Yealink Management Cloud Service Distributor Guide V3.3.0.3

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About This Guide

This document mainly guides distributors to create enterprise accounts, place orders and manage statements through YMCS for channel.

If the enterprise authorizes you to manage devices for them, you can log into YMCS for enterprise directly through YMCS for channel to manage the enterprise devices.

- *Introduction of Yealink Management Cloud Service*
- *Browser Requirements*
- *Related Documentations*
- *In This Guide*
- *Instruction for the Old RPS-Channel Users*
- *Summary of Changes*

Introduction of Yealink Management Cloud Service

Yealink Management Cloud Service (YMCS) can be divided into the channel, the enterprise and the RPS enterprise platform. Through YMCS for channel, the distributors can provide services for the enterprises, for example, create the accounts and place orders. With the enterprise authorization, distributors can log into YMCS for enterprise through YMCS for channel, to manage, configure and update devices for enterprises. However, without any authorization, distributors can log into YMCS for RPS enterprise through YMCS for channel, to manage RPS devices and to use the RPS redirection function.

Browser Requirements

Table 1: YMCS supports the following browsers:

Browser	Version
Firefox	55 or later
Google Chrome	55 or later
Internet Explorer	11 or later
Safari	10 or later

Related Documentations

For more information about how to use YMCS for enterprise or YMCS for RPS enterprise, refer to *Yealink Management Cloud Service Administrator Guide*.

In This Guide

This guide contains the following chapters.

- Chapter 1 *Logging into/Logging out of YMCS for Channel*

- Chapter 2 *Managing Distributor Accounts*
- Chapter 3 *Managing Enterprises*
- Chapter 4 *Managing Devices*
- Chapter 5 *Managing the Alarm*
- Chapter 6 *Diagnosing Devices*
- Chapter 7 *Managing Orders*
- Chapter 8 *Managing Statements*
- Chapter 9 *Managing System*
- Chapter 10 *Feedback*
- Chapter 11 *Troubleshooting*
- Chapter 12 *Appendix: Alarm Types*

Instruction for the Old RPS-Channel Users

If the previous VAR account in the old RPS platform has devices and servers, when migrating the data to the new platform, the new system will generate a new RPS enterprise account that has the same name with the previous VAR account and has those devices and servers of the VAR account. If you want to manage those devices and servers, you can manage them by using the previous VAR account to log into YMCS for RPS enterprise.

Note that if you want to use YMCS for channel to manage those devices and servers in YMCS for RPS enterprise, you need to do the following things: First, use the previous VAR account to log into YMCS for RPS enterprise and link the enterprise email to the account (see *https://dm.yealink.com/manager/login*). Second, use the previous VAR account to log into YMCS for channel (see *https://dm.yealink.com/reseller/login*), find the enterprise that is automatically generated under **Enterprise Management** and log into YMCS for RPS enterprise.

For more information about using YMCS for RPS enterprise, refer to *Yealink Management Cloud Service for RPS Enterprise Administrator Guide* .

Related tasks

Logging into YMCS for Enterprise/RPS Enterprise

Summary of Changes

- *Changes for Release 33, Guide Version 3.3.0.3*
- *Changes for Release 32, Guide Version 3.2.0.6*
- *Changes for Release 32, Version 3.2.0.6*

Changes for Release 33, Guide Version 3.3.0.3

The following sections are new for this version:

- *Adding Enterprise Accounts*
- *Managing Sub Accounts*

Major updates have occurred to the following sections:

- *Managing Channels*
- *Managing Configuration*
- *Devices on the Platform*

Changes for Release 32, Guide Version 3.2.0.6

Major updates have occurred to the following sections:

- *Editing the Account Information*
- *Adding Orders*

Changes for Release 32, Version 3.2.0.6

The following section is new for this version:

- *Diagnosing Devices*
- *Managing Sub Accounts*

Major updates have occurred to the following section:

- *Appendix: Alarm Types*

Logging into/Logging out of YMCS for Channel

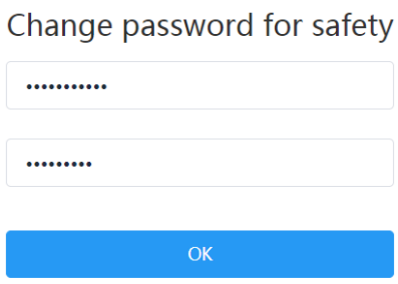
- *Logging into YMCS for Channel*
- *Logging out of YMCS for Channel*

Logging into YMCS for Channel

You can use the distributor account to log into YMCS for channel (*https://dm.yealink.com/reseller/login*). You can obtain the account information and the login address from the email.

Procedure

1. Enter the account name (your registered email) and the password in the Login page.
2. Optional: Select a **language** from the drop-down menu of **Language**.
3. Click **Login**.
4. If you log into the platform for the first time, change the login password.



5. Enter the old and the new password, click **Confirm**.

Note: If you have entered wrong passwords over 10 times, your account will be locked for 5 minutes. Please try again later.

Logging out of YMCS for Channel

If you want to use other accounts to log into YMCS for channel, you can log out of the current account. Note that if the system has been idle for more than 30 minutes on any page, the system will log out of the account automatically and return to the Login page.

Procedure

Click the account name in the top-right corner, and select **Exit**.

Managing Distributor Accounts

This chapter introduces basic operations for distributor accounts.

- *Editing the Account Information*
- *Editing the Login Password*

Editing the Account Information

You can update the corresponding account information if some of your previous information is changed, for example, the phone number, so that your superior can contact you. If you want to change the registered email, you can contact Yealink administrator.

