

**Yealink Management Cloud Service for RPS
Enterprise Administrator Guide V3.5.0.10**

Contents

About This Guide.....	4
Summary of Changes.....	4
Changes for Release 35, Guide Version V3.5.0.10.....	4
Logging into/Logging out of YMCS for RPS Enterprise.....	4
Logging into YMCS for RPS Enterprise.....	4
Logging out of YMCS for RPS Enterprise.....	5
Managing Administrator Accounts.....	5
Managing Sub-Administrator Accounts.....	5
Adding Sub-Administrator Accounts.....	5
Resetting the Password of the Sub-Administrator Account.....	6
Deleting Sub-Administrator Accounts.....	6
Editing the Information of the Administrator Account.....	7
Changing the Login Password.....	7
Forgetting the Login Password.....	7
Device and Server Overview.....	8
Managing Servers.....	8
Adding Servers.....	8
Editing the Server Information.....	9
Searching for Servers.....	9
Deleting Servers.....	9
Managing Devices.....	9
Adding Devices.....	10
Importing Devices.....	10
Exporting Devices.....	10
Editing the Device Information.....	10
Resetting Connections of the Devices.....	11
Resetting the Connection of Single Device.....	11
Resetting the Connections of Batch of the Devices.....	11
Migrating Devices to Another Server.....	12
Checking the Linking Status Between the Device and the Server.....	12
Deleting Devices.....	13
Viewing Operation Logs.....	13
Applying for the AccessKey.....	13

Managing IP Whitelist.....	13
Adding the Whitelist.....	14
Editing the Whitelist.....	14
Deleting the Whitelist.....	14
Managing Intercept Record.....	15
Moving the Blocked IP to the Whitelist.....	15
Moving Single Blocked Device to the Whitelist.....	15
Moving Batch of Blocked Devices to the Whitelist.....	15
Resetting the Connections of the Blocked IP.....	16
Resetting the Connection of Single Blocked Device.....	16
Resetting the Connection of Batch of Blocked Devices.....	16

About This Guide

The device management platform integrates the RPS function, allowing to add servers and devices on the RPS management platform. After the device is powered on for the first time, the device will be redirected to the server via RPS function.

This guide provides operations for administrators to use the Yealink management platform.



Note: If you are an old RPS user, the data on the old RPS platform will be migrated to the RPS management platform.

- [Summary of Changes](#)

Summary of Changes

- [Changes for Release 35, Guide Version V3.5.0.10](#)

Changes for Release 35, Guide Version V3.5.0.10

The following sections are new for this version:

- [Managing IP Whitelist](#)
- [Managing Intercept Record](#)

Major updates have occurred to the following section:

- [Managing Devices](#)

Logging into/Logging out of YMCS for RPS Enterprise

- [Logging into YMCS for RPS Enterprise](#)
- [Logging out of YMCS for RPS Enterprise](#)

Logging into YMCS for RPS Enterprise

The accounts on the RPS management platform are created by distributors or resellers, and the login username and password are obtained from the email.

Procedure

1. Enter the device management platform address in the browser address box, and then press Enter.
2. Optional: Select the desired language from the drop-down menu of **Language** in the top-right corner.
3. Enter your username and password, and click **Login**.

Logging out of YMCS for RPS Enterprise

If you want to use other accounts to log in, you can log out of the current account. Additionally, if the system has been idle on either page for more than 30 minutes, the system will log out of your account automatically and return to the Login page.

Procedure

Hover your mouse over the company name in the top-right of corner, and then click **Exit**.

You will log out of the current account and return to the Login page.

Managing Administrator Accounts

This chapter provides the basic operations for the administrator account.

- [Managing Sub-Administrator Accounts](#)
- [Editing the Information of the Administrator Account](#)
- [Changing the Login Password](#)
- [Forgetting the Login Password](#)

Managing Sub-Administrator Accounts

You can add the sub-administrator account, and assign different data permissions or feature permissions to every sub-administrator account.

