Yealink Management Cloud Service for Service Provider-Administrator Guide V3.3.0.3

Contents

About This Guide

Yealink Management Cloud Service, based on cloud architecture, possesses the RPS service, the centralized deployment, the management, the analysis, the alarm monitoring, the device diagnosis, the account registration, the order management and other features.

This guide introduces how to use the management platform for the service provider, for example, managing devices, diagnosing devices and dealing with the alarm.

Getting Started

This chapter introduces the requirements of Yealink device management platform.

- *Port Requirements*
- *Browser Requirements*
- *Supported Device Models*
- *Logging into YMCS*
- *Home Page*
- *Running State Page*
- *Logging out of YMCS*

Port Requirements

You should open five ports: 443, 9989, 80, 8443, and 8445. We do not recommend that you modify these ports.

Port	Description
443	It is used for accessing the device management platform and reporting the device information to the platform via HTTPS.
9989	It is used for the phone to download the configuration files.
80	It is used for accessing the device management platform via HTTP.
8443	It is used for calling the API of YMCS for RPS Enterprise.
8445	It is used for calling the API of YMCS for Enterprise.

Browser Requirements

supports the following browsers:

Browser	Version
Firebox	55 or later

Browser	Version
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/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	77.83.0.10 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.
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.

Device Types	Supported Device Models	Version Requirements
Zoom phones	CP960	73.30.0.10 or later.
Room System	MVC500/MVC800	92.11.0.10 or later

Logging into YMCS

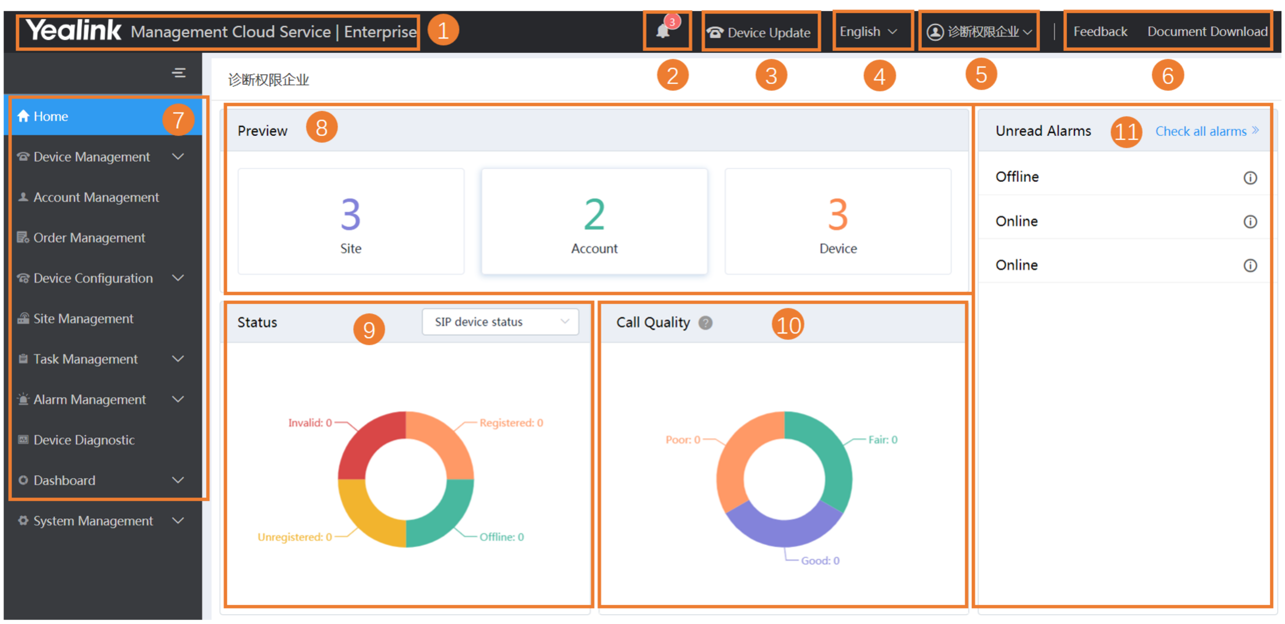
Yealink creates the accounts of YMCS, and you can obtain the username and the password via the email.

Procedure

1. Enter the address of the device management platform 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 and the password, and click **Login**.
4. 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:

