

# User Manual

## Yealink Redirection and Provisioning Service (RPS)



December 2011

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## Document Revision History

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| Release | Version | Reason for Change | Date             | Author   |
|---------|---------|-------------------|------------------|----------|
| 1.0.2   | 1.0     |                   | December 1, 2011 | Mike Hou |

## Welcome

### *About this manual*

This Yealink Redirection and Provisioning Service Manual provides information on how to operate on Yealink Redirection Service. This manual is for deployers, Users and VAR Users of Yealink products who configure and manage devices, servers and accounts.

### *Document Overview*

This manual is divided into two main parts by user type:

For **User**, please go to “[PAGE 1-11](#)”

For **End-user**, please go to “[PAGE 12](#)”

### *Introduction*

RPS is a free service developed for all Yealink customers worldwide. Through RPS, service providers can greatly simplify mass deployments of Yealink phones, save time and money in configuring and shipping phones, reduce errors caused by complicated manual configuration.

## Guide for User

### 1 Logging into the RPS

The Web UI URL is <https://dm.yealink.com>. First of all, a User must be assigned a Username and Password by the Yealink distributor, and then use these credentials to login the RPS.

#### To login the RPS Web UI

1. Type the URL in the address bar of your web browser and press <Enter>. The login page displays as Figure 1.1:

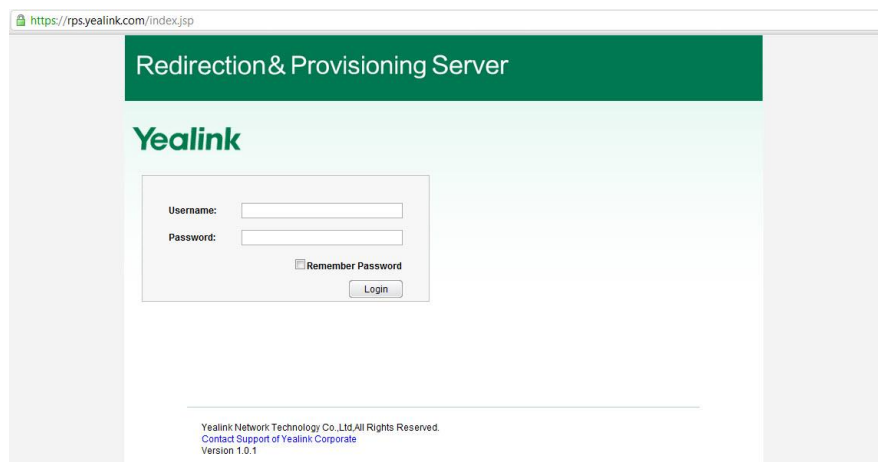


Figure 1.1

2. Enter the Username and Password provided by Yealink distributor and then press <Enter> or click Login button, the main page displays as Figure 1.2:

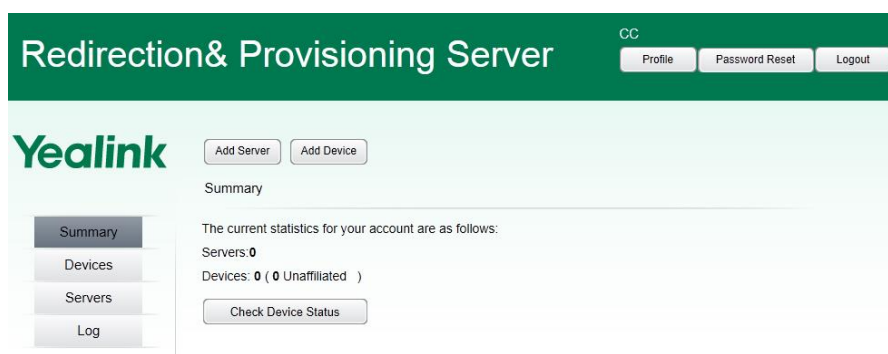


Figure 1.2

#### Notes:

- ① If you forget your username and password, please contact Yealink distributor in your region for assistance.
- ② For security, you will logout automatically after you stay inactive for 10 minutes.

