Yealink

Yealink Device Management Platform Administrator Guide

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About This Guide

Yealink device management platform enables administrators to effortlessly and effectively configure and update Yealink Skype for Business HD T4XS IP phones that are deployed in the same enterprise.

There are two types of administrators: system administrators and sub-administrators. This guide provides operations for an administrator to use the Yealink device management platform.

Related Documentations

This guide covers T48S/T46S/T42S/T41S Skype for Business phones. The following related documents are available:

- Quick Start Guides, which describe how to assemble Skype for Business phones and configure the most basic features available on Skype for Business phones.
- User Guides, which describe the basic and advanced features available on Skype for Business phones.
- Yealink Skype for Business HD IP Phones Administrator Guide, which describe how to properly configure, customize, manage, and troubleshoot the Skype for Business phones
- Auto Provisioning Guide, which describes how to provision Skype for Business phones using the configuration files.

  The purpose of *Auto Provisioning Guide* is to serve as a basic guidance for provisioning Yealink phones with a provisioning server. If you are new to this process, it is helpful to read this guide.
- Description of Configuration Parameters in CFG Files, which describes all configuration parameters in configuration files.

  Note that Yealink administrator guide contains most parameters. If you want to find out more parameters which are not listed in this guide, please refer to Description of Configuration Parameters in CFG Files guide.

For support or service, please contact your Yealink reseller or go to Yealink Technical Support online: *http://support.yealink.com/*.

Typographic Conventions

Yealink documentations contain a few typographic conventions.

You need to know the following basic typographic conventions to distinguish types of in-text information:

Convention	Description
Bold	Highlights the items such as menus or menu selections when they are involved in a procedure or user action (for example: Click on **Site management**).
Blue Text	Used for cross references to other sections within this documentation (for example: refer to Troubleshooting).
Blue Text in Italics	Used for hyperlinks to Yealink resources outside of this documentation such as the Yealink Technical Support website (for example: *http://support.yealink.com/*).

You also need to know the following writing conventions to distinguish conditional information:

Convention	Description
<>	Indicates that you must enter specific information. For example, when you see <IP address>, enter Yealink device management platform's IP address.
->	Indicates that you need to select an item from a menu. For example, **Dashboard->Running state analysis** indicates that you need to select **Running state analysis** from the pull-down list of **Dashboard**.

Hardware and Software Recommendations

The following table lists the hardware and software recommendation of Yealink device management platform.

Hardware and Software	Description
CPU	Intel Xeon Processor E5-2620V4, four cores, 2.1GHz or higher
RAM	8GB or higher
Hard Drive Space	250GB or higher
Linux	CentOS 7.0 and later

Browser Requirements

The following browsers are supported:

- Firebox 54 or later
- Chrome 56 or later
- Microsoft Edge 15 or later
- Internet Explorer 11 or later

Icon Instructions

Icons appearing on the Yealink device management platform are described in the following table:

Icons	Description
	Search for sub-administrators, alarms, sites, devices, user accounts, timer tasks or immediate tasks, executed tasks, CFG blocks, backups and resources.
	Edit sites, devices, user accounts, timer tasks, configuration templates, the CFG blocks and resources.
	Delete alarms, sites, devices, user accounts, timer tasks or immediate tasks, executed tasks, configuration templates, the CFG blocks, backups and resources.
	Download backups and resources.
	Enter the Device diagnostic page.
	Add devices
	Send the backup to devices and restore backups.
	View the description of alarms.
	View the system log or syslog files of devices in the specific rows.

In This Guide

Topics provided in this guide include:

- Chapter 1 Getting Started

- Chapter 2 Basic Operation
- Chapter 3 Monitoring and Managing the Devices
- Chapter 4 Managing Tasks
- Chapter 5 Managing Configuration Files
- Chapter 6 Managing Resources
- Chapter 7 Troubleshooting
- Chapter 8 Appendix: Alarm Types

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Getting Started

This chapter provides basic information for Yealink device management platform.

Topic includes:

- Installing Yealink Device Management Platform
- Updating Yealink Device Management Platform
- Logging into the Yealink Device Management Platform as System Administrator
- Managing Sub-administrators
- Logging into the Yealink Device Management Platform as System Administrator
- Home Page Display
- Deploying the IP Phones

Installing Yealink Device Management Platform

Before you begin

1. Review hardware and software recommendations.
2. Obtain the setup file of Yealink device management platform from the Yealink distributor or SE.
3. The "DeviceManagement_1.0.0.25.tar.gz" is saved at the path **/usr/local**.

To install Yealink device management platform (log into CentOS as the root user):

1. Enter terminal.
2. Run the command as below:

   cd /usr/local

   tar -zxvf DeviceManagement_1.0.0.25.tar.gz

   cd /usr/local/dm_install

   ./install.sh install

After you finish the installation, it will prompt "Install Success!!!". And the folder named "yealink" appears at the path /usr/local.

```
bash-4.2# cd /usr/local
bash-4.2# tar -zxvf DeviceManagement_1.0.0.25.tar.gz
                        :
                        :
bash-4.2# cd /usr/local/dm_install
bash-4.2# ./install.sh install
                        :
                        :
=====================================================
Install Success!!!
=====================================================
```

cd /usr/local/yealink/dm/tomcat_dm/webapps/ROOT/initData

vi dm.cfg

And then change the IP address in the **dm.server.url** and **troubleshooting.url** for the Yealink device management platform's IP address.

```
dm.enable = 1
dm.server.url = https://10.2.62.12:28443/api
dm.server.username = %NULL%
dm.server.password = %NULL%
dm.server.connection_request_username =%NULL%
dm.server.connection_request_password =  %NULL%
dm.server.version =
dm.server.http_enable = 1
dm.server.https_enable = 1
features.device_update_auto.enable = 0

troubleshooting.url = https://10.2.62.12:28443/api/v1.0/
troubleshooting.username =
troubleshooting.password =
troubleshooting.mdn =
troubleshooting.duration =
```

(The IP address of device management platform is 10.2.62.12)

:wq

cd /usr/local/yealink/dm/tomcat_dm/webapps/ROOT/WEB-INF/classes/config/product/

vi application.properties

And then change the IP address in the **system.domain.prefix** and **config.download.url.prefix** for the Yealink device management platform's IP address.

```
account.forgot.pwd.active.limit.minute = 10

system.domain.prefix = https://10.2.62.12:18443

system.client.https.port = 28443

config.download.url.prefix = https://10.2.62.12:28443/api/v1/device/download?path=

device.status.fresh.minute = 6

device.status.data.save.days = 30
```

(The IP address of device management platform is 10.2.62.12)

:wq

systemctl restart tomcat_dm

Related topics

Hardware and Software Recommendations

Updating Yealink Device Management Platform

If you have installed the Yealink device management platform, you can upgrade the Yealink device management platform in order to use the latest version.

Before you begin

1. Obtain the setup file of Yealink device management platform from the Yealink distributor or SE.
2. The "DeviceManagement_1.0.0.25.tar.gz" is saved at the path **/usr/local**.

To update Yealink device management platform application (log into CentOS as the root user):

1. Enter terminal.
2. Run the command as below:

   cd /usr/local

   rm -rf dm_install

   tar -zxvf DeviceManagement_1.0.0.25.tar.gz

   cd /usr/local/dm_install

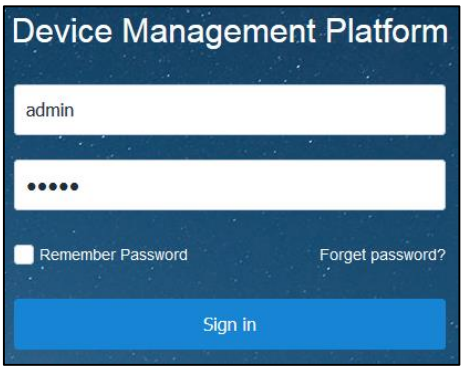
   ./install.sh upgrade

The Yealink device management platform will be updated to the latest version.

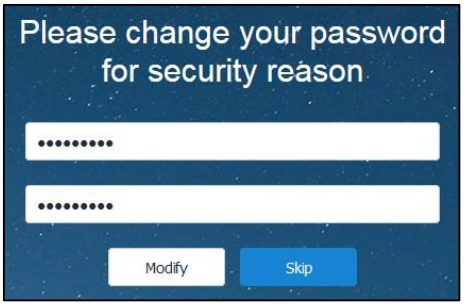
Logging into the Yealink Device Management Platform as System Administrator

To log into Yealink device management platform:

1. Open your Web browser.
2. Enter **https://<IP address>:<18443>/** (for example: https://10.2.62.12:18443/) in the address box, and then press the **Enter**.
3. Select your preferred language, enter your username (admin) and password (admin), and click **Sign in**.



After you first log into the platform using the default password, the system will prompt you to change the password.



4. Enter the new password and re-enter the new password to modify the default password.
5. Click **Modify** to enter the home page of Yealink device management platform directly.

Related topics

Why cannot you access the login page of Yealink device management platform

Managing Sub-administrators

For better IP phone management in child enterprise, the system administrator can add sub-administrators, so that sub-administrators can manage IP phones independently.

The system administrator can add, edit, search for and delete sub-administrators.

Adding Sub-administrators

Before you begin

1. Log into the Yealink device management platform as system administrator.
2. Configure the SMTP mailbox to send the account information to sub-administrators.

To add a sub-administrator:

1. Click **System management**->**Operator**.
2. From the top right of the page, click **Add sub-administrators**.
3. Configure the login name, password (default password: Yealink@dmp), phone number, email address, office address and function list in the corresponding field.
4. Click **Save**, the sub-administrator's mailbox will receive the email which contains the account information.

   You can also click **Save and add** to save the change and continue add sub-administrators.

Related topics

Logging into the Yealink Device Management Platform as System Administrator

Configuring the SMTP Mailbox

Editing Sub-administrators

Before you begin

1. Log into the Yealink device management platform as system administrator.
2. Configure the SMTP mailbox to send the account information to sub-administrators.

To edit a sub-administrator:

1. Click **System management**->**Operator**.
2. From the left of the page, select the desired template from the **User account/Name** list.
3. Configure the login name, password (default password: Yealink@dmp), phone number, email address, office address and function list in the corresponding field you want to edit.
4. Click **Save**, the sub-administrator's mailbox will receive the email which contains the account information.

   You can also click **Save and add** to accept the change and enter the Add template page.

Related topics

Logging into the Yealink Device Management Platform as System Administrator

Configuring the SMTP Mailbox

Searching for Sub-administrators

You can search for sub-administrators by the login name.

Before you begin

1. Log into the Yealink device management platform as system administrator.

To search for sub-administrators:

1. Click **System management**->**Operator**.
2. Enter a few or all characters of the login name in the Search box.
3. Click or press **Enter** to perform a search.

   The search result displays in the User account/Name list.

Related topics

Logging into the Yealink Device Management Platform as System Administrator

Deleting Sub-administrators

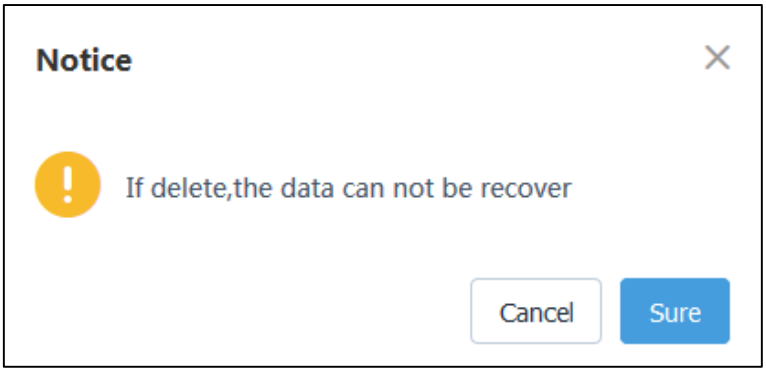
Before you begin

1. Log into the Yealink device management platform as system administrator.

To delete a sub-administrator:

1. Click **System management**->**Operator**.
2. From the left of the page, select the desired operator from the **User account/Name** list.
3. Click **Delete**.

   The page prompts "If delete, the data can not be recover".



4. Click **Sure**.

Related topics

Logging into the Yealink Device Management Platform as System Administrator

Logging into the Yealink Device Management Platform as Sub-administrator

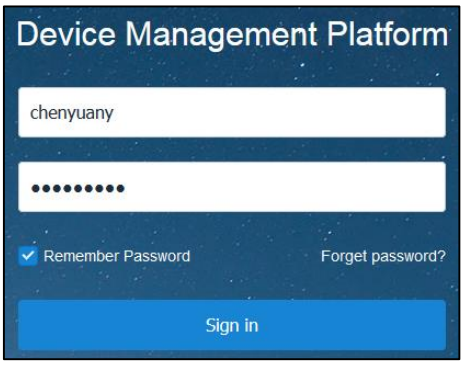
Before you begin

1. View the login information by emails, the following is an example of the email:

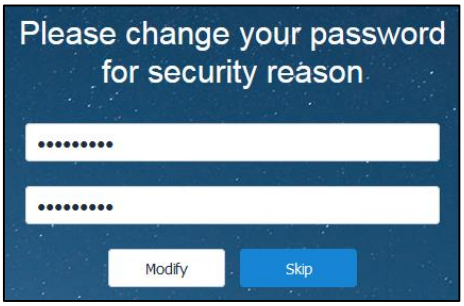
```
Dear chenyuany

You are set as Administrator for Yealink site, please use the credentials below to
sign in Yealink Device management platform https://10.2.62.12

User name : chenyuan

Password: Yealink@dmp

Please contact chenyuany@yealink.com if you have any question about this Email

Best Regards

Yealink DM Platform
```

To log into Yealink device management platform:

1. Click the URL of Yealink device management platform in emails.
2. Select your preferred language, enter your username and password (Yealink@dmp), and click **Sign in**.



After you first log into the platform, the system will prompt you to change the password.



3. Enter the new password and re-enter the new password to modify the default password.

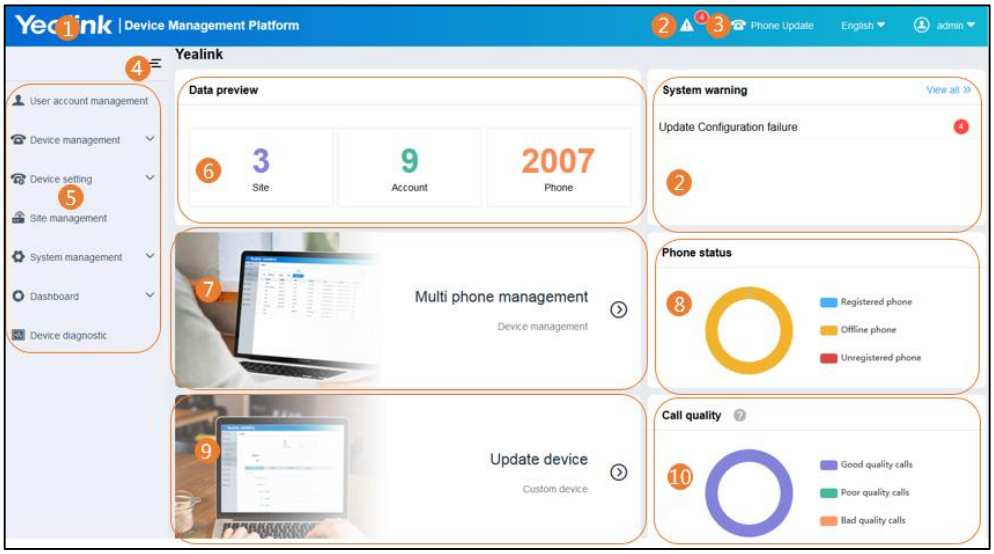
4. Click **Modify** to enter the home page of Yealink device management platform directly.

Related topics

Why cannot you access the login page of Yealink device management platform

Home Page Display

After you log into the Yealink device management platform successfully, the home page displays as below:



No.	Description
1	Goes to the home page quickly when you are in other pages.
2	Displays the number of warnings and the details of warnings.
3	Goes to the Updated Task page quickly.
4	Folds or unfolds the navigation pane.
5	Navigation pane.
6	Displays the number of sites, accounts and IP phones.
7	Goes to the All devices page quickly.
8	Displays the number and proportion of registered, non-registered phones and offline phones
9	Goes to the CFG block management page quickly.
10	Displays the number and proportion of the phones in good quality call, poor quality call, bad quality call. For more information on the criterion for call quality, please hover your mouse over .

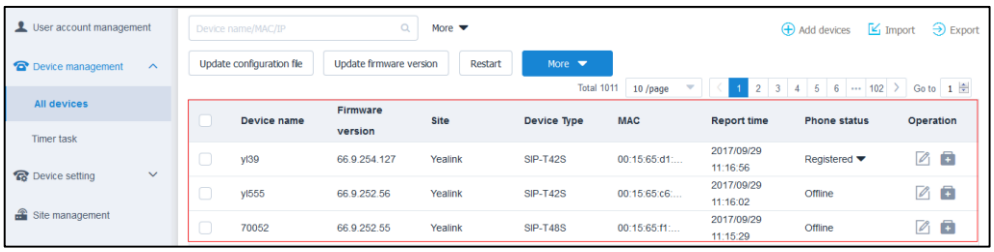
Deploying the IP Phones

Before you manage the IP phones using Yealink device management platform, you should deploy the IP phone.

To deploy the IP phones:

1. You plug the IP phones into the network.
2. The IP phones perform mutual TLS authentication using default certificates (see Using Certificates for Mutual TLS Authentication on page 9).
3. The IP phones obtain the provisioning server address in the following ways:
   - **DHCP option 66, 43, 160** or **161**.
     The DHCP option value must meet one of the following format: **http://<IP address>:<28080>/api/v1/getDmConfigFile.cfg** (for example: http://10.2.62.12:28080/api/v1/getDmConfigFile.cfg) or **https://<IP address>:<28443>/api/v1/getDmConfigFile.cfg** (for example: https://10.2.62.12:28443/api/v1/getDmConfigFile.cfg).
   - **Phone flash** (see Obtaining the Provisioning Server Address from Phone Flash on page 10)

After the IP phones connect to the platform, the IP phones' information will display in the All devices list.



Related topics

Viewing Devices

Viewing User Accounts

Using Certificates for Mutual TLS Authentication

To allow the Yealink device management platform and IP phone to authenticate each other, the platform supports mutual TLS authentication using default certificates.

Configuring Trusted Certificates

When an IP phone requests an SSL connection with the platform, the IP phone should verify that whether the platform can be trusted. The platform sends its certificate to the IP phone and the IP phone verifies this certificate based on its trusted certificates list.

To configure trusted certificates via the web user interface of IP phone:

1. Log into the web user interface of IP phone.
2. Click on **Security**->**Trusted Certificates**.
3. Select **Enabled** from the pull-down list of **Only Accept Trusted Certificates**.

   The IP phone will verify the platform certificate based on the trusted certificates list. Only when the authentication succeeds, the IP phone will trust the platform.

Related topics

Configuring Device Certificates

Configuring Device Certificates

When the platform requests an SSL connection with an IP phone, the IP phone sends a device certificate to the platform for authentication.

To configure device certificates via the web user interface of IP phone:

1. Log into the web user interface of IP phone.
2. Click on **Security**->**Server Certificates**.
3. Select **Default Certificates** from the pull-down list of **Device Certificates**.

   The IP phone will send the default device certificate to the platform for authentication.

Obtaining the Provisioning Server Address from Phone Flash

The IP phones can obtain the provisioning server address from the phone flash. To obtain the provisioning server address by reading the phone flash, make sure the configuration is set properly.

To configure the phone flash via the web user interface of IP phone:

1. Log into the web user interface of IP phone.
2. Click on **Settings**->**Auto provision**.
3. Enter the URL the provisioning server in the **Server URL** field.

   The URL must meet one of the following format:

   - **http://<IP address>:<28080>/api/v1/getDmConfigFile.cfg** (for example: http://10.2.62.12:28080/api/v1/getDmConfigFile.cfg).
   - **https://<IP address>:<28443>/api/v1/getDmConfigFile.cfg** (for example: https://10.2.62.12:28443/api/v1/getDmConfigFile.cfg).
4. Click **Autoprovision Now** to trigger the phone to connect to the platform immediately.