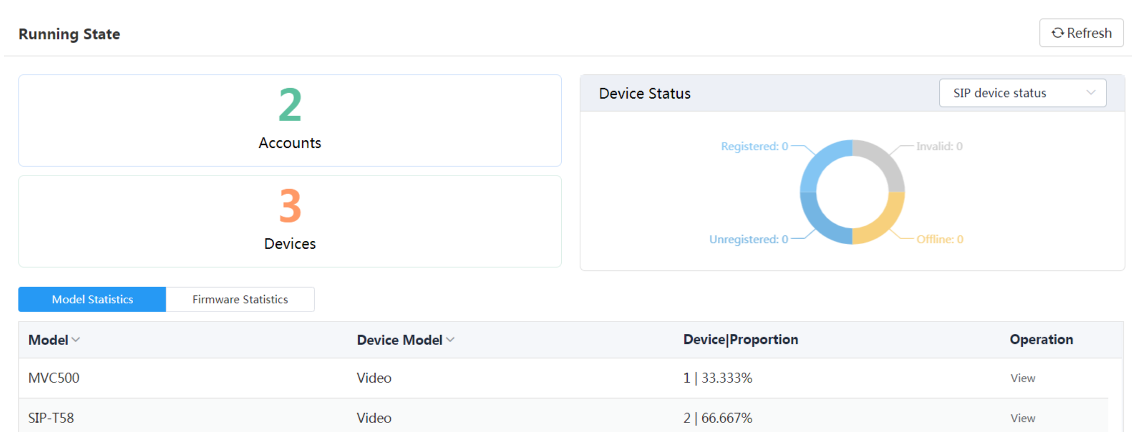


Number	Description
1	Go to the home page quickly when you are browsing other pages.
2	Display the number of unread alarms and the type of alarms.
3	Go to the Device List page quickly.
4	Change the display language.
5	Go to the page of setting the administrator account.

Number	Description
6	Go to the page of sending feedback or downloading a document.
7	Navigation pane.
8	**Data preview:** • Displays the number of sites and devices. • Click the desired module to go to the corresponding module.
9	**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.
10	**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.
11	**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 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 YMCS

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.

Managing Administrator Accounts

This chapter provides the basic operations for the administrator account.

- *Changing the Login Password*
- *Editing the Information of the Administrator Account*
- *Managing Sub-Administrator Accounts*

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**.

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*

- *Adding/Editing/Deleting a Role*
- *Assigning Roles to Sub-Administrator Accounts*
- *Assigning the Function Permission*
- *Assigning the Data Permission*
- *Adding and Managing Sub-Administrator Accounts*

Adding/Editing/Deleting a Group

You can manage the roles by the group.

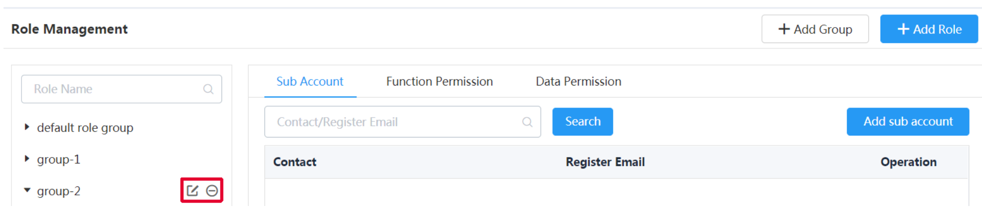
About this task

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.

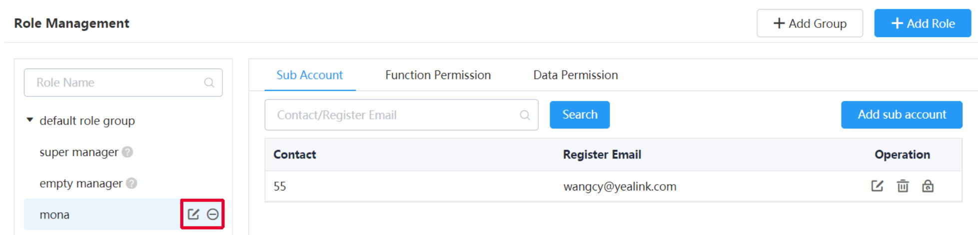
Table 1: Default role

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, the username, and the email.
3. Click **Confirm**.

Related tasks

Adding/Editing/Deleting a Role

Assigning the Function Permission

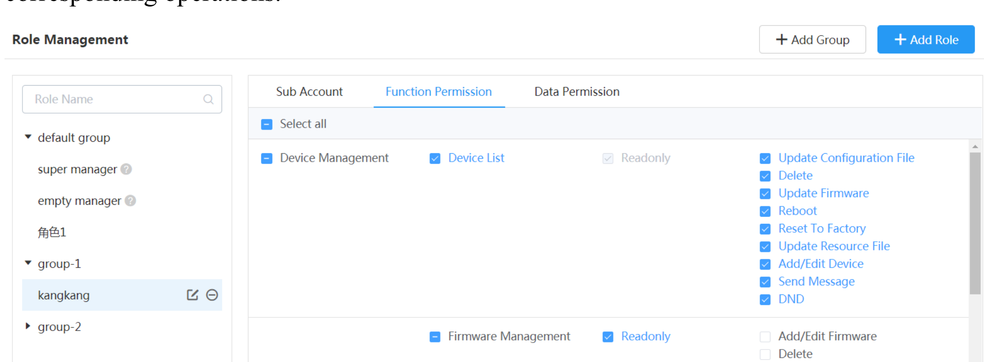
If you want to allow non-managers to use the sub-administrator account, for example, checking the call quality of the phone and diagnosing the devices, but you do not want them to add or delete devices, you can assign the limited function permission to them.

