Click **Device Management** > **Room System**.
   You can click **Refresh** in the top-right corner to obtain the latest device information,
2. Optional: Click the blue font under the **Associated Device** tab and you can view the detailed information of the associated device of the room system.

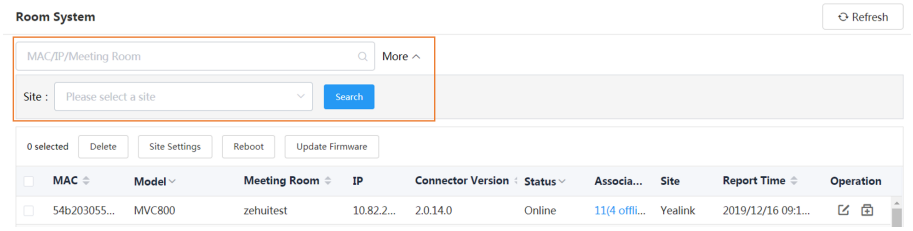


Searching for Devices

You can use the search bar or the filters to search for the desired devices.

Procedure

Click **Device Management** > **Room System**.



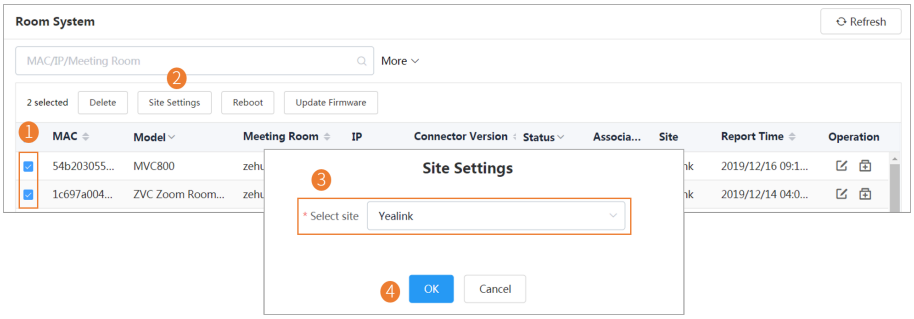
The search results are displayed in the list.

Setting the Site

When editing the device information, you can edit the site which the device belongs to. You can also put multiple devices to the same site.

Procedure

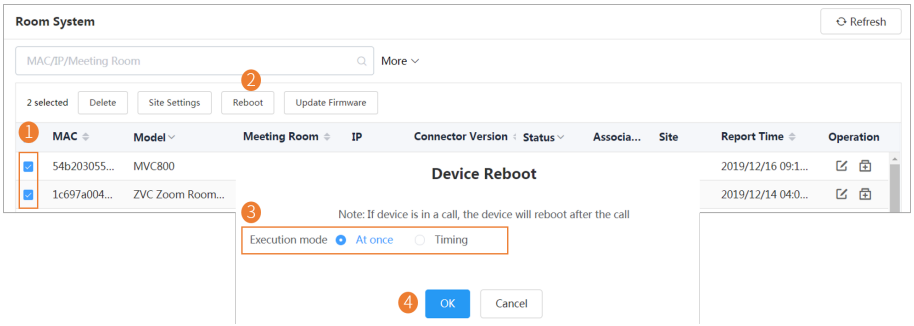
Click **Device Management** > **Room System**.



Rebooting Devices

Procedure

Click **Device Management** > **Room System**.



Results

- If you select **At once**, the devices will be rebooted immediately.
- If you select **Timing**, the devices will be rebooted at the time you set.

Pushing Firmware to Devices

Before you begin

If there is no desired firmware, you need to *Adding Firmware* .

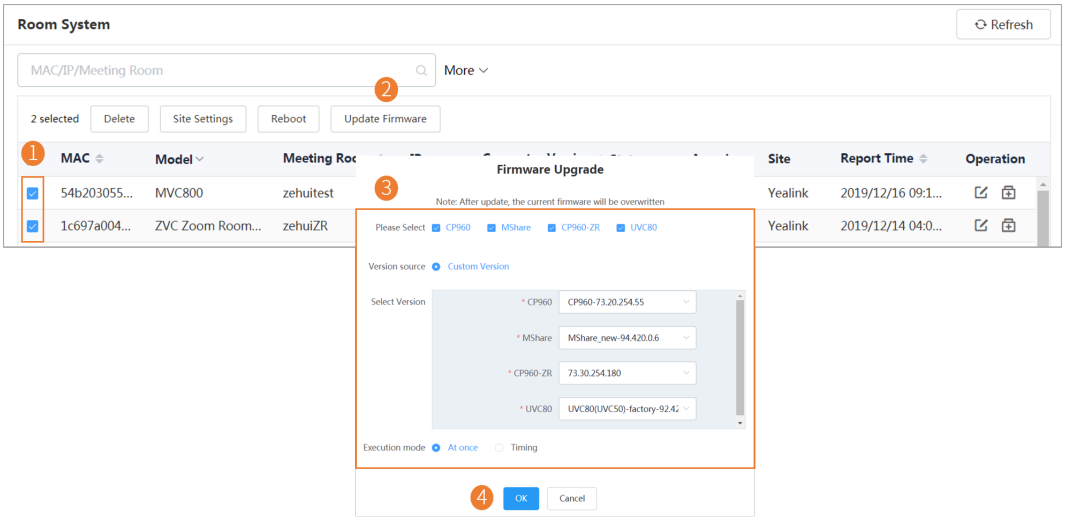
About this task

- When the device is in a call, the firmware will not be pushed until the call is finished.
- When the device is offline or invalid, the firmware cannot be pushed.
- When the device is unregistered, online or registered, the firmware will be pushed.

  For more information about the device status, refer to *Device Status* .

Procedure

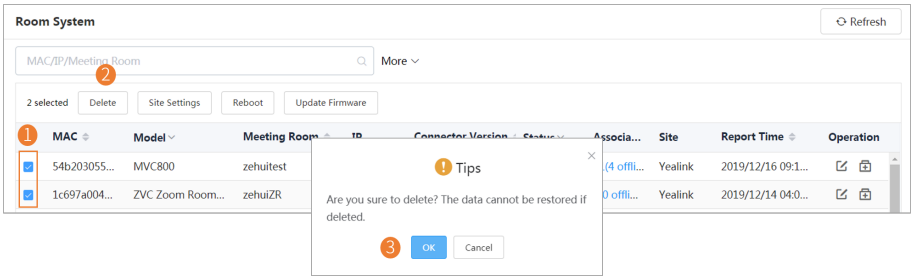
1. Click **Device Management** > **Room System**.
2. Push the firmware to the selected devices.



Deleting Devices

Procedure

Click **Device Management** > **Room System**.



Managing Firmware

You can manage all the device firmware via the device management platform.

- *Adding Firmware*
- *Searching for Firmware*
- *Updating the Device Firmware*
- *Editing the Firmware*
- *Downloading the Firmware*
- *Deleting Firmware*

Adding Firmware

Procedure

1. Click **Device Management** > **Firmware Management**.
2. In the top-right corner, click **Add Firmware**.
3. Configure the firmware information in the corresponding filed and upload the firmware file.
4. Click **Save**.

Searching for Firmware

Procedure

1. Click **Device Management** > **Firmware Management**.
2. Enter the firmware name, the version or the description of the firmware in the search box.
3. Click **Search**.

Updating the Device Firmware

When you need to update the device firmware, you can push the new firmware to the device. If it is not convenient for the device user to update the device during working time, you can set a timing task.

Procedure

1. Click **Device Management** > **Firmware Management**.
2. Click beside the desired firmware.

3. Select the desired devices.
4. Click **Push to Update**.
5. Select a desired execution mode:
   - If you select **At once**, the firmware will be updated at once.
   - If you select **Timing**, configure the task name, the repeat type and the execution time, the firmware will be updated at a specific time.
6. Click **OK**.

Tip: You can also select the desired device in the Device List, click **Update Firmware**, and select the corresponding firmware version to update. Note that the firmware must be applicable to all selected devices.

Editing the Firmware

You can modify the firmware information, for example, the name and the version, or upload a new firmware to replace the old one.

Procedure

1. Click **Device Management** > **Firmware Management**.
2. Click beside the desired firmware.
3. Edit the corresponding information.
4. Click **Save**.

Downloading the Firmware

Procedure

1. Click **Device Management** > **Firmware Management**.
2. Click beside the desired firmware.
3. The firmware will be downloaded to your computer.

Deleting Firmware

Procedure

1. Click **Device Management** > **Firmware Management**.
2. Select the desired firmware.
3. Click **Delete**.
4. Click **OK** according to the prompts.

Managing Resources

You can add and edit resource files, push resource files to devices or download them to your local system.

Adding Resource Files

Procedure

1. Click **Device Management** > **Resource Management**.
2. In the top-right corner, click **Add Resource**.
3. Configure the resource information in the corresponding filed and click **Upload** to upload the resource file.
4. Click **Save**.

Search for Resources

Procedure

1. Click **Device Management** > **Resource Management**.
2. Enter the resource name, the file name or the description in the search box.
3. Click **Search**.

Pushing Resource Files to Devices

Procedure

1. Click **Device Management** > **Resource Management**.
2. Click  beside the desired resource.
3. Select the desired devices.
4. Click **Push to Update**.
5. Select a desired execution mode:
   - If you select **At once**, the resource will be updated at once.
   - If you select **Timing**, configure the task name, the repeat type and the execution time, the firmware will be updated at a specific time.
6. Click **OK**.

Tip: You can also select the desired devices in the Device List, click **Update Resource File**, and select the corresponding resource type to update. The resource file must be applicable to all the selected devices.

Editing Resource Files

Procedure

1. Click **Device Management** > **Resource Management**.
2. Click  beside the desired resource.
3. Edit the related information of the resource file in the corresponding field.
4. Click **Save**.

Downloading Backup Files

Procedure

1. Click **Device Management** > **Resource Management**.
2. Click  beside the desired resource.
3. The file will be downloaded to your computer.

Deleting Resource Files

Procedure

1. Click **Device Management** > **Resource Management**.
2. Select the desired resource.
3. Click **Delete**.
4. Click **OK** according to the prompts.

Managing Sites

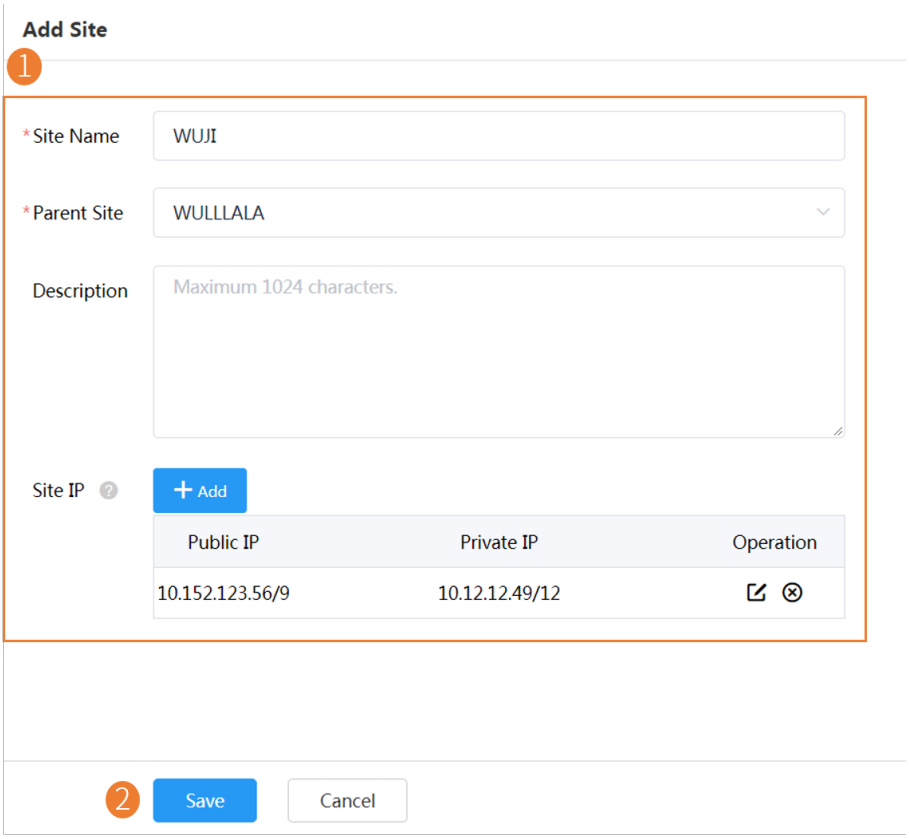
You can set sites according to your enterprise organization, and manage the devices in the same site.

The default site named after your company name is added when the system is initialized.

Adding Sites

Procedure

1. Click **Site Management**.
2. In the top-right corner, click **Add Site**.
3. Set and save the parameters.



Note:

Setting site IP makes the devices automatically assigned to the corresponding site if the device IP addresses are in the site IP range.

The priority (the devices automatically connected to the site) in the descending order is site IP setting, the site setting in the Common.cfg file, the site setting in importing a batch of devices.

When a device is in the IP range of a sub-site and a superior site, the device goes to the sub-site with priority.

When site A configured with both the public and the private IP and the site B configured with only the public IP are at the same level, the device goes to site A with priority.

You can enter 0.0.0.0 in the **Public IP** field, which means all IP addresses are acceptable.

Importing Sites

You can import a template to add multiple sites quickly. You need to download the template, edit the information in the template and then import the template to the device management platform.

Procedure

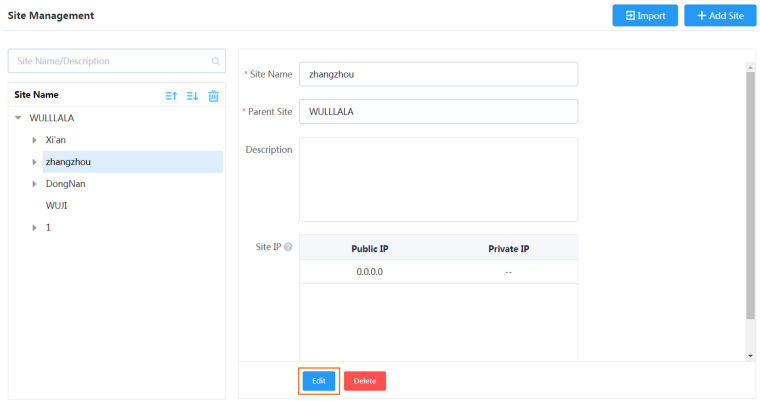
1. Click **Site Management**.
2. In the top-right corner, click **Import**.
3. Click **Download the template**.
4. Edit the template and save it to your computer.
   Before editing the information, you need to read the note and then fill in the template as required.
5. Click **Click to upload** to import the file or drag the file to the specified field directly.