## 2 Adding Devices

Through adding devices, a User can assign the Yealink devices to a specific configuration server

### To add devices to a server

1. On the summary page, click Add Device on the top shortcut-buttons, then Add Device dialog displays as Figure 2.1:

Figure 2.1

2. In the **Enter MAC** field, enter a valid MAC address and press <Enter>, the MAC address you entered appears in the MAC List, in this way, you can add multiple MAC addresses one by one.

#### Notes:

- ① Four types of valid MAC address formats are 001565000001, 00-15-65-00-00-01, 00 15 65 00 00 01, 00:15:65:00:00:00:01
  - ② "Invalid MAC" notification means that the MAC address format is invalid.
  - ③ Each MAC address can only be added one time by the same user. If you want to re-add the MAC address, you should delete it and then add it.
  - ④ If you enter a MAC that another RPS user has added, "Override current registration, continue?" notification will pop up, you should check the MAC carefully before pressing "Yes" to override.
3. In the **MAC List** field, you can delete or clear the incorrect MAC addresses
  4. In the **Server** field, you can select the server belonging to you.

#### Note:

**The Server field can be None.**

5. Click **Save** button to add these MAC addresses.
6. After adding devices successfully, Devices page displays as Figure 2.2, and the MAC addresses you just added will display in the top of the list.

# Redirection& Provisioning Server

user@yealink.com
Profile
Password Reset
Logout

Yealink

Add Server
Add Device

Summary

Devices

Servers

Log

Devices
Search MAC addresses
Search

+ Add
Edit
Upload
x Delete

|                          | MAC Address       | Server   | IP Address | Date Registered  | Last Connected |
|--------------------------|-------------------|----------|------------|------------------|----------------|
| <input type="checkbox"/> | 00-15-65-00-00-15 | Server 1 |            | 2011-12-02 07:09 |                |
| <input type="checkbox"/> | 00-15-65-00-00-16 | Server 1 |            | 2011-12-02 07:09 |                |
| <input type="checkbox"/> | 00-15-65-00-00-17 | Server 1 |            | 2011-12-02 07:09 |                |
|                          |                   |          |            |                  |                |
|                          |                   |          |            |                  |                |
|                          |                   |          |            |                  |                |
|                          |                   |          |            |                  |                |
|                          |                   |          |            |                  |                |
|                          |                   |          |            |                  |                |
|                          |                   |          |            |                  |                |

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Figure 2.2

### 3 Mass adding devices by uploading a Comma-Separated Value (CSV) File

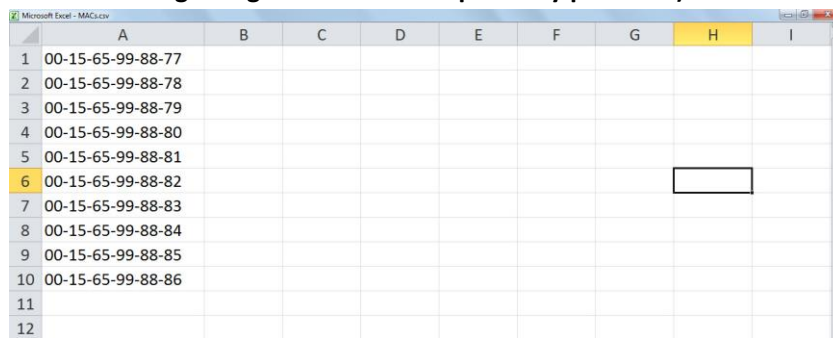
Through this feature, you can add a large number of MAC addresses at one time. You can save these devices' MAC addresses in a \*.csv or \*.xls file on your PC, and then upload it to the RPS.

#### To add multiple devices using a \*.csv or .xls file

1. Open a new document using a spreadsheet application(i.e., Microsoft Excel™)
2. In the first column, enter the MAC addresses of the devices you want to add to the RPS. One example is shown as Figure 3.1

#### Notes:

- ① You must type the MAC addresses in the first column. Other columns will be ignored.
- ② 00-15-65-00-00-01 format is recommended. In addition, 001565000001, 00 15 65 00 00 01, 00:15:65:00:00:01 are also supported.(001565000001 format is not available in \*.csv file, because the "00" in the beginning will cause incompatibility problem.)