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

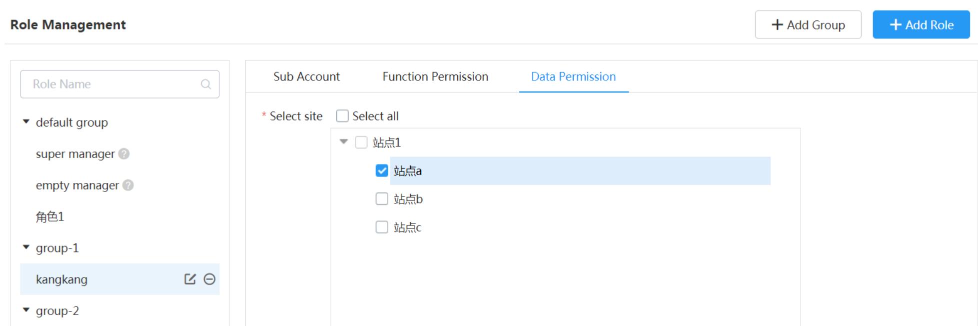
If you want to manage the device of your own site or of a certain amount of sites, you can assign the data permission.

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

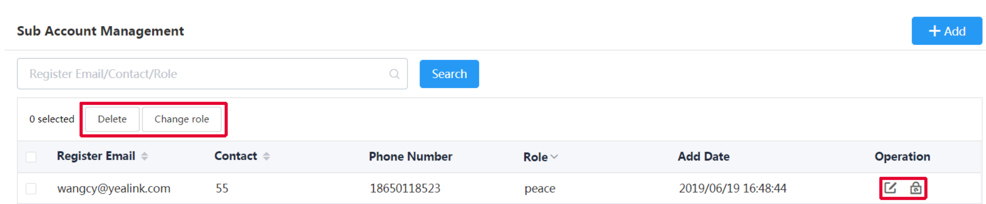
You have added roles.

Procedure

1. Click **System Settings** > **Sub Account Management**.
2. In the top-right corner, click **Add**.
3. Configure the phone number, the username, 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

Deploying the Room System

Before you manage the Room System via the device management platform, you should deploy to the Room System to make it connect to the device management platform.

About this task

For more information about deploying Room System, refer to *Yealink MVC800&MVC500 for Microsoft Teams Rooms System Deployment Guide*.

Procedure

On your MTouch, open Yealink Room Connect, 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 manage the devices via the device management platform, you should deploy to the devices to make them connect to the device management platform.

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 the USB Device Manager client, refer to *USB Device Manager Client User Guide*.

Procedure

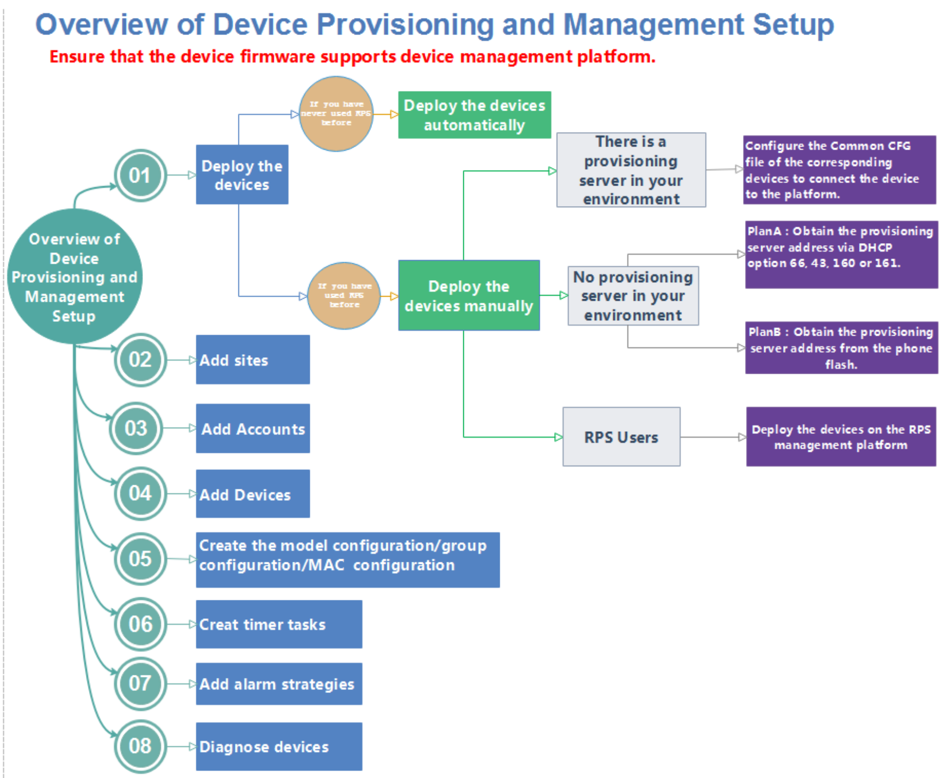
Open USB Device Manager client, go to **Config DM Server**, and complete the corresponding configuration.
The USB Device will be connected to the device management platform automatically.

Deploying SIP Devices

- *Overview of Device Deployment and Management*
- *Deploying Devices*
- *Updating the Configuration When the Device Is Connected to the Device Management Platform for the First Time*

Overview of Device Deployment and Management

The processes of the device deployment and management are shown as below:



Deploying Devices

The devices are redirected to the device management platform through the RPS feature by default, and will be automatically connected to the device management platform after powered on. If the automatic deployment fails, you need to manually deploy the devices.

Before you begin

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

Procedure

1. If there is a provisioning server you are using in your environment, configure the common cfg file (refer to *Configuring Common CFG File*).
2. 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://dm.yealink.com/dm.cfg*.
   - *Configuring the Server Address* , and deploy a single phone.
3. If you are an RPS user, you can deploy the devices on the RPS management platform.