6. Click **Upload**.

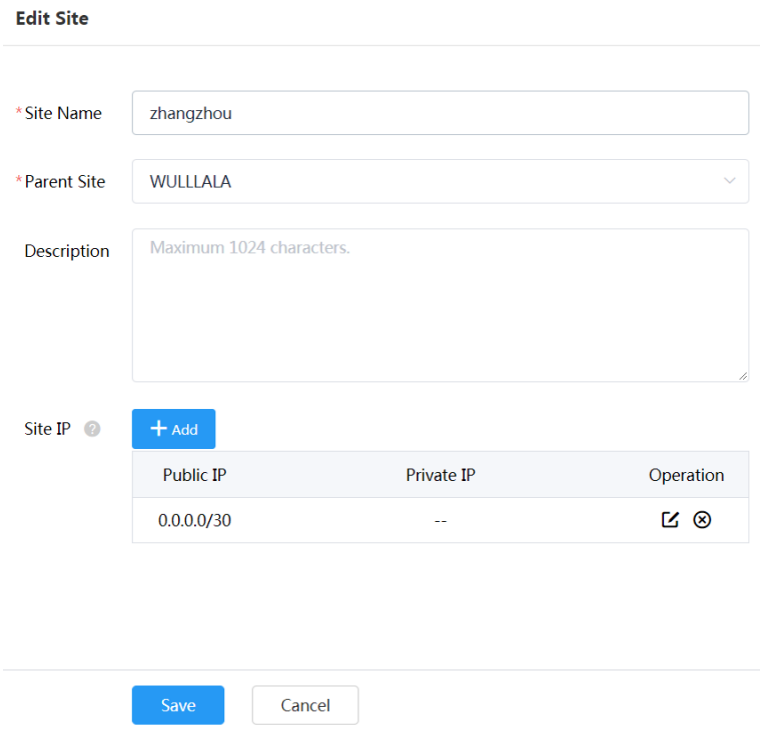
Editing Sites

Procedure

1. Click **Site Management**.
2. Select a desired site in the Site Name list, and click **Edit**.



3. Set and save the parameters.



Searching for Sites

Procedure

1. Click **Site Management**.

2. Enter the site name or the site description in the search box.
3. Press **Enter** to perform a search.
   The search result is displayed in the Site Name list.

Deleting Sites

You can delete sites created on your own, but you cannot delete the default site named after your company name. If a site does not have any subordinate sites and the subordinate sites do not have devices, when you delete the site, its subordinate sites will be deleted too.

About this task
The site cannot be deleted if there are devices under it.

Procedure

1. Click **Site Management**.
2. Select a desired site in the Site Name list.
3. Click **Delete**.
4. Click **OK** according to the prompts.

Managing Accounts

You can manage different products on the device management platform. Different products may use different types of login accounts, so we divide the accounts into the SFB account, the SIP account, the YMS account, the Cloud account and the H.323 account for better management.

Note: This feature is not applicable to the Room System and the Teams phone.

Adding Accounts

Procedure

1. Click **Account Management**.
2. In the top-right corner of the page, click **Add Account** > **Add SFB account/Add SIP account/Add YMS account/Add CLOUD account/Add H.323 account**.
3. Configure the account information.
4. Click **Save**.

Importing Accounts

You can import the template to add multiple accounts quickly. You need to download the template, edit the information in the template and then import the template to the device management platform.

Procedure

1. Click **Account Management**.
2. In the top-right corner, click **Import** > **Import SFB account/Import SIP account/Import YMS account/ Import CLOUD account/Import H.323 account**.
3. Click **Download the template**.
4. Read the note, enter the corresponding information in the template and then save it to your computer.
5. Click **Click to upload** to import the file or drag the file to the specified field directly.
6. Click **Upload**.

Editing the Account Information

Procedure

1. Click **Account Management**.
2. Click  beside the desired account.
3. Edit the account information.
4. Click **Save**.

Searching for Accounts

Procedure

1. Click **Account Management**.
2. Enter the account information and click **Search**.
   The search result is displayed in the account list.

Exporting Accounts

You can export the basic information of all accounts. The exported files are classified by different account types.

Procedure

1. Click **Account Management**.
2. In the top-right corner, click **Export**.

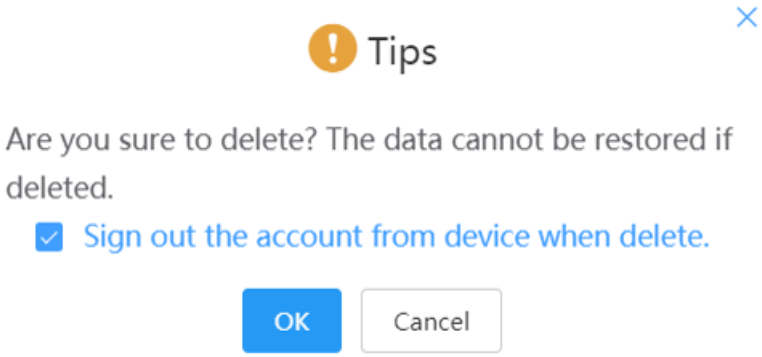
   The files are automatically saved to the local system, then you can view the basic information of all accounts.

Deleting Accounts

Procedure

1. Click **Account Management**.
2. Select the desired accounts.
3. Click **Delete** and confirm the action.

   If you select **Sign out the account from device when delete**, the account will be deleted from the device management platform and signed out from the device. If you select **Sign out the account from device when delete**, the account will only be deleted from the device management platform but not signed out from the device.



Managing the Device Configuration

After logging into the device management platform, you can manage the device configuration. In some situations, the device can automatically obtain the corresponding model configuration, MAC configuration, site configuration, or global parameters from the platform. The group configuration can only be updated manually. The priority of the configuration in ascending order is global, model, site, MAC.

If both the current site and the parent site have site configuration, the devices access both the configuration. The priority of the configuration in ascending order is the parent site, the current site.

If the following scenario occurs, the devices can automatically obtain the configuration:

- When you connect the device to the platform for the first time
- When you reset the device (it is only applicable to devices in version 84 or later. For the detailed device version, contact Yealink technical support)

Managing Model Configuration

You can customize the configuration template according to the device model, that is, one template for one device model configuration. You can update the device configuration by setting the parameters in the template or editing the model configuration in the text.

Adding Configuration Templates

You can add configuration templates to manage the corresponding device models.

Procedure

1. Click **Device Configuration** > **Model Configuration**.
2. In the top-right corner, click **Add Template**.
3. Enter the template name, select the device model, and edit the description.
4. Click **Save**.

Setting Parameters

You can choose one of the following methods to configure the parameters:

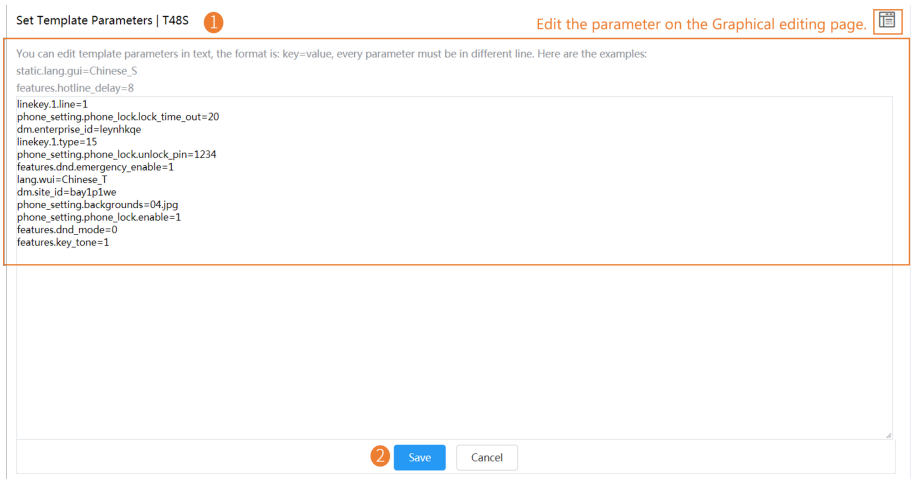
- Edit parameters in the text: you can edit any parameter supported by the device in the text.
- Edit parameters on the graphical editing page: you can edit the corresponding template parameters on the graphical editing page.

Setting Parameters in the Text

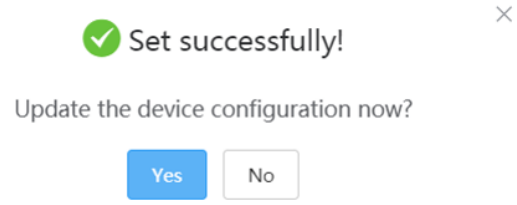
You can customize any parameters supported by the devices in the text and push the parameters to the device after editing.

Procedure

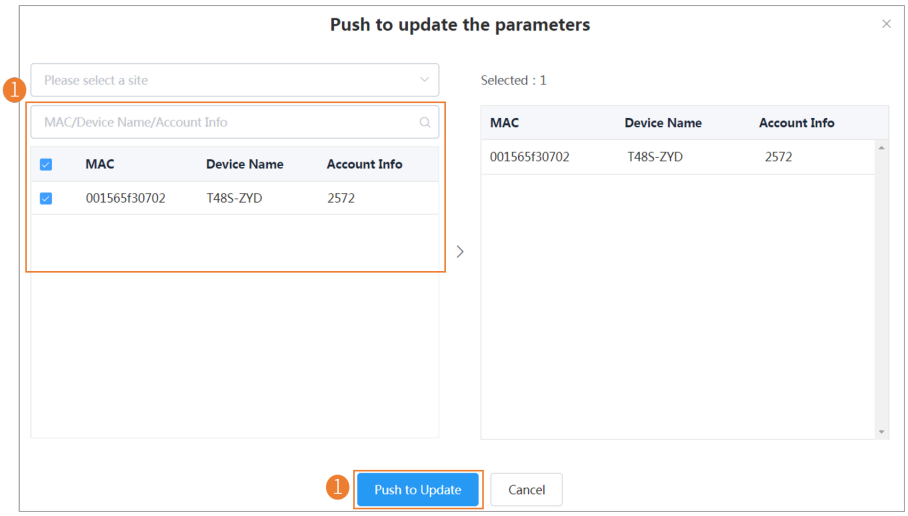
1. Click **Device Configuration** > **Model Configuration**.
2. Click ··· on the right side of the desired template, and select **Edit Parameters in text** from the drop-down menu.
3. Set and save the parameters.



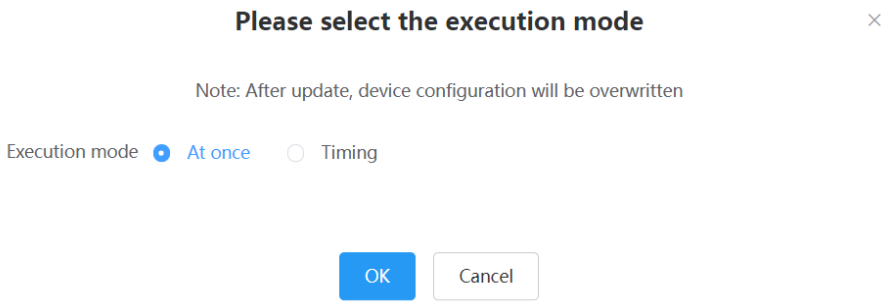
4. On the pop-up window, select **Yes** to push the edited configuration immediately, or **No** to save the edited configuration.



5. Push the selected configuration.



6. Select the desired execution mode.



Note:

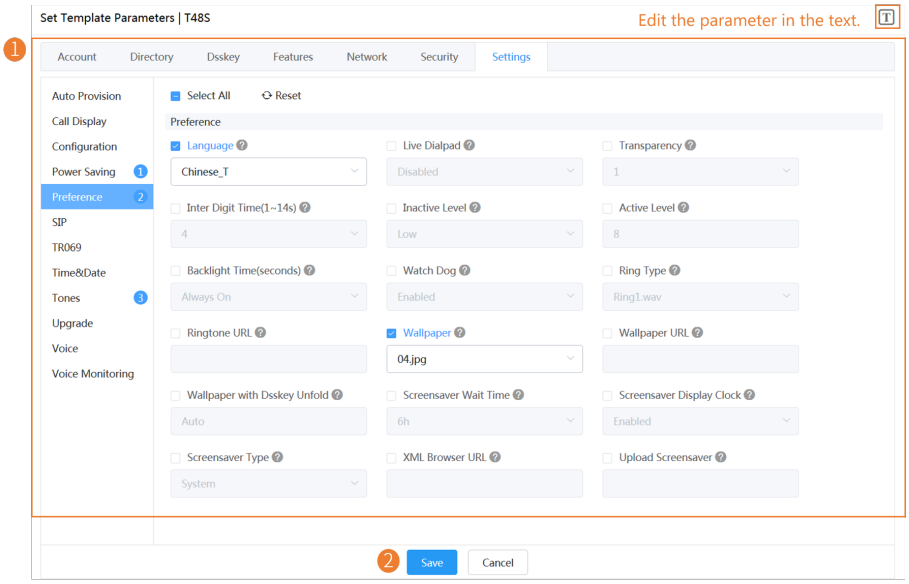
- If you select **At once**, the configuration will be pushed to the selected devices immediately.
- If you select **Timing**, the configuration will be pushed to the selected devices at the time you set.
- If the edited templates are involved, the timer tasks will be executed according to the last template that you edit and save.

Setting Parameters on the Graphical Editing Page

You can edit the parameter supported in the template, and push the edited parameter to the device.

Procedure

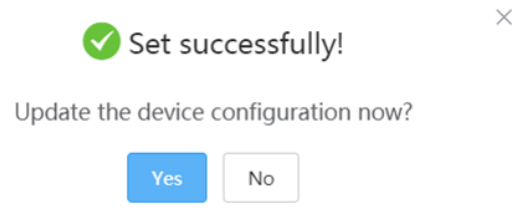
1. Click **Device Configuration** > **Model Configuration**.
2. Click beside the desired template.
3. Set and save the parameters.



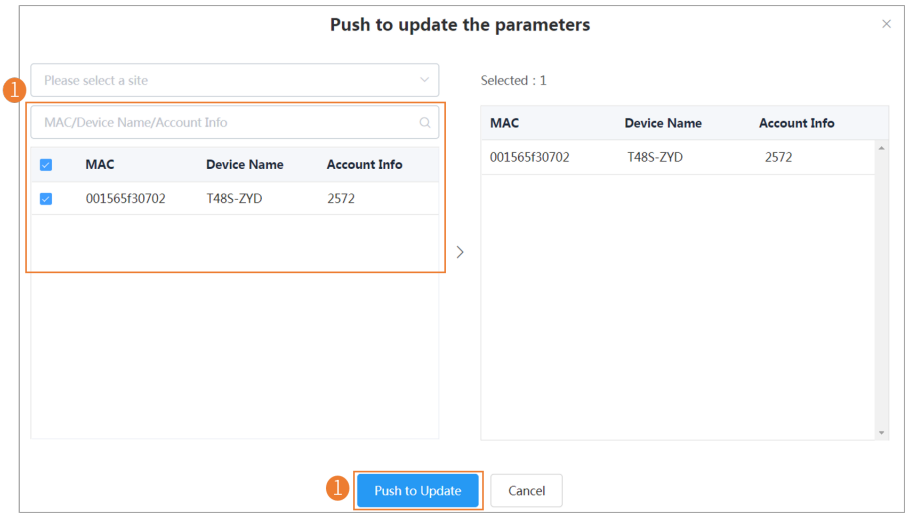
Tip:

- You can select the edited configuration, and push it to the desired devices.
- You can click **Reset** to reset the configuration on this page to the value before modification.