- [Adding Sub-Administrator Accounts](#)
- [Resetting the Password of the Sub-Administrator Account](#)
- [Deleting Sub-Administrator Accounts](#)

Adding Sub-Administrator Accounts

Procedure

1. Click **System Settings > Sub Account Management**.
2. Click **Add**.
3. Enter the corresponding information of the sub-administrator.

Add sub account

Account Info

*Register Email:	<input type="text" value="14030321@qq.com"/>
Contact:	<input type="text" value="Dan Lee"/>
Phone Number:	<input type="text" value="Please enter the phone number, maximum 64 characters"/>

- In the **Account Permission** field, enable the corresponding permission for this account.

Account Permission

*Function Permission

Select all

- Device Management
 - Readonly
 - Add/Edit Device
 - Delete
 - Check Device
 - Export Device
 - reset Connection
- Server Management
 - Readonly
 - Add/Edit Server
 - Delete
- Log Management
- System Settings
 - API Service

- In the **Data Permission** field, select the corresponding server, so that the server and the device linked to this server can be managed by this account.

Data Permission

Server N...	Server U...	Bound D...
<input checked="" type="checkbox"/>	liqj	http://10... 1
<input checked="" type="checkbox"/>	hongy	http://10... 1
<input type="checkbox"/>	maoshu	http://10... 0
<input type="checkbox"/>	test1215	http://10... 1
<input type="checkbox"/>	12321321	http://10... 0
<input type="checkbox"/>	01234567...	https://1... 0
<input type="checkbox"/>	00000	http://10... 0
<input type="checkbox"/>	wode	http://fg 0

Total 58 < 1 2 3 4 ... 8 > Go to 1

Selected Server: 2

Server Name	Server URL	Bound Device
liqj	http://10...	1
hongy	http://10...	1


- Click **Save**.

Results

The account information will be sent to the sub-administrator's mailbox.

Resetting the Password of the Sub-Administrator Account

Procedure

- Click **System Settings > Sub account management**.
- Click  beside the targeted sub-administrator account.
The system will send an email about the reset password to the sub-administrator automatically.

Deleting Sub-Administrator Accounts

Procedure

- Click **System Settings > Sub account management**.
- Select the desired account.
- Click **Delete**.
- Click **OK** according to the prompts.

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 alarms and the account information. If you need to change your registered email, contact your distributor or reseller.

Procedure

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

Changing the Login Password

In order to ensure the account security, we recommended that you change the password regularly.

Procedure

1. Hover your mouse over the company name in the top-right of corner, 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**.

Forgetting the Login Password

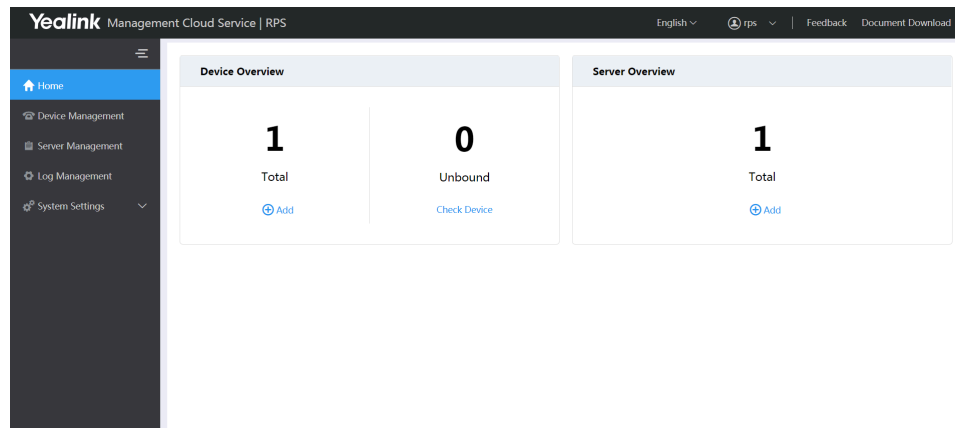
If you forget the password, you can reset it via email.