Results

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

Note:

1. If the device is disconnected to the platform, you need to reboot it to reconnect it to the platform.
2. After the device is automatically connected to the device management platform through RPS feature, the RPS feature is disabled.

- *Configuring Common CFG File*
- *Deploying Devices on the RPS Management Platform*
- *Configuring the Server Address*

Related concepts

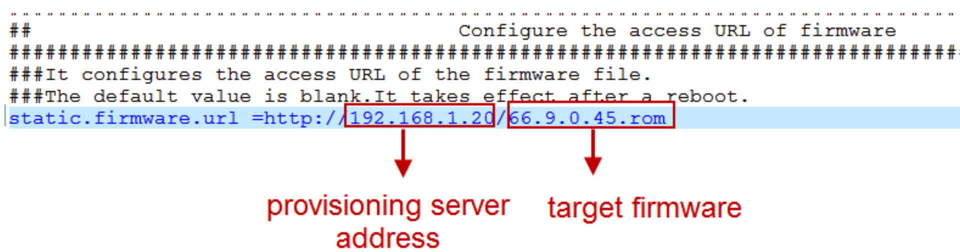
Supported Device Models

Configuring Common CFG File

If the device does not support the device management platform, you need to upgrade the firmware 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. 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 Management Platform

If you deploy the device on the RPS management platform for the first time, after the devices are powered on and connected to the network, the RPS management platform pushes the address of the device management platform (https://dm.yealink.com/dm.cfg) to the devices so that the devices can be connected to the platform.

Procedure

1. Log into the RPS management platform.
2. On the **Server Management** page, add the server URL.
3. On the **Device Management** page, add or edit the device information.
   After you trigger the device to send an RPS request, the device will be connected to the device management platform.

Related tasks

Logging into YMCS

Adding Servers

Adding Devices

Importing Devices

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 should be set as *https://dm.yealink.com/dm.cfg*.
4. Click **Auto Provision Now**.
   The device will be connected to the device management platform successfully.

Updating the Configuration When the Device Is Connected to the Device Management Platform for the First Time

The first time you report and add the devices to the platform, the platform will automatically update the corresponding parameters of the devices, including the model configuration, the MAC configuration or the global parameters. Group configuration can only be updated by manual.

Note that if both the model configuration and the MAC configuration of the device exist on the platform, the server will first push the corresponding model configuration first, and then push the MAC configuration.

Related concepts

Managing the MAC Configuration

Managing Model Configuration

Managing the Group Configuration

Related tasks

Configuring Global Parameters

Managing Sites

You can set up the site according to the organizational structure of your company. For example, you can set up different sites according to different departments, and divide all the accounts in the same department into the same site.

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

- *Adding Sites*
- *Importing Sites*
- *Editing Sites*
- *Searching for Sites*
- *Deleting Sites*

Adding Sites

Procedure

1. Click **Site Management**.
2. In the top-right corner, click **Add Site**.
3. Enter the site name and select the parent site.
4. Enter the description.
5. Click **Save**.

   If you want to add several sites continuously, you can also click **Save and add** to save the change and continue adding sites.

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.
3. Edit the site name, select the parent site, and add a description in the corresponding field.
4. Click **Save**.

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*
- *Importing Accounts*
- *Editing the Account Information*
- *Searching for Accounts*
- *Exporting Accounts*
- *Deleting Accounts*

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**.
4. Click **OK** Deleting Accounts.

   If the account is linked to a device, it prompts whether or not you want to unlink the account.

   Click **OK** to delete the account.

Managing Devices

Managing Devices

Adding Devices

Procedure

1. Click **Device Management** > **SIP Device List**.
2. In the top-right corner, click **Add Device**.
3. Configure the device name, the site, the model, the MAC address and the Machine ID in the corresponding filed.
4. Click **Save**.

Related tasks

Adding Accounts

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

Before deploying the device, note the following:

- If the device MAC address exists, the imported template will cover the previous account information, if you need to add new accounts, follow the note in the template.
- Only one account can be assigned to the SfB device, if there are multiple accounts, the first account is used by default.
- The number of accounts that can be linked to each device is different. If the number of accounts exceeds the limit, the extra accounts cannot be added by default.
- If a device with an account assigned to exists on the platform, and you import another device of the same model, the account information of the former device will be cleaned up.

Procedure

1. Click **Device Management** > **SIP Device List**.
2. In the top-right corner, click **Import**.
3. Click **Download the template**.
4. Add the device information to the template and save it to your local system.
5. Click **Click to upload** to import the file or drag the file to the specified field directly.
6. Click **Upload**.

Editing the Device Information

Procedure

1. Click **Device Management** > **SIP Device List/USB Device List/Room System**.
2. Click beside the desired device.
3. Editing the device information.
4. Click **Save**.

Exporting the Device Information

You can export the basic information of all devices.

Procedure

1. Click **Device Management** > **SIP Device List/USB Device List**.
2. In the top-right corner, click **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 one desired status entry under the **Status** tab and you can view the network information of the device, including the IP address, the subnet and the report time.

   The device status: unregistered, registered, offline, and invalid.

   - 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 service license expires, or the number of the devices reported to the platform exceeds the number allowed in the license.
3. Click beside the desired device to view more information.