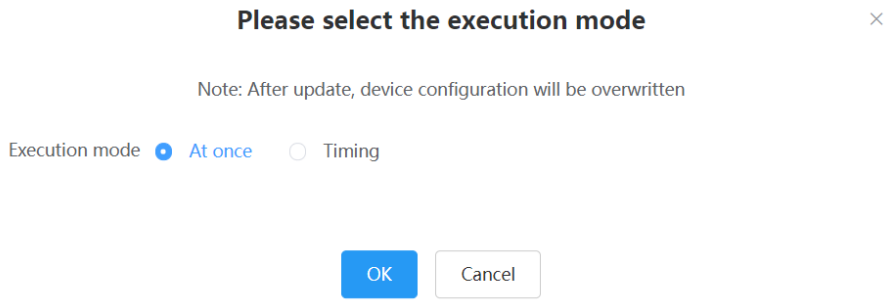
4. On the pop-up window, select **Yes** to push the edited configuration immediately, or **No** to save the edited configuration.



5. Push the selected configuration.



6. Select the desired execution mode.



Note:

- If you select **At once**, the configuration will be pushed to the selected devices immediately.
- If you select **Timing**, the configuration will be pushed to the selected devices at the time you set.
- If the edited templates are involved, the timer tasks will be executed according to the last template that you edit and save.

Pushing Configuration to Devices

You can push the configuration to devices if you have updated the configuration in the text or in the template.

Procedure

1. Click **Device Configuration** > **Model Configuration**.
2. Click beside the desired template.
3. Select the desired devices.
4. Click **Push to Update**.
5. Select a desired execution mode:
   - If you select **At once**, the parameters will be updated at once.
   - If you select **Timing**, configure the task name, the repeat type and the execution time, the firmware will be updated at a specific time.
6. Click **OK**.

Tip: You can also select the desired devices in the Device List, click **Update Configuration File**, select **Update CFG by model template** to update.

Editing Configuration Templates

You can edit the name and the description of the configuration templates, but you cannot edit the device model.

Procedure

1. Click **Device Configuration** > **Model Configuration**.
2. Click ··· beside the desired template.
3. Select **Edit Template** from the drop-down menu.
4. Edit the template information.
5. Click **Save**.

Downloading the Model File

You can download the model file to your computer to view the updated configuration parameters of the corresponding model.

Procedure

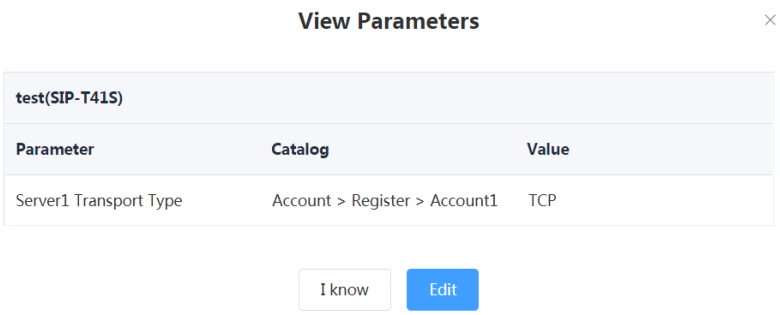
1. Click **Device Configuration** > **Model Configuration**.
2. Click ··· beside the desired template.
3. Select **Download config file** from the drop-down menu to download the configuration file to your local system.

Viewing Parameters

You can view the configured parameter in the template but the parameters you customize in the text are not displayed in the template.

Procedure

1. Click **Device Configuration** > **Model Configuration**.
2. Click beside the desired template.



You can click **Edit** to view the parameters in the template.

Deleting Templates

Procedure

1. Click **Device Configuration** > **Model Configuration**.
2. Select the desired templates.
3. Click **Delete**.
4. Click **OK**.

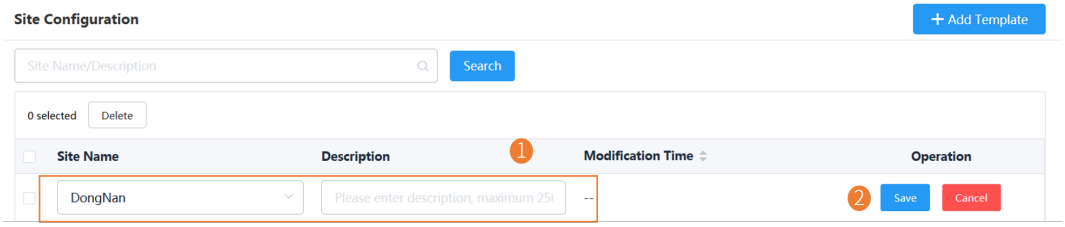
Managing the Site Configuration

You can customize and manage the configuration according to the site that the devices belong to. Site configuration applies to all the offline devices in the site and its sub-sites.

Adding Site Configuration Templates

Procedure

1. Click **Device Configuration** > **Site Configuration** > **Add Template**.
2. Set and save the parameters.



Setting Parameters

You can choose one of the following methods to configure the parameters:

- Edit parameters in the text: you can edit any parameter supported by the device in the text.
- Edit parameters on the graphical editing page: you can edit the corresponding template parameters on the graphical editing page.

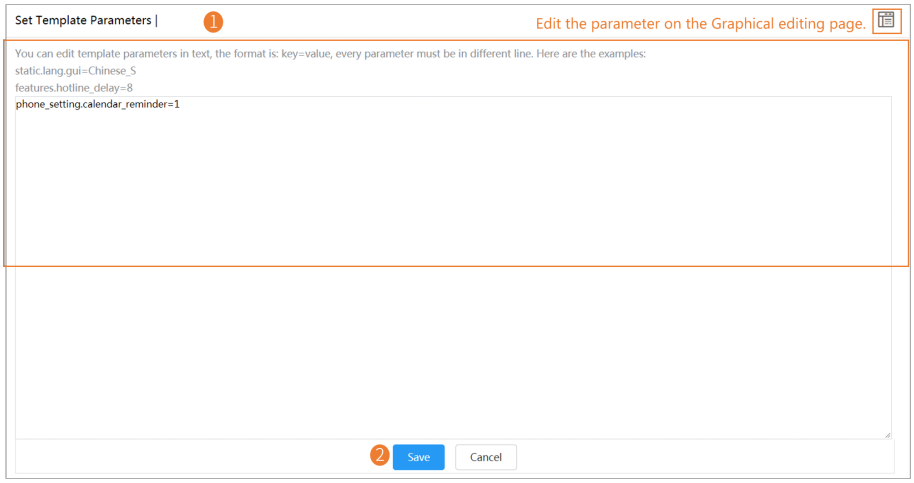
Setting Parameters in the Text

You can customize any parameters supported by the devices in the text and push the parameters to the device after editing.

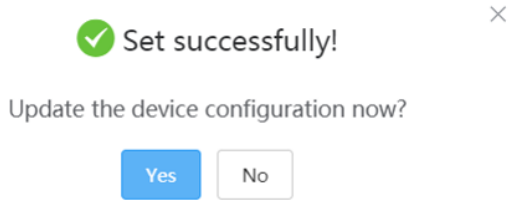
Procedure

1. Click **Device Configuration** > **Site Configuration**.

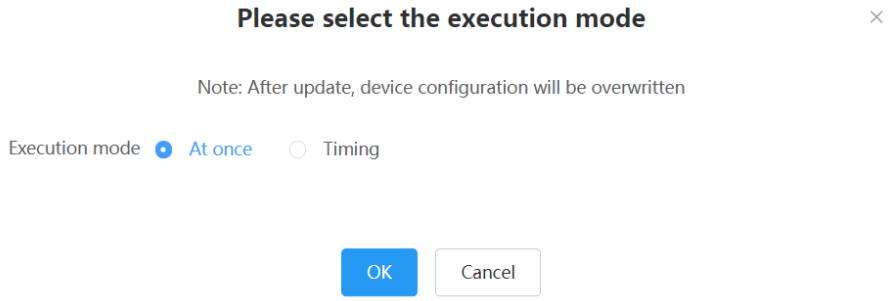
2. Click ··· on the right side of the desired template, and select **Edit Parameters in text** from the drop-down menu.
3. Set and save the parameters.



4. On the pop-up window, select **Yes** to push the edited configuration immediately, or **No** to save the edited configuration.



5. Select the desired execution mode.



Note:

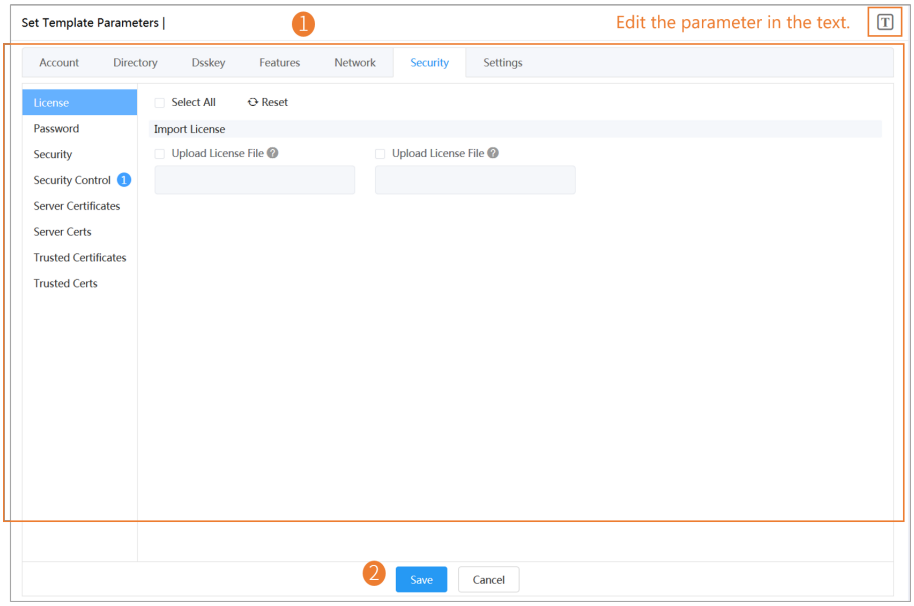
- If you select **At once**, the configuration will be pushed to all the devices in this site immediately.
- If you select **Timing**, the configuration will be pushed to all the devices in this site at the time you set.
- If the edited templates are involved, the timer tasks will be executed according to the last template that you edit and save.

Setting Parameters on the Graphical Editing Page

You can edit the parameter supported in the template, and push the edited parameter to the device.

Procedure

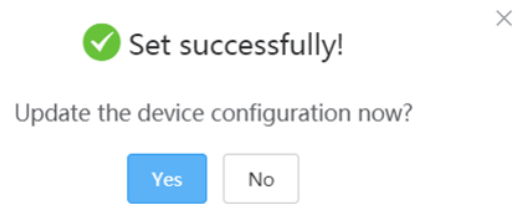
1. Click **Device Configuration** > **Site Configuration**.
2. Click ⚙ beside the desired template.
3. Set and save the parameters.



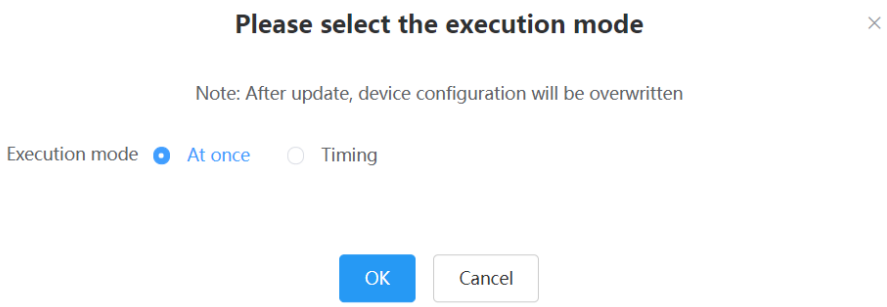
Tip:

- You can select the edited configuration, and push it to the desired devices.
- You can click **Reset** to reset the configuration on this page to the value before modification.

4. On the pop-up window, select **Yes** to push the edited configuration immediately, or **No** to save the edited configuration.



5. Select the desired execution mode.



Note:

- If you select **At once**, the configuration will be pushed to all the devices in this site immediately.
- If you select **Timing**, the configuration will be pushed to all the devices in this site at the time you set.
- If the edited templates are involved, the timer tasks will be executed according to the last template that you edit and save.

Pushing the Site Configuration to Devices

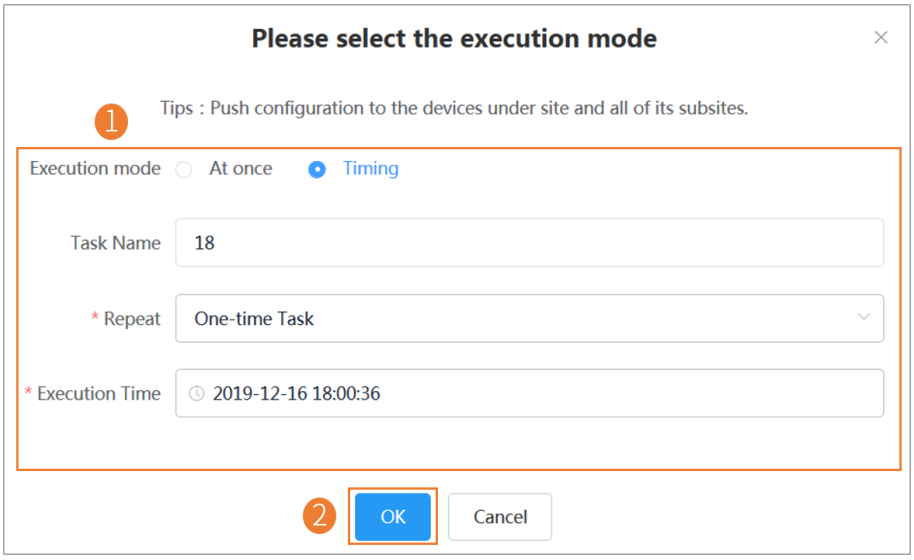
You can select the desired configuration and push it to all the devices in the corresponding site and the sub-sites.

About this task

If the sub-sites have their configuration files, their configuration files will cover the configuration files of their parent sites.

Procedure

1. Click **Device Configuration** > **Site Configuration**.
2. Click beside the desired template.
3. Select a desired execution mode on the pop-up window.



Results

- If you select **At once**, the configuration will be pushed to all the devices in this site immediately.
- If you select **Timing**, the configuration will be pushed to all the devices in this site at the time you set.

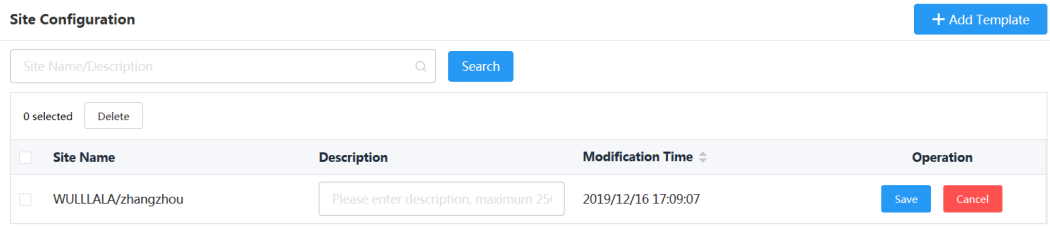
Editing the Site Configuration Template

You can only edit the description of the site configuration template.