Basic Operation

This chapter provides basic operating instructions for Yealink device management platform.

Topic includes:

- Administrator Account Management
- Log out of the Administrator Account

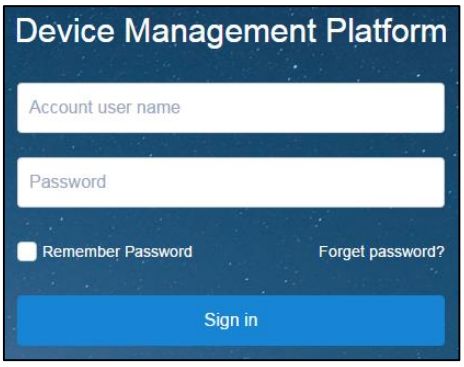
Administrator Account Management

Forgetting Password

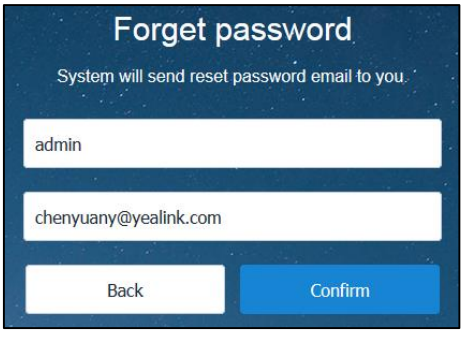
If you forget password, you have to click **Forget password?** to reset password.

To reset password:

1. Open your Web browser.
2. Enter **https://<IP address>:<18443>/** (for example: https://10.2.62.12:18443/) in the address box, and then press the **Enter**.
3. Select your preferred language, and then click **Forget password?**.

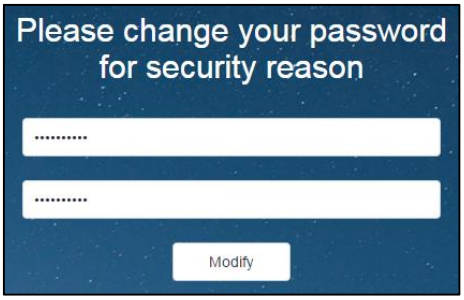


4. Enter your username and registered email in the corresponding field.



5. Click **Confirm**.

6. Log into your registered email and click the link to set a new password in 24 hours.
7. Enter the new password and re-enter the password to confirm.



8. Click **Modify** to reset the password.

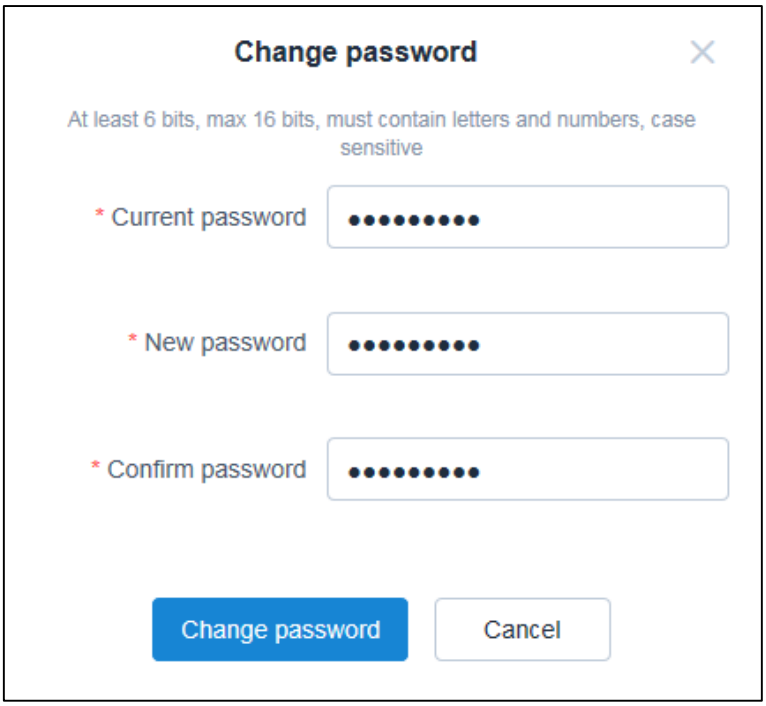
Editing Login Password

Before you begin

1. Log into the Yealink device management platform as system administrator or sub-administrator.

To edit login password:

1. Click the user name on the top-right of the page, and then click **Account Settings**.
2. Click **Reset**.
3. Enter the current password, new password and re-enter the new password to confirm.



4. Click **Change password**.

Related topics

Logging into the Yealink Device Management Platform as System Administrator

Logging into the Yealink Device Management Platform as Sub-administrator

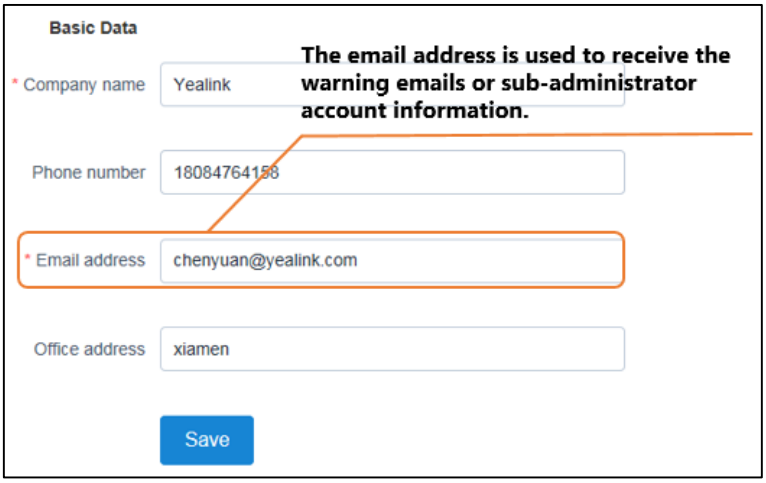
Editing the Administrator Account

Before you begin

1. Log into the Yealink device management platform as system administrator or sub-administrator.

To edit the administrator account:

1. Click the user name on the top-right of the page, and then click **Account Settings**.
2. Configure the administrator account in the corresponding field you want to edit.



3. Click **Save** to accept the change.

Related topics

Logging into the Yealink Device Management Platform as System Administrator

Logging into the Yealink Device Management Platform as Sub-administrator

Configuring the SMTP Mailbox

Viewing Alarms

Log out of the Administrator Account

You can log out of the administrator account.

To log out of the administrator account:

1. Click the user name on the top-right of the page.

2. Click **Exit** to log out of the current administrator account and return to login page.

Monitoring and Managing the Devices

After you log into the Yealink device management platform as system administrator or sub-administrator, you can monitor and manage the IP phones in the enterprise.

Topic includes:

- Viewing the Call Quality Statistics
- Monitoring Alarms
- Searching for Alarms
- Deleting Alarms
- Managing Sites
- Managing Devices
- Managing User Accounts

Viewing the Call Quality Statistics

The running state analysis mainly reflect the call quality statistics, which collects QoE (Quality of Experience) of the IP phone.

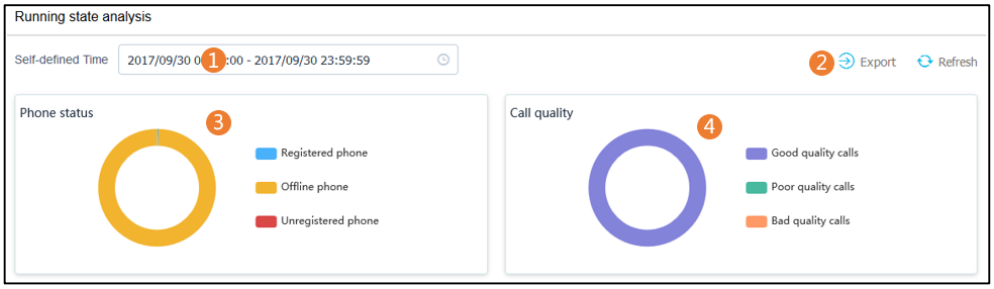
The Running state analysis page let you quickly identify the following:

- The number and proportion of registered, non-registered phones and offline phones
- The number and proportion of the IP phones in good quality call, poor quality call, bad quality call.
- The basic IP phone information which includes display name of the IP phone, the site of IP phone, the MAC address of the IP phone, the IP phone model, the firmware version, the call type and call quality.
- The call information which includes the local URI, remote URI, start time, duration, jitter, mac jitter and average loss rate.

To view the call quality statistics:

1. Click **Dashboard->Running state analysis**.

2. Do one of the following:



No.	Description
1	Select time. The page will display the call quality during the selected time.
2	Export the report which collects the detail of the IP phone's call quality statistics during the selected time, and then save it in your local system.
3	Pie chart shows the number and proportion of registered IP phones, unregistered IP phones and offline IP phones.
4	Pie chart shows the number and proportion of the IP phones in good quality call, poor quality call, bad quality call.

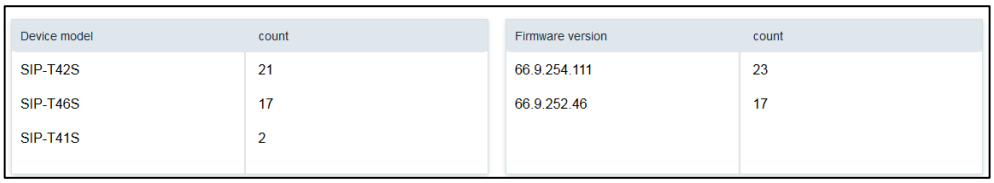
You can also view the detail of the IP phone's call quality statistics during the specific time in Call quality detail view list.

To view the call quality statistics in Call quality detail view list:

1. Click **Dashboard->Running state analysis**.
2. (Optional.) Enter the a few or all characters of display name, MAC address and local URL in the Search box.

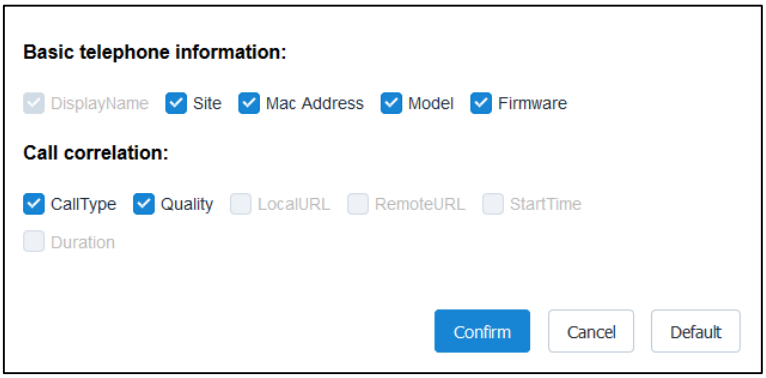
   You can also click **More** to unfold more conditions, select the desired condition, and then click **Search**.

   The number of IP phones which meet the search conditions in different models and in different firmware versions is displayed as below:

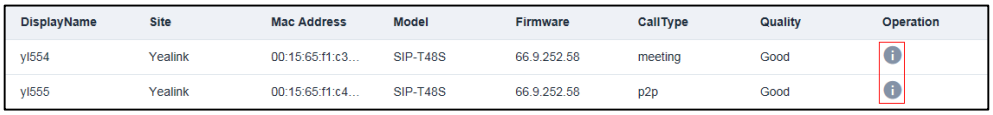


3. (Optional.) Click **More indicators** to customize the title in the list.

Check the desired items checkboxes, the selected items will display in the title.



If you want to view the rest items, click .



Monitoring Alarms

When the IP phones are in the abnormal status, they will send alarms to the platform and the administrator can monitor the alarm to troubleshoot problems.

Configuring the SMTP Mailbox

The SMTP mailbox is used to send the warning emails, account information to sub-administrators and so on.

SMTP mailbox settings parameters are described below:

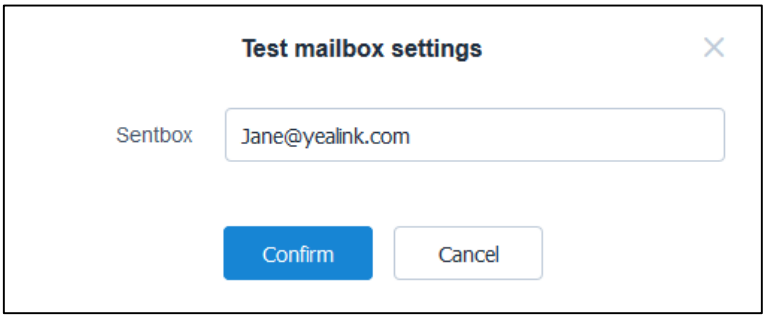
Parameter	Description
SMTP	Specifies the address of the SMTP server.
Sender	Configures the email address that is permitted to be used for sending email using SMTP server and account.
Username	Specifies a valid account on the SMTP server.
Password	Specifies the password on the SMTP server.
Port	Specifies the port on the SMTP server to connect to. **Default:** 25
This server requires secure connection to the	Enables or disables connection security. If connection security is enabled, you should specify the type of connection security to use based on the type of SMTP server. • **SSL**

Parameter	Description
	• **TLS**
Enable the mailbox	Enables or disables the mailbox. **Default:** Disabled

To configure the SMTP mailbox:

1. Click **System management->Mailbox setting**.
2. Configure the SMTP mailbox.
3. (Optional.) Check the **This server requires a secure connection to the** checkbox, and then select **SSL** or **TSL** from the pull-down list.
4. Check the **Enable the mailbox** checkbox.
5. (Optional.) **Test mailbox settings**.

   Enter the email address of the recipient in the **Sentbox** field.



6. Click **Confirm** to test to test whether the email address you set is available.

   If the mailbox has connected successfully, the page prompts "Test successfully". If not, please edit the mailbox parameter based on the prompt message.
7. Click **Save**.

   After you configure the SMTP mailbox, you need confirm that your administrator account's mailbox is configured to receive the warning email.

Related topics

Editing the Administrator Account

Viewing Alarms

If you are the system administrator, you can view alarms via the Yealink device management platform or emails which includes the warning in critical or major severity.

If you are the sub-administrator, you can only view alarms via the Yealink device management platform.

Before you begin:

1. Configure the SMTP mailbox to send the warning emails to system administrators.
2. Configure the mailbox of system administrator account to receive the warning email.

To view alarms via emails as system administrator:

The following is an example of the email:

```
Critical alarm as below ,please check.

Alarm description:This Alarm is activated when failing to update configuration by
remote action.

MAC address:001565aea497

IP:10.10.18.75

Action time:2017-09-14 15:56:19
```

To view alarms via the Yealink device management platform:

1. Click **Dashboard**->**Warning list**.

   The alarm page will display the device name, the site of device, the IP address of the device, the alarm severity, the data and time of receipt of the alarm and the alarm type.

   And you can click to view the description of alarm or click in **Operation** column to enter the Device diagnostic page of the device.

   You can also click **Export** on the top right of the page to export the alarms file, and then save it in the local system.

   The following is an example of alarms file:

Device Name	Site	IP	Severity	Alarm	Type
Nevin	Yealink	10.15.6.29	Critical	2017-08-17 14:50:20	Register fai
Nevin	Yealink	10.15.6.29	Critical	2017-08-17 14:48:55	Register fai
70050	Yealink	10.10.12.146	Major	2017-08-17 14:47:03	Time
Nevin	Yealink	10.15.6.29	Major	2017-08-17 14:45:44	Time
70050	Yealink	10.10.12.146	Major	2017-08-17 14:12:50	Time
70050	Yealink	10.10.12.146	Major	2017-08-17 12:48:33	Time
70050	Yealink	10.10.12.146	Major	2017-08-17 11:40:19	Time
Nevin	Yealink	10.15.6.29	Minor	2017-08-17 11:31:25	SRTP failur
70050	Yealink	10.10.12.146	Major	2017-08-17 11:23:01	Time
Hans Zeng	Yealink	10.2.10.9	Minor	2017-08-17 10:58:39	Play visual voicemail
Hans Zeng	Yealink	10.2.10.9	Minor	2017-08-17 10:33:55	RTP dead
Hans Zeng	Yealink	10.2.10.9	Minor	2017-08-17 10:32:45	RTP dead
Hans Zeng	Yealink	10.2.10.9	Minor	2017-08-17 10:22:23	RTP dead
70050	Yealink	10.10.12.146	Major	2017-08-17 10:14:58	Time

Related topics

Configuring the SMTP Mailbox

Editing the Administrator Account

Device Diagnostics

Note Please refer to Appendix: Alarm Type for more information on the alarm type.

Searching for Alarms

You can search for alarms by device name, IP address, site, severity and alarm type.

To search for alarms:

1. Click **Dashboard**->**Warning list**.
2. Enter a few or all characters of device name or IP address in the Search box.

   Click or press **Enter** to perform a search. The page will display the search results.

   You can also click **More** to unfold more condition, select the desired condition, and then click **Search**.

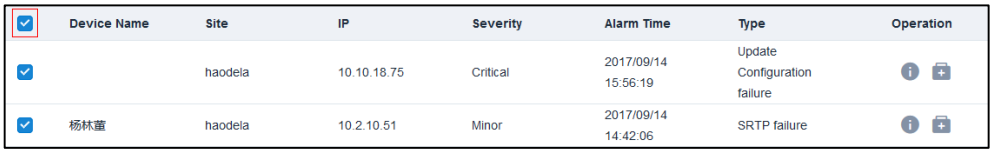
Deleting Alarms

You can delete alarms in warning list.

To delete alarms:

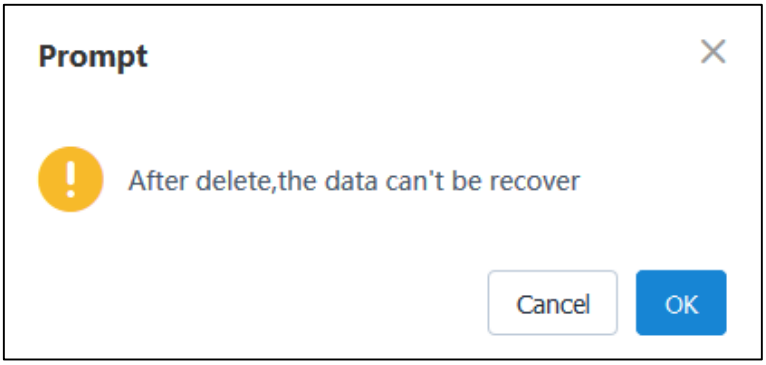
1. Click **Dashboard**->**Warning list**.
2. In the warning list, you can:
   - Check the desired alarm checkbox.
   - Check the multiple checkboxes.

     If you want to check all checkboxes, you can check the checkbox as following:



3. Click **Delete**.

   The page prompts “After delete, the data can't be recover?”.



4. Click **OK**.

Managing Sites

To control the IP phones in the same site, you can divide sites according to logic or physical location. The default site named "Yealink" is added by default.

Adding Sites

Adding Sites Manually

To add sites manually:

1. Click **Site management**.
2. From the top right of the page, click **Add Site**.
3. Enterr name and description in the corresponding fields.
4. Click **Save**.

   You can also click **Save and add** to save the change and continue add sites.

Related topics

Editing the Sites of User Accounts

Importing Sites

If you want to add multiple sites quickly, you can import sites.

To download a blank template:

1. Click **Site management**.
2. From the top right of the page, click **Import**.
3. Click **Template download** to download a blank .xls file.
4. Add the site information to the template and save it to your local system.

*Name	Description
63 floor	41
51 floor	50

To import sites:

1. Click **Select file** to import the file saved in local system.
2. Click **Save** to complete importing sites.

Note

The format of file must be .xls or .xlsx.

The Yealink device management platform supports you to import 100 sites at most.

Related topics

Editing the Sites of User Accounts

Editing Sites

To edit sites:

1. Click **Site management**.
2. Select the desired site in the Site Name list.
3. Enter name and description in the corresponding fields you want to edit.
4. Click **Save**.

Related topics

Editing the Sites of User Accounts

Searching for Sites

You can search for sites by site name.

To search for a site:

1. Click **Site management**.
2. Enter a few or all characters of site name in the Search box.
3. Click or press **Enter** to perform a search.

   The search result displays in the Site Name list.