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** again according to the prompt.
5. After you receive the email for resetting the password, click the link in 10 minutes to reset the password.

Device and Server Overview

You can view the total number of devices and servers on the home page of RPS management platform.



Feature	Description
Device overview	<ul style="list-style-type: none"> Displays the total number of devices. Click Add to add devices. Displays the total number of the devices unlinked to the servers. Click Check Device to check linking status between the device and the server.
Server overview	Displays the total number of servers. Click Add to add servers.

Managing Servers

- [Adding Servers](#)
- [Editing the Server Information](#)
- [Searching for Servers](#)
- [Deleting Servers](#)

Adding Servers

Procedure

1. Click **Server Management**.
2. In the top-right corner, click **Add Server**.
3. Enter the server name, the URL and the server authentication information (the username and the password).
4. If the device needs to verify the server and requires a custom certificate, upload the trusted certificate.
5. If the server needs to verify the device and requires a custom certificate, upload the server certificate.

6. If the server requires the device to upload its custom certificate, enable **Custom Certificates**.




Note: It is disabled by default and the device will send the default certificate to the server for verification.

7. Click **Save**.

Editing the Server Information

Procedure

1. Click **Server Management**.
2. Click  beside the desired server.
3. Edit the server information.
4. Click **Save**.

Searching for Servers

You can search for the server directly by entering the server name or the URL.

Procedure

1. Click **Server Management**.
2. Enter the server name or the URL in the search box.
3. Click **Search**.

The search results are displayed in the server list.

Deleting Servers

Procedure

1. Click **Server Management**.
2. Select the check boxes of the desired servers and click **Delete**.
3. Click **OK** according to the prompts.

Managing Devices

- [Adding Devices](#)
- [Importing Devices](#)
- [Exporting Devices](#)
- [Editing the Device Information](#)
- [Resetting Connections of the Devices](#)
- [Migrating Devices to Another Server](#)
- [Checking the Linking Status Between the Device and the Server](#)
- [Deleting Devices](#)

Adding Devices

When adding a device, if you select an added server and enter a unique server URL which is different from the URL of the added server, the RPS management platform performs the redirection according to the unique URL you entered. Otherwise, the platform performs the redirection according to the URL of the added server.

Procedure

1. Click **Device Management**.
2. In the top-right corner, click **Add**.
3. Enter the corresponding information.
4. Click **Save**.

If it prompts that other enterprises use the MAC address you entered, check your MAC address or file an appeal to Yealink if necessary.

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.

Procedure

1. Click **Device Management**.
2. In the top-right corner, click **Import**.
3. Click **Download the template**.
4. Edit the device information.
5. Select a desired server and upload the template.
6. Click **Upload**.

Exporting Devices

You can export a batch of the device information to check the device backup information, or whether the device is sold and so on. If the device is linked to a server, it means the device is sold, otherwise it is not.


Procedure

1. Click **Device Management**.
2. In the top-right corner, click **Export**. The file will be saved in your local system.

Editing the Device Information

You can edit the device information, for example, the server or the unique server URL.

Procedure

1. Click **Device Management**.
2. Click  beside the desired account.
3. Edit the device information.

4. Click **Save**.

Resetting Connections of the Devices

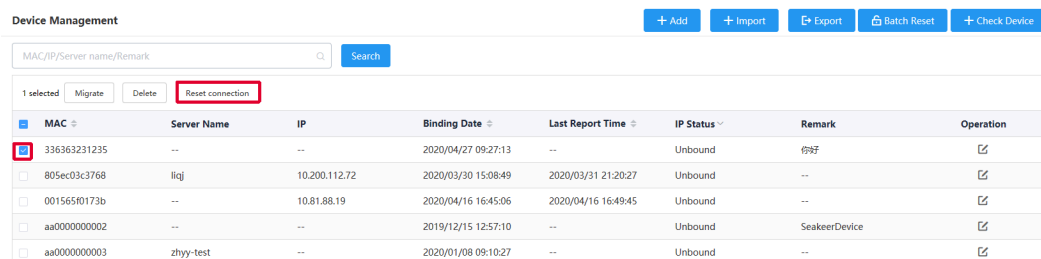
On the page of Device Management, you can reset the connection of single device or the connections of batch of the devices.