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,

The device status: online, offline, and invalid.

- Online: the application connected to the USB device is connected to the platform.
- Offline: the USB device is disconnected, or the application connected to the MVC device is disconnected to the platform.
- Invalid: the service license expires, or the number of the devices reported to the platform exceeds the number allowed in the license.

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,

   The device status: online, offline, and invalid.

   - Online: the applications connected to the MVC devices are connected to the platform.
   - Offline: the MVC devices are disconnected, or the applications connected to the MVC devices are disconnected to the platform.
   - Invalid: the service license expires, or the number of the devices reported to the platform exceeds the number allowed in the license.
2. 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 search for devices by directly entering the basic information or selecting the site, which the devices belong to.

Procedure

1. Click **Device Management** > **SIP Device List/USB Device List/Room System**.
2. For SIP devices, do one of the following:
    - Enter the device name, the MAC address, the account information or the IP address in the search box and press Enter.
    - Click **More**, select a desired site or the account status, and click **Search**.
3. For the Room System, do one of the following:
    - Enter the name, the MAC address or the IP address in the search box and press Enter.
    - Click **More**, select a desired site, and click **Search**.
4. For USB devices, do one of the following:
    - Enter the device name, the IP address of the associated device or the device ID in the search box and press Enter.
    - Click **More**, select a desired site, and click **Search**.

    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

1. Click **Device Management** > **SIP Device List/USB Device List/Room System**.
2. Select the desired device.
3. Click **Site settings**.
4. Select the corresponding site and click **OK**.

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.

Procedure

1. Click **Device Management** > **SIP Device List**.
2. Select the desired device.
3. Click **More**, and then select **DND/Cancel DND** from the drop-down menu.
4. If you select a single device in step 2, you need to select a desired account.
5. Click **OK**.

Sending Messages to Devices

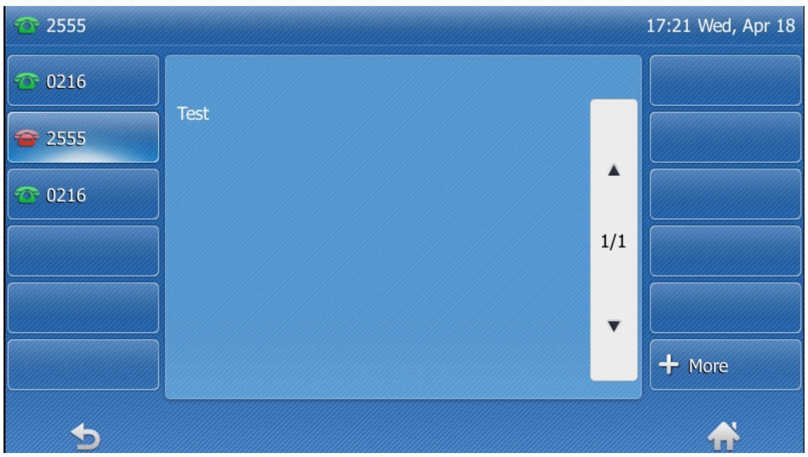
If you need to perform operations, for example, updating the firmware for the device, and want to notify the user in advance, you can send a message to the device through the platform. The device management platform supports sending messages to single or multiple devices.

Procedure

1. Click **Device Management** > **SIP Device List**.
2. Select the desired devices.
3. Click **More**, and then select **Send message** from the drop-down menu.
4. Select a desired value from the drop-down menu of **Display duration**.
5. Enter the content in the corresponding field.
6. Click **OK**.

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/Room System**.
2. For SIP devices, select the desired devices, click **More**, and select **Reboot**. For the Room System, select the desired system and click **Reboot**; or click its associated devices, select the devices that you want to reboot and click **Reboot**.
3. Click **OK**.

Resetting the Devices to Factory

Procedure

1. Click **Device Management** > **SIP Device List/Room System**.
2. For SIP devices, select the desired devices and click **More**. For the Room System, click its associated devices, and select the desired devices.
3. Select **Reset to factory** from the drop-down menu.
4. Click **OK**.

Deleting Devices

Procedure

1. Click **Device Management** > **SIP Device List/Room System**.
2. For SIP devices, select the desired devices; for the Room System, select the desired system or click its associated devices, and select the device you want to delete.
3. Click **Delete**.
4. Click **OK** according to the prompts.

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.

Procedure

1. Click **Device Management** > **Firmware Management**.
2. Click  beside the desired firmware.
3. Select the desired devices.
4. Click **Push to Update**.
5. 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*
- *Search for Resources*
- *Pushing Resource Files to Devices*
- *Editing Resource Files*
- *Downloading Backup Files*
- *Deleting Resource Files*

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 Device Configuration

You can manage device configuration by logging into the device management platform as a system administrator.

- *Managing Model Configuration*
- *Managing the Group Configuration*
- *Managing the MAC Configuration*
- *Configuring Global Parameters*

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 configuration to the device by setting the parameters in the template or editing the model configuration in the text.

Note that when the device of this model connects to the management platform for the first time, it will automatically update the configuration.

- *Adding Configuration Templates*
- *Setting Parameters (Model Configuration)*
- *Pushing Configuration to Devices*
- *Editing Configuration Templates*
- *Downloading the Model File*
- *Viewing Parameters*
- *Deleting Templates*

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 (Model Configuration)

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 in the template: you can edit the corresponding parameters in the template.