Procedure

1. Click **Device Configuration** > **Site Configuration**.

2. Click ··· on the right side of the desired template, and select **Edit Template** from the drop-down menu.
3. Edit and save the description.



Downloading the Site Configuration Template

You can download the site configuration to your computer to view the updated or edited configuration.

About this task

Procedure

1. Click **Device Configuration** > **Site Configuration**.
2. Click ··· on the right side of the desired template, and select **Download config file** from the drop-down menu.

Deleting Site Configuration Templates

Procedure

1. Click **Device Configuration** > **Site Configuration**.
2. Select the desired templates.
3. Click **Delete**.
4. Click **OK**.

Note:

After you delete the template, the timer tasks involving this template will fail to execute.

Managing the Group Configuration

You can customize the group configuration for different departments of your company (for example marketing department and product department). When you push the configuration, online (registered or unregistered) devices are updated in real time when they receive updates.

Adding Groups

You can add the name and description, select devices and customize the device setting for a group configuration.

Procedure

1. Click **Device Configuration** > **Group Configuration**.
2. In the top-right corner, click **Add**.
3. Enter the group name and the description.
4. Click **Next step** to go to the Group Device page.
5. Select the desired devices.
6. Click **Next step** to go to the Set Parameters page.
7. Configure the desired parameters.
8. Click **Save**.

   You can also click **Save and update** to push the updated parameters to all the devices in this group.

Setting Parameters

You can choose one of the following methods to configure the parameters:

- Edit parameters in the text: you can edit any parameter supported by the device in the text.
- Edit parameters on the graphical editing page: you can edit the corresponding template parameters on the graphical editing page.

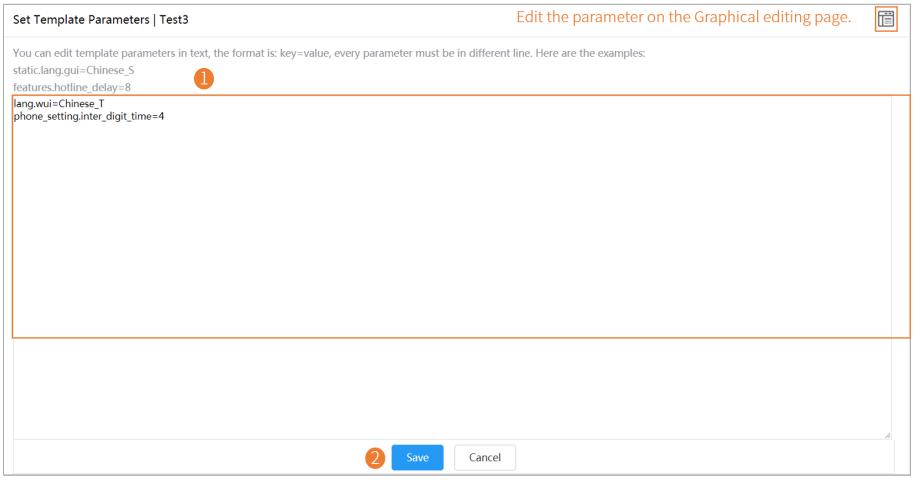
- *Setting Parameters in the Text*
- *Setting Parameters on the Graphical Editing Page*

Setting Parameters in the Text

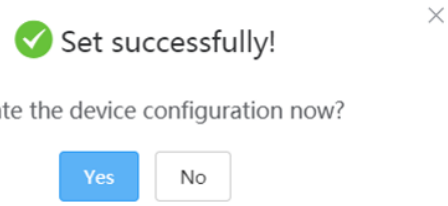
You can customize any parameters supported by the devices in the text and push the parameters to the device after editing.

Procedure

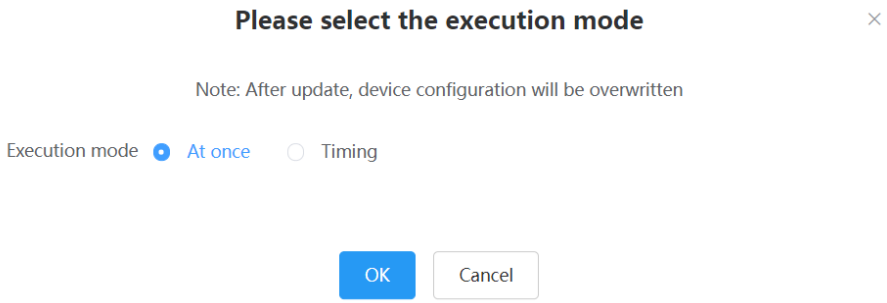
1. Click **Device Configuration** > **Group Configuration**.
2. Click ··· on the right side of the desired template, and select **Edit Parameters in text** from the drop-down menu.
3. Set and save the parameters.



4. On the pop-up window, select **Yes** to push the edited configuration immediately, or **No** to save the edited configuration.



5. Select the desired execution mode.



Note:

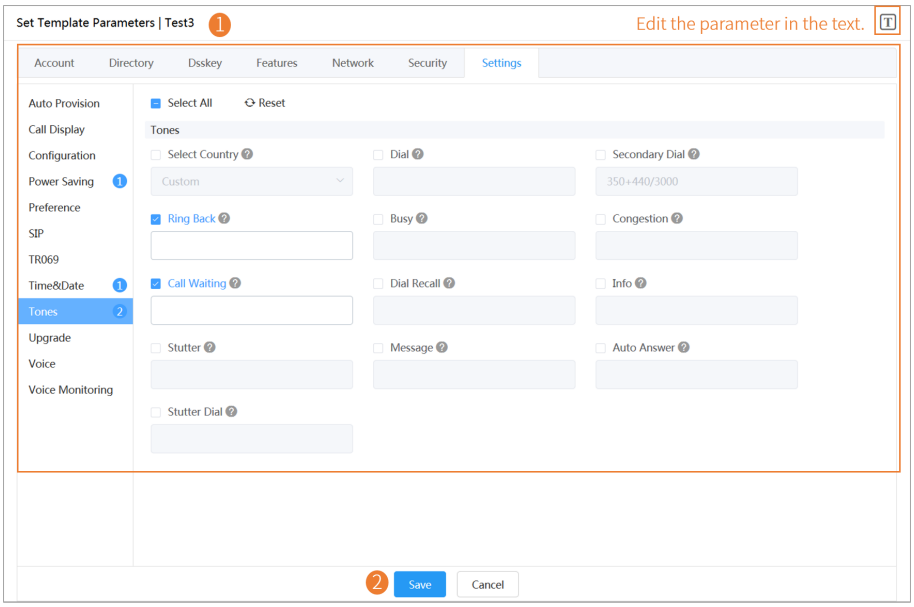
- If you select **At once**, the configuration will be pushed to all the devices in this group immediately.
- If you select **Timing**, the configuration will be pushed to all the devices in this group at the time you set.
- If the edited templates are involved, the timer tasks will be executed according to the last template that you edit and save.

Setting Parameters on the Graphical Editing Page

You can edit the parameter supported in the template, and push the edited parameter to the device.

Procedure

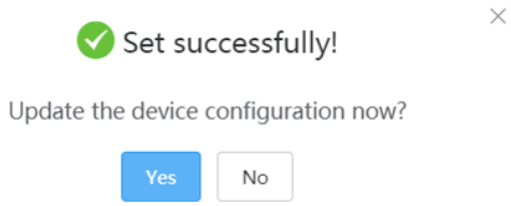
1. Click **Device Configuration** > **Group Configuration**.
2. Click beside the desired template.
3. Set and save the parameters.



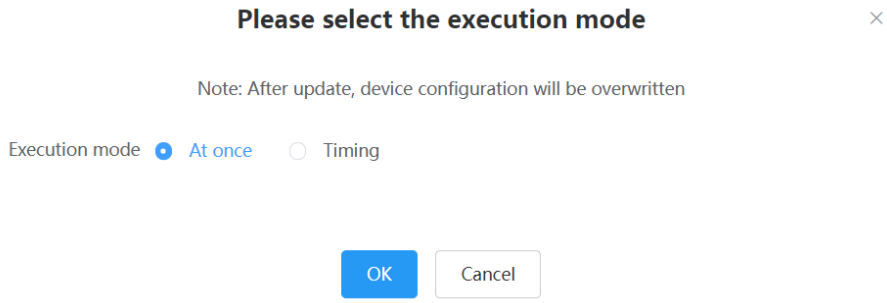
Tip:

- You can select the edited configuration, and push it to the desired devices.
- You can click **Reset** to reset the configuration on this page to the value before modification.

4. On the pop-up window, select **Yes** to push the edited configuration immediately, or **No** to save the edited configuration.



5. Select the desired execution mode.



Note:

- If you select **At once**, the configuration will be pushed to all the devices in this group immediately.
- If you select **Timing**, the configuration will be pushed to all the devices in this group at the time you set.
- If the edited templates are involved, the timer tasks will be executed according to the last template that you edit and save.

Editing Groups

You can edit the name and the description, reselect the devices and reset the device parameters for the group.

Procedure

1. Click **Device Configuration** > **Group Configuration**.
2. Click ··· beside the desired group.
3. Select **Edit Group** from the drop-down menu.
4. Edit the corresponding information.
5. Click **Save**.

Updating the Group Device

When you need to add or remove devices in your group, you can update the group device and choose to save the group configuration directly or push the parameters to all devices in your group immediately.

Procedure

1. Click **Device Configuration** > **Group Configuration**.
2. Click beside the desired group.
3. Select the desired devices.
4. Click **Save**.

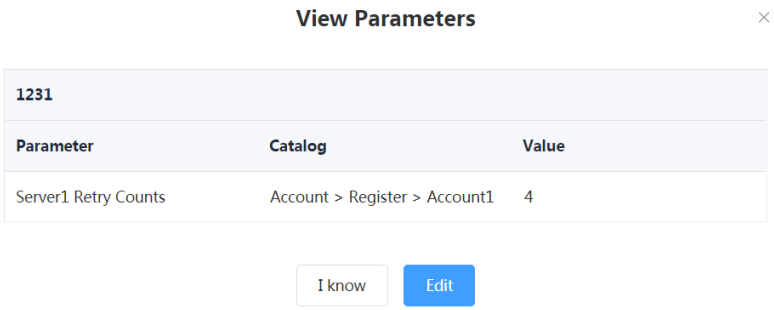
   You can click **Push to Update** to update the parameter configuration to all the devices in this group.

Viewing Parameters

You can view the configured parameter in the template but the parameters you customize in the text are not displayed in the template.

Procedure

1. Click **Device Configuration** > **Group Configuration**.
2. Click beside the desired group.



You can click **Edit** to edit the parameters.

Downloading Configuration File

You can download the configuration file to your computer to view the updated configuration parameters of the corresponding group.

Procedure

1. Click **Device Configuration** > **Group Configuration**.
2. Click ··· beside the desired group.
3. Select **Download config file** from the drop-down menu to download the configuration file to your local system.

Deleting Groups

Procedure

1. Click **Device Configuration** > **Group Configuration**.
2. Select the desired group.
3. Click **Delete**.
4. Click **OK** according to the prompts.

Managing the MAC Configuration

You can upload, generate, download and export the configuration file, you can also push the backup files to devices.

Uploading backup Files

You can update the configuration for one or more devices by uploading the configuration file.

Procedure

1. Click **Device Configuration** > **MAC Configuration**.
2. In the top-right corner, click **Upload backup file**.
3. Click **Select the file**, then select the desired file from your computer.
4. Click **Confirm**.

Generating Configuration Files

You can generate configuration files to back up the configuration on the device management platform directly.

Procedure

1. Click **Device Configuration** > **MAC Configuration**.

2. In the top-right corner, click **Generate config file**.
3. Select the desired devices.
4. Click **Confirm**.

   If the device has already generated a configuration file, click **Replace** to generate a new configuration file.

Setting Parameters

You can choose one of the following methods to configure the parameters:

- Edit parameters in the text: you can edit any parameter supported by the device in the text.
- Edit parameters on the graphical editing page: you can edit the corresponding template parameters on the graphical editing page.

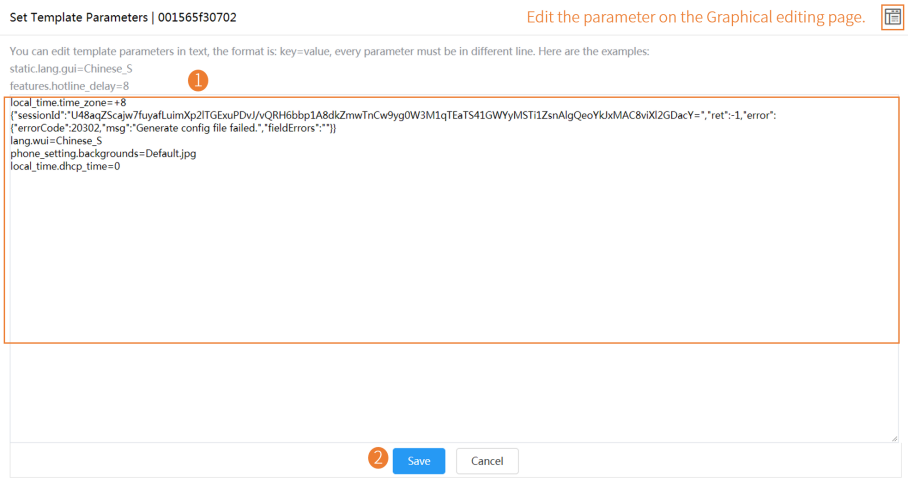
- *Setting Parameters in the Text*
- *Setting Parameters on the Graphical Editing Page*

Setting Parameters in the Text

You can customize any parameters supported by the devices in the text.

Procedure

1. Click **Device Configuration** > **MAC Configuration**.
2. Click  beside the desired template.
3. Set and save the parameters.

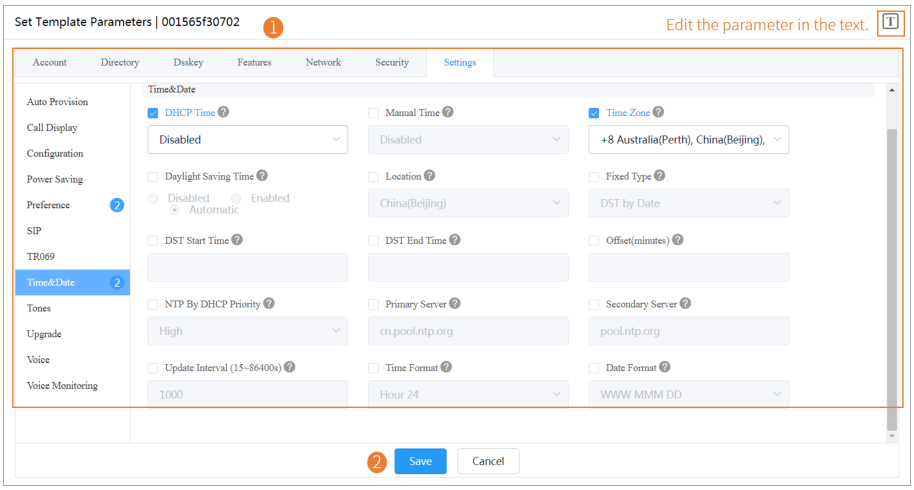


Setting Parameters on the Graphical Editing Page

You can edit the parameter supported in the template.