|    | A                 | B | C | D | E | F | G | H | I |
|----|-------------------|---|---|---|---|---|---|---|---|
| 1  | 00-15-65-99-88-77 |   |   |   |   |   |   |   |   |
| 2  | 00-15-65-99-88-78 |   |   |   |   |   |   |   |   |
| 3  | 00-15-65-99-88-79 |   |   |   |   |   |   |   |   |
| 4  | 00-15-65-99-88-80 |   |   |   |   |   |   |   |   |
| 5  | 00-15-65-99-88-81 |   |   |   |   |   |   |   |   |
| 6  | 00-15-65-99-88-82 |   |   |   |   |   |   |   |   |
| 7  | 00-15-65-99-88-83 |   |   |   |   |   |   |   |   |
| 8  | 00-15-65-99-88-84 |   |   |   |   |   |   |   |   |
| 9  | 00-15-65-99-88-85 |   |   |   |   |   |   |   |   |
| 10 | 00-15-65-99-88-86 |   |   |   |   |   |   |   |   |
| 11 |                   |   |   |   |   |   |   |   |   |
| 12 |                   |   |   |   |   |   |   |   |   |

Figure 3.1

3. Save your file on your PC using "Save as" in the format ".csv" or ".xls". And the name can be user-defined.

#### Notes:

- ① The file must be less than 1MB in size.
  - ② To check the validity of your .csv file, open it from plain-text program (i.e., Notepad, TextEdit).Make sure there are no extra commas, other than between fields.
  - ③ \*.xlsx file is not supported at the moment.
4. On the summary page, click Devices on the left menu, then Devices page displays as Figure 3.2:
  5. Click **Upload** button, the Upload File dialog displays as Figure 3.2:

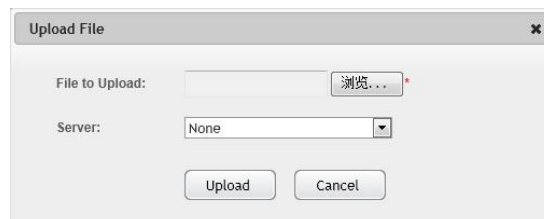


Figure 3.2

6. In the **File to Upload** field, click <Browser...> to find the file you saved on your PC.
7. In the **Server** field, generally select None or specially select the server added by you.



8. Click **Save** button to add these MAC addresses.
9. After adding devices successfully, Devices page displays, and the MAC addresses you just added will display in the top of the list.

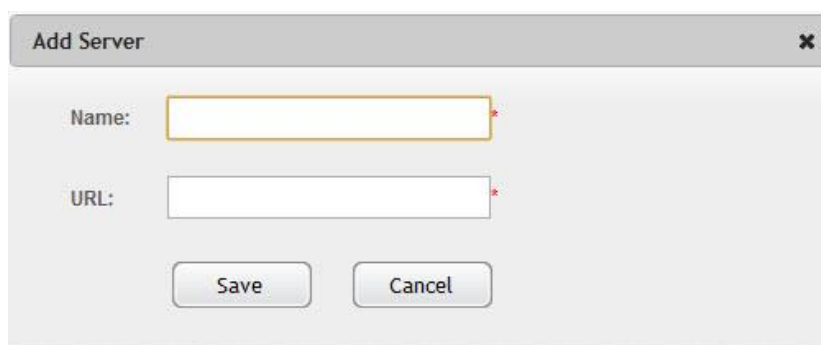
## 4 Adding Servers

Before a device can be redirected to a specific configuration server, the server must be added to the RPS by entering a name and a URL.

### To add a configuration server to the RPS

1. On the summary page, click **Add Server** on the top shortcut-buttons, then Add Server dialog displays as Figure 4.1:

(Additionally, you can click Add button on Servers list page to display Add Server dialog)

A modal dialog box titled "Add Server" with a close button (X) in the top right corner. It contains two input fields: "Name:" and "URL:". Both fields have a red asterisk (\*) to their right, indicating they are required. Below the input fields are two buttons: "Save" and "Cancel".

| Add Server             |                      |
|------------------------|----------------------|
| Name:                  | <input type="text"/> |
| URL:                   | <input type="text"/> |
| <div>Save Cancel</div> |                      |