Deleting Sites

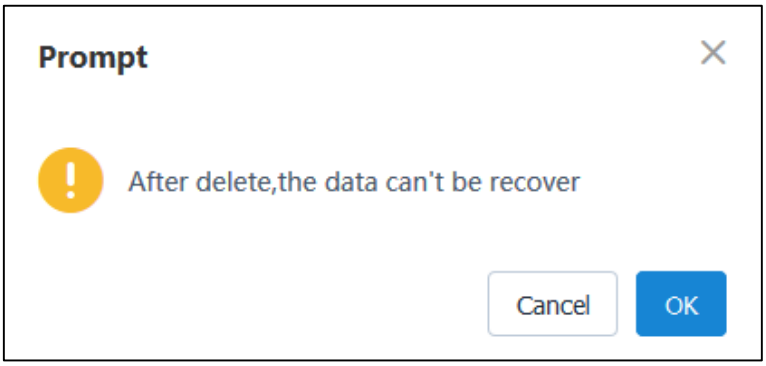
You can delete sites in the Site Name list.

Note that if there are user accounts in the site or the site is the default site named "Yealink", you cannot delete it.

To delete sites:

1. Click **Site management**.
2. Select the desired site in the Site Name list.
3. Click **Delete**.

The page prompts "After delete, the data can't be recover?".



4. Click **OK**.

Managing Devices

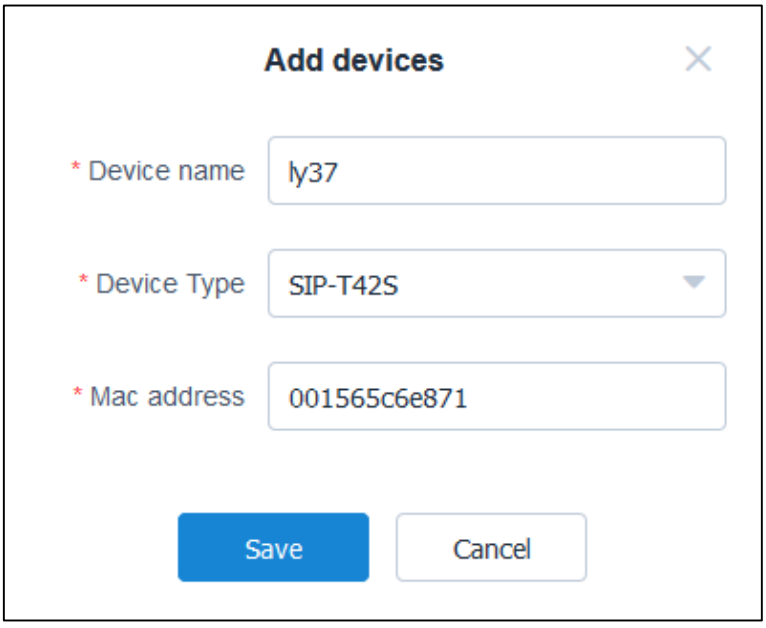
Yealink management device platform can store up to 4000 IP phones at most.

Adding Devices

Adding Devices Manually

To add devices manually:

1. Click **Device management**->**All devices**.
2. From the top right of the page, click **Add devices**.
3. Configure the IP phone information in the corresponding filed.



4. Click **Save**.

The IP phone will display in the All devices list.

Importing Devices

If you want to add multiple IP phones quickly, you can import IP phones.

To download a blank template:

1. Click **Device management**->**All devices**.
2. From the top right of the page, click **Import**.
3. Click **Template download** to download a blank .xls file.
4. Add the IP phone information to the template and save it to your local system.

*Mac	*Model	Name
001565D1D129	T42S	yl37
001665D1D129	T41S	yl36

To import devices:

1. Click **Select file** to import the file saved in local system.
2. Click **Save** to complete importing IP phones.

Note The format of file must be .xls or .xlsx.

Viewing Devices

If the IP phones connect to the platform, they will send the IP phone information to the Yealink device management platform, and the IP phones' information will display in the All devices list.

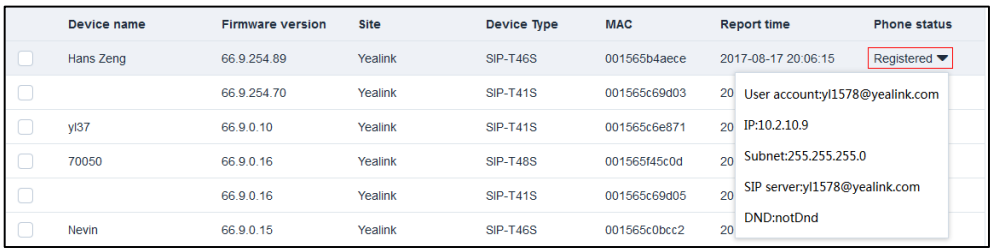
Note that if the IP phone registers the SFB account, the device name refers to the display name of SFB account.

To view devices:

1. Click **Device management**->**All devices**.

   The page will display device name, firmware version, the site of device, device type, MAC address, report time and phone status.

   If the IP phone has registered SFB account, you can click **Registered** in **Phone status** column to view the user account, IP address, subnet address, SIP server and DND status.



You can also click **Export** on the top right of the page to export the file which containing all

IP phones you have added, and then save it to your local system.

The following is an example of file:

Device Name	MAC	User account	Site	Model	Firmware version	DND	Phone state
yl553	001565c69d03	4553	haodela	SIP-T41S	66.9.254.111	notDnd	registered
Tom's	001565c0ba7b	yl0334@yealink.com	11111	SIP-T46S	66.9.252.47	notDnd	registered
yl554	001565f0173b	4554	haodela	SIP-T46S	66.9.252.47	notDnd	registered
yl39	001565d1d129	yl39@yealinksfb.com	11111	SIP-T42S	66.9.254.120	notDnd	unregistered
yl555	001565f1c377	4555	1122213	SIP-T48S	66.9.252.47	notDnd	registered
	001565c0bcc2	70052@yealinkuc.com	haodela	SIP-T46S	66.9.254.111	notDnd	offline
Hans Zeng	001565b4aece	yl1578@yealink.com	11111	SIP-T46S	66.9.254.111	notDnd	offline
yl556	001565f1c435	4556	haodela	SIP-T48S	66.9.252.47	notDnd	offline
Jim's	001565c0ba7c			SIP-T46S			offline
aa	123456789123			SIP-T41S	66.9.254.111		offline
45544	345565454456	test	11111	SIP-T42S			offline

If you want to view the information of IP phone diagnostics, click in **Operation** column to enter the Device diagnostic page of the IP phone.

Related topics

Device Diagnostics

Deploying the IP Phones

Editing Devices

To edit devices:

1. Click **Device management**->**All devices**.
2. Check the desired checkbox besides the device name.
3. From the right of the page, click
4. Configure the IP phone information in the corresponding filed you want edit.
5. Click **Save**.

Searching for Devices

You can search for IP phones by device name, MAC address, IP address, phone model, phone status, DND status and the site of IP phone.

To search for a device:

1. Click **Device management**->**All devices**.
2. Enter a few or all characters of device name, MAC address and IP address in the Search box.

   Click or press **Enter** to perform a search. The page will display the search results.

   You can also click **More** to unfold more condition, select the desired condition, and then click **Search**.

Managing the Phone Firmware

Adding the Phone Firmware

To add the phone firmware:

1. Click **System management**->**Resources management**.
2. From the right top of the page, click **Add resources**.
3. Select **Phone firmware** in the **Resource Type** field.
4. Configure the phone firmware information in the corresponding filed.
5. Click **Save**.

Related topics

Updating the Phone Firmware

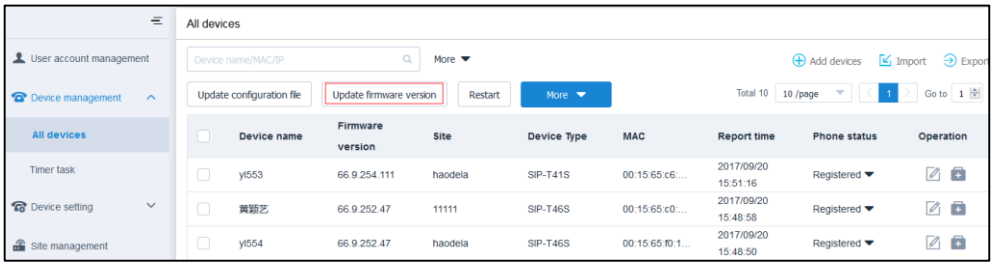
Updating the Phone Firmware

Before you begin:

1. Add the phone firmware.

To update the phone firmware:

1. Click **Device management**->**All devices**.
2. Check the checkbox or multiple checkboxes besides the device name.
3. Click **Update firmware version**.



4. Select desired firmware version in the **Select version number** field.
5. Select the desired executive mode in the **Executive mode** field:
   - If you mark the radio box of **At once**, the phone firmware will be updated at once.
   - If you mark the radio box of **At regular time**, configure the task name, repeat type and the execution time, the phone firmware will be updated in the specified time.
6. Click **OK**.

Related topics

Adding the Phone Firmware

Updating Configuration Files

Before you begin to update the configuration file, you should add a configuration template, and then you will enter the All devices page to update configuration files. Note that one IP phone model can only have one template.

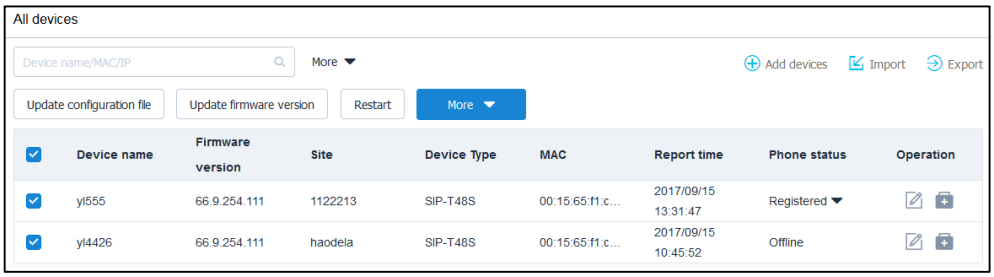
To add a configuration template:

1. Click **Device setting**->**Template Management**.
2. From the top right of the page, click **Add template**.
3. Configure the template name, device type, description and configuration values in the corresponding field.
4. Click **Save**.

   The page will prompt the notice.

5. Click **Update**.

   You will enter the All devices page, all IP phones which match the model of configuration template are selected.



To update the configuration file:

1. Click **Update configuration file**.

2. Select the desired executive mode:
   - If you mark the radio box of **At once**, the configuration file will be updated in IP phones at once.
   - If you mark the radio box of **At regular time**, configure the task name, repeat type and the execution time, the configuration file will be updated in IP phones in the specified time.
3. Click **OK**.

Related topics

Updating Phone Parameters

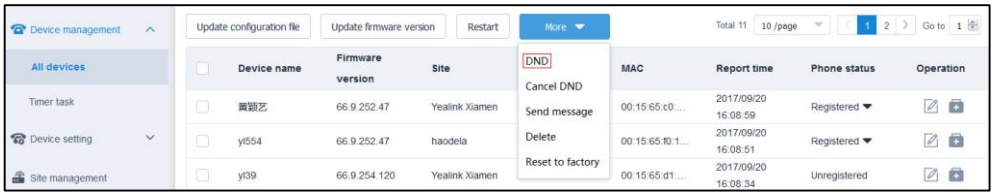
Viewing Timer Tasks

Enabling or Disabling Do Not Disturb (DND)

To avoid being disturbed, you can enable DND for IP phones.

To enable DND:

1. Click **Device management**->**All devices**.
2. Check the checkbox or multiple checkboxes besides the device name.
3. Click **More**, and then select **DND** from the pull down list.



4. Select the desired executive mode:
   - If you mark the radio box of **At once**, the DND feature will be enabled at once.
   - If you mark the radio box of **At regular time**, configure the task name, repeat type and the execution time, the DND feature will be enabled in the specified time.
5. Click **OK**.

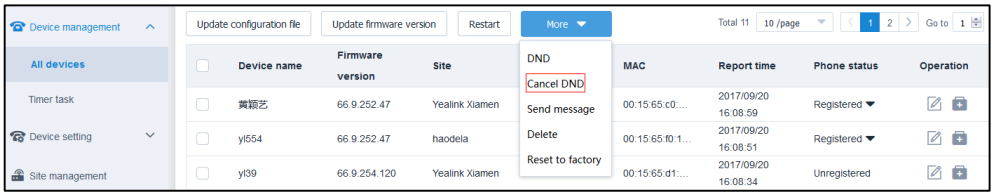
   The IP phone will reject incoming calls automatically.

You can disable DND for IP phones after you enable it.

To disable DND:

1. Click **Device management**->**All devices**.
2. Check the checkbox or multiple checkboxes besides the device name.

3. Click **More**, and then select **Cancel DND** from the pull down list.



4. Select the desired executive mode:
   - If you mark the radio box of **At once**, the DND feature will be disabled at once.
   - If you mark the radio box of **At regular time**, configure the task name, repeat type and the execution time, the DND feature will be disabled in the specified time.
5. Click **OK**.

Related topics

Viewing Timer Tasks

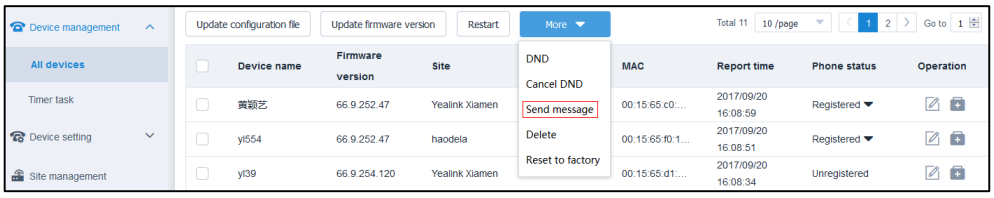
Sending Messages to Devices

If you want to announce events to users, you can send the message to IP phone and configure the duration during which the message displays on the IP phone screen.

The duration supported are 5s, 30s, 1min and 30min.

To sending messages to devices:

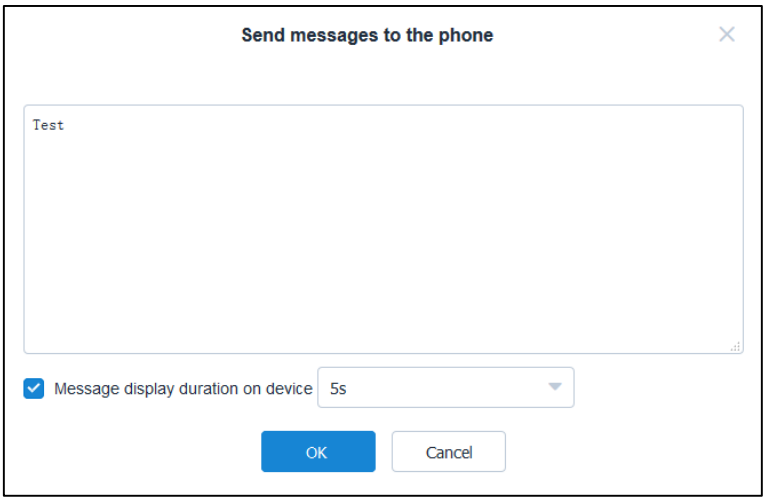
1. Click **Device management**->**All devices**.
2. Check the checkbox or multiple checkboxes besides the device name.
3. Click **More**, and then select **Send message** from the pull down list.



4. Enter the message in the text box.
5. Check the **Message display duration on device** checkbox, and then select the desired time from the pull-down list.

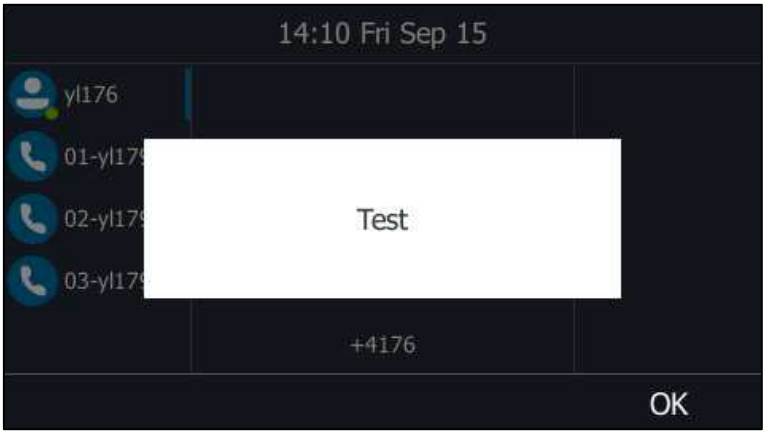
   The checkbox is checked by default.

If the checkbox is not checked, the duration is "5s" by default.



6. Click **OK**.

   The IP phone screen displays the message immediately, shown as below:



(Take the T46G Skype for Business phone as an example)

Updating the Yealink Better Together over Ethernet Connector

If you have paired your IP phone with the Skype for Business client, you can upload the Yealink Better Together over Ethernet (BToE) Connector via Yealink device management platform to update the BToE connector.

To update the BToE connector:

1. Click **System management**->**Resources management**.
2. From the right top of the page, click **Add resources**.
3. Select **BToE** in the **Resource Type** field.
4. Configure the BToE connector information in the corresponding field.

5. Click **Save**, and then restart the BToE connector, it will update to the version you upload.

Note The format of file must be .exe or .msi. And the size of file is less than 100M.

Uploading the Skype for Business License

If IP phones aren't running Skype for Business firmware, while you want to upgrade firmware to a Skype for Business firmware, then a Skype for Business feature license is needed to be uploaded to the Skype for Business phone after the update. Contact Yealink resellers to purchase the license.

To update the Skype for Business license:

1. Click **System management**->**Resources management**.
2. From the right top of the page, click **Add Resources**.
3. Select **Lync Phone License** in the **Resource Type** field.
4. Configure the license information in the corresponding field.
5. Click **Save**.

   According to the MAC address, the license will be sent to the related IP phones.

Note The format of license must be <MAC address>.dat file or .zip file to upload multiple licenses.

Music on Hold

Music on Hold (MOH) allows an audio source to be played to held parties in Call Hold scenarios.

To customize the music of MOH, you can upload the music file.

To upload music file:

1. Click **System management**->**Resources management**.
2. From the right top of the page, click **Add Resources**.
3. Select **MOH** in the **Resource Type** field.
4. Configure the MOH information in the corresponding field.
5. Click **Save**, the MOH information displays in the Resources management list.
6. Click to copy the URL of MOH file.
7. Go to Template management page to paste the URL in **MOH URL** field, and then update the configuration files.

Related topics

Updating Phone Parameters

Editing Configuration Templates

Updating Configuration Files

Upgrading a Normal Ringtone

To customize the normal ringtone, you can upload the music file.

IP Phone's ringtones are used to indicate incoming calls and distinguish your IP phone from your neighbor's.

To upload music file:

1. Click **System management**->**Resources management**.
2. From the right top of the page, click **Add Resources**.
3. Select **Ringtone** in the **Resource Type** field.
4. Configure the ringtone information in the corresponding field.
5. Click **Save,** the ringtone information displays in the Resources management list.
6. Click to copy the URL of ringtone file.
7. Go to Template management page to paste the URL in **Ringtone URL** field, and then update the configuration files.

Related topics

Updating Phone Parameters

Editing Configuration Templates

Updating Configuration Files

Uploading a Language Package

To customize the translation of the existing language on the IP phone user interface or make new languages (not included in the available language list) available for use on the IP phone user interface, you can upload a language package.

You can ask the distributor or Yealink FAE for language packs. You can also obtain the language packs online:
http://support.yealink.com/documentFront/forwardToDocumentFrontDisplayPage.

To upload a language package:

1. Click **System management**->**Resources management**.
2. From the right top of the page, click **Add Resources**.
3. Select **Language package** in the **Resource Type** field.
4. Configure the language package information in the corresponding field.
5. Click **Save**. The language package information displays in the Resources management list.

6. Click to copy the URL of language package file.
7. Go to Template management page to paste the URL in **GUI Language URL** field, and then update the configuration files.

Related topics

Updating Phone Parameters

Editing Configuration Templates

Updating Configuration Files

Importing Contact Lists

To can manage your IP phone's local directory, you can add multiple contacts at a time and/or share contacts between IP phones using the local contact template file.