- *Setting Parameters in the Text (Model Configuration)*
- *Setting Template Parameters (Model Configuration)*

Setting Parameters in the Text (Model Configuration)

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

Procedure

1. Click **Device Configuration** > **Model Configuration**.
2. Click beside the desired template.
3. Select **Editing Parameters in text** from the drop-down menu.
4. Configure the parameters in the text.
5. Click **Save**.
6. Click **No**, the parameters will only be saved.

   You can also click **Yes** to push the updated parameters to the device in this group.

Setting Template Parameters (Model Configuration)

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

Procedure

1. Click **Device Configuration** > **Model Configuration**.
2. Click beside the desired template.
3. Configure the parameters.
4. Click **Save**.
5. Click **No**, the parameters will only be saved.

   You can also click **Yes** to push the updated parameters to the device in this group.

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. 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

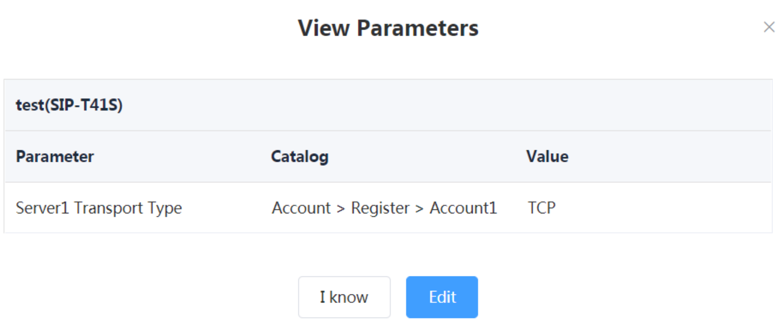
1. Click **Device Configuration** > **Model Configuration**.
2. Click beside the desired template.
3. Select **Download config file** from the drop-down menu to download the configuration file to your local system.

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 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*
- *Setting Parameters (Group Configuration)*
- *Editing Groups*
- *Updating the Group Device*
- *Viewing Parameters*
- *Downloading Configuration File*
- *Deleting Groups*

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 (Group Configuration)

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 in the template: you can edit the corresponding parameters in the template.

- *Editing Parameters in Text (Group Configuration)*
- *Setting Template Parameters (Group Configuration)*

Editing Parameters in Text (Group Configuration)

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

Procedure

1. Click **Device Configuration** > **Group Configuration**.
2. Click beside the desired group.
3. Select **Editing Parameters in text** from the drop-down menu.
4. Configure the parameters in the text.
5. Click **Save**.
6. Click **No**, the parameters will only be saved.

   You can also click **Yes** to update the parameters to all the devices in this group.

Setting Template Parameters (Group Configuration)

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

Procedure

1. Click **Device Configuration** > **Group Configuration**.
2. Click beside the desired group.
3. Configure the parameters.
4. Click **Save**.
5. Click **No**, the parameters will only be saved.

   You can also click **Yes** to update the parameters to all the devices in this group.

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**.

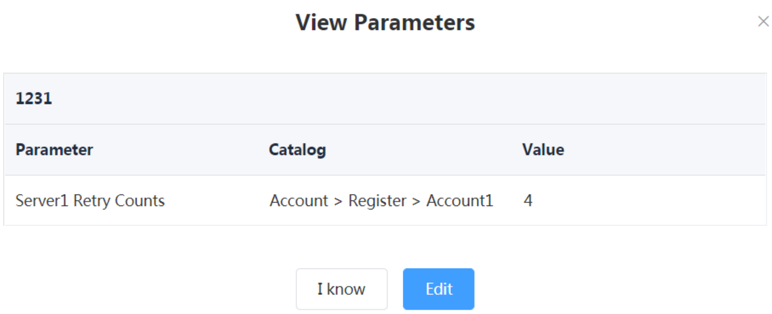
   You can click **Push to Update** to update the parameter configuration to all the devices in this group.

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.

Note that when the device is connected to the management platform for the first time, and if there is a MAC backup file, it will be pushed to the device automatically.

- *Uploading backup Files*
- *Generating Configuration Files*
- *Pushing Backup Files to Devices*
- *Downloading Backup Files*
- *Exporting Backup Files*
- *Deleting Backup Files*

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.

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. Note that when the device is connected to the management platform for the first time, they will automatically update the parameters.

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.

Managing Orders

After purchasing the service, you can view the service package and the order information. When the order is closed, cancelled or expired, you can view the notifications of your order status on the platform.

- *Order Service*
- *Viewing the Order Details*
- *Checking the Reason for the Closed Order*
- *Exporting Orders*
- *Search for Orders*

Order Service

You can view the information of the basic package, including the amount of devices which can be managed and the details of all orders. All orders in service can be superimposed during the validity. If an order is about to expire, you need to purchase the service from your distributor or reseller to continue using the device management platform.

Viewing the Order Details

The order details include the order ID, the order type, the order time, the quantity of the supported devices, the service duration (month), and the validity.

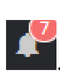
Procedure

1. Click **Order Management**.
2. Click the desired order.

Checking the Reason for the Closed Order

When an order is closed by Yealink, the device management platform will receive a notification through which you can check the specific reason.

