

**Yealink Device Management Cloud
Service Platform for RPS Enterprise
Administrator Guide V3.2.0.6**

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About This Guide

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

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



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

Logging into/Logging out of Yealink Device Management Cloud Service for RPS Enterprise

- [Logging into Yealink Device Management Cloud Service Platform for RPS Enterprise](#)
- [Logging out of Yealink Device Management Cloud Service Platform for RPS Enterprise](#)

Logging into Yealink Device Management Cloud Service Platform for RPS Enterprise

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

Procedure

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

Logging out of Yealink Device Management Cloud Service Platform for RPS Enterprise

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

Procedure

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

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

Managing Administrator Accounts

This chapter provides the basic operations for the administrator account.

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

Managing Sub-Administrator Accounts

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

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

Adding Sub-Administrator Accounts

Procedure


1. Click **System Settings** > **Sub account management**.
2. Click **Add**.
3. Enter the corresponding information of the sub-administrator.
4. In the **Account Permission** field, enable the corresponding permission for this account.
5. In the **Data Permission** field, select the corresponding server, so that the server and the device linked to this server can be managed by this account.
6. Click **Save**.

Results

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

Resetting the Password of the Sub-Administrator Account

Procedure

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

Deleting Sub-Administrator Accounts

Procedure

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

Editing the Information of the Administrator Account

You can edit the information, for example the contact, the phone number and the country, so that the superior distributor or reseller can contact you. The administrator mailbox is used to receive alarm and the account information. If you need to change your registered email, contact your distributor or reseller.

Procedure

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

Changing the Login Password

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

Procedure

1. Hover your mouse over the company name in the top-right of corner, and then click **Account Settings**.
2. Click **Edit** beside the password.
3. Enter the current password and enter the new password twice.
4. Click **Confirm**.

Forgetting the Login Password

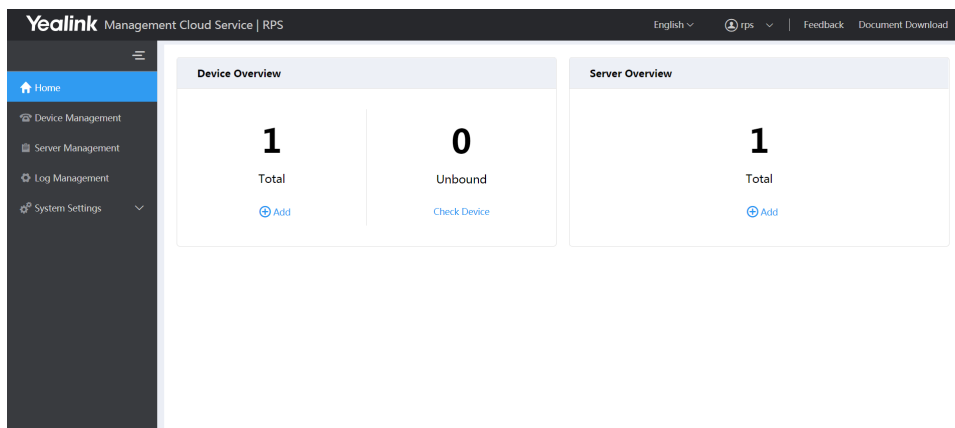
If you forget the password, you can reset it via email.

Procedure

1. On the Login page of the device management platform, click **Forget Password**.
2. Enter your email and the captcha in the corresponding field.
3. Click **OK**.
4. Click **OK** again according to the prompt.
5. After you receive the email for resetting the password, click the link in 10 minutes to reset the password.

Device and Server Overview

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



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

Managing Servers

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


Adding Servers

Procedure

1. Click **Server Management**.
2. In the top-right corner, click **Add Server**.
3. Enter the server name, the URL and the server authentication information (username and password).
4. If the client server need certificate authentication and the certificate is not authenticated by the public CA, import the certificate.
5. Click **Save**.

Editing the Server Information

Procedure

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

Searching for Servers

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

Procedure

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

The search results are displayed in the server list.

Deleting Servers

Procedure

1. Click **Server Management**.
2. Select the checkboxes of the desired servers and click **Delete**.
3. Click **OK**.

Managing Devices

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

Adding Devices

If you select a server and enter a unique server URL which is different from the URL linked to the server, the RPS management platform performs the redirection according to unique URL you entered when adding a device.

Procedure

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

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

Importing Devices

If you want to add devices quickly, you can import them in batch. You need to download the template, edit the devices information in the template and then import the template to the platform.

Procedure

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

Exporting Devices

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


Procedure

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

Editing the Device Information

You can edit the device name, the server or the URL specified by the device.

Procedure

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

Migrating Devices to Another Server

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

Procedure

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

Checking the Linking Status Between the Device and the Server

About this task

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

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

Procedure

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

It shows the device linking status.

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

Deleting Devices

Procedure

1. Click **Device Management**.
2. Select the checkboxes of the desired devices.
3. Click **Delete**.
4. Click **OK**.

Viewing Operation Logs

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

Procedure

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

Applying for the AccessKey

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

Procedure

1. Click **System Settings > AccessKey**.
2. Click **Acquire**.