After you import the local contact template file to Yealink device management platform and specify the access URL of the template file in the configuration files. The existing local contacts on the IP phones will be overridden by the downloaded local contacts.

You can ask the distributor or Yealink FAE for local contact template. You can also obtain the local contact template online: *http://support.yealink.com/documentFront/forwardToDocumentFrontDisplayPage*.

Yealink Skype for Business phones support the *.xml and *.csv format contact list files.

Importing XML Contact Lists

To import a XML contact file:

1. Click **System management**->**Resources management**.
2. From the right top of the page, click **Add Resources**.
3. Select **XML Contacts** in the **Resource Type** field.
4. Configure the XML contacts file information in the corresponding field.
5. Click **Save**. The XML contacts information displays in the Resources management list.
6. Click to copy the URL of XML contacts file.
7. Go to Template management page to paste the URL in **Import Local Contact File** field, and then update the configuration files.

Related topics

Updating Phone Parameters

Editing Configuration Templates

Updating Configuration Files

Importing CSV Contact Lists

To import a CSV contact file:

1. Click **System management**->**Resources management**.
2. From the right top of the page, click **Add Resources**.
3. Select **CSV Contacts** in the **Resource Type** field.
4. Configure the CSV contacts file information in the corresponding field.
5. Click **Save**. The CSV contacts information displays in the Resources management list.
6. Click to copy the URL of CSV contacts file.
7. Go to Template management page to paste the URL in **Import Local Contact File** field, and then update the configuration files.

Related topics

Updating Phone Parameters

Editing Configuration Templates

Updating Configuration Files

Uploading a Trusted Certificate

To upload a trusted certificate:

1. Click **System management**->**Resources management**.
2. From the right top of the page, click **Add Resources**.
3. Select **Trusted Certificates** in the **Resource Type** field.
4. Configure the trusted certificate file information in the corresponding field.
5. Click **Save**.

   The trusted certificate will be sent to the related IP phones.

Related topics

Configuring Trusted Certificate

Uploading a Device Certificate

To upload a device certificate:

1. Click **System management**->**Resources management**.
2. From the right top of the page, click **Add Resources**.
3. Select **Server Certificates** in the **Resource Type** field.
4. Configure the server certificate file information in the corresponding field.
5. Click **Save**.

The trusted certificate will be sent to the related IP phones.

Related topics

Configuring Device Certificates

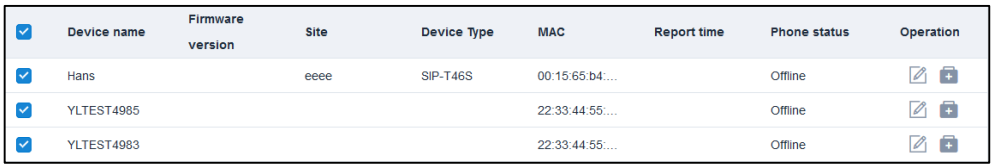
Deleting Devices

You can delete IP phones in the All devices list.

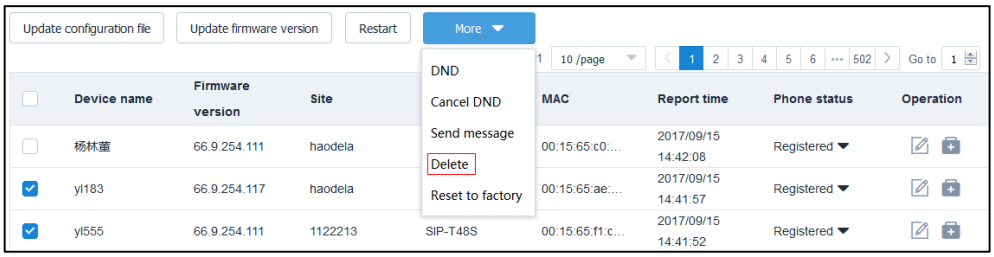
To delete devices:

1. Click **Device management**->**All devices**.
2. In the All devices list, you can:
   - Check the desired IP phone checkbox.
   - Check the multiple IP phone checkboxes.

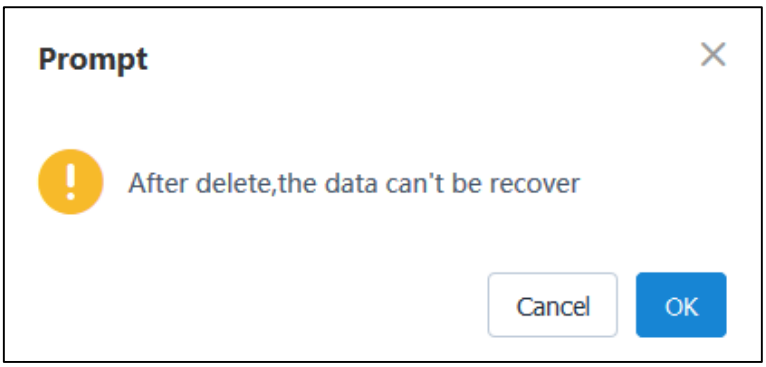
     If you want to check all checkboxes, you can check the checkbox as following:



3. Click **More**, and then select **Delete** from the pull down list.



The page prompts “After delete, the data can't be recover?”.



4. Click **OK**.

Managing User Accounts

Adding User Accounts

Adding User Accounts Manually

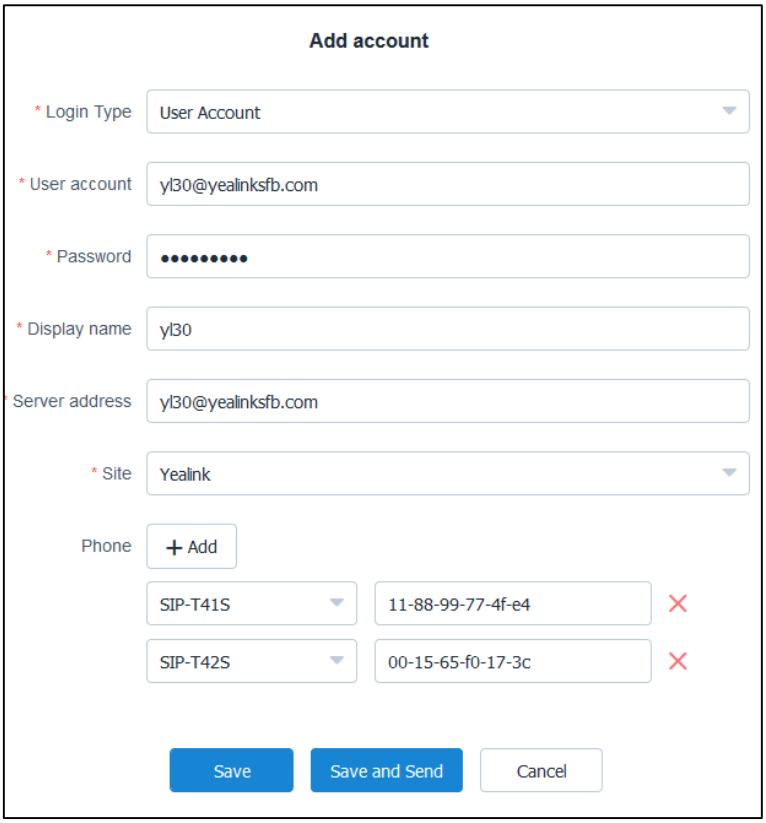
If you have added IP phones which are not registered SFB accounts, you can add the user account to be associated with the IP phone. The user account information will send to the IP phone, and then the IP phone registers the SFB account.

The platform supports two sign-in methods to sign into Skype for Business Server.

- **User Account**: This method uses the user's credentials (user name, password and sign-in address) to sign into Skype for Business server.
- **PIN Code**: This method uses the user's phone number (or extension) and personal identification number (PIN) to sign into Skype for Business server.

To add user accounts manually:

1. Click **User account management**.
2. From the top right of the page, click **Add account**.
3. Configure the user account information.



4. Click **Save**.

You can also click **Save and Send** to accept the change and send the user account information to the IP phone immediately.

Importing User Accounts

If you want to add multiple user accounts quickly, you can import user accounts.

To download a blank template:

1. Click **User account management**.
1. From the top right of the page, click **Import**.
2. Click **Template download** to download a blank .xls file.
3. Add the user account information to the template and save it to your local system.

*Username	*Password	*ServerAddress	DisplayName	Mac
yl31@yealink.com	Yealink31	yl31@yealink.com	yl31	001565D1D129
yl32@yealink.com	Yealink31	yl32@yealink.com	yl32	001565D1D130

To import user accounts:

1. Click **Select file** to import the file saved in your local system.
2. Click **Save** to complete importing user accounts.

Note

The format of file must be .xls or .xlsx.

If an IP phone has associated with the user account A, the same IP phone was associated with user account B in your template. After you import the template, the IP phone will be associated with user account B instead of user account A.

Viewing User Accounts

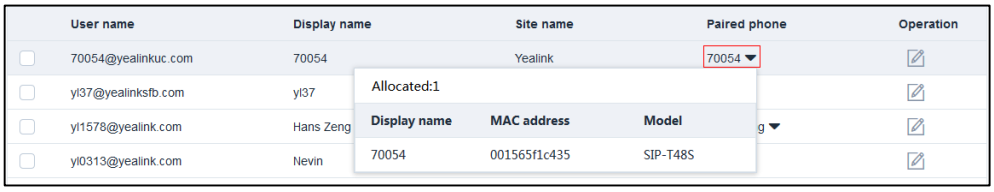
If the IP phone are registered a SFB account, after the IP phone connects to the platform, the SFB account will also display in the User account list.

To view the user account:

1. Click **User account management**.

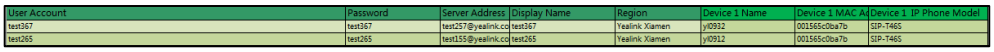
   The page will display user name, display name, the site of user accounts and paired phone.

   If the user account is associated with the IP phone, you can click display name in **Paired phone** column to view the details.



You can also click **Export** on the top right of the page to export the user account files, and then save it to your local system.

The following is an example of user account file:



User Account	Password	Server Address	Display Name	Region	Device 1 Name	Device 1 MAC Ad	Device 1 IP Phone Model
test367	test367	test257@yealink.cc	test367	Yealink Xiamen	yl0932	001565c0ba7b	SIP-T46S
test265	test265	test155@yealink.cc	test265	Yealink Xiamen	yl0912	001565c0ba7b	SIP-T46S

Related topics

Deploying the IP Phones

Editing User Accounts

To edit the user account:

1. Click **User account management**.
2. Check the desired checkbox besides the user name.
3. From the right of the page, click .
4. Configure the user account information in the corresponding filed you want edit.

   If you delete the IP phones which are associated with the user accounts, the IP phones will sign out of the SFB accounts.
5. Click **Save**.

   You can also click **Save and Send** to accept the change and send the user account information to the IP phone immediately.

Searching for User Accounts

You can search for user accounts by user name, display name, the site of user accounts and paired phone status.

To search for user accounts:

1. Click **User account management**.
2. Enter a few or all characters of user name and display name in the Search box.

   Click or press **Enter** to perform a search. The page will display the search results.

   You can also click **More** to unfold more condition, select the desired condition, and then click **Search**.

Editing the Sites of User Accounts

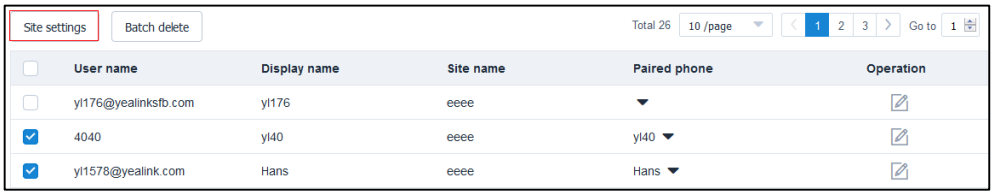
If the site of user accounts has changed, you can edit the site.

Before you begin:

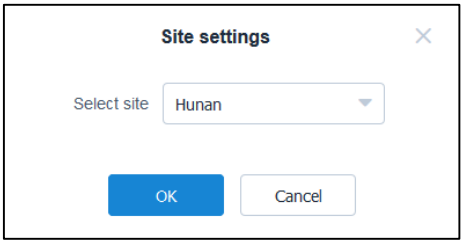
1. Add or edit the site.

To edit the sites of user accounts:

1. Click **User account management**.
2. Check the desired checkbox besides the user name.
3. Click **Site settings**.



4. Select the desired site from the pull down list of **Select site**.



5. Click **OK**.

Related topics

Adding Sites

Editing Sites

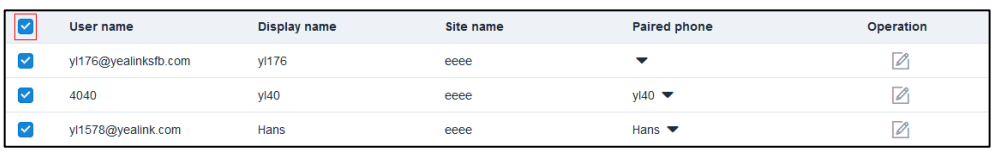
Deleting User Accounts

You can delete user accounts in the User account management list.

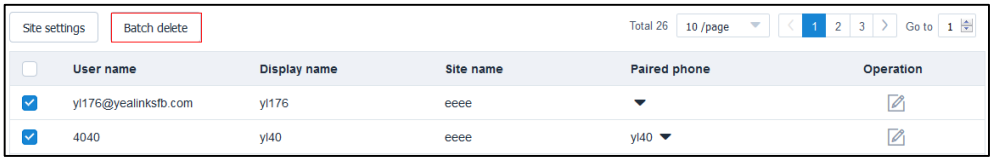
Note that even though you delete the user account, the associated IP phone will not sign out of the SFB account.

To delete user accounts:

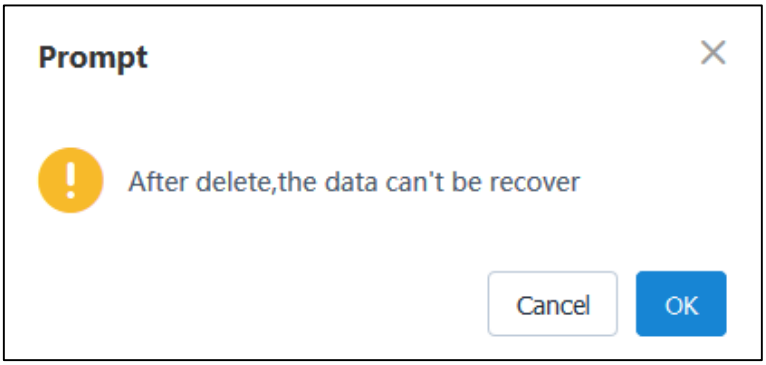
1. Click **User account management**.
2. In the User account management list, you can:
   - Check the desired checkbox besides the user name.
   - Check the multiple checkboxes besides the user name.
     If you want to check all checkboxes, you can check the checkbox as following:



3. Click **Batch delete**.



The page prompts "After delete, the data can't be recover?".



4. Click **OK**.

Managing Tasks

After you log into the Yealink device management platform as system administrator or sub-administrator, you can manage tasks in the enterprise. The tasks divide into two types: timer tasks or immediate tasks.

Topic includes:

- Adding Timer Tasks
- Viewing Timer Tasks
- Editing Timer Tasks
- Searching for Timer Tasks or Immediate Tasks
- Deleting Timer Tasks or Immediate Tasks
- Managing Updated Tasks

Adding Timer Tasks

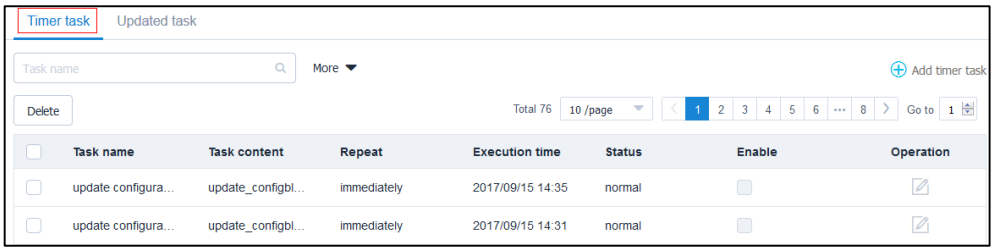
If you want to update configuration files, update firmware, restart, reset to factory, enable DND feature or disable DND feature in specific time, you can add timer tasks.

Before you begin

1. To update configuration files, add the configuration template.
2. To update the phone firmware, add the phone firmware.

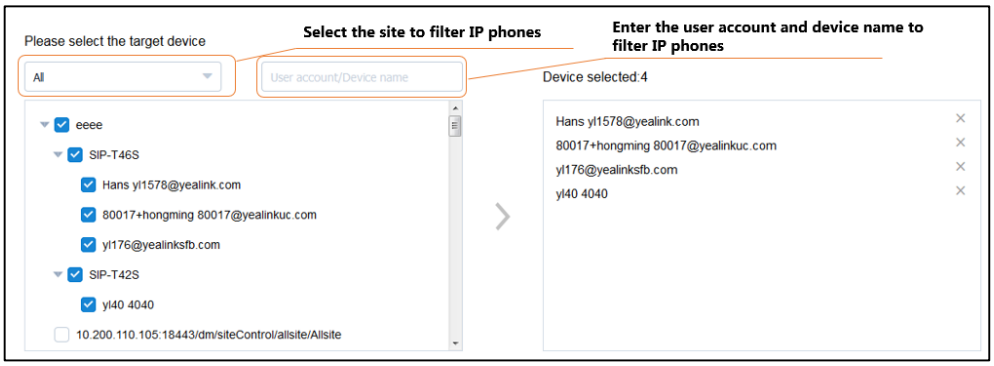
To add timer tasks:

1. Click **Device management**->**Timer task**.
2. Select **Timer task**.



3. From the top right of the page, click **Add timer task**.

4. Select the desired IP phone on the left of the page, the IP phone will display in the **Device selected** list.



5. Configure the task and executive mode in the corresponding field.
6. Click **Save**.

Related topics

Updating Configuration Files

Adding the Phone Firmware

Viewing Timer Tasks

If you add timer tasks in the Timer task page or the All devices page, the timer tasks will display in the Timer task list.

To view timer tasks:

1. Click **Device management**->**Timer task**.

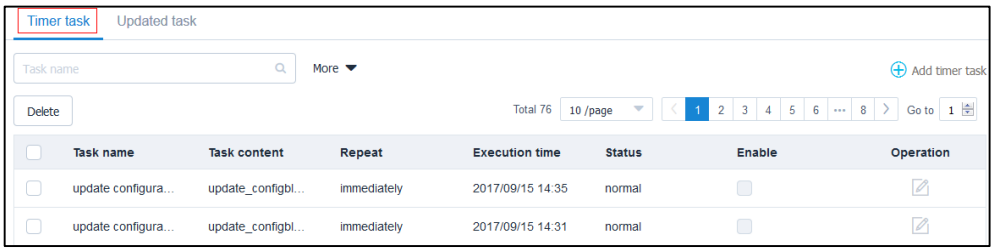
   The page will display task name, task content, repeat, execution time and status.

Editing Timer Tasks

You can enable or disable the timer tasks, and you can also edit the timer task information.

To enable timer tasks:

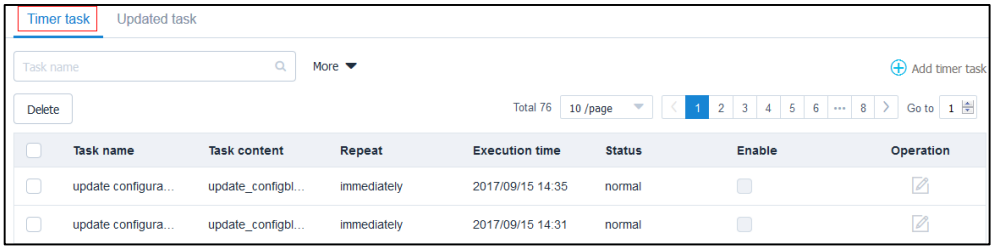
1. Click **Device management**->**Timer task**.
2. Select **Timer task**.