Procedure

1. In the top-right corner, click .
2. Click the corresponding notification.

3. You can check the reason in the Message Center.

Exporting Orders

You can export the basic information of all orders.

Procedure

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

Search for Orders

You can search for the order by entering the basic information or selecting the expiration time and order time.

Procedure

1. Click **Order Management**.
2. Enter the order ID, the enterprise name, the distributor or reseller in the search box, press **Enter** to perform a search.

   You can also click **More**, select the expiration time or the order time to perform the search.

Managing Tasks

You can create timer tasks and manage them. You can also view the task operational log, and if an exceptional situation occurs, you can troubleshoot or retry the task.

- *Timer Tasks and Task Rules*
- *Adding Timer Tasks*
- *Editing Timer Tasks*
- *Pausing or Resuming Timer Tasks*
- *Ending Timer Tasks*
- *Searching for Timer Tasks*
- *Viewing Timer Tasks*
- *Viewing Tasks*
- *Retrying Tasks*
- *Searching for Executed Tasks*

Timer Tasks and Task Rules

When creating a timer task, you can choose the task type and the execution period. For example, you don't want to update the firmware or the configuration during the office hour, because the firmware or the configuration update process will cause the device to reboot, making it unable for users to use the device normally. Therefore, you can set up a timer task to control the device to perform the one-time task during non-office hours.

The rules of pushing timer tasks are as follows:

Task	Rules
Push resource file	You can only push one file of the same resource type at a time. Only the resource file supported by the device can be pushed.
Update firmware	If you select the devices of different models, only the firmware applicable to all the devices can be updated.
Update config File	If you select Update CFG by the model template, the device will update the configuration of the corresponding model template. If the corresponding model temple does not exist, no push is performed. If you select Update CFG by factory defaults, the device will update the system default configuration.
DND/cancel DND	DND/Cancel DND is enabled for all registered accounts on the device.
Push global parameters	/
Send message	/
Reboot/Reset to factory	/

Adding Timer Tasks

Procedure

1. Click **Task Management** > **Timer Task**.
2. In the top-right corner, click **Add Timer Task**.
3. Select the desired devices.
4. Configure the name, select the content, the period and the executive time in the corresponding field.
5. Click **Save**.

Editing Timer Tasks

You can only edit the timer tasks which are to be executed or suspending.

Procedure

1. Click **Task Management** > **Timer Task**.
2. Click beside the desired task.
3. Select the desired devices in the list.
4. Edit the timer task information in the corresponding field.
5. Click **Save**.

Pausing or Resuming Timer Tasks

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

Procedure

1. Click **Task Management** > **Timer Task**.
2. Click / beside the desired task to pause/resume the task.

Ending Timer Tasks

You can end timer tasks in the status of to be Executed, Suspending or Executing. 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** > **Timer Task**.
2. Click beside the desired task.

Searching for Timer Tasks

You can search for timer tasks by directly entering the related information or according to the execution result.

Procedure

1. Click **Task Management** > **Timer Task**.
2. Do one of the following:
   - Enter the task name in the search box, and press Enter to perform the search.
   - Click **More**, select a desired execution result, and click **Search**.

   The search results are displayed in the timer task list.

Viewing Timer Tasks

Procedure

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

Viewing 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.

Procedure

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

2. Click ⓘ beside the desired task name.

Retrying Tasks

Procedure

1. Click **Task Management** > **Executed Task**.
2. Click ⓘ beside the desired resource.
3. Select the exceptional devices, and then click **Retry** to re-execute the task.

Searching for Executed Tasks

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

Procedure

1. Click **Task Management** > **Executed Task**.
2. Enter the task name in the search box, and press Enter to perform the search.

   You can also search for an executed task by selecting the start time and the end time.

   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*

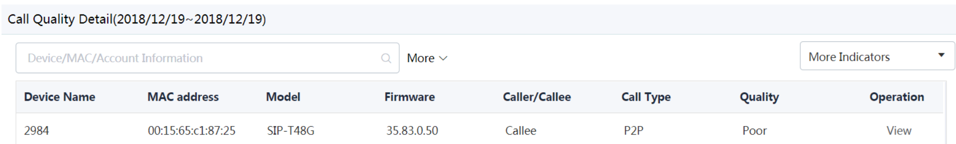
Customizing the Indicators of Call Quality Detail

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**.