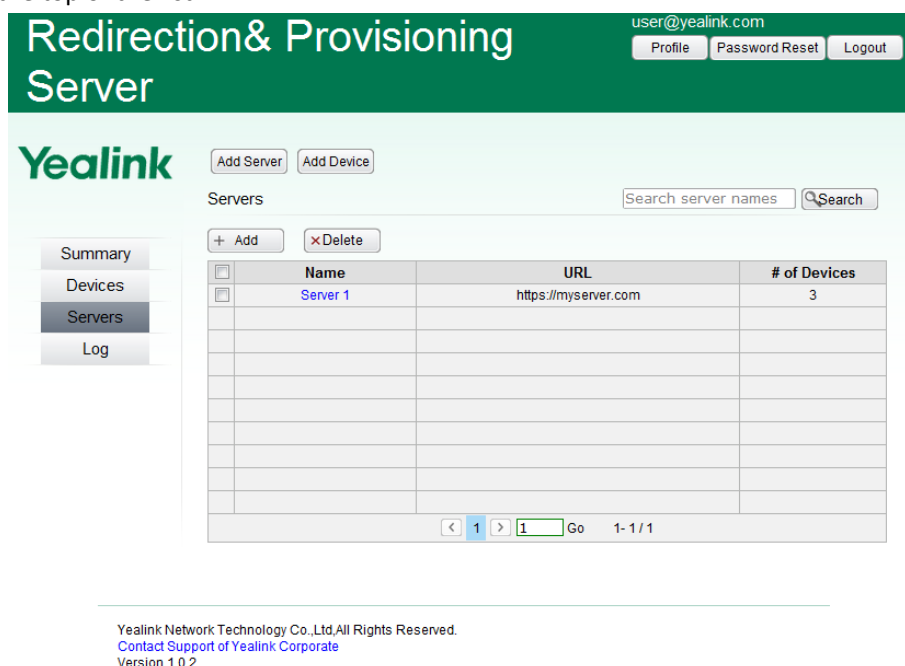
Figure 4.1

2. In the **Name** field, enter the name that must be less than 20 characters.
3. In the **URL** field, enter the exact server address that must be less than 255 characters

#### Note:

**Four types of URL are supported: https/http/ftp/tftp**

4. Click **Save** button to add the server to the RPS.
5. After adding server successfully, Servers page displays as Figure 4.2. The server you just added will display in the top of the list.

The screenshot shows the "Redirection & Provisioning Server" interface. At the top, there's a green header with the title and user information "user@yealink.com" with links for "Profile", "Password Reset", and "Logout". Below the header, the "Yealink" logo is on the left, and "Add Server" and "Add Device" buttons are on the right. A "Search server names" input field with a "Search" button is also present. A sidebar on the left contains links for "Summary", "Devices", "Servers" (which is highlighted), and "Log". The main area shows a "Servers" table with columns "Name", "URL", and "# of Devices". The table contains one entry: "Server 1" with URL "https://myserver.com" and 3 devices. There are "Add" and "Delete" buttons above the table. At the bottom of the table, there's a pagination control showing "1" of "1" items.

Redirection & Provisioning Server

user@yealink.com  
Profile Password Reset Logout

Yealink Add Server Add Device

Search server names Search

Servers

+ Add x Delete

|                          | Name     | URL                  | # of Devices |
|--------------------------|----------|----------------------|--------------|
| <input type="checkbox"/> | Server 1 | https://myserver.com | 3            |
| <input type="checkbox"/> |          |                      |              |
| <input type="checkbox"/> |          |                      |              |
| <input type="checkbox"/> |          |                      |              |
| <input type="checkbox"/> |          |                      |              |
| <input type="checkbox"/> |          |                      |              |
| <input type="checkbox"/> |          |                      |              |
| <input type="checkbox"/> |          |                      |              |
| <input type="checkbox"/> |          |                      |              |
| <input type="checkbox"/> |          |                      |              |