3. Check the desired checkbox besides the task name.
4. Click the checkbox in the **Enable** column.

To edit timer task information:

1. Click **Device management**->**Timer task**.
2. Select **Timer task**.



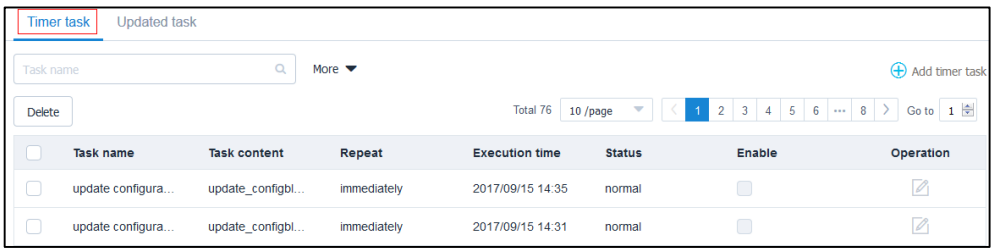
3. Check the desired checkbox besides the task name.
4. From the right of the page, click .
5. Configure the timer task information in the corresponding field.
6. Click **Save**.

Searching for Timer Tasks or Immediate Tasks

You can search for timer tasks or immediate tasks by task name, task content and task status.

To search for timer tasks or immediate tasks:

1. Click **Device management**->**Timer task**.
2. Select **Timer task**.



3. Enter a few or all characters of task name in the Search box.

   Click or press **Enter** to perform a search. The page will display the search results.

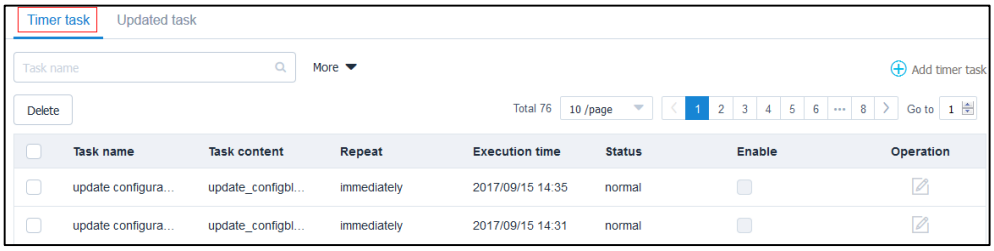
   You can also click **More** to unfold more condition, select the desired condition, and then click **Search**.

Deleting Timer Tasks or Immediate Tasks

You can delete timer tasks or immediate tasks in the Timer task list.

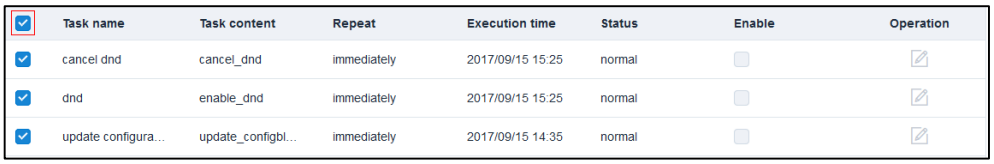
To delete timer tasks or immediate tasks:

1. Click **Device management**->**Timer task**.
2. Select **Timer task**.

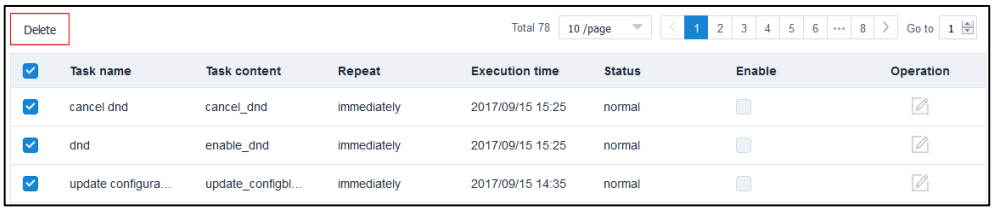


3. In the Timer task list, you can:
   - Check the desired checkbox besides the task name.
   - Check the multiple checkboxes besides the task name.

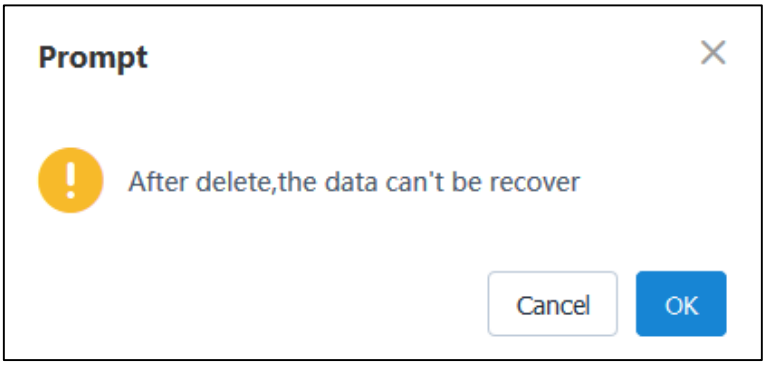
     If you want to check all checkboxes, you can check the checkbox as following:



4. Click **Delete**.



The page prompts “After delete, the data can't be recover?”.



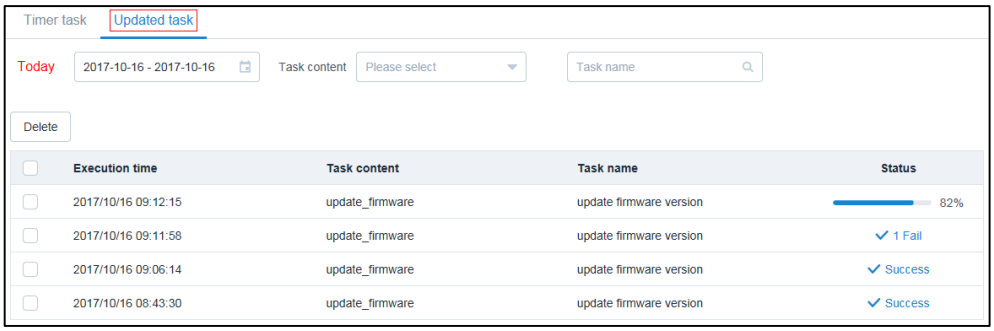
5. Click **OK**.

Managing Updated Tasks

Viewing Updated Tasks

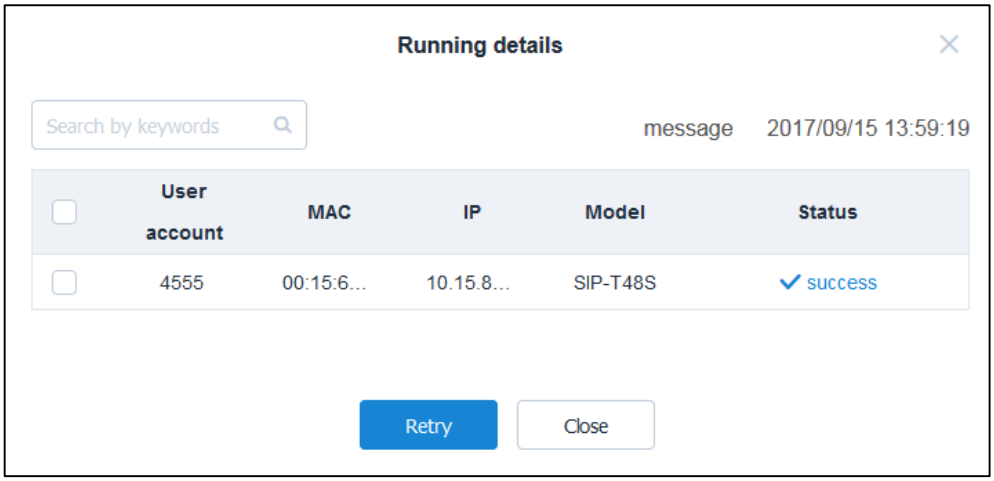
To view the updated tasks:

1. Click **Device management**->**Timer task**.
2. Select **Updated task**.



The page will display execution time, task content and task name.

You can also click the status in **Status** column to view the detail of performance status.



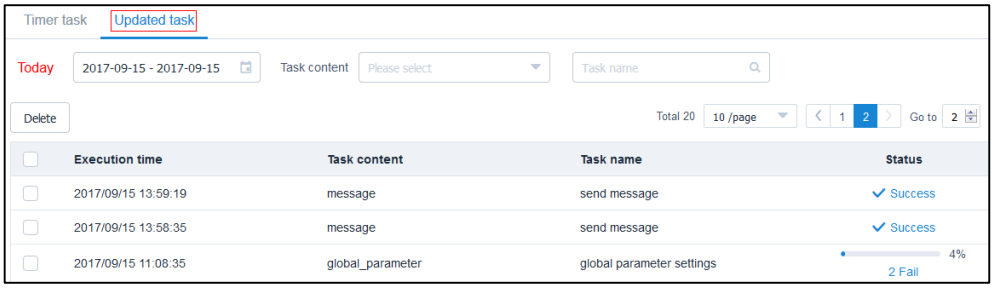
Searching for Updated Tasks

You can search for updated tasks by task name and task content.

To search for updated tasks:

1. Click **Device management**->**Timer task**.

2. Select **Updated task**.



3. (Optional.) Select the time in the date selection box.
4. Select the desired task content from the pull-down list of **Task content**.
5. Enter a few or all characters of task name in the Search box.

   Click or press **Enter** to perform a search.

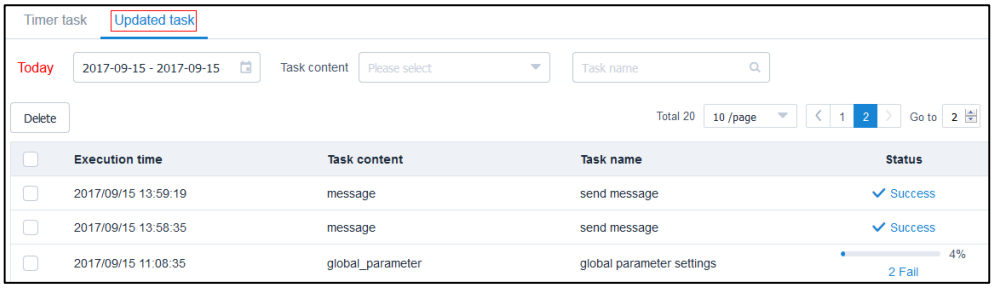
   The page will display the search results.

Deleting Updated Tasks

You can delete updated tasks in the Updated task list.

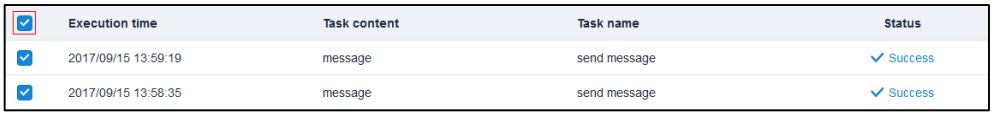
To delete executed tasks:

1. Click **Device management**->**Timer task**.
2. Select **Updated task**.



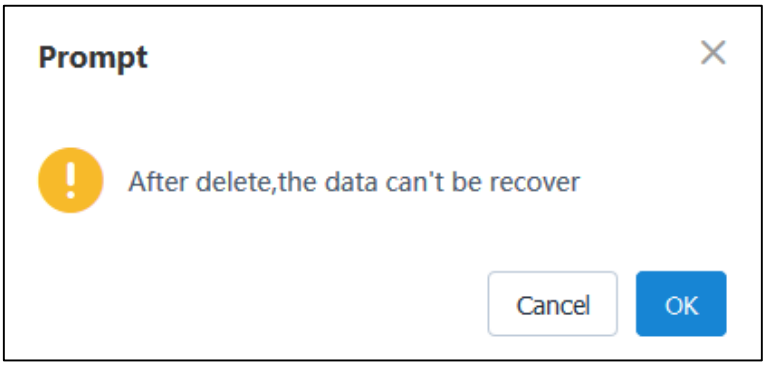
3. In the Updated task list, you can:
   - Check the desired checkbox besides the execution time.
   - Check the multiple checkboxes besides the execution time.

     If you want to check all checkboxes, you can check the checkbox as following:



4. Click **Delete**.

The page prompts “After delete, the data can't be recover?”.



5. Click **OK**.

Managing Configuration Files

After you log into the Yealink device management platform as system administrator or sub-administrator, you can manage configuration files.

Topic includes:

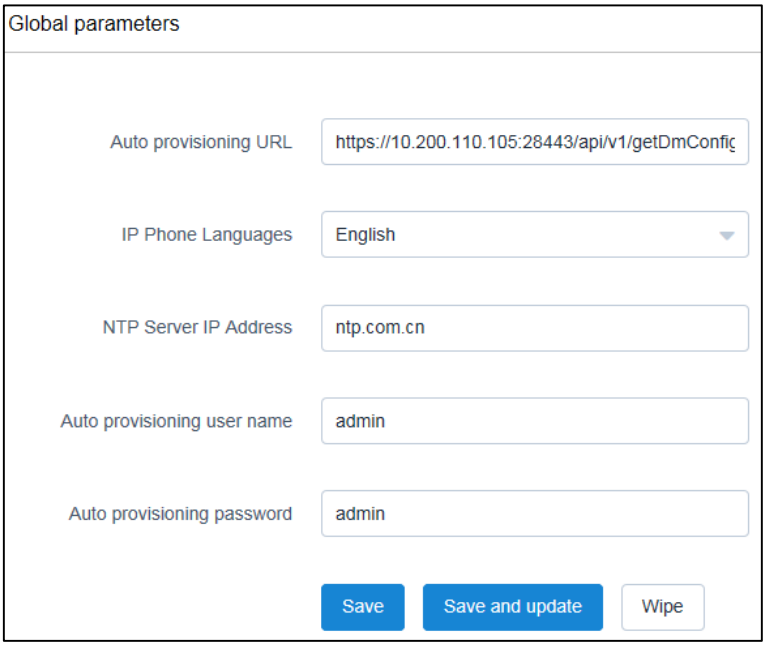
- Configuring Global Parameters
- Updating Phone Parameters
- Editing Configuration Templates
- Deleting Configuration Templates
- Configuring the CFG Blocks
- Configuring the CFG Files Backups

Configuring Global Parameters

The global parameter applies to the basic parameter of IP phones, such as the auto provisioning URL, auto provisioning username, auto provisioning password, the language of IP phone, NTP server IP address.

To configure global parameters:

1. Click **Device setting**->**Global parameters**.
2. Configure the global parameters in the corresponding field.



3. Click **Save and update**.

Updating Phone Parameters

The parameter file influences the parameters of configuration templates.

By default, the version of parameter file is 1.0.0.0.

Before updating the parameter file via Yealink device management platform, you should obtain the parameter file from the Yealink official website: *http://www.yealink.com*.

The following is an example of parameter file:

Parameter	SIP-T48G/SIP-T46G/SIP-T42G/SIP-T41P/SIP-T40P/SIP VP-T49G	Permitted Value	Default Value	Description	Reboot	Drop-down Option	Directory	Secondary Directory	Display name	Type
account.sign_in.server_address	SIP-T48G/SIP-T46G/SIP-T42G/SIP-T41P/SIP-T40P/SIP VP-T49G	maxLength:128	Blank	User-name login server address	N	N	Account	Register	Sign In Server Address	string
account.sign_in.user_name	SIP-T48G/SIP-T46G/SIP-T42G/SIP-T41P/SIP-T40P/SIP VP-T49G	maxLength:128	Blank	User-name login name	N	N	Account	Register	Sign In User Name	string
account.sign_in.password	SIP-T48G/SIP-T46G/SIP-T42G/SIP-T41P/SIP-T40P/SIP VP-T49G	maxLength:128	Blank	User-name login password	N	N	Account	Register	Sign In Password	string
account.sign_in.pin_number	SIP-T48G/SIP-T46G/SIP-T42G/SIP-T41P/SIP-T40P/SIP VP-T49G	maxLength:99	Blank	PIN login PIN number	N	N	Account	Register	Sign In PIN Number	string

To update the phone parameter:

1. Click **System management**->**Phone parameter update**.
2. Click **Select** to select the parameter file from the local system, and then click **Upload** to update phone parameters.

Related topics

Updating Configuration Files

Editing Configuration Templates

Adding the CFG Blocks

Editing the CFG Blocks

Editing Configuration Templates

To edit a configuration template:

1. Click **Device setting**->**Template management**.
2. From the left of the page, select the desired template from the **Template name** list.
3. Configure the template name, the IP phone model, description and phone parameters in

the corresponding field you want to edit.

4. Click **Save**.

   The page will prompt the notice.

   Click **Update**, you will enter the All devices page.

   Follow the steps in To update the configuration file to update the configuration file.

Related topics

Updating Phone Parameters

Searching for Configuration Templates

You can search for the configuration templates by name.

To search for a configuration template:

1. Click **Device setting**->**Template Management**.
2. Enter a few or all characters of configuration template name in the Search box.
3. Click or press **Enter** to perform a search.

   The search result displays in the **Template name** list.

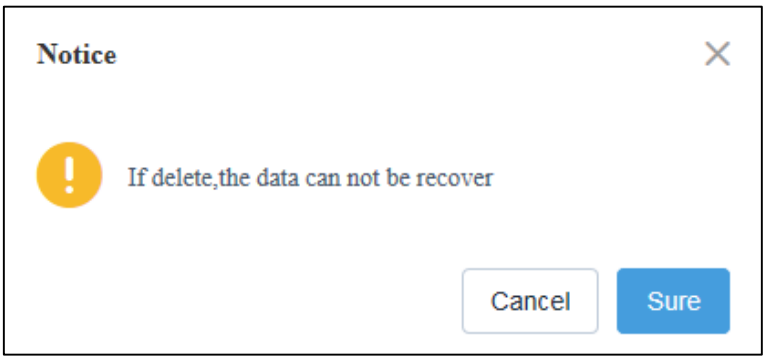
Deleting Configuration Templates

You can delete configuration templates in the Template name list.

To delete a configuration template:

1. Click **Device setting**->**Template management**.
2. From the left of the page, select the desired template from the **Template name** list.
3. Click **Delete**.

The page prompts "Are you sure to delete the template?".



4. Click **Sure**.

Configuring the CFG Blocks

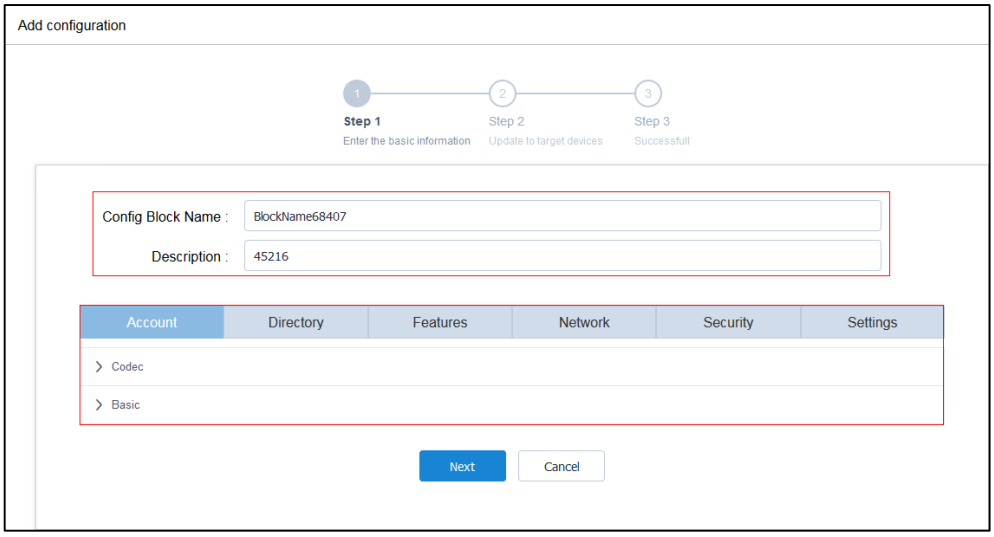
The CFG block apples to specific IP phones. You can add the CFG block and send it to specific IP phones to complete the quick update.

