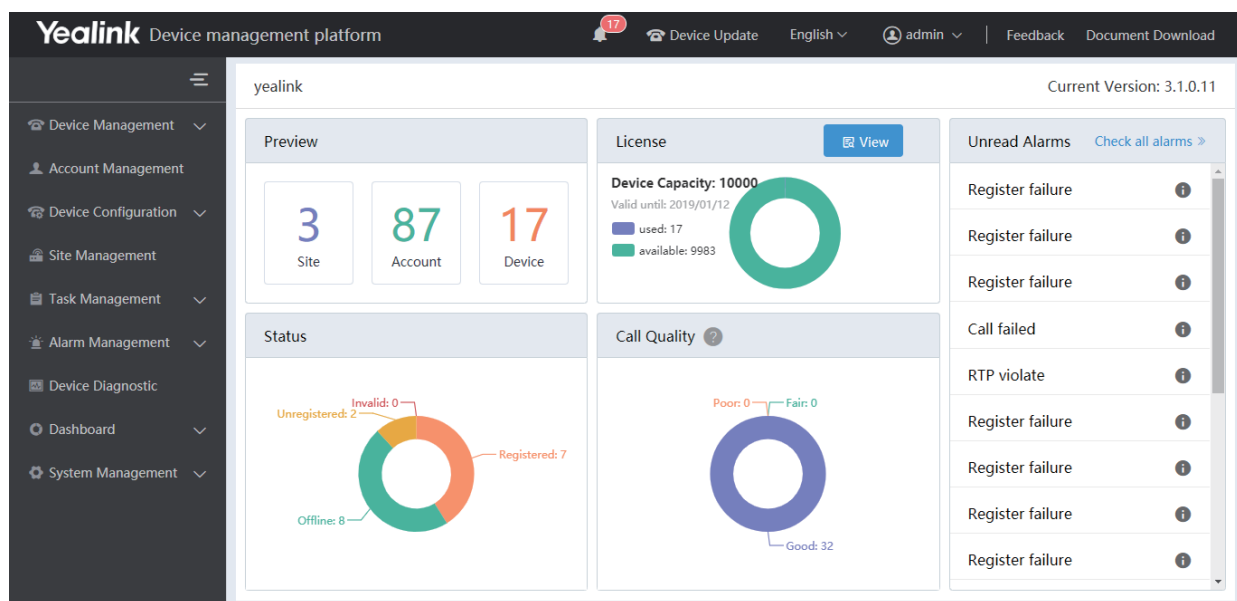


## Yealink Device Management Platform

Yealink's powerful GUI-driven Device Management Platform delivers a comprehensive set of tools for implementing multiple Yealink devices, which is designed to solve the complexities of provisioning, management, call quality control and troubleshooting. The solution owns system-wide oversight and the ability to drill down into specific needs for various regions, user groups or even a particular device model. The devices can be deployed automatically in the platform once the network is connected, which abandons the expensive traditional deployment. In addition, the platform supports device configuration, firmware upgrading, device resource management, and all these can be pushed to your terminal devices as a regular task whenever you need. For the enterprise administrators, they are not only allowed to view and check the real-time analysis of device working state and call quality, but also to troubleshoot problems timely with the on-line diagnosis feature.



### Key Features

- Web-based platform, integrating several functions into a whole
- Group devices according to different districts, departments and functions
- Control all of your devices remotely on the platform
- Execute task at once or set timing task
- Multiple diagnostic methods, ensuring that the call experience always meets requirements
- Real-time business and quality analysis, alarm notification when the device abnormal
- Multiple sub-administrators with flexible permissions authorized by system administrator
- Powerful capability of massive device management (up to 20,000 devices)

## Features

### Device management

- Remote register automatically once connecting to network
- On-line automatic device deployment, simple, fast, without any manual operation
- Generate device automatically and manage devices once connecting to the platform
- Batch import of device information
- View and check device status, account information and other basic information in real time
- Sign into the device with the specified account
- Remote configuration file updating, firmware upgrading, resource file updating, reset to factory, reboot, message and DND
- Remote control: push device parameters into effect in real time or set the timing to take effect
- Timing task: one-time/daily/weekly/monthly tasks
- Perform periodic tasks by the site or the device model
- View the progress and results of all the tasks
- Pause/start/stop the on-going periodic task
- Upload the firmware and device resources to the platform to manage and push to the terminal directly
- Resource values for management including DST template, BToE, language packs, input methods, MoH, device licenses, XML contacts, ring tones, wallpaper, screen saver, logo, user access level, trusted certificates, server certificates, dial plan template, meet-now template, and others
- Copy the path where the firmware and resources are stored in the platform and can be used for configuration
- Download firmware and resources from the platform
- Supported Yealink Devices:
  - SIP Phone: T19(P)E2<sup>(1)</sup>/T21(P)E2<sup>(1)</sup>/T23P<sup>(1)</sup>/T23G<sup>(1)</sup>/T27P/T27G/T29G/T40P<sup>(1)</sup>/T40G<sup>(1)</sup>/T41P/T41S/T42G/T42S/T46G/T46S/T48G/T48S/T52S/T54S/T56A/T58/CP960/CP920/VP59/T53/T53W/T54W
  - VCS Series: VC200/VC500/VC800/VC880/PVT950/PVT980
  - SFB Series: T41S(SFB)/T42S(SFB)/T46S(SFB)/T48S(SFB)/CP960(SFB)/SIP-T56A(SFB)/SIP-T58(SFB)/CP960(Teams)/SIP-T55A(Teams)/SIP-T56A(Teams)/SIP-T58(Teams)
  - Room System: MVC 900/MVC 800/MVC 500/MVC 300/Zoom Kit