Procedure

1. Click the account name in the top-right corner, select **Account Settings**.
2. In the **Basic Settings** field, edit the corresponding information.
3. Click **Save**.

Editing the Login Password

For account security, we recommend that you can change your password regularly.

Procedure

1. Click the account name in the top-right corner, select **Account Settings**.
2. In the **Password** field, click **Edit**.
3. Enter the old password, and enter the new password twice.
4. Click **Modify**.

Managing Enterprises

You can add enterprise accounts and edit the enterprise information. When an exception occurs to the enterprise, you can freeze the enterprise account. Form the YMCS for channel, you can log into YMCS for enterprise or YMCS for RPS enterprise to manage devices for enterprises.

For more information about YMCS for enterprise, refer to *Yealink Management Cloud Service Administrator Guide*.

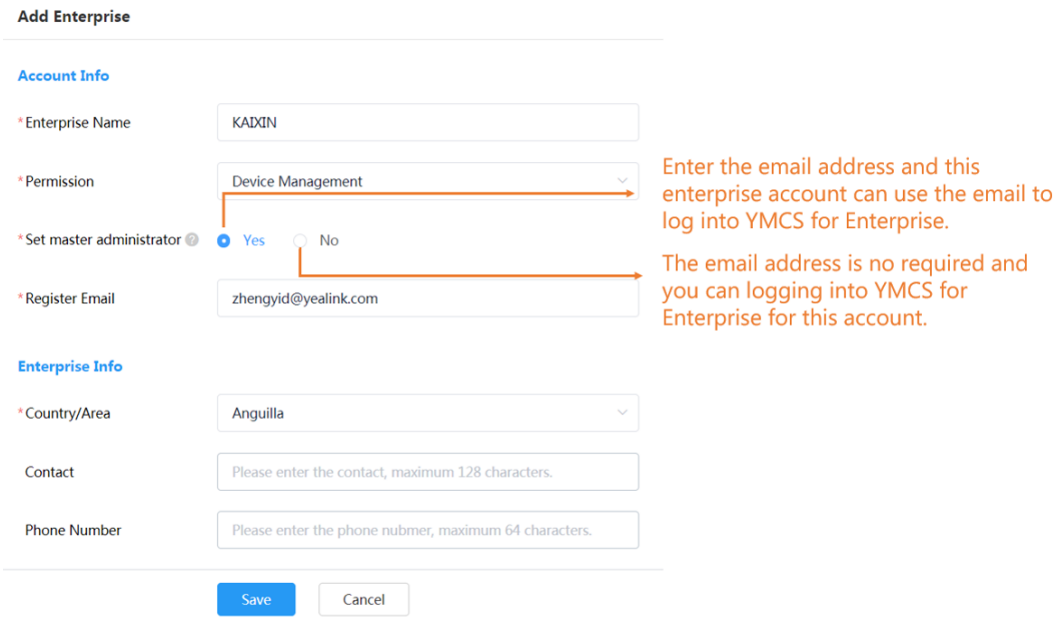
- *Adding Enterprise Accounts*
- *Searching for Enterprises*
- *Resetting the Passwords of Enterprise Accounts*
- *Editing the Information of Enterprise Accounts*
- *Freezing/Unfreezing Enterprise Accounts*
- *Logging into YMCS for Enterprise/RPS Enterprise*

Adding Enterprise Accounts

When adding enterprise accounts, you can choose the permission type according to enterprise needs. The permission type is divided into the device management permission (DMP) and the RPS permission (RPS).

Procedure

1. Click **User Management** > **enterprise Management**.
2. Click **Add** in the top-right corner.
3. Configure the information of the enterprise account.



4. Click **Save**.
   - By default, the enterprise authorizes the channel to manage the devices. When the enterprise administrator logs into YMCS for enterprise for the first time, the page will prompt whether you allow the authorization to the channel, you can accept or reject it.
   - If you do not associate with the Master administrator, the menu of **Authorized Channels** will be hidden on YMCS for enterprise.

Searching for Enterprises

You can enter the enterprise name, the registered email address or contacts to search for the enterprise account.

Procedure

1. Click **User Management** > **Enterprise Management**.

2. In the search bar, enter the information of corresponding enterprise accounts.
3. Click **Search**.
   The search results will be displayed in the list.

Resetting the Passwords of Enterprise Accounts

If enterprises forget their passwords, you can reset their passwords.

Procedure

1. Click **User Management** > **Enterprise Management**.
2. On the right side of the desired enterprise, click .
   If the operation succeeds, enterprise users will receive emails of the reset password.

Editing the Information of Enterprise Accounts

You can edit the corresponding information of enterprise accounts, for example, the registered emails or the contacts.

Procedure

1. Click **User Management** > **Enterprise Management**.
2. On the right of the desired enterprise name, click icon .
3. Edit the corresponding information of the enterprise account.
4. Click **Save**.

Freezing/Unfreezing Enterprise Accounts

When an exception occurs to the enterprise, you can freeze the enterprise account. After the enterprise account is frozen, the enterprise cannot use the account to log into YMCS for enterprise/RPS Enterprise. You can unfreeze the enterprise account after the issue is checked or solved.

Procedure

1. Click **User Management** > **Enterprise Management**.
2. The icon means that the enterprise is unfrozen, click this icon to freeze this enterprise account.
3. The icon means that the enterprise is frozen, click this icon to unfreeze this enterprise account.

Logging into YMCS for Enterprise/RPS Enterprise

For YMCS for enterprise, you can log in with the enterprise authorization. For the RPS enterprise platform, you can log in without any authorization.