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Figure 4.2

## 5 Managing Your Account

### *To change your profile*

1. Click **Profile** button on the top-right menu, Edit Profile dialog displays as Figure5.1

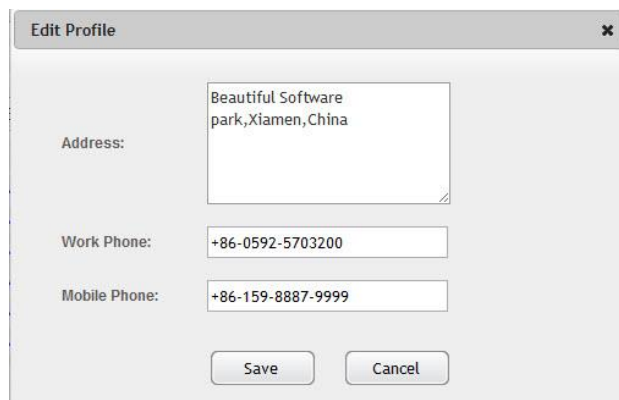
The image shows a dialog box titled "Edit Profile" with a close button (X) in the top right corner. It contains three input fields: "Address:" with the text "Beautiful Software park,Xiamen,China", "Work Phone:" with the text "+86-0592-5703200", and "Mobile Phone:" with the text "+86-159-8887-9999". At the bottom, there are two buttons: "Save" and "Cancel".

Figure 5.1

2. You can change your address, work phone and mobile phone.
3. Click Save button to save your changes.

### *To change your password*

1. Click **Password Reset** button on the top-right menu, Reset User Password dialog displays as Figure5.2

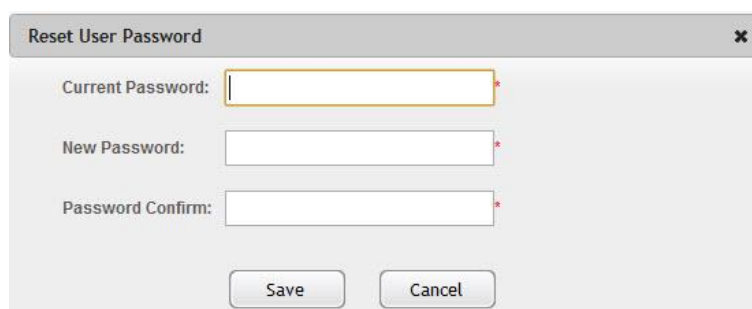
The image shows a dialog box titled "Reset User Password" with a close button (X) in the top right corner. It contains three input fields: "Current Password:", "New Password:", and "Password Confirm:". Each field has a red asterisk (\*) to its right. At the bottom, there are two buttons: "Save" and "Cancel".

Figure 5.2

2. Enter your current password, new password and confirm new password.
3. Click Save button to save your new password.

### *To logout from the RPS*

1. Click **Logout** button on the top-right menu, login interface displays as Figure 5.3:

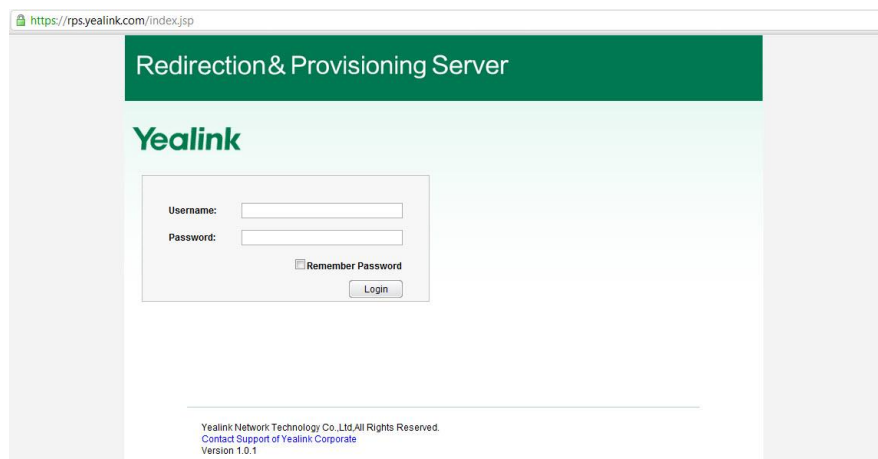


Figure 5.3

### To view your summary information

1. Click Summary on the left menu, Summary page displays as Figure 5.4.



Figure 5.4

2. You can know the count of Servers added by you, the count of Devices you own.

#### Note:

**“Devices:1( 1 Unregistered)” means: you have 1 piece of Yealink products added to RPS in total, thereinto, 1 of them has been added to the RPS.**

You can check one device’s registration status by the MAC address. Click Check Device Status button and fill the MAC address you want to check, then click Save or Press <Enter>, the status will appear.