### Account management

- Automatic reporting the registration of the user account and equipment bundle information to the platform
- User account batch import
- View and check the device information and the account state
- Support five kinds of accounts: SFB account, SIP account, YMS account, Cloud account and H.323 account

### Configuration management

- Manage common configuration as global parameters and applicable to all devices
- Customize different configuration templates for different models and applicable for all devices with the same models if configured
- Common configuration program by configuration block
- Parameters configuration by GUI or text
- Check and view the parameters which have been configured before
- Assign target devices to configuration block
- View the devices allocated to the configuration block
- Download configuration files
- Remote backup configuration files by uploading to the server
- Download device configuration files
- Restore the backup configuration files on the device
- Upgrade the configuration parameters

### Site management

- Multi-site management
- Device management by site

### Dashboard

- Real-time statistics: the number of sites, devices and accounts
- Real-time statistics: device status, the number of device models, running firmware and sites
- Real-time statistics: account information and account status
- Graphical call quality statistics and analysis, three levels of call quality: good, general and poor
- Record and monitor details of every call: call type, local URI, far-site URI, call quality, start time, RTP duration, inbound/outbound audio details
- View audio details: average jitter duration, maximum jitter duration, average packet loss rate, maximum packet loss rate, total packet loss, average delay time, maximum delay time, average receive MOS, minimum receive MOS, average call MOS, total received packets, load name.
- Further statistical analysis in accordance with the dimension of time, site, type of device, call type, call quality, firmware version
- Export statistics analysis lists

### Device diagnostic

- Quickly locate the device problem through the remote diagnostic.
- Diagnostic methods: capturing packets, detecting network, exporting system logs, exporting configuration files, viewing device CPU memory status, recording and screen capture
- Export captured packets
- Network detection: Ping (ICMP Echo) and Trace route.
- Exporting last 7-day logs
- View CPU memory status: today, last week, last month

### Alarm management

- Real-time alarm notification when the device is running abnormally
- Alert by sending Email and/or in-station message
- Alarm level includes minor, major and critical
- Monitored alarm type: Bad call quality, Register failure, Update firmware failure, Update configuration failure, Network traversal failure, transfer failure, Hold failure, Resume failure, Play visual voicemail failure, Meeting join failure, Meet now failure, BToE pairing failure, Exchange discovery failure, Calendar synchronization failure, Visual voicemail retrieve failure, Call-log retrieve failure, Outlook contact retrieve failure, RTP violate, RTP address change, RTP dead, SRTP failure, Application crash, Application no response, Kernel panic
- Export alarm lists
- Alarm strategy

### System management

- Create multiple users with flexible permissions authorized by system administrator
- Set the alarm sending mailbox, test mail
- Enable/disable the alarm sending mailbox
- Operation log management
- Open API: Open API for device management to work with other platforms

<sup>(1)</sup> SIP-T19(P)E2/T21(P)E2/T23P/T23G/T40P/T40G runs XX.84.0.70 or later versions are not supported anymore. XX represents the fixed number for each device model.

## Specifications

### Technical feature

- Device registration
- Device configuration
- Device firmware upgrade
- Device resources upload
- Backup / restore
- Multi sites
- Running state statistics
- Device status analysis
- Call quality analysis
- Device diagnostic
- Remote access
- System alarm
- Log analysis
- Web-based device management
- Sub-account & role management
- Open API
- Software installation package size: 732M

### Protocol security

- TLS security
- TLS certificate mutual authentication
- HTTP Digest authentication
- HTTPS protocol

### Recommended server metrics

- Server system: CentOS 7.5 or later

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

## About Yealink

Yealink is a global leading provider of enterprise communication and collaboration solutions, offering video conferencing service to worldwide enterprises. Focusing on research and development, Yealink also insists on innovation and creation. With the outstanding technical patents of cloud computing, audio, video and image processing technology, Yealink has built up a panoramic collaboration solution of audio and video conferencing by merging its cloud services with a series of endpoints products. As one of the best providers in more than 140 countries and regions including the US, the UK and Australia, Yealink ranks No.1 in the global market share of SIP phone shipments.

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## Technical Support

Visit Yealink WIKI (<http://support.yealink.com/>) for firmware downloads, product documents, FAQ, and more. For better service, we sincerely recommend you to use Yealink Ticketing system (<https://ticket.yealink.com>) to submit all your technical issues.



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