Procedure

1. Click **Device Configuration** > **MAC Configuration**.
2. Click  beside the desired template.
3. Set and save the parameters.



Tip:

- You can select the edited configuration, and push it to the desired devices.
- You can click **Reset** to reset the configuration on this page to the value before modification.

Pushing Backup Files to Devices

Procedure

1. Click **Device Configuration** > **MAC Configuration**.
2. Click beside the desired MAC address.

Downloading Backup Files

You can download the backup files to your local system.

Procedure

1. Click **Device Configuration** > **MAC Configuration**.
2. Click beside the desired MAC address to download the backup to your local system.

Exporting Backup Files

You can export the files of all devices.

Procedure

1. Click **Device Configuration** > **MAC Configuration**.
2. In the top-right corner, click **Export**.

Deleting Backup Files

Procedure

1. Click **Device Configuration** > **MAC Configuration**.
2. Select the desired backup file.
3. Click **Delete**.

4. Click **OK** according to the prompts.

Configuring Global Parameters

The global parameter applies to all devices connected to the device management platform.

Procedure

1. Click **Device Configuration** > **Global Parameters**.
2. Configure the global parameters in the corresponding field.
3. Click **Save**.
   You can also click **Save and update,** and click **OK** to update the global parameters to all devices.

Updating the Configuration

You can update the configuration by downloading the latest configuration file from Yealink official website. If the configuration is updated, the parameters in the template will be updated synchronously. You can download the latest configuration file from *http://support.yealink.com/documentFront/forwardToDocumentDetailPage?documentId=242*.

Procedure

1. Click **Device Configuration** > **Configuration Update**.
2. Click **Select** to upload the file.
   Only the .xls file format is supported and the size should be no more than 2M.
3. Click **Upload**.

Managing Tasks

The Scheduled Task page displays the added timer tasks and allows you to add, view, or edit timer tasks on this page. The Executed Task page displays the executed tasks and allows you to view all the executed tasks, view the details of the failed execution, and retry the failed tasks.

Execution mode	• At once: the task is executed immediately. • Timing: the task is executed at the time you set.

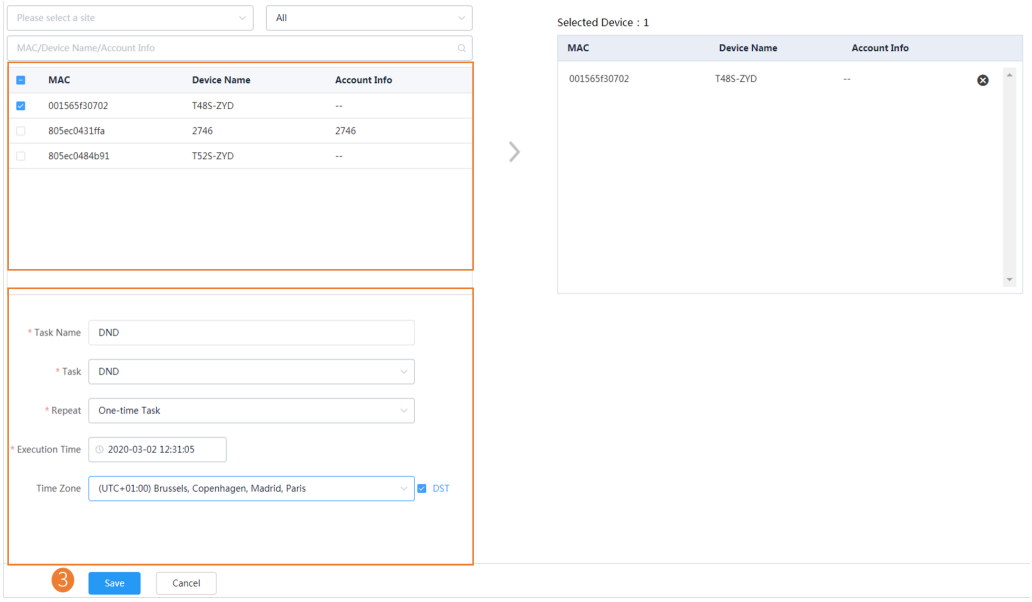
Tasks and Rules	• Update resource file: you can only push one file of the same resource type at a time. Only the resource file supported by the selected device can be pushed.
	• Upgrade firmware: if you select devices of different models, only the firmware applicable to all the devices can be pushed.
	• Update config file:
	  • Update CFG by model template: the system will push the configuration of the corresponding model template to the selected device. If the corresponding model temple does not exist, no push is performed.
	  • Update CFG by factory defaults: the system will push the system default configuration to the selected device.

	• DND/Cancel DND: DND is enabled or disabled for the registered accounts you select on the selected device. • Push global parameters: the system will push the global parameter to the selected devices. • Send message: the system will send messages to the selected devices. • Reboot/Reset to factory: the system will reboot the selected devices or reset the selected devices to factory. • Upadate site configuration: the system will push the site configuration you select to the selected devices. • Upadate group configuration: the system will push the group configuration you select to the selected devices. • Push MAC config: the system will push the MAC configuration you select to the selected devices.

Adding Timer Tasks

Procedure

Click **Task Management** > **Scheduled Task** > **Add Timer Task**.



Tip: If your country supports DST, you can enable or disable DST in the field of **Time Zone**.

Note:

- If you create multiple tasks for one device, those tasks are lined up to run in order of their configured execution time.
- If the device is offline, the task will not be executed. If the device is reconnected to the device management platform before the task expires, the task will be executed.

Related tasks

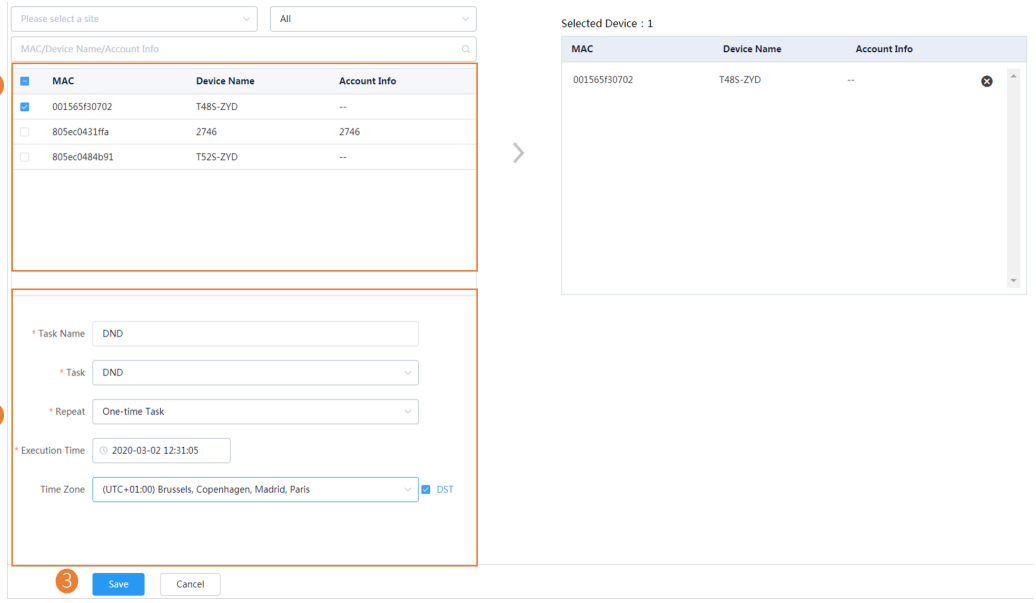
Editing Timer Tasks
Pausing or Resuming Timer Tasks
Ending Timer Tasks
Viewing Timer Tasks
Viewing Executed Tasks

Editing Timer Tasks

You can edit the timer tasks in the status of pending or suspending, but you cannot edit the tasks in the status of executing or finished.

Procedure

1. Click **Task Management** > **Scheduled Task**.
2. Click beside the desired task.
3. Edit the parameter and save it.



Tip: If your country supports DST, you can enable or disable DST in the field of **Time Zone**.

Pausing or Resuming Timer Tasks

You can pause or resume the periodic timer tasks. After resumed, the task can still be executed according to the time.

Procedure

1. Click **Task Management** > **Scheduled Task**.

2. Click / beside the desired task to pause/resume the task.

Ending Timer Tasks

You can end timer tasks in the status of pending, executing or suspending. If you end the executing timer task, the task can still be executed until it is finished. If you end the periodic timer task, they will no longer be executed.

Procedure

1. Click **Task Management** > **Scheduled Task**.
2. Click beside the desired task.

Note: if you end the timer task before the task execution time (for the periodic timer task, before the first execution time), the task would not be displayed in the page of Executed Task.

Related tasks

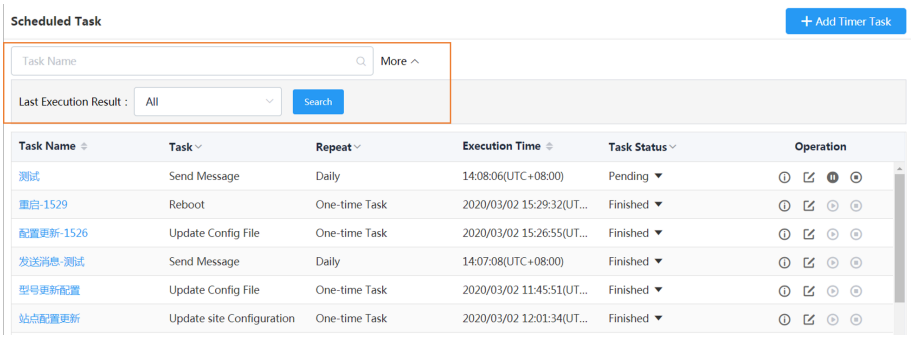
Viewing Timer Tasks
Viewing Executed Tasks

Searching for Timer Tasks

You can search for timer tasks by entering the task name or selecting the execution result.

Procedure

Click **Task Management** > **Scheduled Task**.



Results

The search results are displayed in the timer task list.

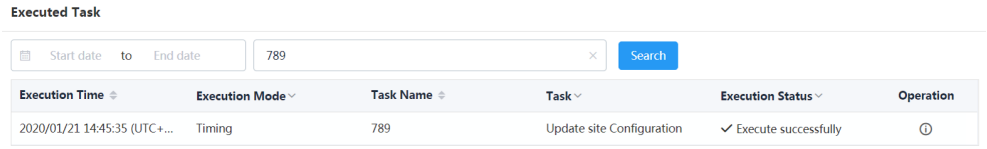
Viewing Timer Tasks

Procedure

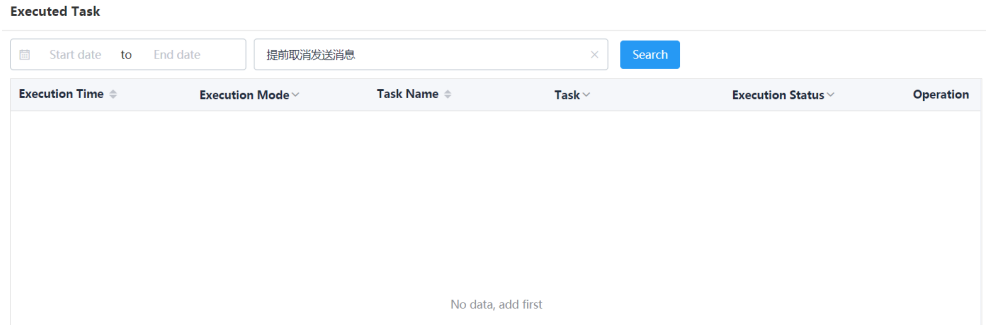
1. Click **Task Management** > **Scheduled Task**.
2. Click the desired task name or click beside the desired task name.

Results

You will go to the page of Executed Task.



Note: For the pending task you end before their execution time, there is no data.

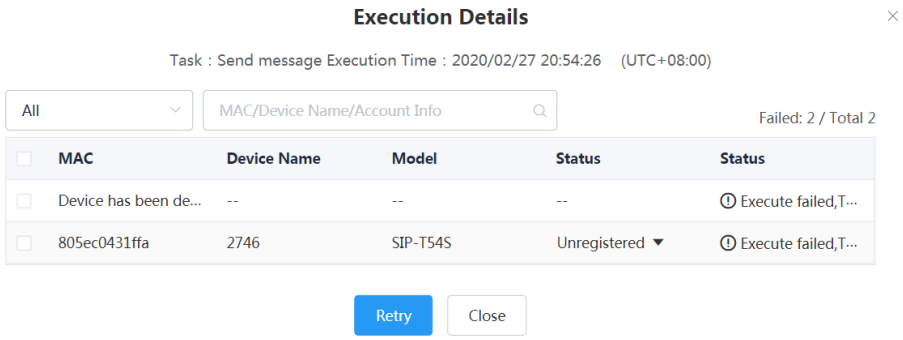


Viewing Executed Tasks

You can view the task details including the type, the time and the related device information. If the task is executed exceptionally, you can check the reason and retry this task.

Procedure

1. Click **Task Management** > **Executed Task**.
2. Click beside the desired task name.



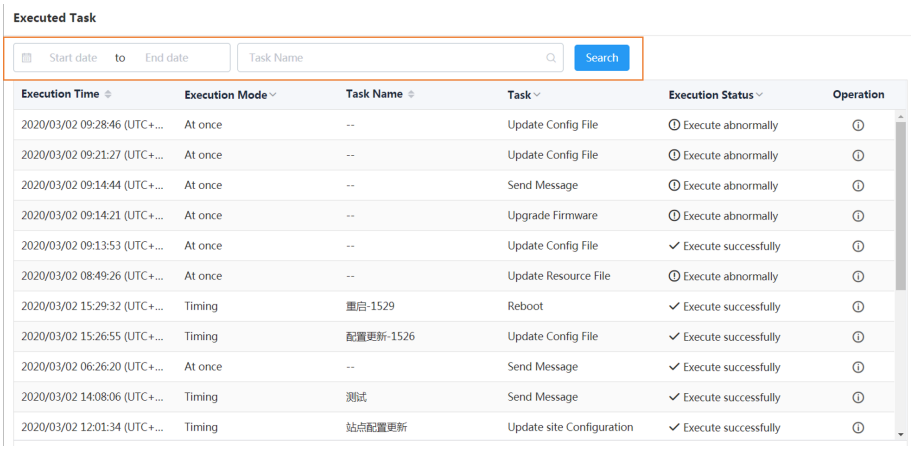
3. Optional: Select the device with failed execution result and click **Retry** to perform the task again.

Searching for Executed Tasks

You can search for executed tasks by entering the task name or selecting the start time and the end time.

Procedure

Click **Task Management** > **Executed Task**.



Results

The search results are displayed in the executed task list.

Monitoring Devices

You can view the call quality of the devices for QoE analysis and solve the problems by viewing the alarm.

Note: The call quality and the device alarm are advanced features, not supported by the basic package. If you want to use the advanced features, you can *Trying Advanced Features* or contact your distributor/reseller to subscribe to the advanced package. You can view the details of the subscribed package on the page of *Managing Orders*.