### To manage your Devices

1. Click Devices on the left menu, Devices page displays as Figure 5.5

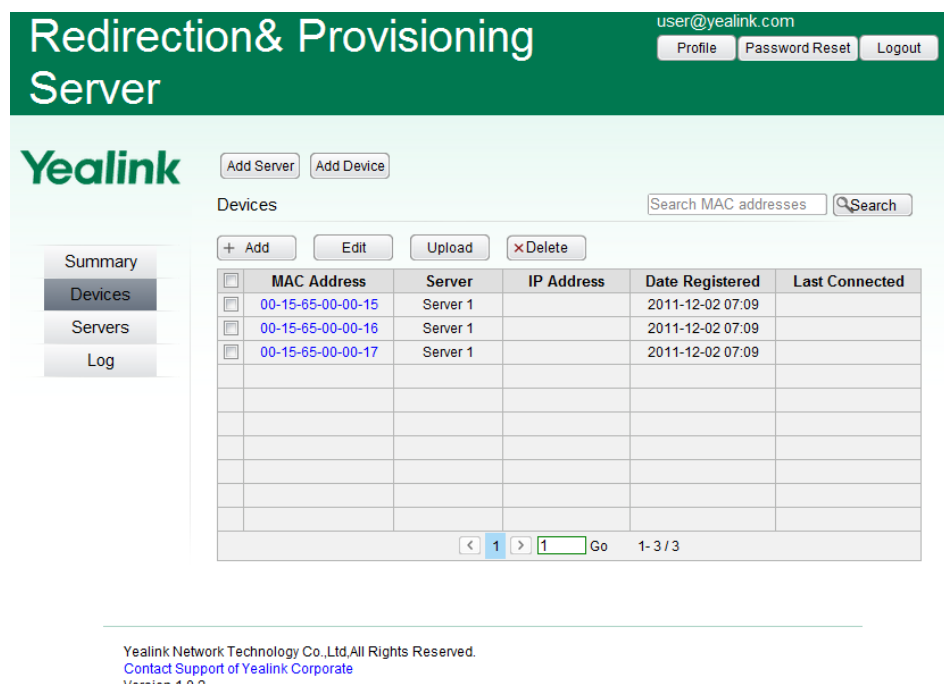


Figure 5.5

**Note:**

The devices you can see are the devices that you have added to the RPS.

- On the Devices page, you can manage your devices through the following operation:

**Add Device:** Please see “[Adding device](#)” part

**Upload Devices:** Please see “[Mass adding devices](#)” part

**Edit Device:** Just click the MAC address that is blue font. The Edit Device page displays as Figure 5.6

Figure 5.6

**Delete Devices:** Click the checkbox beside the MAC address and then Click Delete button on the top.

**Caution:**

Deleting a device cannot be undone. After the device is deleted, the association with the server will be removed, but you can re-add it to the RPS anytime.

**View Devices:** You can sort all the devices by clicking any of the column headings in ascending or descending order. By default, devices are sorted in descending order by modification date.

**To manage your Servers**

- Click Servers on the left menu. Servers' page displays as Figure 5.7.