Adding the CFG Blocks

To add CFG blocks:

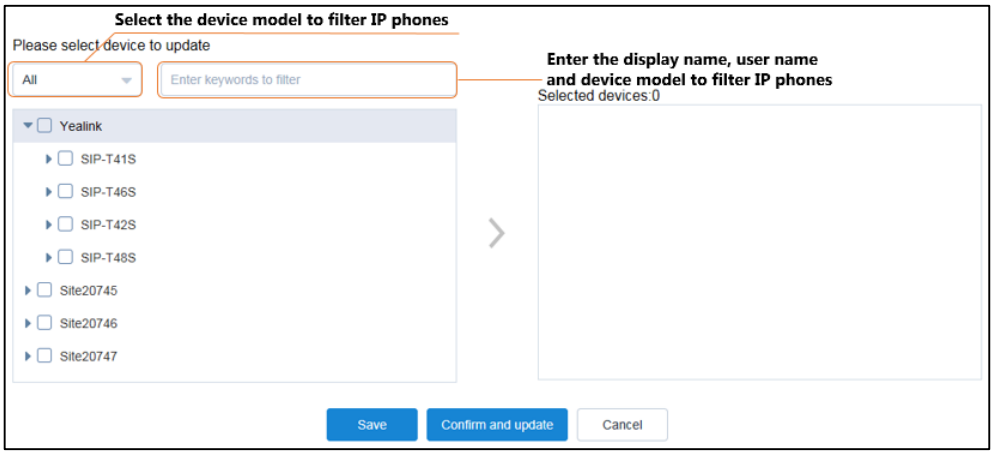
1. Click **Device setting**->**CFG block management**.
2. From the top right of the page, click **Add configuration**.
3. Configure the block name, description and IP phone parameters.

   Note that you must configure one IP phone parameter at least.



4. Click **Next**.

5. Select the desired IP phones on the left of the page, the IP phones will display in the **Selected Devices** list.



6. Click **Save** to accept the change and update the configuration files of the selected IP phones later.

   In CFG block management page, the status of CFG block is "unprovision" in the **Status** column.

   You can also click **Confirm and update** to update the configuration files of the selected IP phones at once or at regular time.

   Select the desired executive mode:

   - If you mark the radio box of **At once**, the configuration files of the selected IP phones will update at once.
   - If you mark the radio box of **At the regular time**, the configuration files of the selected IP phones will update will update in the specified time.

   Click **OK**.

   In CFG block management page, the status is "provisioned" in the **Status** column.

Related topics

Updating Phone Parameters

Viewing Timer Tasks

Viewing the CFG Blocks

To view the phone parameters edited in the CFG block, you can download the CFG file.

To view the CFG blocks:

1. Click **Device setting**->**CFG block management**.

   The page will display the configuration block name, description, status and modify times

   You can also check the desired checkbox besides the configuration block name, and then click to download the CFG file to your local system.

The following is an example of the CFG file:

```
#!version:1.0.0.1
account.1.sign_in.pin_number = a
```

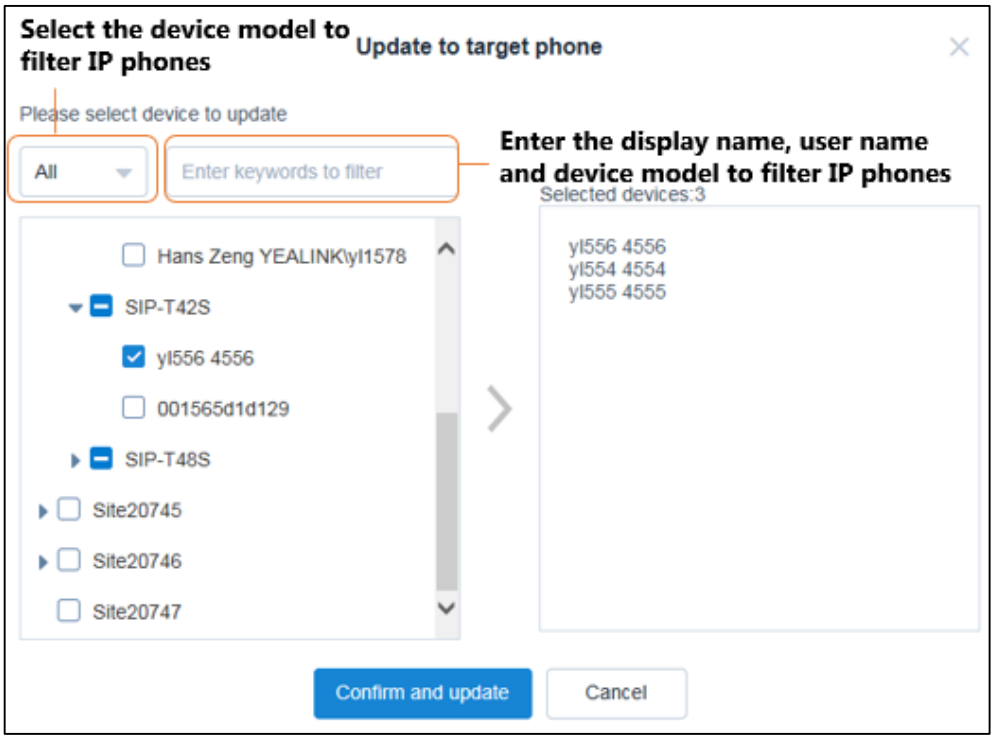
Editing the CFG Blocks

If the configuration files of the selected IP phones have not updated, the status of CFG block shows "unprovision" in the **Status** column, you can add the IP phones or delete the IP phones in CFG block management page.

You can also edit the CFG blocks information in Edit configuration page.

To add the IP phones to CFG block in CFG block management page:

1. Click **Device setting**->**CFG block management**.
2. Check the desired checkbox besides the configuration block name.
3. Click to add IP phones.



4. Click **Confirm and update** to update the configuration files of the selected IP phones at once.

To delete the IP phones in CFG block management page:

1. Click **Device setting**->**CFG block management**.
2. Click **unprovision** in the **Status** column.
3. Select the desired IP phones, and then click to delete the IP phones.

To edit the CFG blocks information in Edit configuration page:

1. Click **Device setting**->**CFG block management**.
2. Check the desired checkbox besides the configuration block name.
3. From the right of page, click to enter the edit page.
4. Configure the CFG block information in the corresponding field you want to edit.
5. Click **Save** to accept the change and update the configuration files of the selected IP phones later.

   You can also click **Confirm and update** to update the configuration files of the selected IP phones at once or at regular time.

   Select the desired executive mode:

   - If you mark the radio box of **At once**, the configuration files of the selected IP phones will update at once.
   - If you mark the radio box of **At the regular time**, the configuration files of the selected IP phones will update will update in the specified time.

   Click **OK**.

Related topics

Updating Phone Parameters

Viewing Timer Tasks

Searching for the CFG Blocks

You can search for the CFG blocks by configuration block name.

To search for the CFG blocks:

1. Click **Device setting**->**CFG block management**.
2. Enter a few or all characters of configuration block name in the Search box.
3. Click or press **Enter** to perform a search.

Deleting the CFG Blocks

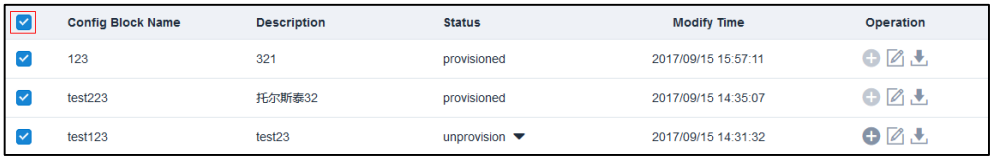
You can delete CFG blocks in the CFG block management list.

To delete CFG blocks:

1. Click **Device setting**->**CFG block management**.
2. In the CFG block management list, you can:

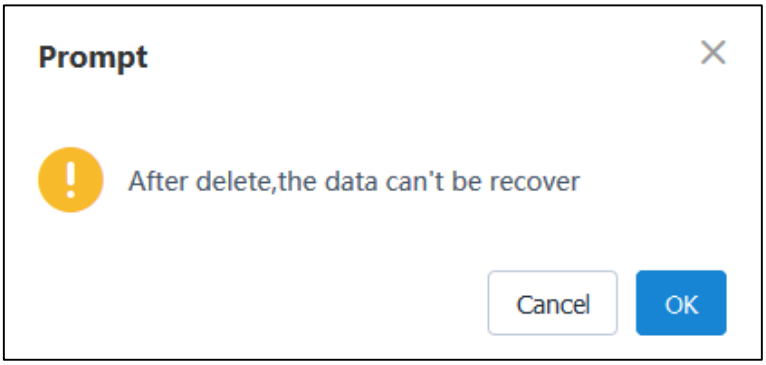
   - Check the desired checkbox besides the configuration block name.
   - Check the multiple checkboxes besides the configuration block name.

If you want to check all checkboxes, you can check the checkbox as following:



3. Click **Delete**.

   The page prompts "After delete, the data can't be recover?".



4. Click **OK**.

Configuring the CFG Files Backups

Backing up Configuration Files

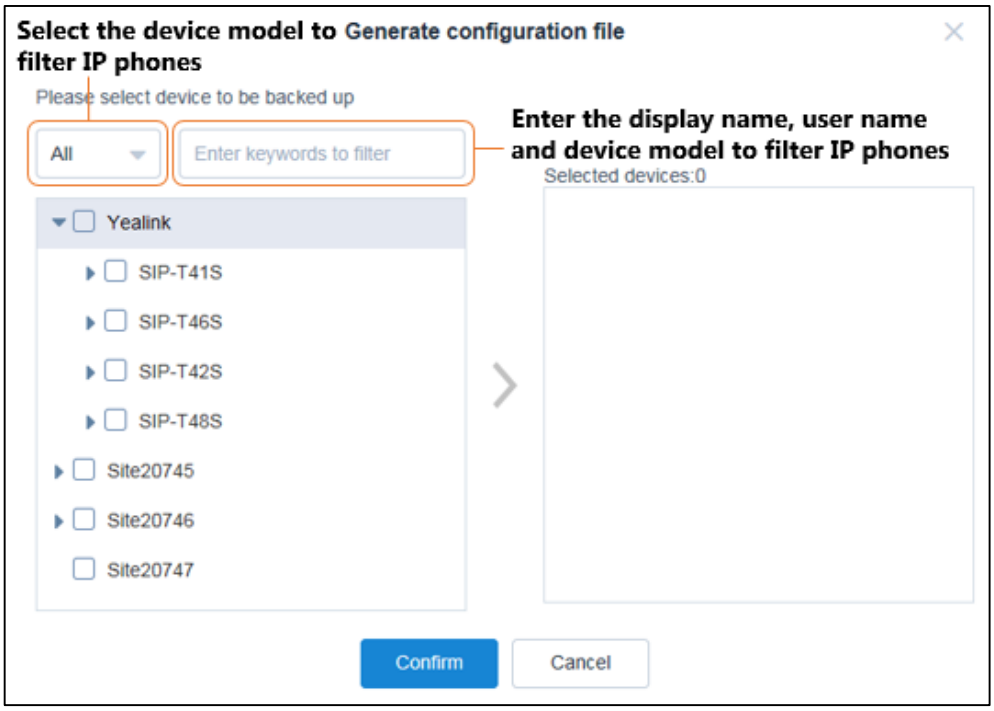
Generating Configuration Files

You can generate configuration files of IP phones and create a backup.

To generate configuration files:

1. Click **Device setting**->**CFG file backup**.
2. Click **Generate configuration file**.

3. Select the desired IP phones.



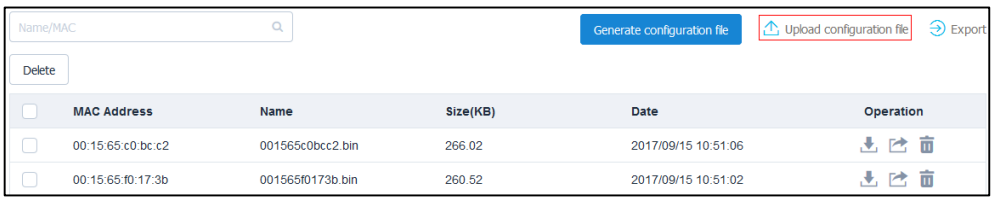
4. Click **Confirm**.

Uploading Configuration Files

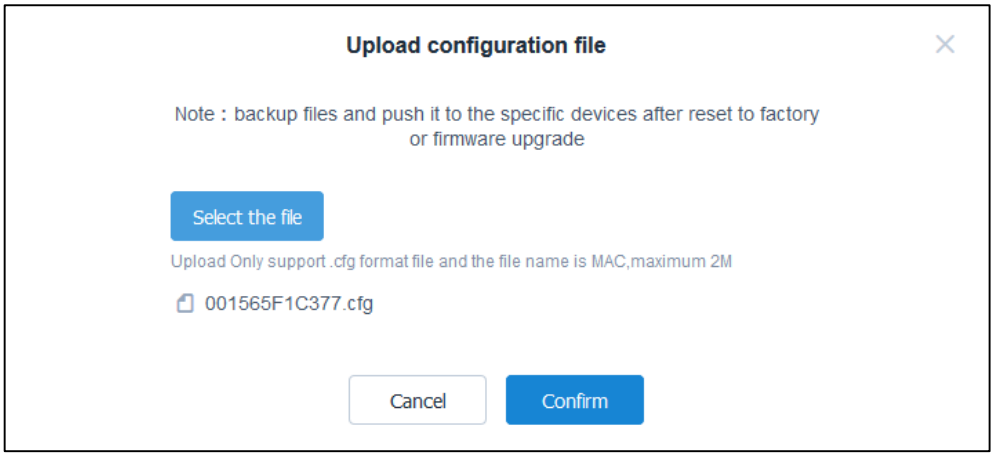
When the current backup was saved in the local system, you can upload the backup in the batch. Note that the backup of IP phone must be named by MAC address and is the .cfg file.

To upload configuration files:

1. Click **Device setting**->**CFG file backup**.
2. Click **Upload configuration file**.



3. Click **Select the file** to select the backup from the local system.



4. Click **Confirm**.

Viewing Backups

To view backups:

1. Click **Device setting**->**CFG file backup**.

   The page will display MAC address, the backup name, the backup size and the date of generating the backup.

   You can also click **Export** on the top right of the page to export all backups, and then save it in the local system.

Searching for Backups

You can search for the CFG file backups by the backup name and MAC address.

To search for the backup:

1. Click **Device setting**->**CFG block management**.
2. Enter a few or all characters of the backup name and MAC address in the Search box.
3. Click or press **Enter** to perform a search.

Downloading Backups

You can download the backup to apply to others platforms.

To download backups:

1. Click **Device setting**->**CFG file backup**.
2. Check the desired checkbox besides the MAC address.
3. Click to download the backup to your local system.

Restoring Backups

When the IP phones are reset to factory or the firmware is updated, you can select the desired backup in CFG file backup list to restore.

To restore backups in the CFG file backup list:

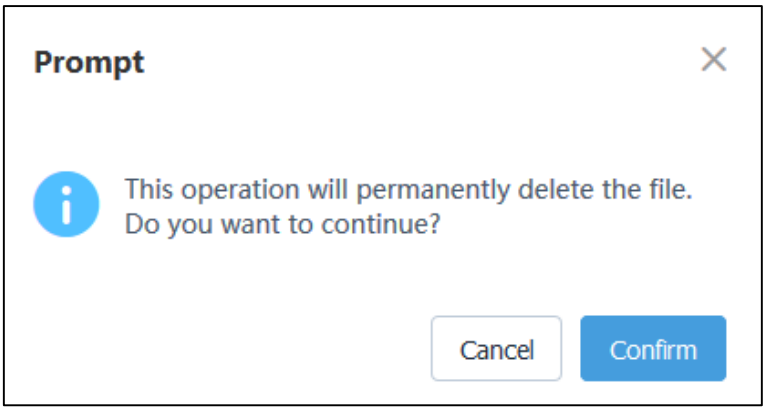
1. Click **Device setting**->**CFG file backup**.
2. Check the desired checkbox besides the MAC address.
3. Click to send the backup to IP phones and restore backups.

Deleting Backups

You can delete backups in the CFG file backup list.

To delete a backup:

1. Click **Device setting**->**CFG file backup**.
2. Check the desired checkbox besides the MAC address.
3. Click .
   The page prompts "This operation will permanently delete the file. Do you want to continue?".

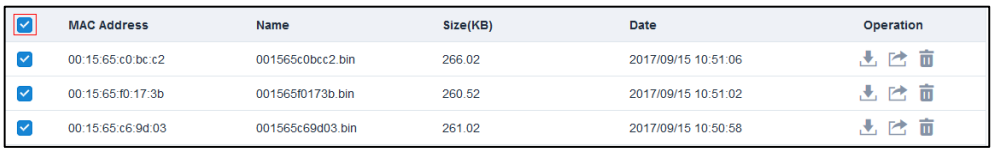


4. Click **Confirm**.

To delete multiple backups:

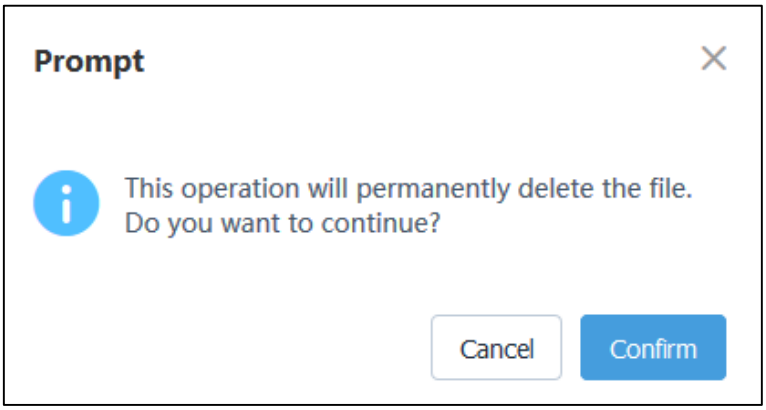
1. Click **Device setting**->**CFG file backup**.
2. In the CFG file backup list, you can:
   - Check the desired checkbox besides the MAC address.
   - Check the multiple checkboxes besides the MAC address.

If you want to check all checkboxes, you can check the checkbox as following:



3. Click **Delete**.

   The page prompts "This operation will permanently delete the file. Do you want to continue?".



4. Click **Confirm**.

Managing Resources

After you log into the Yealink device management platform as system administrator or sub-administrator, you can manage resources, the resources include the firmware, the BToE connector, Skype for Business licenses, MOH, ringtone, language package, XML contact.

Topic includes:

- Editing Resources
- Searching for Resources
- Downloading Resources
- Deleting Resources

Editing Resources

To edit resources:

1. Click **System management**->**Resources management**.
2. Check the desired checkbox besides the name.
3. Click .
4. Configure the resource information in the corresponding field.
5. Click **Save**.

Related topics

Updating the Phone Firmware

Updating Configuration Files

Updating the Yealink Better Together over Ethernet Connector

Uploading the Skype for Business License

Music on Hold

Upgrading a Normal Ringtone

Uploading a Language Package

Importing Contact Lists

Uploading a Trusted Certificate

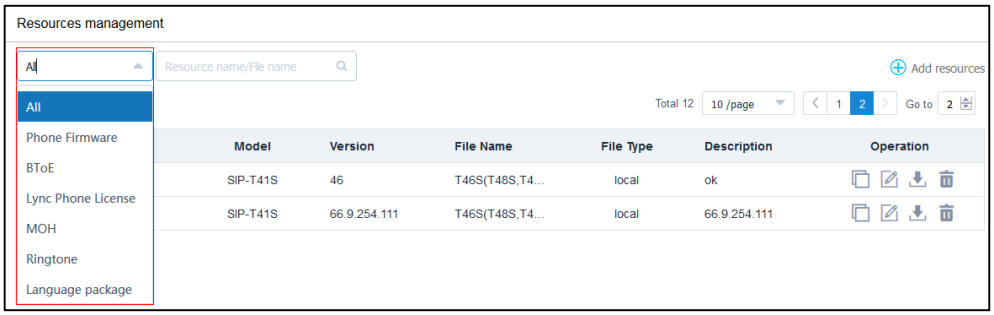
Uploading a Device Certificate

Searching for Resources

You can search for resources by the name and file name.

To search for the resources:

1. Click **System management**->**Resources management**.
2. Select the type of resources from the pull-down list.



3. Enter a few or all characters of the name and file name in the Search box.
4. Click or press **Enter** to perform a search.

Downloading Resources

You can download the resources to apply to others platforms.