- *Viewing Call Quality Statistics*
- *Managing Alarms*

Viewing Call Quality Statistics

You can view the call quality and the session distribution on the Call statistics page. You can also view the details of the call quality, including the user information, the basic device information and the call-related information.

Note: Uploading the call statistics to the device management platform is not supported by the Teams phone, so you are not available to view the call quality of the Teams phone.

- *Customizing the Indicators of Call Quality Detail*
- *Viewing the Call Data*

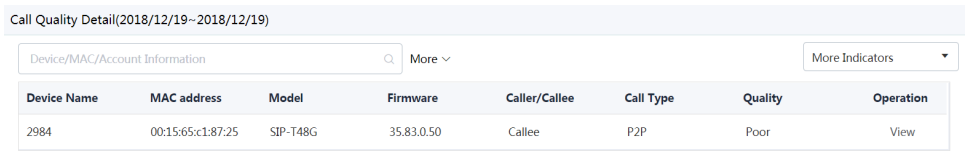
Customizing the Indicators of Call Quality Detail

The device name, the model, the firmware, the caller/callee, the call type and the quality are displayed by default in the Call Quality Detail module, and you can customize 6 indicators except for the MAC address.

Procedure

1. Click **Dashboard** > **Call Statistics**.
2. Click **More indicators**.
3. Select the desired indicators.
4. Click **Submit**.

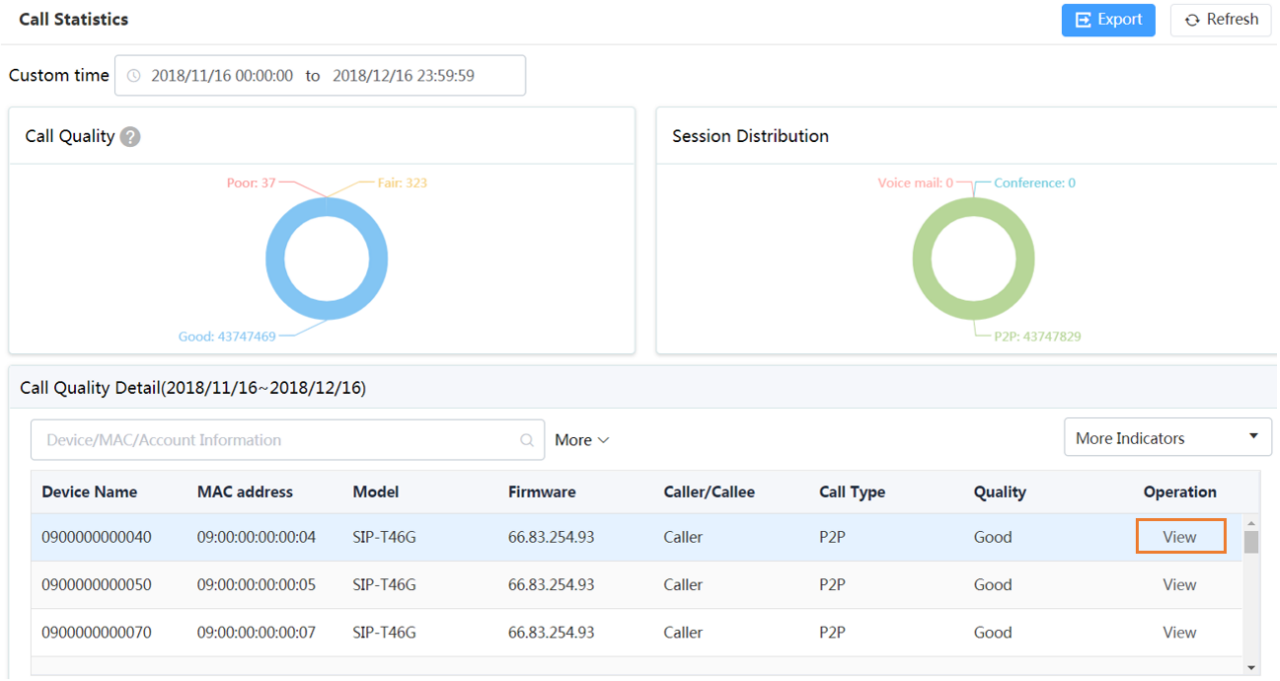
   The selected indicators are shown in the list of call quality detail.



Viewing the Call Data

Procedure

1. Click **Dashboard** > **Call Statistics**.
2. Click **View** beside the desired call to go to the Call Data page.



Managing Alarms

When the devices are abnormal, they will send alarms to the platform so that you can detect and solve problems such as network or server problems in time. You can manage the alarm strategies and choose to view the alarm via email or on the management platform.

- *Adding Alarm Strategies*
- *Editing Alarm Strategies*
- *Deleting Alarm Strategies*
- *Viewing Alarms*
- *Deleting Alarms*

Adding Alarm Strategies

Procedure

1. Click **Alarm Management** > **Alarm Strategy**.

2. Click **Add Strategy**.
3. Enter the strategy name.
4. Select the desired alarm severity.
5. Click  to add the alarm receiver, and click **OK**.
6. Enable the alarm strategy.
7. Click **Save**.

Related concepts

Appendix: Alarm Types

Editing Alarm Strategies

Procedure

1. Click **Alarm Management** > **Alarm Strategy**.
2. Click  beside the desired alarm.
3. Edit the related information of the alarm strategy.
4. Click **Save**.

Deleting Alarm Strategies

Procedure

1. Click **Alarm Management** > **Alarm Strategy**.
2. Click  beside the desired alarm strategy.
3. Click **OK** according to the prompts.

Viewing Alarms

When a problem occurs to the device, for example the call failure or the registration failure, the problem will be reported to the server. You can quickly locate the problem by viewing the alarm details. If you have configured to receive the alarm by email, you can view the alarm in the email.

Before you begin

The in-site alarm reminder is enabled, and the alarm recipient is the login account.

Procedure

1. Click **Alarm Management** > **Alarm List**.
2. Click  beside the desired alarm.

   You can view the alarm information, including the latest reporting time, the times and the detailed information.

Related concepts

Appendix: Alarm Types

Managing Alarms

Deleting Alarms

Procedure

1. Click **Alarm Management** > **Alarm List**.
2. Select the desired alarm.
3. Click **Delete**.
4. Click **OK** according to the prompts.

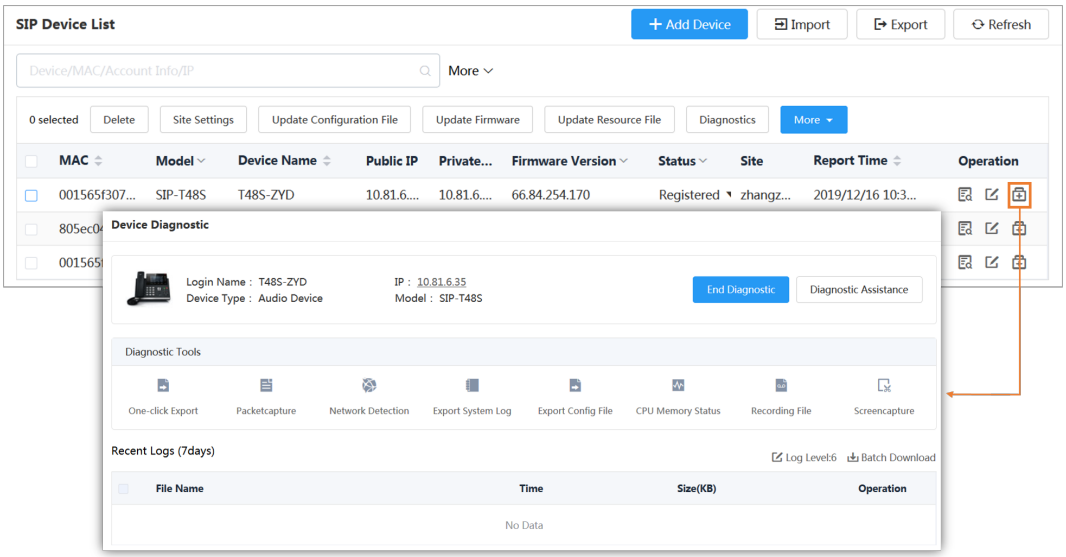
Diagnosing Devices

You can troubleshoot the device by using the log files and the captured packet and so on. Make sure that the device is connected to the device management platform before being diagnosed. You can diagnose up to 5 SIP devices at the same time. This feature is not applicable to USB devices and Room System devices.

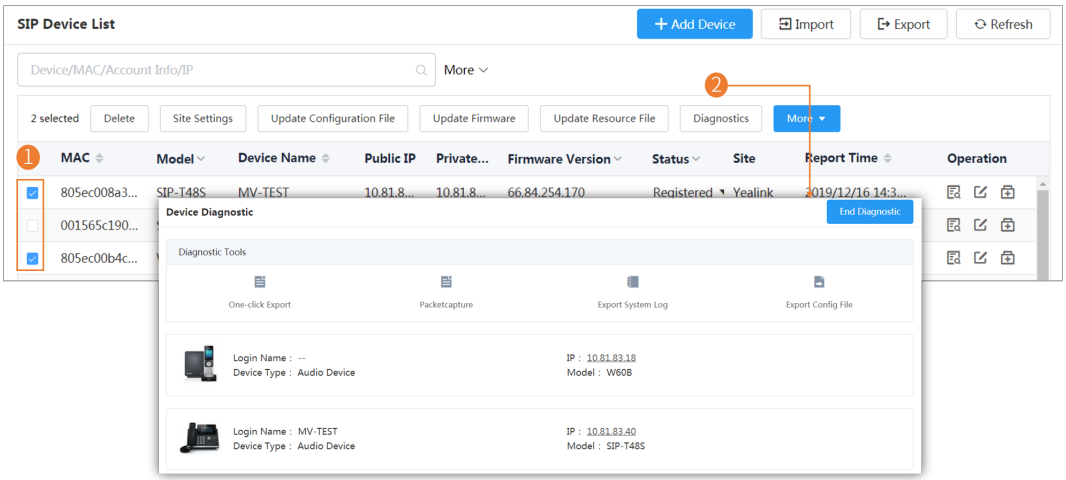
Going to the Device Diagnostics Page

You can diagnose devices via the **Device List** page (**Device Management** > **SIP Device List/USB Device List/Room System**) and the **Device Diagnostic** page.

1. **The Device List page**
   - Diagnosing a single device (taking the SIP device as an example)

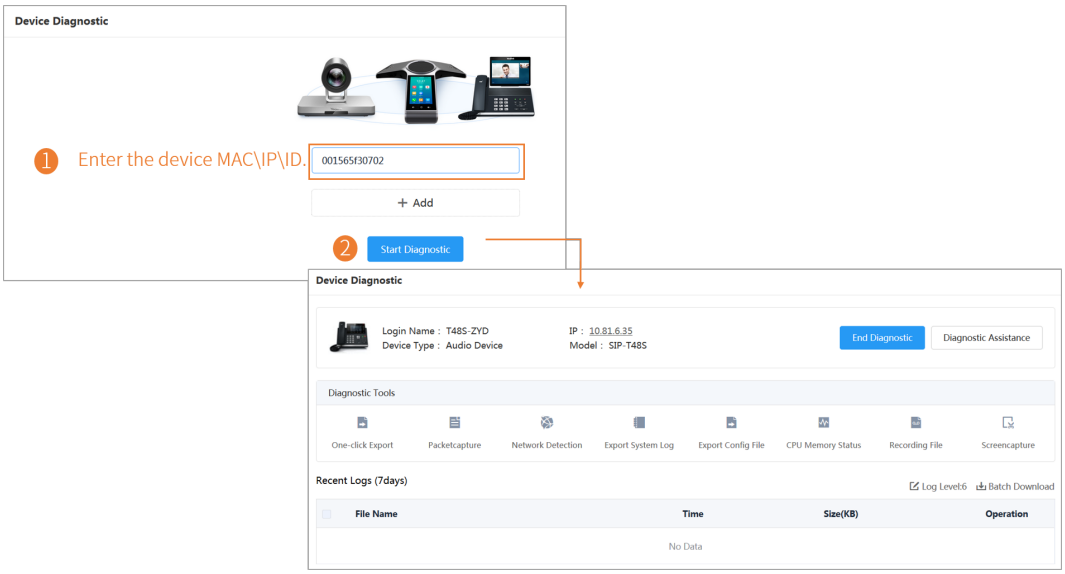


- Diagnosing multiple devices (now this feature is only applicable to SIP devices. Up to 5 SIP devices can be diagnosed at the same time)

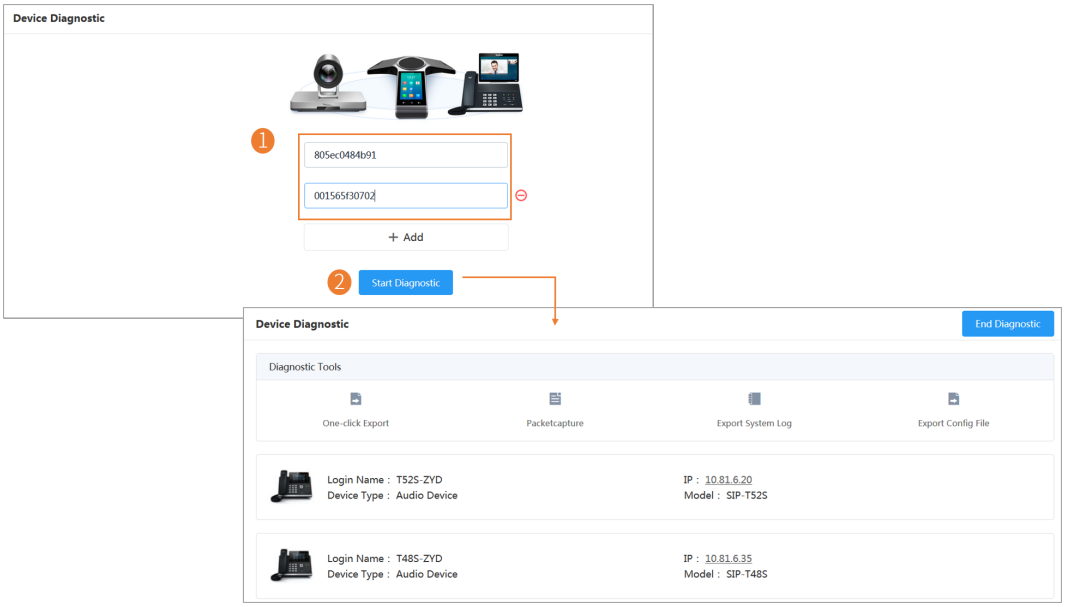


2. The Device Diagnostics Page

- Diagnosing a single device (taking the SIP device as an example)



- Diagnosing multiple devices (now this feature is only applicable to SIP devices. Up to 5 SIP devices can be diagnosed at the same time)