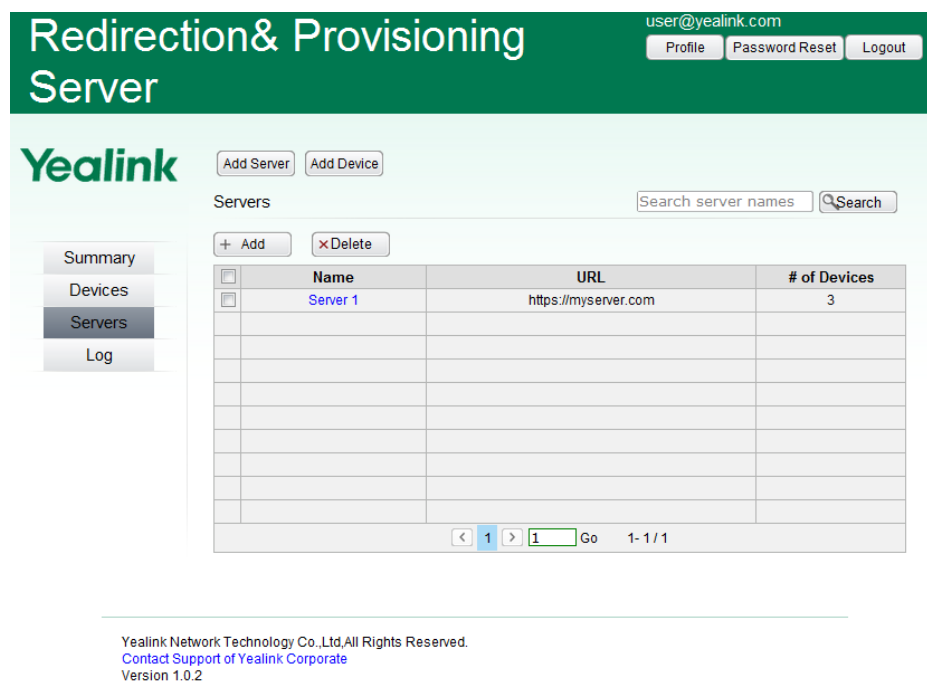


Figure 5.7

- On the Servers page, you can manage your devices through the following operation:

**Add a Server:** Please see “[Adding server](#)” part

**Edit a Server:** Just click the server Name that is blue font. The Edit Server page displays as Figure 5.8

Figure 5.8

**Delete Servers:** Click the checkbox beside the server name and then click Delete button on the top.

**Caution:**

**Deleting a server cannot be undone. After the server is deleted, those devices associated with the server will be removed from the RPS.**

**View Servers:** You can sort all the servers by clicking any of the column headings in ascending or descending order. By default, servers are sorted in descending order by modification date.

**To view system Log**

- Click **Log** on the left menu. Log page displays as Figure 5.9.

**Redirection & Provisioning Server**

user@yealink.com | Profile | Password Reset | Logout

**Yealink** | Add Server | Add Device

Log | User: | Date: | to | Search

| User             | IP Address    | Date             | Action      | Result  |
|------------------|---------------|------------------|-------------|---------|
| user@yealink.com | 125.77.254.53 | 2011-12-02 07:09 | Add Devices | Success |
| user@yealink.com | 125.77.254.53 | 2011-12-02 07:08 | Add Server  | Success |
| user@yealink.com | 125.77.254.53 | 2011-12-02 07:08 | User Login  | Success |
| user@yealink.com | 125.77.254.53 | 2011-12-02 06:58 | User Login  | Success |
| user@yealink.com | 125.77.254.53 | 2011-11-29 14:07 | User Login  | Success |
|                  |               |                  |             |         |
|                  |               |                  |             |         |
|                  |               |                  |             |         |
|                  |               |                  |             |         |
|                  |               |                  |             |         |

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Figure 5.9

2. On the Log page, you can manage your devices through the following operation:
  - (1) Export operation log by clicking Export button.
  - (2) Search log by user name and date.
  - (3) View the log by sorting them in the column headings.

**Note:**

If you want to use API for reprogramming to your system, i.e. IP PBX, ERP or Website, you can contact your local distributor to get "XML-API for Yealink RPS" document.

## Guide for End-user

When the end-user gets the IP phone, power up the phone, the bootup processes on Yealink T28 IP phone are as followings:

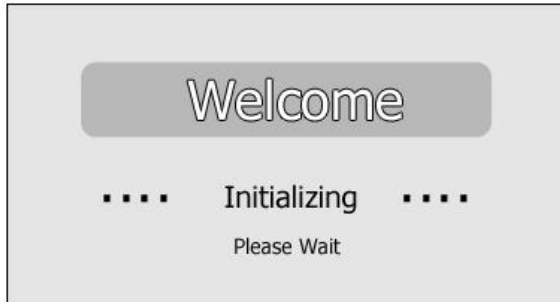


Figure 1

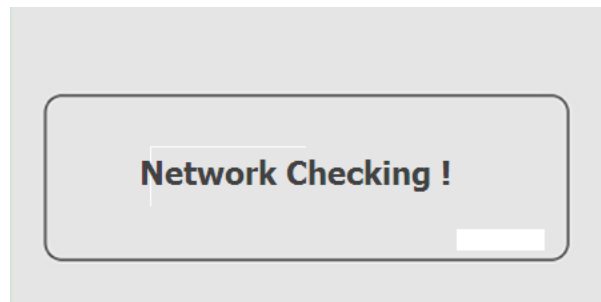


Figure 2

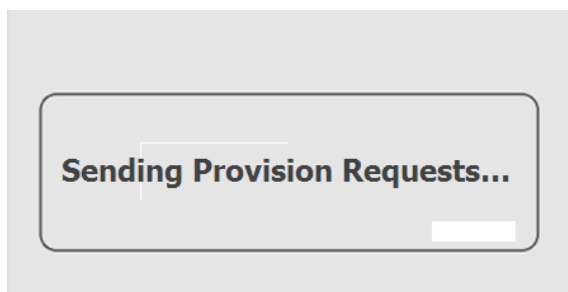


Figure 3

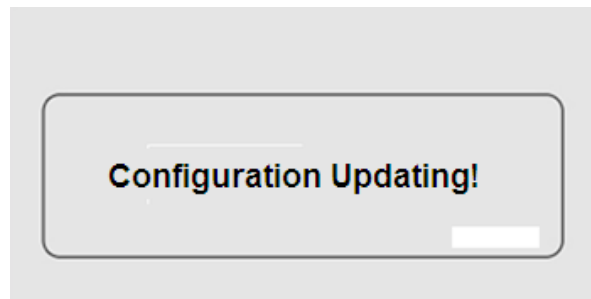


Figure 4

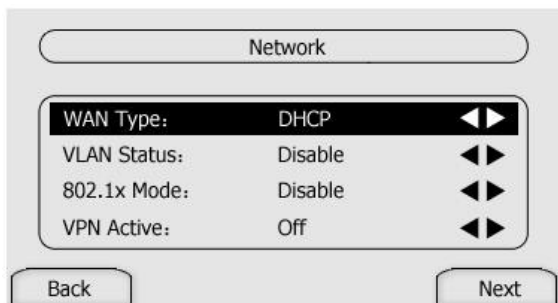


Figure 5

1. On **Figure 2** , if your phone cannot connect to the network, then “Network Unavailable !” will display on the screen. 3 seconds later, **Figure 5** will come out to allow you to reconfigure the network, at this point you should check your network cable connection or set your network parameters, then press Next softkey to try again. (Press Back softkey will skip the process of contacting the RPS.)
2. On **Figure 3**, the phone is contacting the RPS and getting the specific URL of the configuration server.
3. If the network is available, the phone will go to Configuration Updating interface.
4. After successfully updating, your phone will reboot automatically. If failed, “Update Failed!” will display on the LCD first ,and go to idle interface 3 seconds later.

### Notes:

①After the screen of configuration updating, the authentication screen will display if the configuration server is authority required. On the authentication screen, you should enter the username and password provided by your service provider.



② After the configuration update is done, the phone won't contact the RPS until you reset the phone to factory default.

③ If you really want the phone to contact the RPS again without resetting to factory default (e.g., you don't want to lose your personal configuration in the phone), you can contact your service provider for assistance.

## About Yealink

Founded in 2001, Yealink is the professional designer and manufacturer of IP Phone and IP Video Phone for the world-wide broadband telephony market. For more than ten years, Yealink has focused on VoIP products characterized by high cost-performance, easy deployment and affordable price. Yealink benefits customers from flexibility and broad interoperability with the major IP-PBX, softswitch and IMS in the market. Chosen by famous carriers, enterprises and clients from over 80 countries, Yealink provides SMB and diversified customers from all over the world a best choice to extend the value of network communication.



## Contact us

**Yealink Network Technology Co., Ltd.**

Addr: 4th-5th Floor, South Building, No.63 Wanghai Road,  
2nd Software Park, Xiamen, China (361008).

Tel: 86-592-570-2000

[www.yealink.com](http://www.yealink.com)