- [Resetting the Connection of Single Device](#)
- [Resetting the Connections of Batch of the Devices](#)

Resetting the Connection of Single Device

Procedure

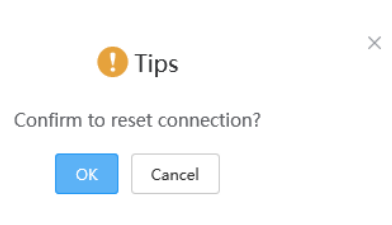
1. Click **Device Management**, select the desired device, and click **Reset connection**.



The screenshot shows the 'Device Management' interface. At the top, there are buttons for '+ Add', '+ Import', 'Export', 'Batch Reset', and '+ Check Device'. Below these is a search bar with the placeholder text 'MAC/IP/Server name/Remark' and a 'Search' button. A table below the search bar shows a list of devices. The first row is selected, and a red box highlights the 'Reset connection' button in the table's header row. The table has columns for MAC, Server Name, IP, Binding Date, Last Report Time, IP Status, Remark, and Operation.

MAC	Server Name	IP	Binding Date	Last Report Time	IP Status	Remark	Operation
<input checked="" type="checkbox"/> 336362231235	--	--	2020/04/27 09:27:13	--	Unbound	你好	
<input type="checkbox"/> 805e03c3768	liqj	10.200.112.72	2020/03/30 15:08:49	2020/03/31 21:20:27	Unbound	--	
<input type="checkbox"/> 001565f0173b	--	10.81.88.19	2020/04/16 16:45:06	2020/04/16 16:49:45	Unbound	--	
<input type="checkbox"/> aa0000000002	--	--	2019/12/15 12:57:10	--	Unbound	SeakeerDevice	
<input type="checkbox"/> aa0000000003	zhyy-test	--	2020/01/08 09:10:27	--	Unbound	--	

2. Click **OK**.



Resetting the Connections of Batch of the Devices

About this task

If you want to reset the connections of many devices quickly, you can use the batch reset. You need to download the template, add batch of the devices, and import the template to the Device Management Platform.

Procedure

1. Click **Device Management**.

2. Click **Batch Reset**→ **Import Excel** on the top-right corner of the page.

The screenshot shows the 'Device Management' interface. At the top right, there are buttons for '+ Add', '+ Import', 'Export', 'Batch Reset', and '+ Check Device'. The 'Batch Reset' button is highlighted with a red box, and a dropdown menu is open showing 'Import Excel' as an option. Below the buttons is a search bar and a table of devices.

MAC	Server Name	IP	Binding Date	Last Report Time	IP Status	Remark	Operation
336363231235	--	--	2020/04/27 09:27:13	--	Unbound	--	✎
805ec03c3768	liqj	10.200.112.72	2020/03/30 15:08:49	2020/03/31 21:28:27	Unbound	--	✎
001565f0173b	--	10.81.88.19	2020/04/16 16:45:06	2020/04/16 16:49:45	Unbound	--	✎
aa0000000002	--	--	2019/12/15 12:57:10	--	Unbound	SeakeerDevice	✎
aa0000000003	zhyy-test	--	2020/01/08 09:10:27	--	Unbound	--	✎
001565ed0004	test1215	--	2018/09/21 19:27:18	--	Unbound	--	✎
805ec00b4c67	--	10.81.83.18	2020/02/19 10:28:27	2020/02/19 10:33:20	Unbound	--	✎

3. On the page of Import Excel, click **Download the template**. Enter the information of the devices in the template and upload the template to the Device Management Platform.