Procedure

1. Click **User Management** > **Enterprise Management**.
2. On the right side of the desired enterprise name, click icon to go to the platform.

Related concepts

Instruction for the Old RPS-Channel Users

Managing Channels

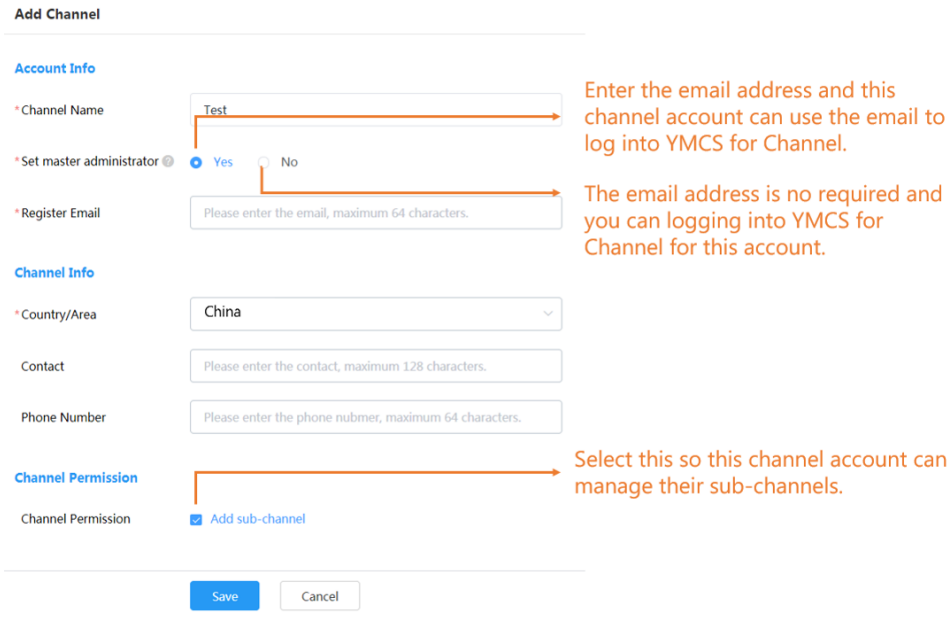
- *Adding Channels*
- *Searching for Channels*
- *Resetting the Passwords for Channel Accounts*
- *Editing the Channel Information*
- *Freezing/Unfreezing Channel Accounts*
- *Logging into YMCS for Channel*

Adding Channels

You can add sub-channels and the sub-channels can add their sub-channels. You can also control whether your sub-channel can add their sub-channels.

Procedure

1. Click **User Management** > **Channel Management**.
2. Click **Add** in the top-right corner.
3. Configure the account information, the channel information, and the channel permission.



4. Click **Save**.

Searching for Channels

You can enter the name, the registered email address or contacts to search for the desired channel.

Procedure

1. Click **User Management** > **Channel Management**.
2. In the search bar, enter the information.
3. Click **Search**.
   The search results will be displayed in the list.

Resetting the Passwords for Channel Accounts

If a channel forgets the password, you can reset it.

Procedure

1. Click **User Management** > **Channel Management**.
2. On the right side of the desired channel name, click icon .
   If the operation succeeds, the channel will receive emails of the reset password.

Editing the Channel Information

You can edit the corresponding information of the channel accounts, for example, the registered emails or the contacts.

Procedure

1. Click **User Management** > **Channel Management**.
2. On the right side of the desired channel name, click icon .
3. Edit the corresponding information.
4. Click **Save**.

Freezing/Unfreezing Channel Accounts

When an exception occurs to the channel, you can freeze the channel account. After the channel account is frozen, the channel cannot use the account to log into YMCS for channel. You can unfreeze the enterprise account after the issue is checked or solved.

Procedure

1. Click **User Management** > **Channel Management**.
2. The icon means that the channel account is unfrozen, click this icon to freeze it.
3. The icon means that the channel is frozen, click this icon to unfreeze it.

Logging into YMCS for Channel

You can log into the YMCS for channel of your sub-channels.

Procedure

1. Click **User Management** > **Channel Management**.
2. On the right side of the desired channel name, click icon to go to YMCS for channel.

Managing Devices

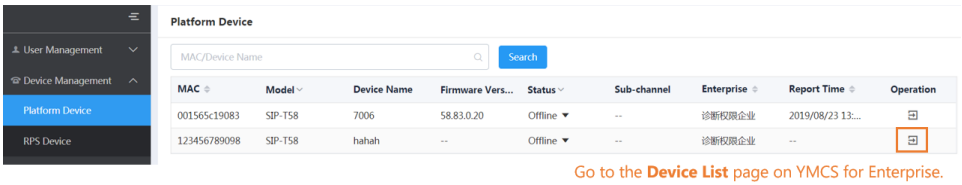
- *Devices on the Platform*
- *Viewing RPS Devices*

Devices on the Platform

You can view the SIP devices of the enterprises who authorize to you.

Procedure

Click **Device management** > **Platform Device**.



The Sub-Channel

Example, channel A-channel B-channel C-Enterprise A, Channel A can see Channel B in the device list, likewise, Channel B can see Channel C in the device list, and Channel C can see Enterprise A in the device list.

Viewing RPS Devices

You can view all the RPS devices added by the enterprises, including the MAC address, the server URL, the device unique URL, the IP address, and the enterprise.

Procedure

Click **Device management** > **RPS Device**.
All the RPS device will be displayed in the device list.