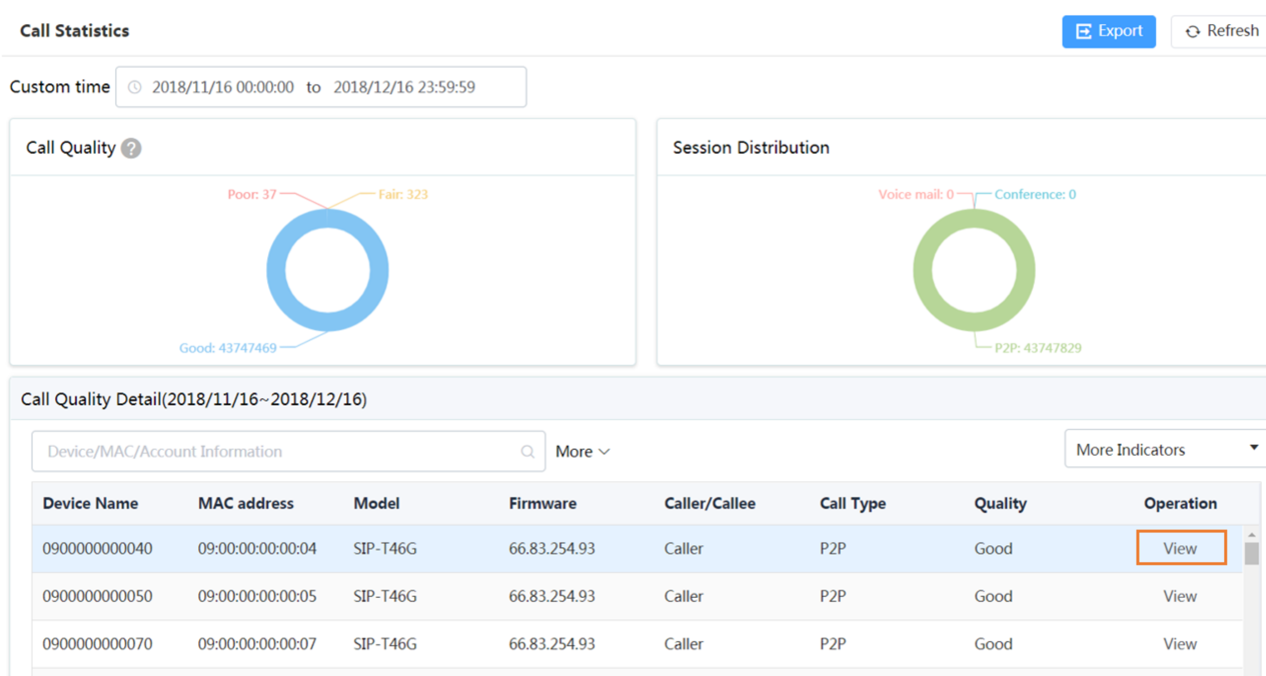
   The selected indicators are shown in the list of call quality detail.



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.

Note: The device diagnosis is the advanced feature, 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* .

- For different devices, we provide different diagnostic features. In this section, we take the SIP device as an example.

- *Going to the Device Diagnostics Page*
- *Setting the Device Logs*
- *Setting the Log Level*
- *Capturing Packets*
- *Diagnosing the Network*
- *Exporting Syslogs*
- *Exporting Backup Files*
- *Viewing the CPU and the Memory Status*
- *Viewing Recordings*
- *Capturing the Screenshot of the Device*

Going to the Device Diagnostics Page

Do one of the following:

- Click **Device Management->Device list**, and then click beside the desired device.
- Click **Device Diagnostic**, enter the MAC address or the IP address of the desired device, and then click **Start Diagnostic**.

Setting the Device Logs

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.

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 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*

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. Go 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. Go 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. Go 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. Go 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. Go 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. Go to the device diagnostics page.

2. On the right side of the corresponding log, click to download it to your computer.

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

Related tasks

Enabling the Log Data Backup

Setting the Log Level

Procedure

1. Go to the device diagnostics page.
2. Click **Log Level**.
3. Enter the desired value.
4. Click **Confirm**.

Capturing Packets

Procedure

1. Go 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 network congestion.

Procedure

1. Go 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 default value is the IP address of the device management platform.
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. Go 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. Go 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. Go 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. Go to the device diagnostics page.
2. Click **Recording file**.

   You can select the **Automatic upload recording file** check box 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. Go to the device diagnostics page.
2. Click **Screencapture**.

   You can click **Re-acquire** to acquire the latest screenshot.

Managing System

- *Obtaining the Accesskey*
- *Viewing Operation Logs*

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 Management Cloud Service 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.

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

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

Tip: You can search for the operation log by selecting the start time, the end time, the username, the IP address, the operation type or the path.

Troubleshooting

This chapter helps you solve the problems you might encounter when using .

- *General Issues*

General Issues

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*
- *The Phones Cannot Connect to YMCS for Enterprise*
- *The Offline Device Reconnects to the YMCS for Enterprise*

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.

The Phones Cannot Connect to YMCS for Enterprise

- Make sure the firmware version of the device supports YMCS. If the firmware version does not support, refer to *Supported Device Models* to upgrade the firmware first.
- Make sure you connect to the address *https://dm.yealink.com/dm.cfg*.

The Offline Device Reconnects to the YMCS for Enterprise

Reasons that the device is offline:

- The device is disconnected from the network.
- The device is powered off.
- The device is reset to the factory and disconnected from the platform.

Reconnect the device to the device management platform for enterprise:

- If the device has been reported to the device management platform, the device will be automatically connected to the device management platform after being powered on or connected to the network.
- If the device has not been reported to the device management platform, you need to deploy the device first. For more information on how to deploy the devices, refer to *Deploying Devices* .

Appendix: Alarm Types

Alarm type	Severity
Poor quality call	Critical
Registration failure	Critical
Upgrade firmware failure	Critical

Alarm type	Severity
Update configuration failure	Critical
Application crash	Critical
Application no response	Critical
Kernel panic	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
Calendar synchronization failure	Minor
Calllog retrieve failure	Minor
Outlook contact retrieve failure	Minor
Call failed	Minor
Bluetooth paired failed	Major
BToE pairing failure	Major
Exchange discovery failure	Major
Exit program	Major