To download resources:

1. Click **System management**->**Resources management**.
2. Check the desired checkbox besides the name.
3. Click , and then save it to your local system.

Deleting Resources

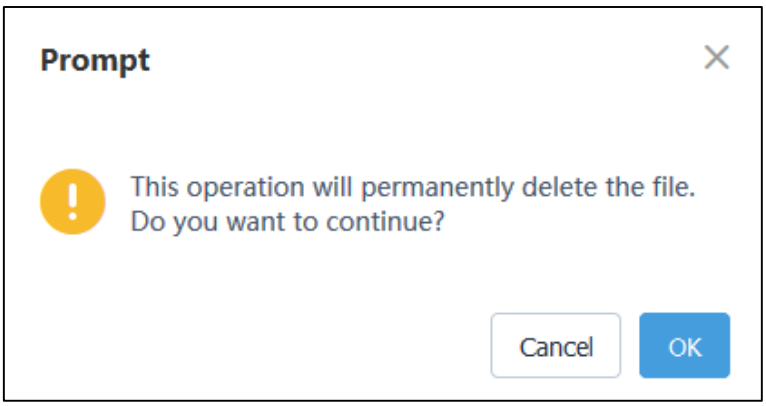
You can delete resources in the resources management list.

Note that if the IP phone is executing the task using the resource, you cannot delete the resource until the IP phone finish the task.

To delete a resource:

1. Click **System management**->**Resources management**.
2. Check the desired checkbox besides the name.
3. Click .

The page prompts "This operation will permanently delete the file. Do you want to continue?".



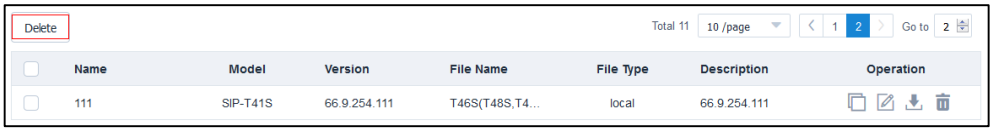
4. Click **OK**.

To delete multiple resources:

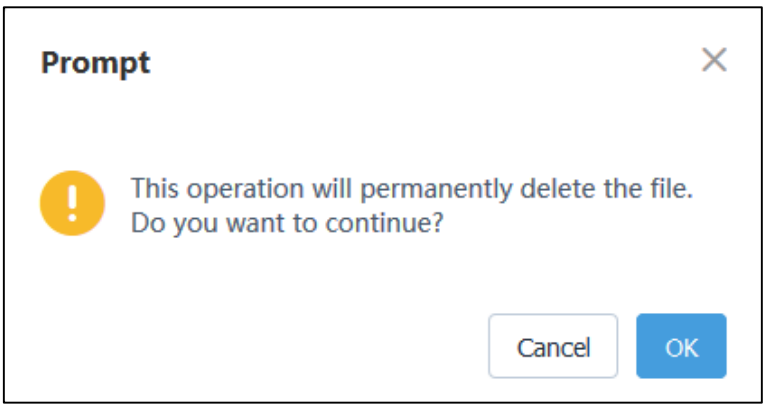
1. Click **System management**->**Resources management**.
2. In the resources management list, you can:
   - Check the desired checkbox besides the name.
   - Check the multiple checkboxes besides the name.

     If you want to check all checkboxes, you can check the checkbox as following:

3. Click **Delete**.



The page prompts "This operation will permanently delete the file. Do you want to continue?".



4. Click **OK**.

Troubleshooting

After you log into the Yealink device management platform as system administrator or sub-administrator, you can view the chapter to obtain general troubleshooting information to help you solve problems you might encounter when using Yealink device management platform.

System Diagnostics

Viewing Operation Log Files

Operation logs record the operation that the administrator manages the Yealink device management.

To view operation log files:

1. Click **System management->Log management**.
2. Select **Operation log**.

3. (Optional.) Select time. The page will display the operation file during the selected time.

4. (Optional.) Enter the a few or all characters of device name or the local IP address in the Search box to search for the desired operation file to view.

   The page will display user name, operation module/menu, the local IP address, operation time and operation status.

   You can also click **Export** on the top right of the page to export all operation log files, and then save it in the local system.

The following is an example of operation log file:

User name	Operation module | menu	IP	Operation time	Instructions
admin	Export audit | System management	10.2.5.16	2017/10/18	Operation successful
admin	Login | Login	10.2.61.164	2017/10/18	Operation successful
admin	Login | Login	10.2.61.164	2017/10/18	Operation successful
admin	Add config group | Device setting	10.2.5.16	2017/10/18	Operation successful
admin	Login | Login	10.2.61.164	2017/10/18	Operation successful

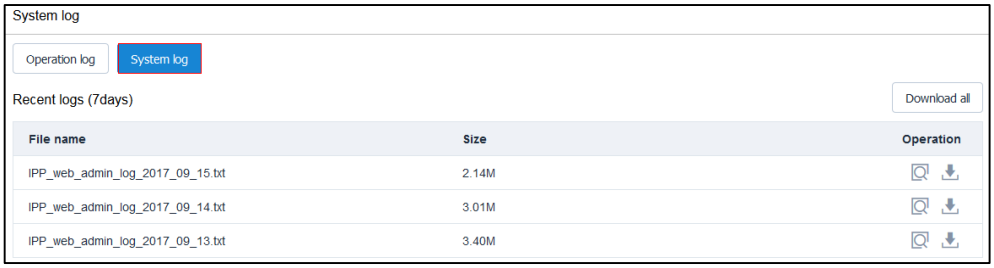
Viewing System Log Files

System logs record the key process or abnormal status related the Yealink device management platform in recent 7 days, such as whether the parameter reported by IP phones is correct or the process of sending configuration files to IP phones by the platform.

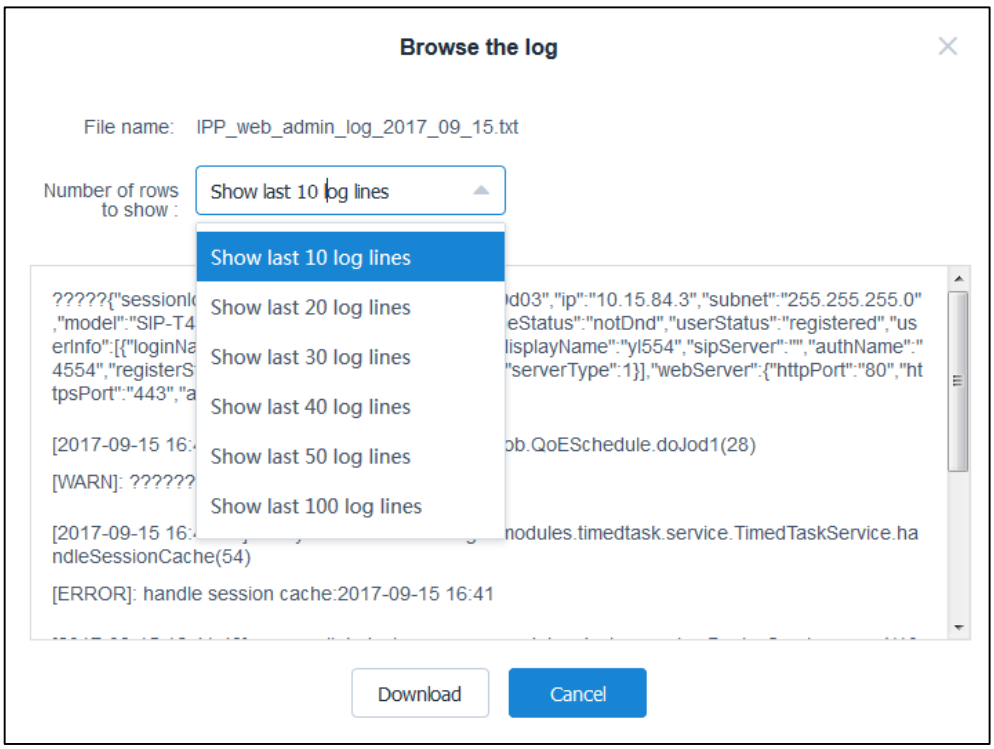
You can view the system logs online or download the log files to your local system to view logs.

To view system log files online:

1. Click **System management->Log management**.
2. Select **System log**.



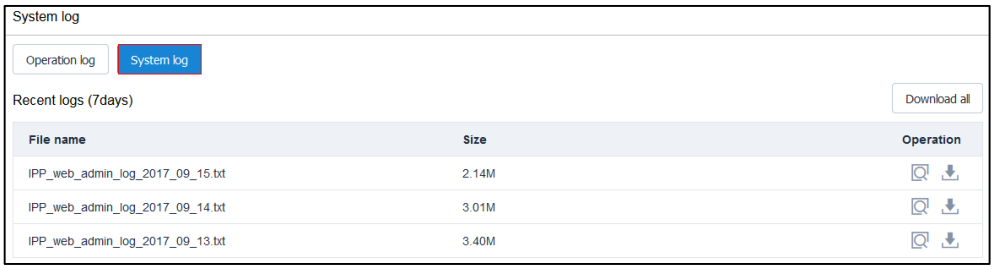
3. Select the desired system log in the system log list, and then click .



4. Select the desired number of rows in the **Number of rows to show** field.

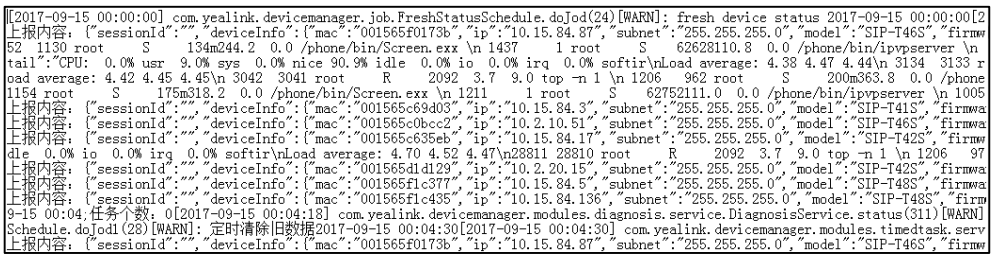
To view system log files by downloading the log files to your local system:

1. Click **System management->Log management**.
2. Select **System log**.



3. In the system log list, select the desired system log, and then click to download the system log and save it to your local system.

   The following is an example of system log file:



You can also click **Download all** on the right of page to download all system log files and save it to your local system.

Device Diagnostics

In Device diagnostic page, you can view the backups of IP phone log files and obtain the diagnostic information of IP phones, and then analyze it to troubleshoot problems.

You can enter the Device diagnostic page in the following ways:

- In the All devices page
- In the Warning list page
- In the Device diagnostic page

Related topics

Viewing Devices

Viewing Alarms

Viewing the Syslog Files of Devices

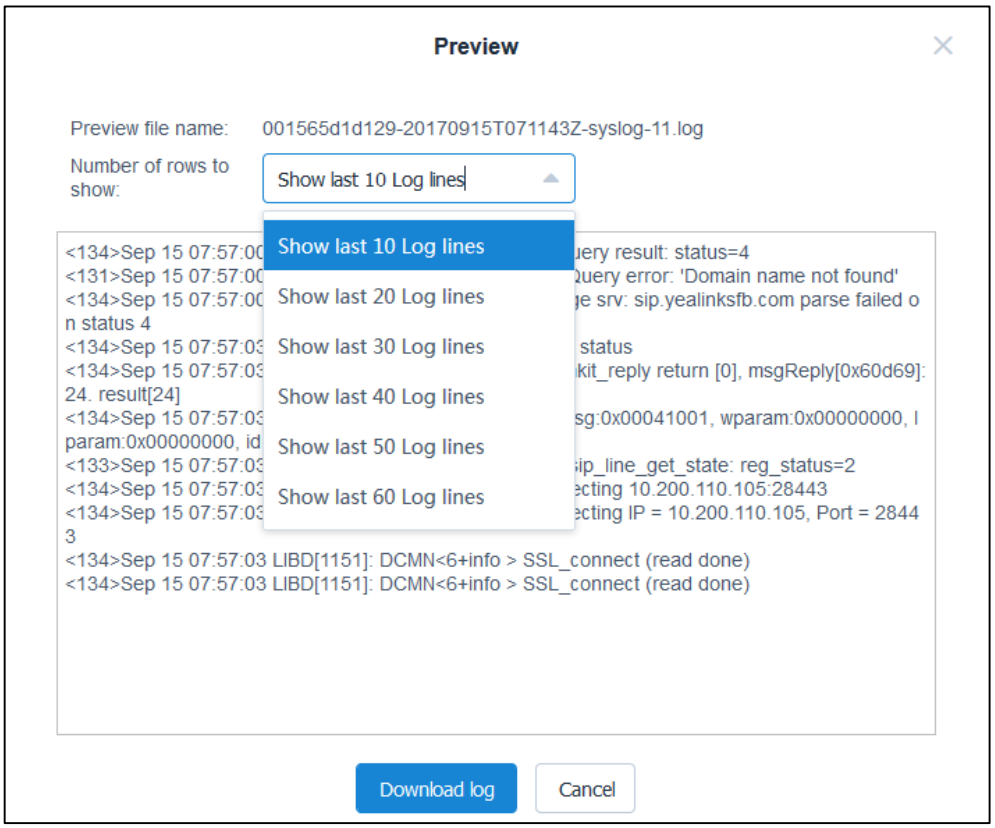
The IP phone will send syslog messages to the Yealink device management platform in real time. You can specify the severity level of the syslog to be sent to the platform.

You can view the backups of local log files or export the latest local log files to view.

To view the backups of IP phone log files online in the Device diagnostic page:

1. Click **Device diagnostic**.
2. Enter the MAC address of IP phone, and then click **Start the diagnosis**.

3. Select the desired backups of IP phone log files the Recent logs list, and then click .
4. Select the desired number of rows in the **Number of rows to show** field.



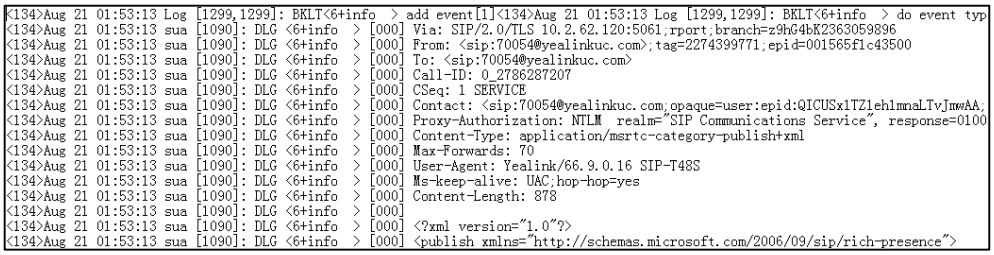
To view the backups of IP phone log files by downloading the backups in the Device diagnostic page:

1. Click **Device diagnostic**.

2. Enter the MAC address of IP phone, and then click **Start the diagnosis**.

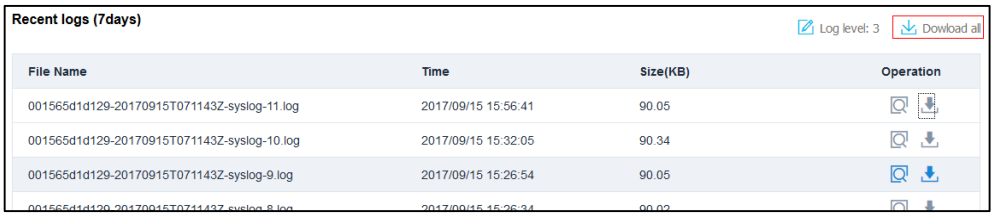
3. In the Recent logs list, select the desired backups of IP phone log files, and then click to download the backups of IP phone log files and save it to your local system.

   The following is an example of IP phone log file:



```
<134>Aug 21 01:53:13 Log [1299,1299]: BKLT<6+info  > add event[1]<134>Aug 21 01:53:13 Log [1299,1299]: BKLT<6+info  > do event typ
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] Via: SIP/2.0/TLS 10.2.62.120:5061;rport;branch=z9hG4bK2363059896
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] From: <sip:70054@yealinkuc.com>;tag=2274399771;epid=001565f1c43500
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] To: <sip:70054@yealinkuc.com>
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] Call-ID: 0_2786287207
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] CSeq: 1 SERVICE
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] Contact: <sip:70054@yealinkuc.com;opaque=user:epid:QICUSx1TZ1eh1mnaLTvJmwAA;
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] Proxy-Authorization: NTLM  realm="SIP Communications Service", response=0100
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] Content-Type: application/msrtc-category-publish+xml
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] Max-Forwards: 70
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] User-Agent: Yealink/66.9.0.16 SIP-T48S
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] Ms-keep-alive: UAC;hop-hop=yes
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] Content-Length: 878
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000]
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] <?xml version="1.0"?>
<134>Aug 21 01:53:13 sua [1090]: DLG <6+info  > [000] <publish xmlns="http://schemas.microsoft.com/2006/09/sip/rich-presence">
```

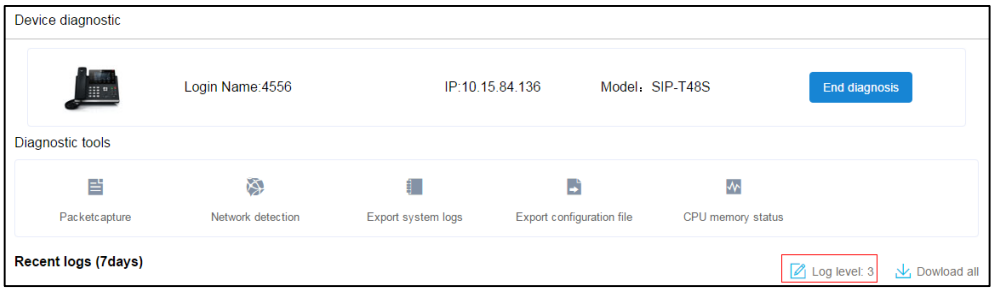
   You can also click **Download all** on the right of page to download all backups of IP phone log files and save it to your local system.



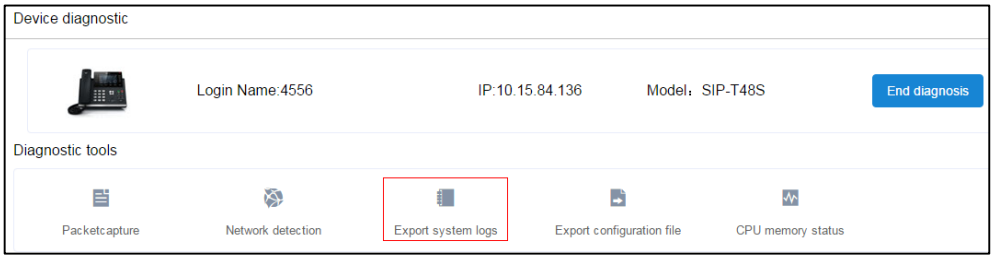
To view the IP phone log files by exporting the latest IP phone log file in the Device diagnostic page:

1. Click **Device diagnostic**.
2. Enter the MAC address of IP phone, and then click **Start the diagnosis**.

3. (Optional.) Click **Log level:3** to specify the severity level of the syslog.



4. Click **Export system logs**, and then save it to your local system.



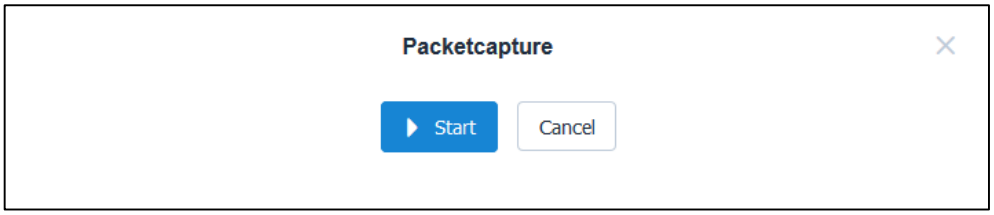
Capturing Packets

To capture packets:

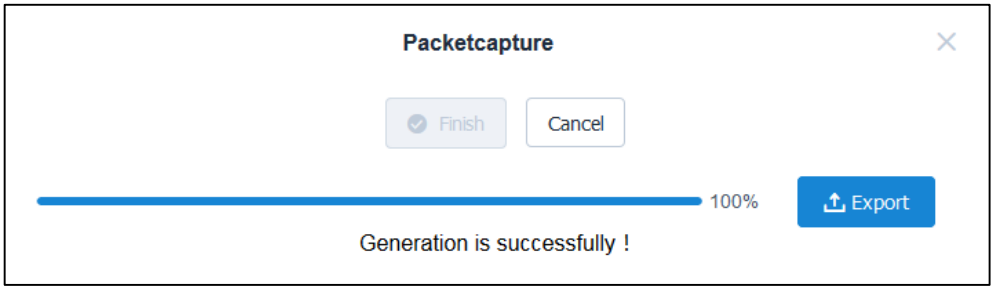
1. Click **Device diagnostic**.
2. Enter the MAC address of IP phone, and then click **Start the diagnosis**.