Managing Configuration

- *Enterprise Configuration*
- *Channel Configuration*

- *Executed Task*

Enterprise Configuration

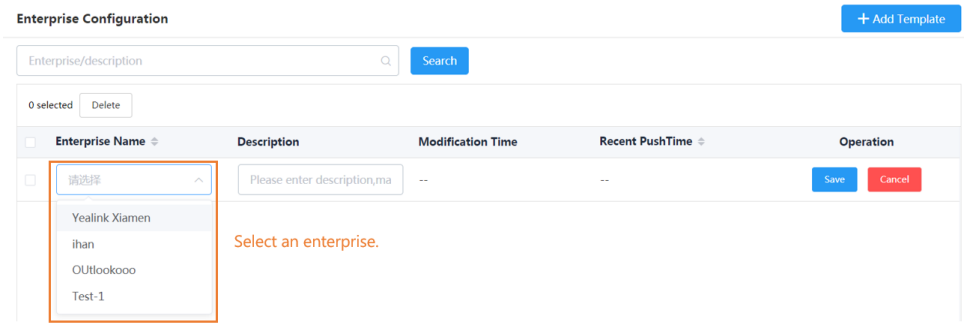
- *Adding Enterprise Configurations*
- *Managing the Enterprise Configurations*

Adding Enterprise Configurations

About this task

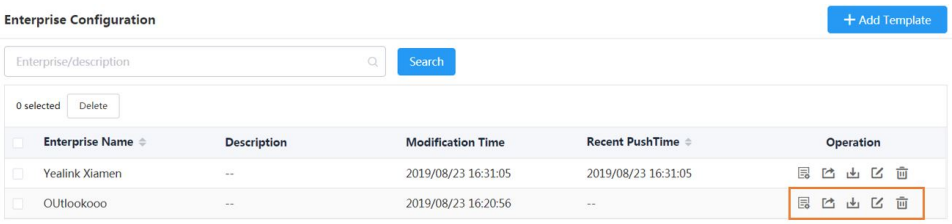
Procedure

1. Click **Device Configuration** > **Enterprise Configuration**.
2. Add a template and save it.

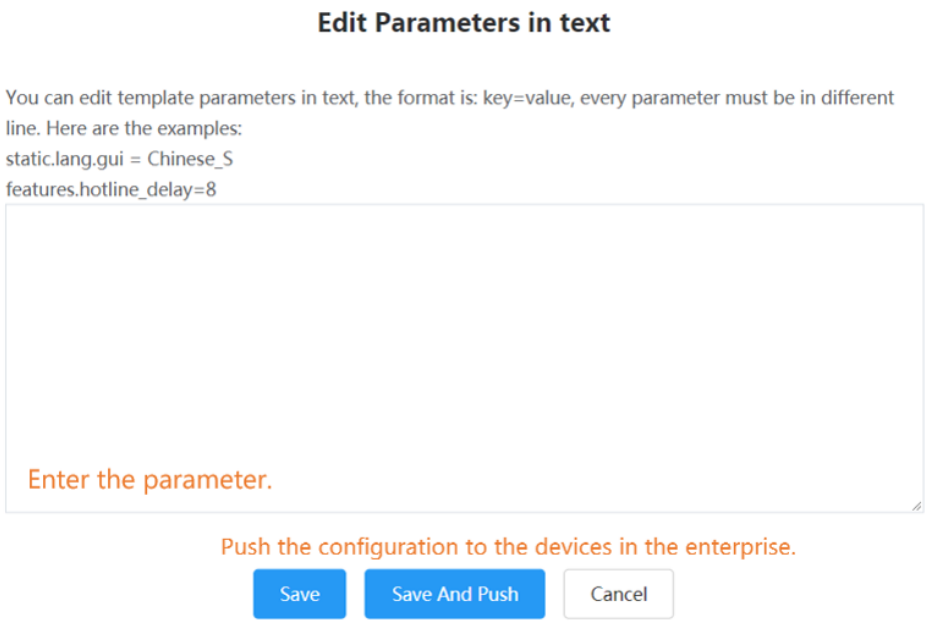


Managing the Enterprise Configurations

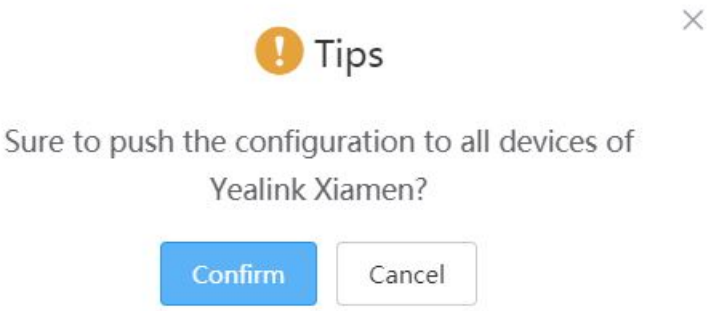
Go to the Enterprise Configuration page.



- Click to manage the configuration parameters.



- Click to push the configuration to the devices in the enterprise.



- Click to download the configuration template.
- Click to edit the configuration template.
- Click to delete the configuration template.