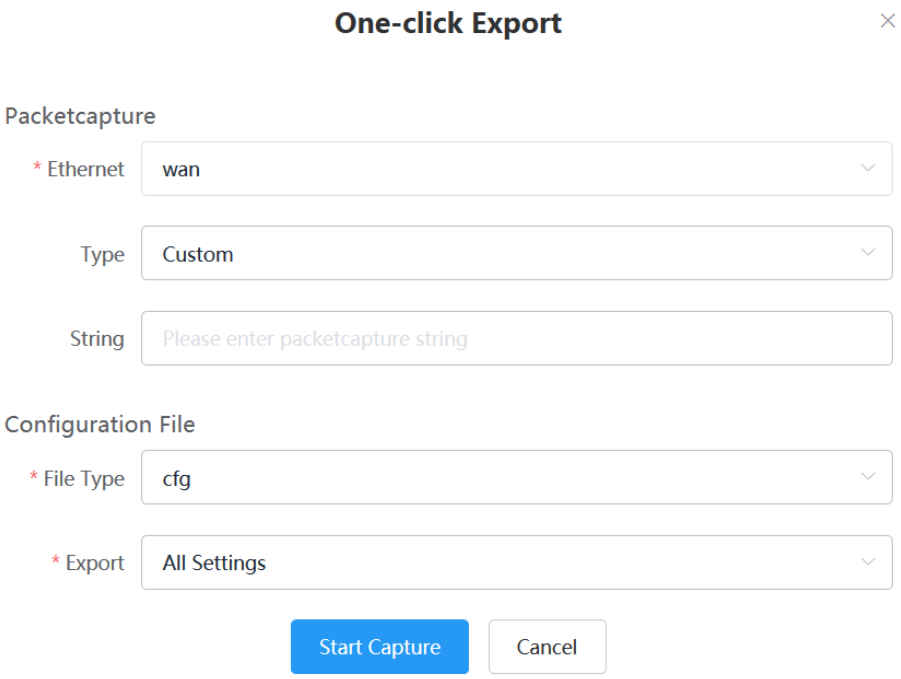


Exporting the Packets, Logs, and Configuration Files by One Click

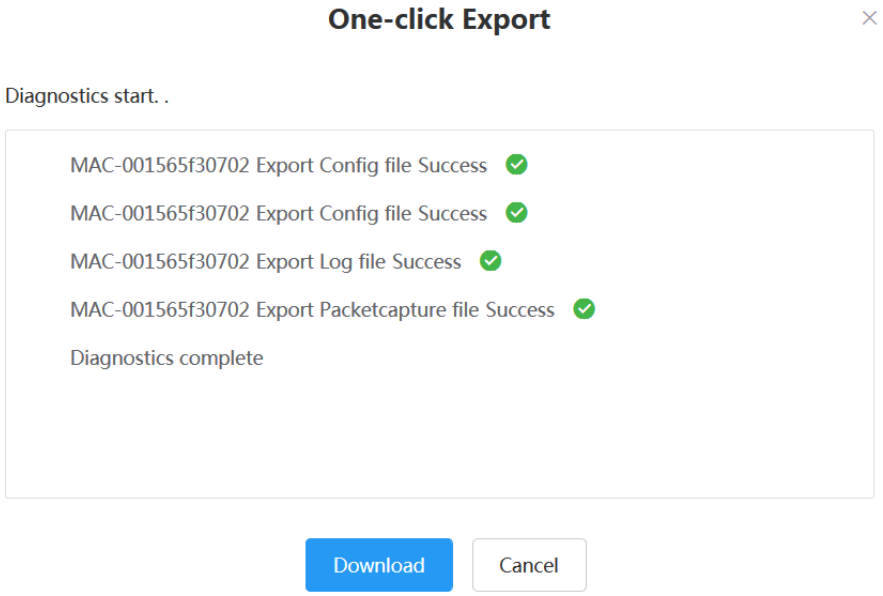
You can use the **One-click Export** feature to export the packets, logs, and configuration files of one or multiple devices at the same time.

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **One-click Export**.
3. Set the parameters and click **Start Capture**. You can customize the time for packet capturing.



4. Click **End Capture** and the file is generated automatically.



5. Click **Download** to download the files to your local system.

Capturing Packets

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Packetcapture**.
3. Select the desired Ethernet and type, and then enter the string.

4. Click **Start** to begin capturing the signal traffic.
5. Click **Finish** to stop capturing, and the file is generated automatically.
6. Click **Download** to save the file to your computer.
   If it takes more than 1 hour to capture packets, the packet capturing will be automatically ended.

Diagnosing the Network

Network diagnostics include: Ping (ICMP Echo) and Trace Route. **Ping (ICMP Echo)**: by sending a data packet to the remote party and requesting the party to return a data packet in the same size, this method can identify whether those two devices are connected. The diagnostic results include a brief summary of the received packets, as well as the minimum, the maximum, and the average round trip times of the packets. **Trace Route**: this method records the route from the local device to the remote device. If this test succeeds, you can view the network node and the time took from one node to the other, to check whether or not there is a network congestion.

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Network detection** in the **Diagnostic Tools** filed.
3. Select Ping (ICMP Echo) or Trace route.
4. Enter the IP address.
   The IP address of the device management platform is default.
5. Select the desired value from the drop-down menu of Request times.
6. Click **OK** to start.

Exporting Syslogs

You can export the current syslogs to diagnose the device. It is not available for offline devices.

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Export System Log** in the **Diagnostic Tools** filed.
3. Save the file to your local computer.

Exporting Backup Files

You can export the cfg files or the bin files. For cfg files, you can choose to export static setting files, non-static setting files or all setting files. You cannot export configuration files of the offline devices.

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Export Config File** in the **Diagnostic Tools** filed.
3. Select the file type.
   If you select cfg, you can choose to export static settings, non-static settings or all settings.
4. Click **Export**, and then save the file to your local computer.

Viewing the CPU and the Memory Status

The device will report its CPU and memory information to the device management platform at a regular time, so you can update the information and view the latest information. You can also view the memory information by copying it to Microsoft Word.

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **CPU Memory Status** in the **Diagnostic Tools** filed.
3. Do one of the following:
   - Click **CPU** to view the CPU usage.
   - Click **Memory** to view the memory usage.

Viewing Recordings

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Recording file**.
   You can select the **Automatic upload recording file** checkbox to enable the automatic uploading, so that the recording file will be uploaded to the platform automatically.

   You can also click  to download the recording.

Capturing the Screenshot of the Device

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Screencapture**.
   You can click **Re-acquire** to acquire the latest screenshot.

Setting the Log Level

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Log Level**.
3. Enter the desired value.
4. Click **Confirm**.

Setting the Device Logs

Note that this section is only available for the video conferencing system, version XX.32.0.35 or later (XX represents the fixed number of each device model). You can enable the Log Data Backup feature, and the device will send the system log to the device management platform. You can set the log level, view or download the current backup file. You can also set the module log, save the log to the local computer, export the log to the USB flash drive, upload the log to a log server, or put the log backup to a specified server.

Setting the Module Log

You can set the type of the module log and the log level for the device. The module log includes all, the driver, the system, the service, the connectivity, the audio & video, the protocol, the deploy, the web, the app and the talk.

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Log Settings**.
3. In the **Module Log** field, select the log type and the level.
4. Click **Save**.

Setting the Local Log

You can enable the Local Log feature, configure the local log level and the maximum size of the log file, and enable the USB Auto Exporting Syslog feature to export the local log to the USB flash drive connected to the device.

Before you begin

Note: The module log level is smaller than the local log level. For example, if you set the log level of the hardware driver as 6 and the local log level as 3, the exported log level of the hardware driver is 3.

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Log Settings**.
3. In the **Local Log** field, enable **Local Log**.
4. Enable **USB Auto Exporting Syslog**.
5. Select the local log level and the log file size.
6. Click **Save**.

Setting the Syslog

You can upload the log generated by the device to a log server.

Before you begin

Note: The module log level is smaller than the syslog level. For example, if you set the log level of the hardware driver as 6 and the syslog level as 3, the exported log level of the hardware driver is 3.

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Log Settings**.
3. In the **Syslog** field, enable **Syslog**.
4. Configure the syslog server and the port.
5. Select the syslog transport type and the syslog level.
6. Select the syslog facility, which is the application module that generates the log.
7. Enable **Syslog Prepend MAC**, and configure the MAC address come in the uploaded log file.
8. Click **Save**.

Putting the Log Backups to a Specified Server

You can make backups for the device log and put the backups to a specified server.

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Log Settings**.
3. In the **Other Log Settings** field, enable **Log File Backup**.
4. Enter the address, the user name and the password of the specified server.
5. Select the desired HTTP method and the POST mode.
6. Click **Save**.

Enabling the Log Data Backup

After you enable this feature, the device management platform will make a log backup every day, and only save the log generated in the past 7 days.

Procedure

1. *Going to the Device Diagnostics Page* .
2. Click **Log Settings**.
3. In the **Other Log Settings** field, enable **Log Data Backup**.
4. Click **Save**.

Downloading the Backup Log

If you enable the Log Data Backup feature, you can download the log saved by the device management platform.

Procedure

1. *Going to the Device Diagnostics Page* .
2. On the right side of the corresponding log, click **Download Log**.

You can select multiple logs, and click **Batch Download**.

Related tasks

Enabling the Log Data Backup

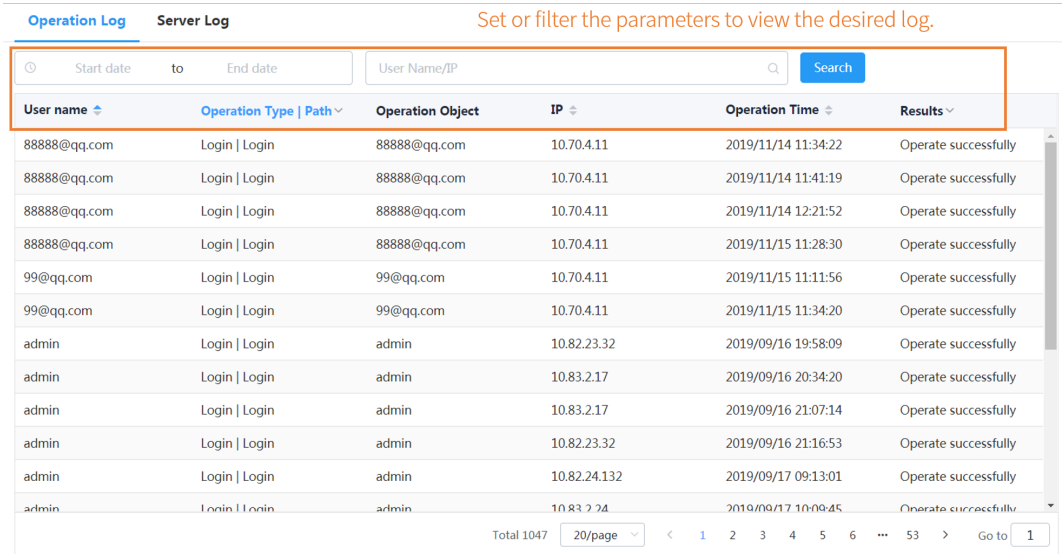
Managing System

Viewing Operation Logs

Operation logs record the operation performed by anyone (for example, the administrator) on the device management platform. You can view the operation log.

Procedure

Click **System Management** > **Log Management** > **Operation Log**.

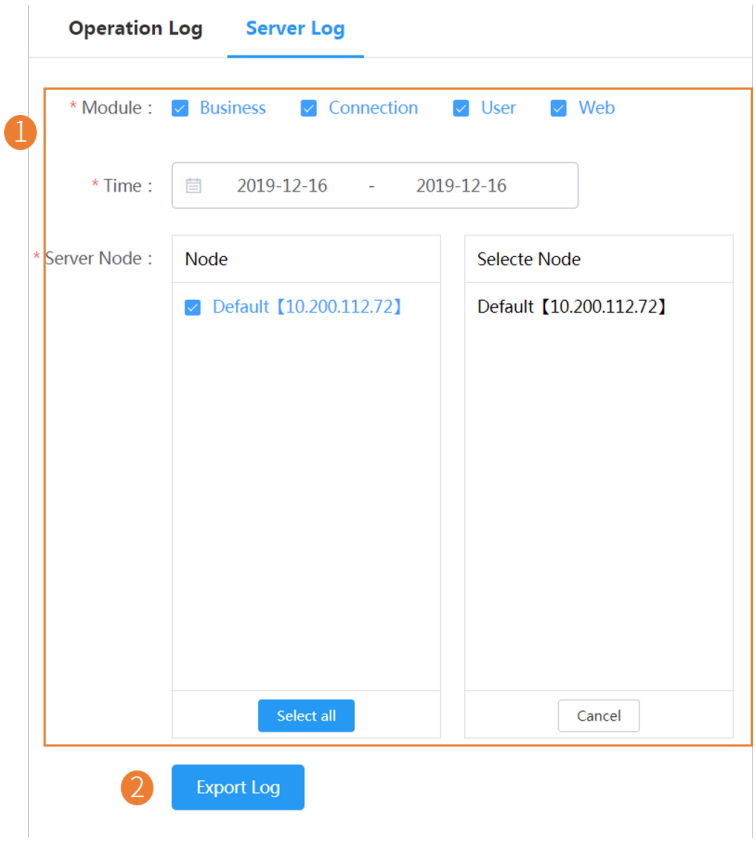


Exporting the Server Log

You can export the server log and provide Yealink technical support with the log for troubleshooting.

Procedure

1. Click **System Management** > **Log Management** > **Server Log**.
2. Export the log.



Configuring the SMTP Mailbox

The SMTP mailbox is used to send the alarm and the account information to administrators.

About this task

The SMTP mailbox is used to send the alarm and the account information to administrators.

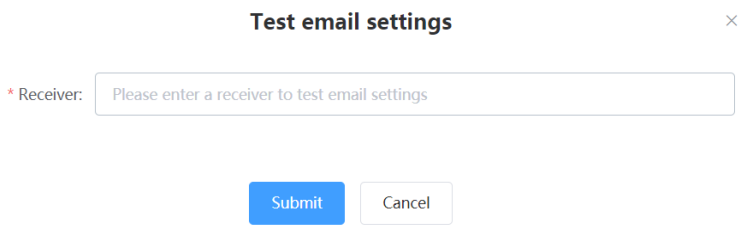
The parameters for the SMTP mailbox setting are described below:

Parameter	Description
SMTP	Specifies the address of the SMTP server.
Sender	Configures the email address of the sender.
Account	Specifies the email username of the sender.
Password	Specifies the email password of the sender.
Port	Specifies the connection port.
This server requires a secure connection.	Enables or disables the secure connection: SSL or TLS (default)
Enable the mailbox	Enables or disables the mailbox.

Procedure

1. Click **System Management** > **Mailbox Settings**.
2. Configure the parameters.

3. Optional: Click **Test email settings**.



   Enter the email address of a receiver and click **Submit** to test whether the email address you set is available. If the receiver does not receive the email, you can check the account and the password.
4. Click **Save**.

Obtaining the Accesskey

The device management platform allows the third parties to call the API to integrate with their own system. Before calling the API, you need apply for the AccessKey. For more information, refer to *API for Yealink Device Management Platform*.