The screenshot shows the 'Import Excel' page. It includes a tip: 'Please download the template and import the data as required'. There are three numbered callouts: 1 points to the 'Download the template' button, 2 points to the 'Click to upload' button, and 3 points to the 'Upload' button. A note states: 'Note: The file format must be .xls or .xlsx(that is an Excel file), the maximum number of imported data can not exceed 5000'.

Migrating Devices to Another Server

You can migrate a single device or multiple devices to another server at once.

Procedure

1. Click **Device Management**.
2. Select the checkboxes of the desired devices.
3. Click **Migrate**.
4. Select the targeted server.
5. Click **Save**.

Checking the Linking Status Between the Device and the Server

About this task

You can check the device linking status, which contains the following:

- Bound: the device MAC address belongs to your enterprise and is linked to the server successfully.
- Unbound: the device MAC address belongs to your enterprise but is not linked to the server.
- The device MAC address belongs to other enterprises.
- The query fails: the device does not exist or cannot be found on the device management platform.

Procedure

1. Click **Device Management**.
2. In the top-right corner, click **Check Device**.
3. Enter the device MAC address.
4. Click **Check**.

It shows the device linking status.

If it prompts that other enterprises use the MAC address you entered, check your MAC address or file an appeal to Yealink if necessary.

Deleting Devices

Procedure

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

Viewing Operation Logs

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

Procedure

1. Click **Log Management**.
2. You can select the start time and the end time, or enter the username/the IP address in the search box, to view the desired operation log.

Applying for the AccessKey

RPS device management platform allows the third parties to call for the API via the acceskey, which you should apply for.

Procedure

1. Click **System Settings > API Service**.
2. Click **Acquire**.

Managing IP Whitelist

When the devices send the RPS requests, the server will check the identification of the devices. If the IP of the device is added in the IP whitelist, the server will trust the device.

- [Adding the Whitelist](#)

- [Editing the Whitelist](#)
- [Deleting the Whitelist](#)

Adding the Whitelist


Procedure

1. Click **System Settings**→ **IP Whitelist**→ **Add IP**.
2. Configure the IP, and click **Save**.



Editing the Whitelist

Procedure

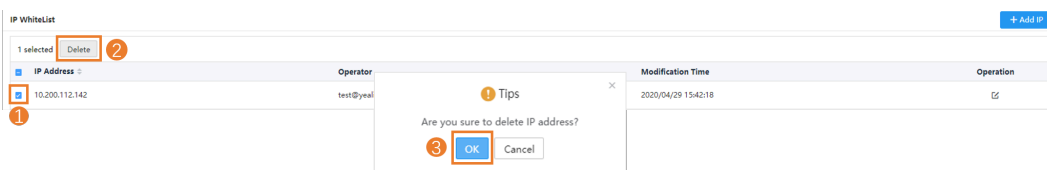
1. Click **System Settings**→ **IP Whitelist**.
2. Click  after the desired clause.
3. Edit the parameter, and click **Save**.



Deleting the Whitelist

Procedure

1. Click **System Settings**→ **IP Whitelist**.
2. Select the desired clause and click **Delete**.
3. Click **OK** to confirm the delete.



Managing Intercept Record

If the devices fail the identification check of the server, the devices will appear in the list of intercept records. You can view and manage the blocked devices on the page of Intercept Record. You can move the blocked devices to the whitelist or reset the connections of the blocked devices. After resetting the connections of the blocked devices, the server will trust the devices once.

- [Moving the Blocked IP to the Whitelist](#)
- [Resetting the Connections of the Blocked IP](#)


Moving the Blocked IP to the Whitelist

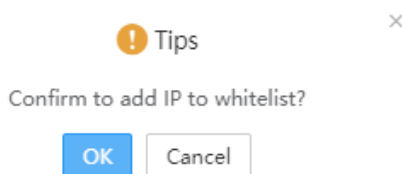
On the page of Intercept Record, you can move single blocked device or batch of blocked devices to the whitelist.