Channel Configuration

- *Adding Channel Configurations*
- *Managing the Channel Configurations*

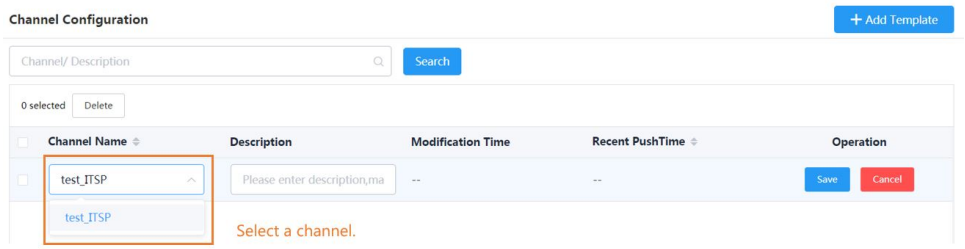
Adding Channel Configurations

About this task

Procedure

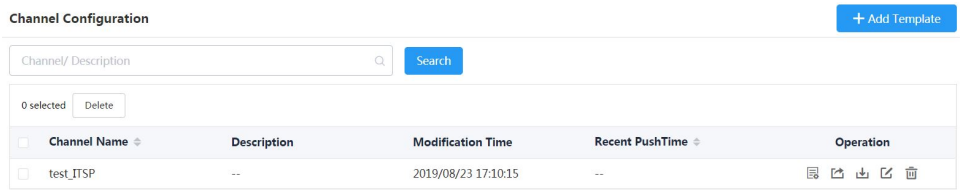
1. Click **Device Configuration** > **Channel Configuration**.

2. Add a template and save it.

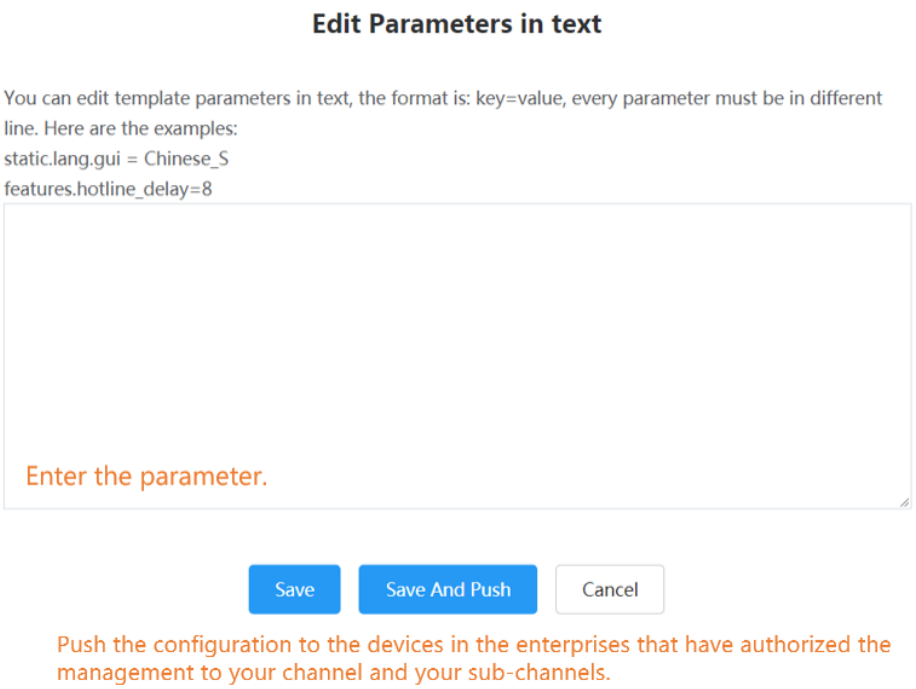


Managing the Channel Configurations

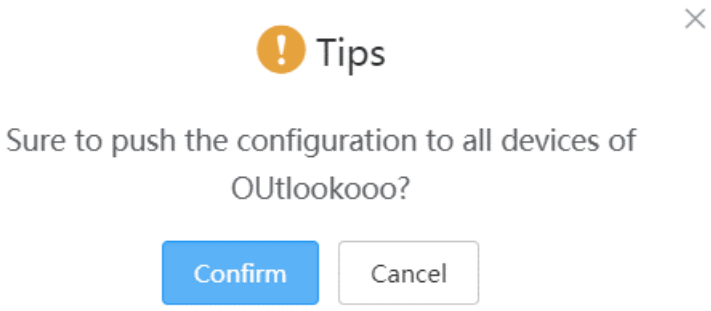
Go to the Channel Configuration page.



- Click to manage the configuration parameters.



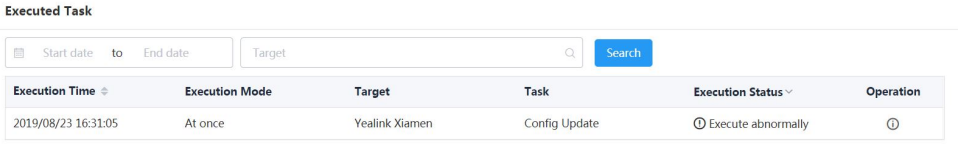
- Click to push the configuration to the devices in the enterprises that have authorized the management to your channel and your subordinate channels. Prerequisites: the channel has the enterprise authorization.



- Click to download the configuration template.
- Click to edit the configuration template.
- Click to delete the configuration template.

Executed Task

You can view the executed information of the pushed configuration or search for the desired executed records.



Managing the Alarm

When an exception occurs to the enterprise you manage, the alarm will be reported to the platform so that you can detect and solve problems such as network or server problems in time. You can manage the alarm to avoid the excessive alarm information.

- *Viewing the Latest Alarms*
- *Editing the Alarm Strategies*
- *Viewing Alarms*

Viewing the Latest Alarms

You can click in the top-right corner to view the latest alarm.

Editing the Alarm Strategies

You can add alarm strategies, specify the alarm severity, select the alarm receiver, select the alarm type, and enable or disable the alarm strategy.