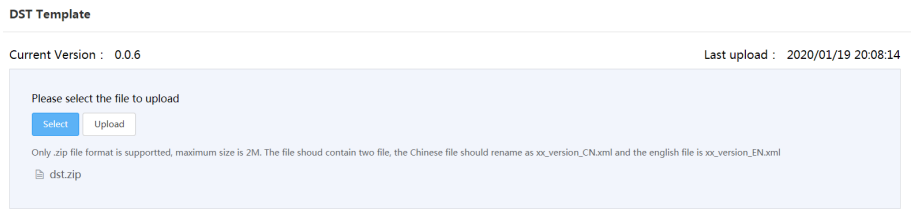
Procedure

1. Click **System Management** > **AccessKey**.
2. If you want to call the interface of the alarm and the device diagnosis, enter the callback address.
3. Click **Acquire**, and then AccessKey ID and the AccessKey Secret will be generated by automatically.

Uploading DST Rules

Procedure

1. Click **System Management** > **DST Template**.
2. Click **Select** and select the desired file to upload.



3. Click **Upload**.

Managing Administrator Accounts

This chapter allows the administrator to view, add, edit sub-administrator accounts, and manage role privileges. The administrator also can edit his account information. By default, the administrator has all privileges and can assign different role privileges for sub-administrator accounts.

- *Changing the Login Password*

Changing the Login Password

To ensure the account security, we recommended that you change the password regularly.

Procedure

1. Hover your mouse over the account avatar in the top-right corner of the page, and then click **Account Settings**.
2. Click **Edit** beside the password.
3. Enter the current password and enter the new password twice.
4. Click **Confirm**.

Editing the Information of the Administrator Account

You can edit the information, for example the contact, the phone number and the country, so that the superior distributor or reseller can contact you. The administrator mailbox is used to receive the alarm and the account information.

Procedure

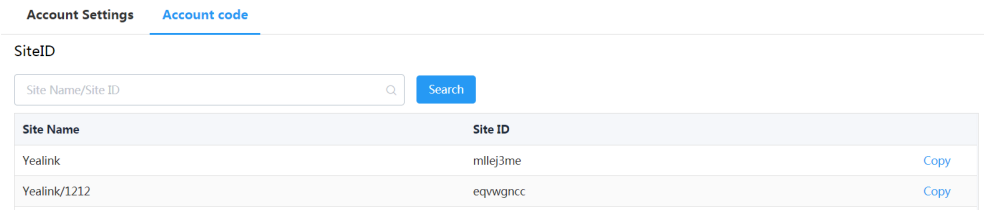
1. Hover your mouse over the account avatar in the top-right corner of the page, and then click **Account Settings**.
2. Edit the administrator account in the corresponding field.
3. Click **Save**.

Viewing the Account Code

The account code is the site ID. You can put the account code into the Common.cfg file and push the file to the device, to make the device automatically connected to the corresponding site of YDMP. For more information, refer to *Configuring the Common.cfg File* .

Procedure

1. Hover your mouse over the account avatar in the top-right corner of the page, and then click **Account Settings**.
2. Click **Account Code**.



Managing Sub-Administrator Accounts

You can add sub-administrator accounts, and assign different data permissions or function permissions to different sub-administrator accounts.

Adding/Editing/Deleting a Group

You can manage the roles by the group.

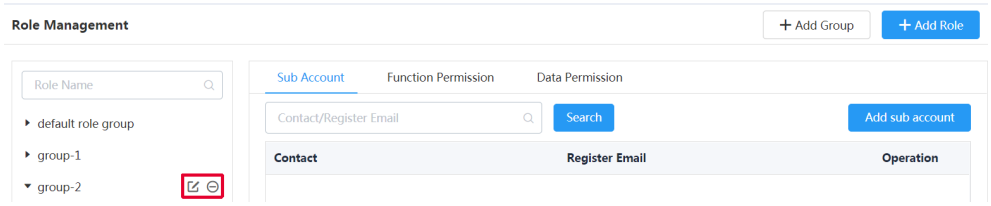
About this task

You cannot edit or delete the default group.

Procedure

1. Click **System Management** > **Role Management**.
2. In the top-right corner, click **Add Group**.
3. Enter the group name.
4. Click **OK**.

   After adding the group, click the edit icon or the delete icon on the right side to edit or delete the group.



Adding/Editing/Deleting a Role

You can customize roles first, configure the corresponding function permission for the roles, and then assign roles to the sub-administrator accounts.

About this task

The default roles are as below, you cannot edit or delete them.

Table 1: Default role

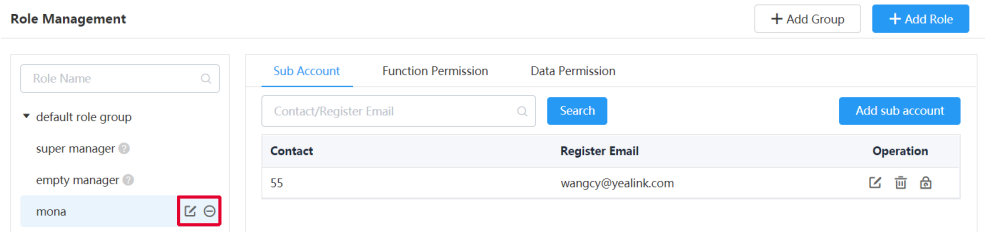
Name	Department	Function and data permission
Super manager	Default role group	All function and data permission
Empty manager	Default role group	Only the login permission

Procedure

1. Click **System Management** > **Role Management**.
2. In the top-right corner, click **Add Role**.

3. Specify the role name.
4. Select a desired group.
5. Click **OK**.

   After adding the role, click the edit icon or the delete icon on the right side to edit or delete the role.



Assigning Roles to Sub-Administrator Accounts

After adding the roles, you can add sub-administrator accounts for them. You can also assign roles to sub-administrator accounts when adding the sub-administrator accounts (for more information, see *Adding and Managing Sub-Administrator Accounts*).

Before you begin

You have added roles.

Procedure

1. Go to Role Management, select the corresponding role, and click **Add sub account**.
2. Configure the phone number and the email.
3. Click **Confirm**.

Related tasks

Adding/Editing/Deleting a Role

Assigning the Function Permission

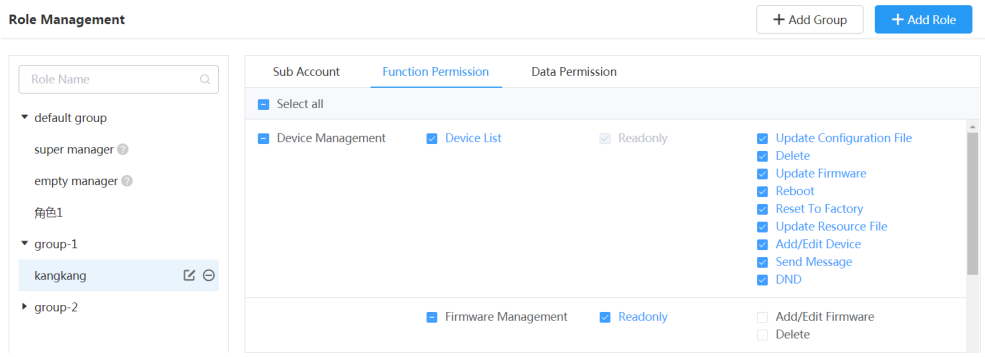
If you want to allow non-managers to use the sub-administrator account, for example, checking the call quality of the phone and diagnosing the devices, but you do not want them to add or delete devices, you can assign the limited function permission to them.

Before you begin

You have added roles.

Procedure

1. Go to Role Management, select the corresponding role, and click **Function Permission**.
2. If you only want to grant the Readonly permission, select the check boxes of **Readonly** on the right side of the corresponding functions; if you want to grant the operation permission, select the check boxes of the corresponding operations.



Related tasks

Adding/Editing/Deleting a Role

Assigning the Data Permission

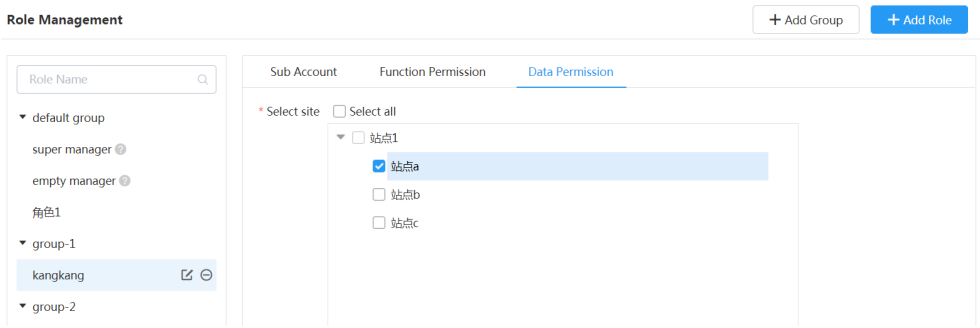
If you want to manage the device of your own site or of a certain amount of sites, you can assign the data permission.

Before you begin

You have added roles.

Procedure

1. Go to Role Management, select the corresponding role, and click **Data Permission**.
2. Select the check box of the site you want to manage.



Related tasks

Adding/Editing/Deleting a Role

Adding and Managing Sub-Administrator Accounts

Before you begin

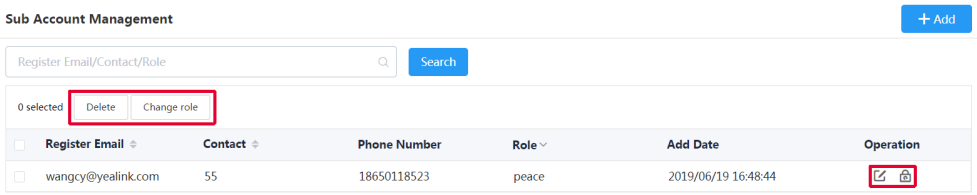
You have added roles.

Procedure

1. Click **System Settings** > **Sub Account Management**.
2. In the top-right corner, click **Add**.
3. Configure the phone number and the email.
4. Select a desired role from the drop-down menu of **Role**.
5. Click **Confirm**.

If you enable SMTP mailbox (refer to *Configuring the SMTP Mailbox*), the account information will be sent to the mailbox of the sub-administrator automatically.

After adding the sub-administrator account, you can change the role, reset the password or do other operations.



Related tasks

Adding/Editing/Deleting a Role

Troubleshooting

This chapter provides you with general information for troubleshooting some common problems while using the Yealink device management platform. Upon encountering a case not listed in this section, contact your Yealink reseller or technical support engineer for further support.

- *Forgetting the Login Password*
- *Why You Cannot Access the Login Page?*
- *Why the Browser Prompts That the Security Certificate of the Website Is not Trusted When You Access the Login Page of YDMP?*

Forgetting the Login Password

If you forget the password, you can reset it via email.

Procedure

1. On the Login page of the device management platform, click **Forget Password**.
2. Enter your email and the captcha in the corresponding field.
3. Click **OK**.
4. Click **OK** according to the prompts.
5. After you receive the email for resetting the password, click the resetting link in 10 minutes to reset the password.

Why You Cannot Access the Login Page?

Server:

- Check the network connection of the devices.
- Check your server and the firewall.

Windows:

- Run Network Diagnostics of Window.

Check your server and the firewall.

1. Log into CentOS as the root user and open the `terminal`:

2. Run the command:

   - systemctl status firewalld

```
[root@localhost ~]# systemctl status firewalld
â firewalld.service - firewalld - dynamic firewall daemon
   Loaded: loaded (/usr/lib/systemd/system/firewalld.service; enabled; vendor preset: enabled)
   Active: active (running) since Wed 2017-11-01 06:34:55 EDT; 9min ago
 Main PID: 23324 (firewalld)
   CGroup: /system.slice/firewalld.service
           ├─23324 /usr/bin/python -Es /usr/sbin/firewalld --nofork --nopid

Nov 01 06:34:54 localhost.localdomain systemd[1]: Starting firewalld - dynamic firewall daemon...
Nov 01 06:34:55 localhost.localdomain systemd[1]: Started firewalld - dynamic firewall daemon.
```

   - If the firewall is active, you should run the following commands to enable the related ports in the firewall configuration:
   - firewall-cmd --permanent --zone=public --add-port=80/tcp
   - firewall-cmd --permanent --zone=public --add-port=443/tcp
   - firewall-cmd --permanent --zone=public --add-port=9989/tcp
   - firewall-cmd --permanent --zone=public --add-port=9090/tcp
   - firewall-cmd --reload
   - firewall-cmd --list-ports
   - After you finish the configuration, refresh the login page, you can access the login page successfully.

Why the Browser Prompts That the Security Certificate of the Website Is not Trusted When You Access the Login Page of YDMP?

1. The Yealink server has built-in certificates. For security considerations, the browser only trusts certificates issued by the professional certificate issuing authorities. Therefore, they do not trust self-signed certificates by default.
2. When you access the Login page for the first time, it will prompt you an insecure connection (certificate security issue), but you can still access the browser.
3. If you have purchased your own certificate, you can also replace our certificate with your own certificate.
4. In the following, “serverdm” is the certificate file name you want to replace.

Solution:

1. Open the terminal and enter the directory where you put the certificate file.
2. Generate dm.12 file, run the command:

   openssl pkcs12 -export -in serverdm.crt -inkey dm.key -out serverdm.p12 -name serverdm

   It will prompt you to enter and verify the export password. You need to remember this password.
3. Generate Keystore file (jks file), run the command:

   keytool -importkeystore -srckeystore serverdm.p12 -srcstoretype PKCS12 -destkeystore serverdm.jks

   It will prompt you to enter the target key, and then enter the export password you set in step 2. Note that the target key should be the same as the key you set in step 2.
4. Replace /usr/local/yealink/dm/tomcat_dm/dm.jks with the serverdm.jsk.
5. Change the keystore password you set at the path of /usr/loca/yealink/dm/tomcat_dm/conf/server.xml.

   Suppose that 654321 is your keystore password.

   Reboot the server and the certificate will take effect.

```
    <Connector executor="tomcatThreadPool" port="443"
protocol="org.apache.coyote.http11.Http11Protocol"
               SSLEnabled="true" scheme="https" secure="true"
               clientAuth="false" sslProtocol="TLS"
      keystoreFile="serverdm.jks" keystorePass="654321"
       truststoreFile="serverdm.jks" truststorePass="123456"/>
```

Appendix: Alarm Types

Alarm type	Severity
Poor call quality	Critical
Register failure	Critical
Upgrade firmware failure	Critical
Update configuration failure	Critical
Application crash	Critical
Application no response	Critical
Kernel panic	Critical
Offline	Critical
System license is about to expire	Critical
Device capacity of license is insufficient	Critical
Subset Offline	Critical
Low power	Critical
Power off or Disconnect	Critical
Visual voicemail retrieve failure	Minor
Hold failure	Minor
Resume failure	Minor
Play visual voicemail failure	Minor
RTP violate	Minor
RTP address change	Minor
RTP dead	Minor
SRTP failure	Minor
RTP SSRC change	Minor
Calendar synchronization failure	Minor
Call log retrieve failure	Minor
Outlook contact retrieve failure	Minor

Alarm type	Severity
Call failed	Minor
Bluetooth paired failed	Major
BToE pairing failure	Major
Exchange discovery failure	Major
Exit program	Major
DNS server discovery failure	Major
Time synchronization failure	Major
Meet now failure	Major
Online	Major