3. Click **Packetcapture**.

4. Click **Start** to begin capturing signal traffic.



5. Recreate the error to be documented in the trace.
6. Click **Finish** to stop the capture.
7. Click **Export**, and then save it to your local system.



Note If the IP phones is offline, you cannot capture packets.

Network Diagnostics

Network diagnostics includes:

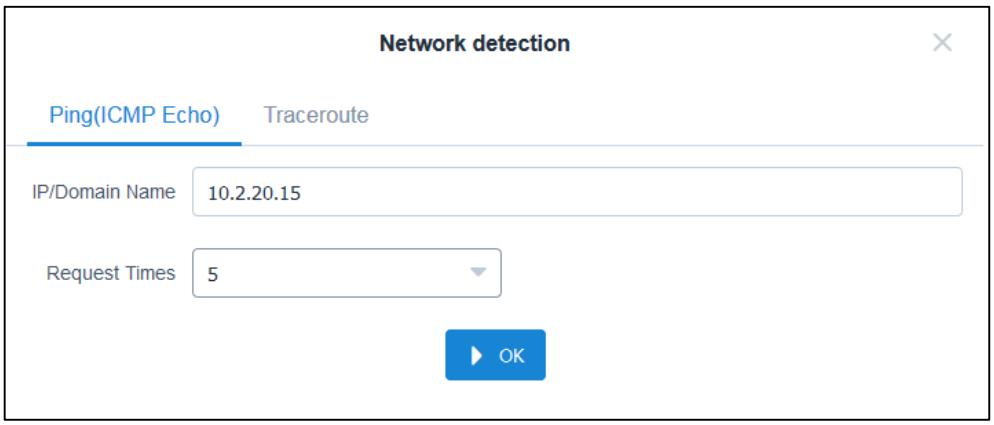
- **Ping**: Check whether the network between the local and the remote system is connected.
- **Trace Route**: Display the route (path) and measure transit delays of packets across an Internet Protocol (IP) network.

Ping:

1. Click **Device diagnostic**.
2. Enter the MAC address of IP phone, and then click **Start the diagnosis**.

3. Click **Network detection**.

4. Select **Ping(ICMP Echo)**.

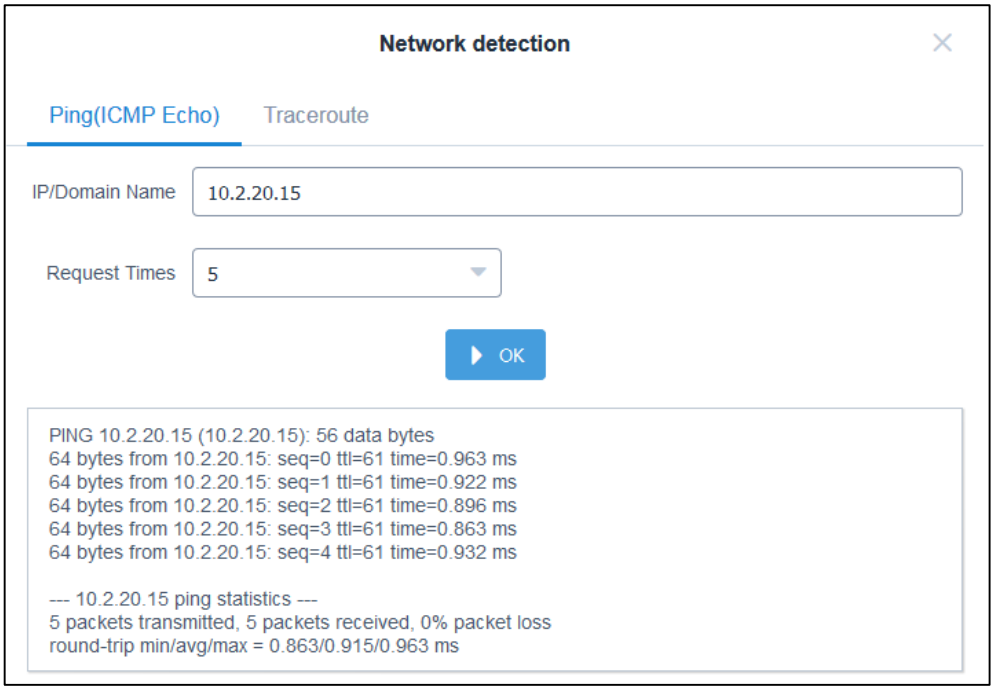


5. Enter any IP address (for example, the IP address of the remote system) or domain name in the **IP/Domain Name** field.

   It measures the round-trip time from transmission to reception and reports errors and packet loss. The results of the test include a statistical summary of the response packets received, including the minimum, maximum, and the mean round-trip times.

6. Select the request time from the pull-down list of **Request Times**.

7. Click **OK** to start.



Trace route:

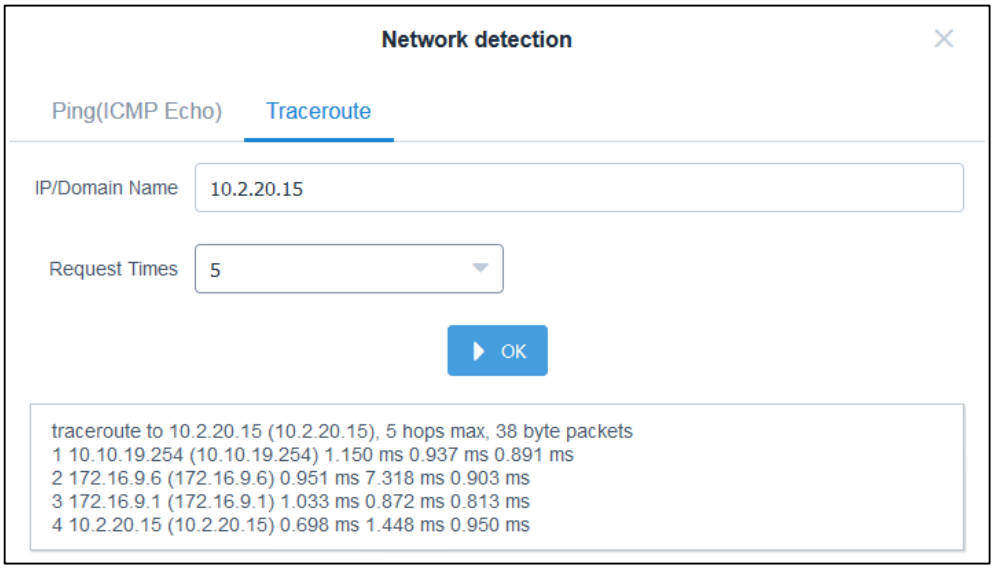
1. Click **Device diagnostic**.
2. Enter the MAC address of IP phone, and then click **Start the diagnosis**.

3. Click **Network detection**.

4. Select **Traceroute**.
5. Enter any IP address (for example, the IP address of the remote system) or domain name in the **IP/Domain Name** field.

   If the test is successful, the platform lists the hops between the system and the IP address you entered. You can check whether congestion happens via the time cost between hops.

6. Select the request time from the pull-down list of **Request Times**.
7. Click **OK** to start.



Exporting Configuration Files

You can export configuration files of IP phones to help analyze problems.

To export configuration files:

1. Click **Device diagnostic**.
2. Enter the MAC address of IP phone, and then click **Start the diagnosis**.

3. Select **Export configuration file**, and then save it to your local system.

Viewing the CPU and Memory Status

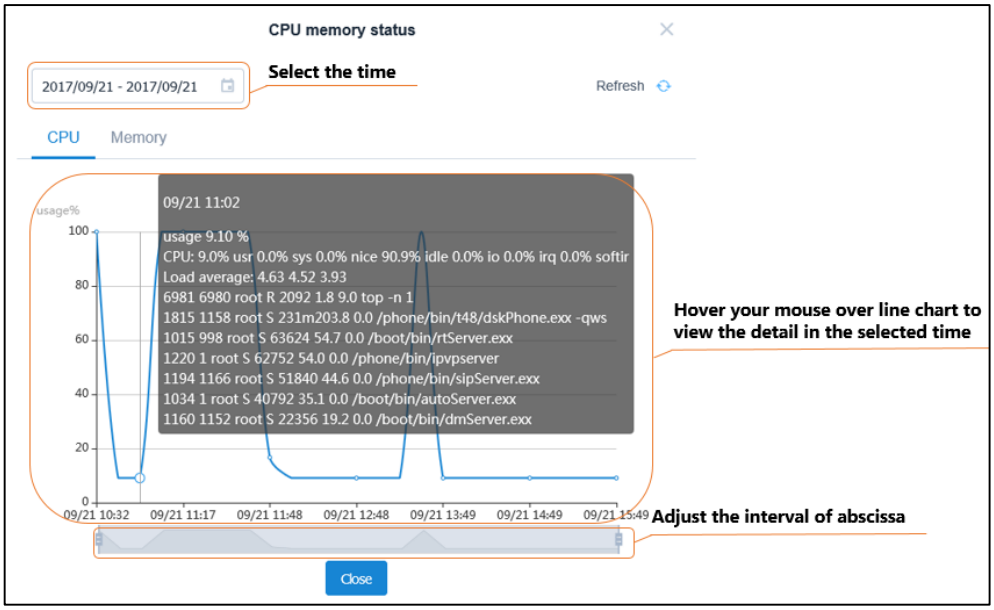
When the call quality is bad, you can view the CPU and memory status of IP phone. The IP phones will report the CPU and memory information to the platform per 15 minutes.

To view the CPU and memory status:

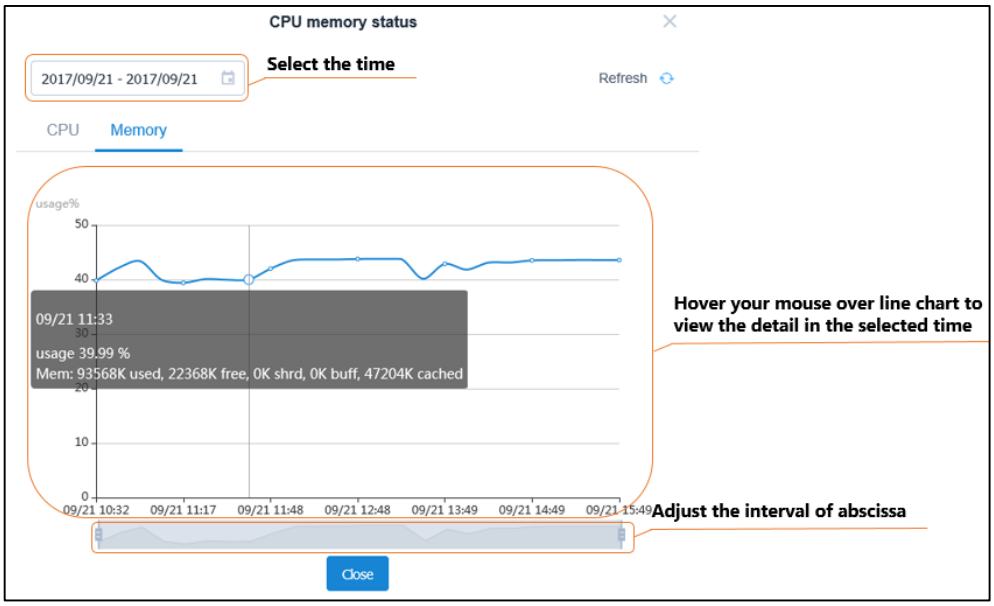
1. Click **Device diagnostic**.
2. Enter the MAC address of IP phone, and then click **Start the diagnosis**.

3. Select **CPU memory status**.

4. You can do one of the following:
   - Click **CPU** to view the CPU usage in the specified time.



- Click **Memory** to view the memory usage in the specified time.

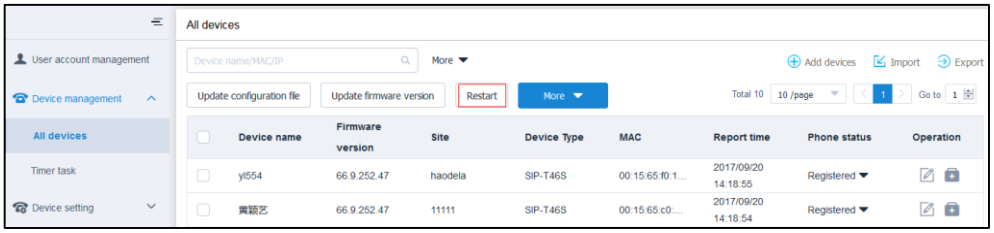


Troubleshooting Solutions

Restarting Devices

To restart devices:

1. Click **Device management**->**All devices**.
2. Check the checkbox or multiple checkboxes besides the device name.
3. Click **Restart**.



4. Select the desired executive mode:
   - If you mark the radio box of **At once**, the IP phones will restart at once.
   - If you mark the radio box of **At regular time**, configure the task name, repeat type and the execution time, the IP phones will restart in the specified time.
5. Click **OK**.

Related topics

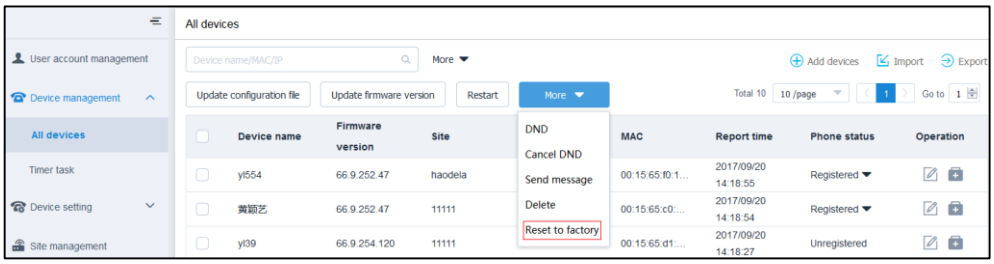
Viewing Timer Tasks

Resetting the Devices to Factory

Reset the IP phones to factory configurations after you have tried almost all troubleshooting suggestions but do not solve the problem.

To reset the IP phones to factory:

1. Click **Device management**->**All devices**.
2. Check the checkbox or multiple checkboxes besides the device name.
3. Click **More**, and then select **Reset to factory** from the pull down list.



4. Select the desired executive mode:
   - If you mark the radio box of **At once**, the IP phone will be reset at once.
   - If you mark the radio box of **At regular time**, configure the task name, repeat type and the execution time, the IP phone will be reset in the specified time.
5. Click **OK**.

   All configurations and user data on the IP phone will be reset.

Related topics

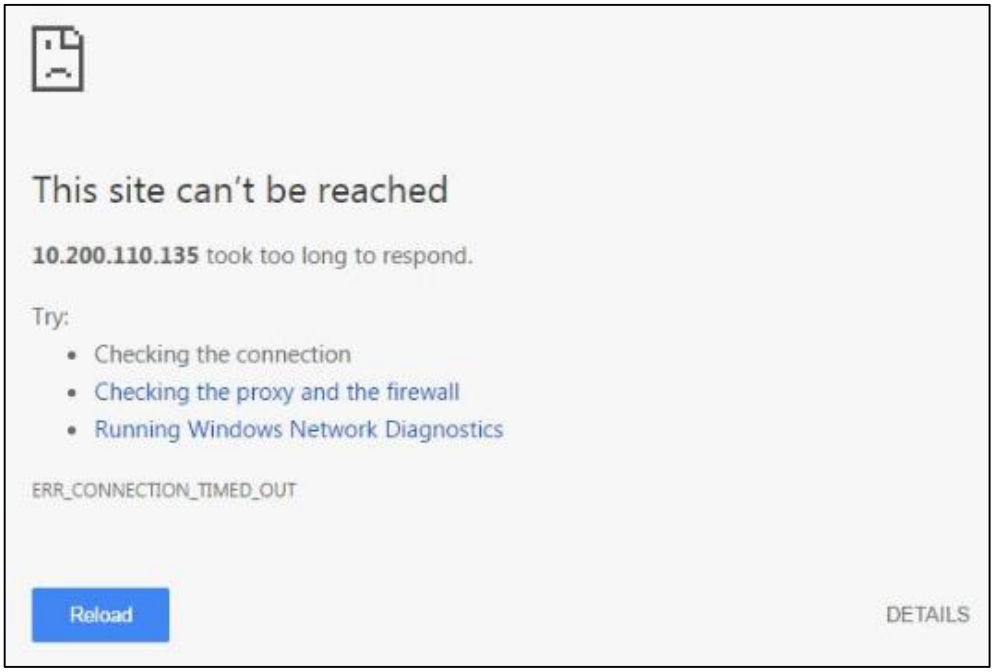
Viewing Timer Tasks

General Issues

Why cannot you access the login page of Yealink device management platform

Question

When you access the login page of Yealink device management platform, the error massage is displayed as shown next:



Cause

The firewall of your server which is installed Yealink device management platform may be active.

To check the status of firewalls (log into CentOS as the root user):

1. Enter terminal.
2. Run the command:

   systemctl status firewalld

```
[root@localhost ~]# systemctl status firewalld
â firewalld.service - firewalld - dynamic firewall daemon
   Loaded: loaded (/usr/lib/systemd/system/firewalld.service; enabled; vendor preset: enabled)
   Active: active (running) since Wed 2017-11-01 06:34:55 EDT; 9min ago
 Main PID: 23324 (firewalld)
   CGroup: /system.slice/firewalld.service
           ††23324 /usr/bin/python -Es /usr/sbin/firewalld --nofork --nopid

Nov 01 06:34:54 localhost.localdomain systemd[1]: Starting firewalld - dynamic firewall daemon...
Nov 01 06:34:55 localhost.localdomain systemd[1]: Started firewalld - dynamic firewall daemon.
```

   If the firewall is active, you should run the following commands to enable the related ports in the firewall configuration:

firewall-cmd --permanent --zone=public --add-port=18443/tcp

firewall-cmd --permanent --zone=public --add-port=28443/tcp

firewall-cmd --permanent --zone=public --add-port=28080/tcp

firewall-cmd --reload

```
[root@localhost ~]# firewall-cmd --permanent --zone=public --add-port=8080-8081/tcp^C
[root@localhost ~]# firewall-cmd --permanent --zone=public --add-port=18443/tcp
success
[root@localhost ~]# firewall-cmd --permanent --zone=public --add-port=28443/tcp
success
[root@localhost ~]# firewall-cmd --permanent --zone=public --add-port=28080/tcp
success
[root@localhost ~]# firewall-cmd --reload
success
```

After you finish the configuration, reflesh the login page, you can access the login page successfully.

Related topics

Logging into the Yealink Device Management Platform as System Administrator

Logging into the Yealink Device Management Platform as Sub-administrator

Appendix: Alarm Types

Alarm type	Severity
Update Configuration failure	Minor
Call dropped	Minor
Hold failure	Minor
Resume failure	Minor
Play visual voicemail failure	Minor
Conference call dropped	Minor
Address book retrieve failure	Minor
Calendar synchronization failure	Minor
Calendar synchronization failure	Minor
Visual voicemail retrieve failure	Minor
Calllog retrieve failure	Minor
Outlook contact retrieve failure	Minor
Bad quality call	Critical
Register failure	Critical
DNS server discovery failure	Critical
Network traversal failure	Critical
Place call failure	Critical
One way audio	Critical
Device internal service error	Critical
Update Firmware failure	Major
Time synchronization failure	Major
Transfer failure	Major
Meeting join failure	Major

Alarm type	Severity
Meet now failure	Major
BToE pairing failure	Major
Exchange discovery failure	Major