Procedure

1. Click **Alarm Management** > **Enterprise Alarm Settings**.

2. On the right side of the desired enterprise, click .
3. Configure the corresponding parameters.
4. Click **Save**.

Viewing Alarms

When a problem occurs to the enterprise 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

- Receiving alarms is enabled. For more information, refer to *Editing the Alarm Strategies* .
- Set the alarm receiver as yourself. For more information, refer to *Editing the Alarm Strategies* .

Procedure

1. Click **Alarm management** > **Alarm list**.
2. Click beside the desired alarm.

   The alarm information includes the latest time when the alarm is reported, the times, and the description.

   Note: Only when the alarm of the application crash, the application no response or the kernel panic raises can you download the corresponding alarm log.

Related concepts

Appendix: Alarm Types

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 YMCS before you diagnose the device.

- *Going to the Device Diagnostic Page*
- *Setting Device Log*
- *Downloading the Backup Log*
- *Capturing Packets*
- *Diagnosing the Network*
- *Exporting Syslogs*
- *Exporting Backup Files*
- *Viewing the CPU and the Memory Status*
- *Viewing Recordings*
- *Capturing the Screenshot*
- *Diagnosis Assistance*
- *Ending the Diagnosis*

Going to the Device Diagnostic Page

Before you begin

- The enterprise authorizes you to manage the enterprise platform for him.
- Receiving alarms is enabled. For more information, refer to *Editing the Alarm Strategies* .
- Set the alarm receiver as yourself. For more information, refer to *Editing the Alarm Strategies* .

Procedure

1. Click **Alarm management** > **Alarm list**.
2. Click beside the desired alarm.

Related tasks

Setting the Log Level
Setting the Module Log
Setting the Local Log
Setting the Syslog
Putting the Log Backups to a Specified Server
Enabling the Log Data Backup
Downloading the Backup Log
Capturing Packets
Diagnosing the Network
Exporting Syslogs
Exporting Backup Files
Viewing the CPU and the Memory Status
Viewing Recordings
Capturing the Screenshot
Diagnosis Assistance
Ending the Diagnosis

Setting Device Log

You can put the module log, the local log, the syslog, and the backup log to a specific server, and enable the Log Data Backup. 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).

- *Setting the Log Level*
- *Setting the Module Log*
- *Setting the Local Log*
- *Setting the Syslog*
- *Putting the Log Backups to a Specified Server*
- *Enabling the Log Data Backup*

Setting the Log Level

Before you begin

Go to the Device Diagnostic page.

Procedure

1. In the **Log Level** field, click .
2. Enter the desired value.
3. Click **Confirm**.

Related tasks

Going to the Device Diagnostic Page

Setting the Module Log

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

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Log Settings**.
2. In the **Module Log** field, select the log type and the level.
3. Click **Save**.

Related tasks

Going to the Device Diagnostic Page

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

Go to the Device Diagnostic page.

Procedure

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



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.

Related tasks

Going to the Device Diagnostic Page

Setting the Syslog

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

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Log Settings**.

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

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.

Related tasks

Going to the Device Diagnostic Page

Putting the Log Backups to a Specified Server

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

Before you begin

Go to the Device Diagnostic page.

Procedure

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

Related tasks

Going to the Device Diagnostic Page

Enabling the Log Data Backup

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

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Log Settings**.
2. In the **Other Log Settings** field, enable **Log Data Backup**.
3. Click **Save**.

Related tasks

Downloading the Backup Log

Going to the Device Diagnostic Page

Downloading the Backup Log

Before you begin

Go to the Device Diagnostic page.

Procedure

1. On the right side of the corresponding log, click to download it to your computer.
2. If you want to download multiple logs, select the checkboxes of them, and click **Bach Download**.

Related tasks

Enabling the Log Data Backup
Going to the Device Diagnostic Page

Capturing Packets

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Packetcapture**.
2. Select the desired Ethernet and type, and then enter the string.

   You can enter the string only when you select **Custom** from the drop-down menu of **Type**.
3. Click **Start** to begin capturing.
4. Click **Finish** to stop capturing, and the file is generated automatically.
5. Click **Download** to save the file to your computer.

   Note: If the devices are offline, you cannot capture the packets. If it takes more than 1 hour to capture packets, the packet capturing will be automatically ended.

Related tasks

Going to the Device Diagnostic Page

Diagnosing the Network

Network diagnostics include Ping (ICMP Echo) and Trace Route.

Before you begin

Go to the Device Diagnostic page.

About this task

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 network congestion.

Procedure

1. Click **Diagnosing the Network**.
2. Select **Ping (ICMP Echo)** or **Trace route**.
3. Enter the IP address/domain name.

   The default value is the IP address of YMCS.

4. Select the desired value from the drop-down menu of **Request times**.
5. Click **OK** to start.

Related tasks

Going to the Device Diagnostic Page

Exporting Syslogs

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

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Export System Log**.
2. Save the file to your local computer.

Related tasks

Going to the Device Diagnostic Page

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.

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Export Config File**.
2. Select the file type.

   If you select the cfg file, you can choose to export static settings, non-static settings or all settings.
3. Click **Export**.
4. Save the file to your local computer.

Related tasks

Going to the Device Diagnostic Page

Viewing the CPU and the Memory Status

The device will report its CPU and memory information to YMCS every 15 minutes, so you can update the information and view the latest information. You can also copy the information to view the detailed memory information.