- [Moving Single Blocked Device to the Whitelist](#)
- [Moving Batch of Blocked Devices to the Whitelist](#)

Moving Single Blocked Device to the Whitelist

Procedure

1. Click **System Settings**→ **Intercept Record**.
2. Select the desired device, and click  on the right side of the desired device.
3. Click **OK**.



Moving Batch of Blocked Devices to the Whitelist















Procedure

1. Click **System Settings**→ **Intercept Record**.
2. Select the desired devices, and click **Add All IP To Whitelist**.

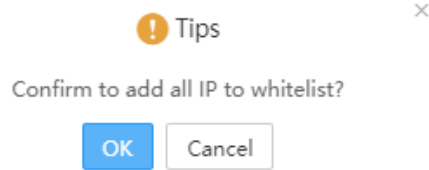
Intercept Record

Start date: to End date: IP/MAC Search

3 selected Add All IP To Whitelist Reset All Connections

Type	IP	MAC	IP Status	Time	Operation
<input checked="" type="checkbox"/> RPS access failed	10.200.112.142	001565f1c435	--	2020/04/21 11:35:01	 
<input checked="" type="checkbox"/> RPS access failed	10.81.88.80	001565f1c435	--	2020/04/17 16:46:00	 
<input checked="" type="checkbox"/> RPS access failed	10.81.88.80	001565f1c435	--	2020/04/17 16:04:00	 
<input type="checkbox"/> RPS access failed	10.81.88.80	001565f1c435	--	2020/04/17 15:42:00	 
<input type="checkbox"/> RPS access failed	10.200.112.142	001565f1c435	--	2020/04/17 15:29:00	 
<input type="checkbox"/> RPS access failed	10.200.112.72	001565c19083	--	2020/04/03 10:41:07	 
<input type="checkbox"/> RPS access failed	10.200.112.72	001565c19083	--	2020/04/01 08:49:13	 

3. Click **OK**.




Resetting the Connections of the Blocked IP

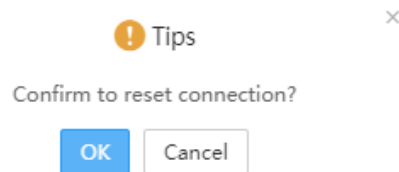
On the page of Intercept Record, you can reset the connection of single blocked device or the connections of batch of the blocked devices.

- [Resetting the Connection of Single Blocked Device](#)
- [Resetting the Connection of Batch of Blocked Devices](#)

Resetting the Connection of Single Blocked Device

Procedure

1. Click **System Settings**→ **Intercept Record**.
2. Select the desired device, and click  on the right side of the desired device.
3. Click **OK**.



Resetting the Connection of Batch of Blocked Devices

Procedure

1. Click **System Settings**→ **Intercept Record**.
2. Select the desired devices, and click **Reset All Connections**.

Intercept Record

Start date to End date IP/MAC Search

3 selected Add All IP To Whitelist **Reset All Connections**

Type	IP	MAC	IP Status	Time	Operation
<input checked="" type="checkbox"/> RPS access failed	10.200.112.142	001565f1c435	--	2020/04/21 11:35:01	🔒 🔓
<input checked="" type="checkbox"/> RPS access failed	10.81.88.80	001565f1c435	--	2020/04/17 16:46:00	🔒 🔓
<input checked="" type="checkbox"/> RPS access failed	10.81.88.80	001565f1c435	--	2020/04/17 16:04:00	🔒 🔓
<input type="checkbox"/> RPS access failed	10.81.88.80	001565f1c435	--	2020/04/17 15:42:00	🔒 🔓
<input type="checkbox"/> RPS access failed	10.200.112.142	001565f1c435	--	2020/04/17 15:29:00	🔒 🔓
<input type="checkbox"/> RPS access failed	10.200.112.72	001565c19083	--	2020/04/03 10:41:07	🔒 🔓
<input type="checkbox"/> RPS access failed	10.200.112.72	001565c19083	--	2020/04/01 08:49:13	🔒 🔓

3. Click **OK**.