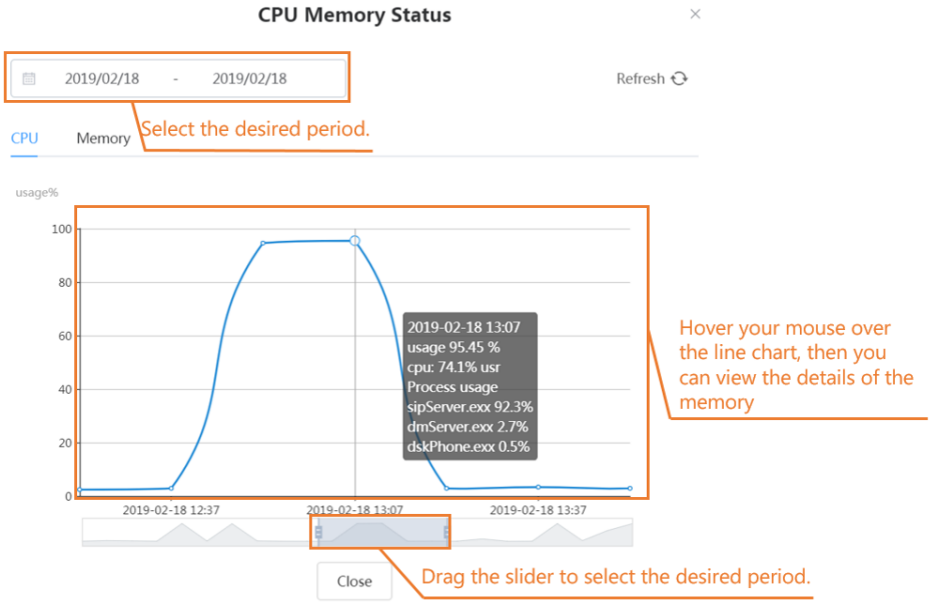
Before you begin

Go to the Device Diagnostic page.

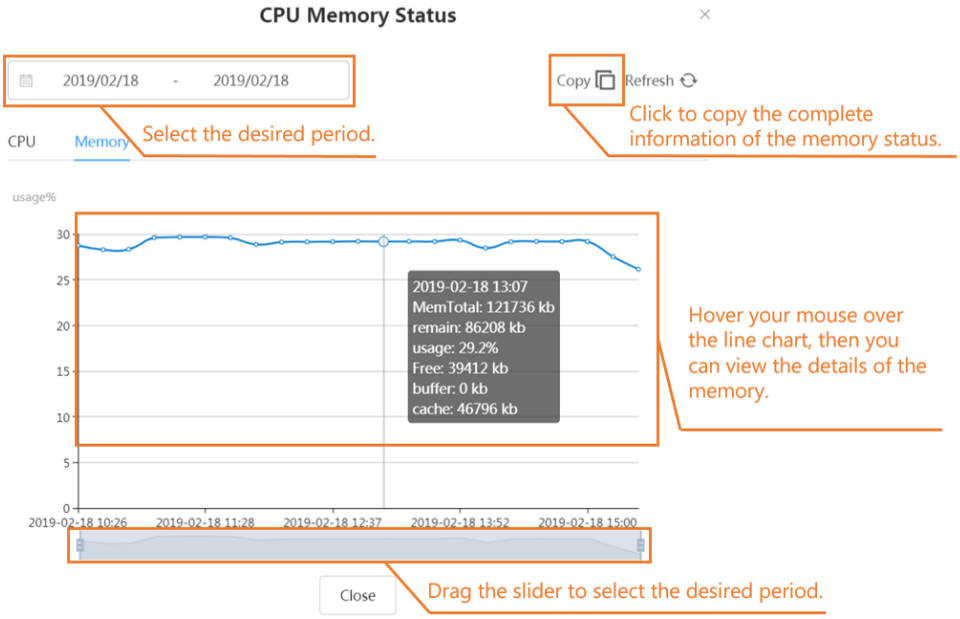
Procedure

1. Click **CPU Memory Status**.
2. Do one of the following:

- Click **CPU** to view the CPU usage.



- Click **Memory** to view the memory usage.



Related tasks

Going to the Device Diagnostic Page

Viewing Recordings

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Recording File**.
2. Select **Automatic upload recording file**, when the recording finishes, the recordings will be uploaded to the platform automatically.
3. Click and save it to your computer.

Related tasks

Going to the Device Diagnostic Page

Capturing the Screenshot

Before you begin

Go to the Device Diagnostic page.

Procedure

1. Click **Screencapture**.
2. You can click **Reacquire** to get the latest screenshot.

Related tasks

Going to the Device Diagnostic Page

Diagnosis Assistance

If the device diagnosis cannot solve the problem for your enterprise, you can go to **Diagnostic Assistance** to send feedback to Yealink.

Before you begin

Go to the Device Diagnostic page.

Procedure

Click **Diagnostic Assistance**.

Related tasks

Going to the Device Diagnostic Page

Ending the Diagnosis

After the diagnosis, the system will return to the Alarm List page.

Before you begin

Go to the Device Diagnostic page.

Procedure

Click **End Diagnostic**.

Related tasks

Going to the Device Diagnostic Page

Managing Orders

You can add orders, view the order status, search for orders, or cancel orders that do not take effect through the platform.

- *Adding Orders*
- *Viewing Orders*
- *Searching for Orders*
- *Cancelling Orders*

Adding Orders

You can place paid services for enterprises. The service information includes the maximum device number, the duration, the effective date and so on. You can place multiple orders for the same enterprise. During the validity, the number of the manageable devices of all the orders can be accumulated.

Procedure

1. Click **Order Management**.
2. In the top-right corner, click **Add Order**.

   Note: If the page prompts that you fail to add new paid orders, it may be caused by the limit set by Yealink, contact Yealink to solve this problem.
3. Enter the enterprise information and the reseller name.
4. Click **Next step**.
5. Select the corresponding information of the package type.
6. Click **Submit**.
7. Operate according to the prompts, and click **OK**.
   After you succeed in adding orders, the system will automatically send the order information to enterprises via email.

Viewing Orders

You can view the details of orders and services.

About this task

- Order details: it contains the order type, the order status, the order time, the enterprise and the reseller and so on.
- Service details: it refers to the service period, the validity and the maximum number of manageable devices that are supported by YMCS.

Procedure

1. Click **Order Management**.
2. Click order ID to view the corresponding order details.

   Tip: You can also export the order to view its details, click **Order Management** > **Export Order**.

Searching for Orders

You can search for orders by entering the order ID, the enterprise name, the distributor or the reseller. You can also quickly find the corresponding orders based on the expiration time and the order time.

Procedure

1. Click **Order Management**.
2. Click **More**, select the expiration time and the order time, and click **Search**.
   The search results are displayed in the order list.

   Tip: In the order list, you can quickly find the corresponding orders by selecting the service duration (listed by time) or by filtering the order status.

Cancelling Orders

If the enterprise wants to change to other services or the order contains wrong information, you can cancel the order. Note that effective orders cannot be canceled.

Procedure

1. Click **Order Management**.
2. On the right side of the desired enterprise name, click icon .
3. According to prompts, click **Cancel** to cancel this order.
   The order will not take effect after cancelling.

Managing Statements

You can view the details of all the statements.

- *Exporting Statements*
- *Searching for Statements*

Exporting Statements

You can export all statements to view the basic information. Basic information contains the order ID, the order time, the enterprise, the order content, the order status and the duration.

Procedure

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

Searching for Statements

You can search for statements by entering the order ID or the enterprise name, or by selecting the order time.

Procedure

1. Click **Statement Management**.
2. Select the start date and the end date of statements.
   Statements of corresponding dates will be displayed in the list.
3. Enter the order ID or the enterprise name in the search bar, and click **Search**.
   The search results will be displayed in the list.

> **Tip:** In the statement list, you can find the corresponding statements by selecting the order time (listed by time) or by filtering the order status.

Managing System

- *Viewing Operation Logs*
- *Managing Sub Accounts*

Viewing Operation Logs

The operation log records the operations performed by people from different channels. You can view the user name, the operation type/path, the IP address, the operation time and the operation result.

Procedure

Click **System Management** > **Operation Log**.
All operation logs are shown in the list.

> **Tip:** You can view operation logs by selecting the specified operation date, the operation type/path, or the operation time (listed by time).

Managing Sub Accounts

You can create sub accounts, and assign different features and data permissions (the data permission is assigned according to the enterprises/channels that the sub account can manage) to the sub accounts according to actual demand, so that you can use the sub account to log into YMCS for channel.

- *Adding Sub Accounts*
- *Deleting Sub Accounts*
- *Resetting the Password of the Sub Account*

Adding Sub Accounts

Before you begin

Adding Enterprise Accounts or *Adding Channels* is finished.

Procedure

1. Click **System Management** > **Sub account management** > **Add**.
2. Configure the account information.
3. Click **Save**.

Results

The system will send the account information to the sub account via email.

Deleting Sub Accounts

Procedure

1. Click **System Management** > **Sub account management**.
2. Select the desired account.
3. Click **Delete**.
4. Click **OK** according to the prompts.

Resetting the Password of the Sub Account

If you forget the password, you can reset it.

Procedure

1. Click **System Management** > **Sub account management**.
2. On the right side of the desired sub account, click .

Feedback

If you encounter any problem when using YMCS, you can click **Feedback** in the top-right corner to send an email to us.

Troubleshooting

This chapter introduces general troubleshooting methods that you may encounter when using YMCS for channel. If the problems that you encounter are not mentioned in this chapter, you can contact Yealink.

- *Forgot Your Password*
- *Enterprises Do Not Receive Emails After Adding Enterprise Accounts*

Forgot Your Password

If you forgot the password, you can reset the password by the registered email.

Procedure

1. Click **Forget Password** on the Login page.
2. Enter your registered email and the captcha, click **OK**.
3. Reset the password according to the prompts and click **OK**.

4. Log into your registered email in 10 minutes, click the link of resetting password and reset the password according to prompts.

Enterprises Do Not Receive Emails After Adding Enterprise Accounts

Situation

After adding enterprise accounts, enterprise account information will be automatically sent to the enterprises via email, but the enterprises do not receive any email.

Cause

- The emails may be in the spam folder.
- The emails may be intercepted by the back-end server.

Solution

Procedure

1. Remind the enterprises to check the spam folder.
2. Contact the enterprise IT staff to check back-end server.

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
Exit program	Critical
Call failed	Minor
Visual voicemail retrieve failure	Minor
Hold failure	Minor
Resume failure	Minor
Play visual voicemail failed	Minor
RTP violate	Minor
RTP address change	Minor
RTP dead	Minor

SRTP failure	Minor
Calllog retrieve failure	Minor
Outlook contact retrieve failure	Minor
Call failed	Minor
Bluetooth paired failed	Minor
Calendar synchronization failure	Major
Device reboot	Major
Meet now failure	Major
BToE pairing failure	Major
Exchange discovery failure	Major

Related tasks

Viewing Alarms