

Yealink Device Management Cloud Service Distributor Guide V3.2.0.6

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About This Guide

This document mainly guides distributors to create enterprise accounts, place orders and manage statements through Yealink Device Management Cloud Service for channel. If the enterprise authorizes you to manage devices for them, you can log into the device management platform for enterprise directly through the device management platform for channel to manage the enterprise devices.

- [Introduction of Yealink Device Management Cloud Service](#)
- [Browser Requirements](#)
- [Related Documentations](#)
- [In This Guide](#)
- [Instruction for the Old RPS-Channel Users](#)
- [Summary of Changes](#)

Introduction of Yealink Device Management Cloud Service

Yealink Device Management Cloud Service can be divided into the channel, the enterprise and the RPS enterprise platform. Through the device management platform for channel, the distributors can create the accounts or place orders for the enterprises and so on. With the enterprise authorization, distributors can log into the enterprise management platform through the channel management platform, to manage, configure and update devices for enterprises. Without it, distributors can log into RPS device management platform through the device management platform for channel, to manage RPS devices and to use the RPS redirection function.

Browser Requirements

Table 1: Yealink Device Management Cloud Service supports the following browsers:

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

Related Documentations

For more information about how to use the device management platform for enterprise/RPS enterprise, refer to [Yealink Device Management Cloud Service Administrator Guide](#).

In This Guide

This guide contains the following chapters.

- Chapter 1 [Logging into/Logging out of Yealink Device Management Cloud Service](#)

- Chapter 2 [Distributor Account Management](#)
- Chapter 3 [Managing Enterprises](#)
- Chapter 4 [Managing Devices](#)
- Chapter 5 [Managing the Alarm](#)
- Chapter 6 [Diagnosing Devices](#)
- Chapter 7 [Managing Orders](#)
- Chapter 8 [Managing Statements](#)
- Chapter 9 [Managing System](#)
- Chapter 10 [Feedback](#)
- Chapter 11 [Troubleshooting](#)

Instruction for the Old RPS-Channel Users

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

Note that if you want to use the device management platform for channel to manage those devices and servers in the device management platform for RPS enterprise, you need to do the following things: First, use the previous VAR account to log into the device management platform for RPS enterprise and link the enterprise email to the account. Second, use the previous VAR account to log into the device management platform for channel, find the enterprise that is automatically generated under **Enterprise Management** and log into the device management platform for RPS enterprise.

For more information about using the device management platform for RPS enterprise, refer to [Yealink Device Management Cloud Service for RPS Enterprise Administrator Guide](#) .

Related tasks

[Logging into the Device Management Platform for Enterprise/RPS Enterprise](#)

Summary of Changes

- [Changes for Release 32, Version 3.2.0.6](#)

Changes for Release 32, Version 3.2.0.6

The following section is new for this version:

- [Diagnosing Devices](#)
- [Managing Sub Accounts](#)

Major updates have occurred to the following section:

- [Appendix: Alarm Types](#)

Logging into/Logging out of Yealink Device Management Cloud Service

- [Logging into Yealink Device Management Cloud Service](#)
- [Logging out of Yealink Device Management Cloud Service](#)

Logging into Yealink Device Management Cloud Service

You can use the distributor account to log into Yealink Device Management Cloud Service for Channel. You can obtain the account information and the login address from the email.

Procedure

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

Change password for safety

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



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

Logging out of Yealink Device Management Cloud Service

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

Procedure

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

Distributor Account Management

This chapter introduces basic operations for distributor accounts.

- [Editing the Account Information](#)
- [Editing the Login Password](#)

Editing the Account Information

In order to contact with your superiors, you can edit the corresponding information of the account like the contact, the cellphone number and the country/area and so on. If you want to change the registered email, you can contact Yealink administrator.

Procedure

1. Click the account name in the top-right corner, select **Account Settings**.
2. In the **Basic Settings** field, you can edit the contact, the phone number and the country/area of the account.
3. Click **Save**.

Editing the Login Password

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

Procedure

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

Managing Enterprises

You can add enterprise accounts and edit the enterprise information. When an exception occurs to the enterprise, you can freeze the enterprise account. Through the device management platform for channel, you can log into the device management platform for enterprise/RPS enterprise to manage devices for enterprises.

- [Adding Enterprise Accounts](#)
- [Searching for Enterprises](#)
- [Resetting the Passwords of Enterprise Accounts](#)
- [Editing the Information of Enterprise Accounts](#)
- [Freezing/Unfreezing Enterprise Accounts](#)
- [Logging into the Device Management Platform for Enterprise/RPS Enterprise](#)

Adding Enterprise Accounts

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

Procedure

1. Click **Enterprise Management**.
2. Click **Add** in the top-right corner.
3. Configure the information of enterprise account.
4. Click **Save**.

After you add enterprise accounts successfully, the system will automatically send the account information to enterprises via email.

Searching for Enterprises

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


Procedure

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

Resetting the Passwords of Enterprise Accounts

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


Procedure

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

Editing the Information of Enterprise Accounts

You can edit the corresponding information of enterprise accounts like the registered emails or the contacts and so on.



Procedure

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

Freezing/Unfreezing Enterprise Accounts

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


Procedure

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

Logging into the Device Management Platform for Enterprise/RPS Enterprise

For the device management platform for enterprise, you can log into with the enterprise authorization. For the device management platform for RPS enterprise, you can log into without any authorization.

Procedure

1. Click **Enterprise Management**.
2. On the right side of the desired enterprise name, click icon  to enter the device management platform.

Related concepts

[Instruction for the Old RPS-Channel Users](#)

Managing Devices

- [Viewing RPS Devices](#)

Viewing RPS Devices

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

Procedure


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

Managing the Alarm

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

- [Viewing the Latest Alarms](#)
- [Editing the Alarm Strategies](#)
- [Viewing Alarms](#)


Viewing the Latest Alarms

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

Editing the Alarm Strategies

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

Procedure

1. Click **Alarm Management** > **Enterprise Alarm Settings**.
2. On the right side of the desired enterprise, click .
3. Configure the corresponding parameters.
4. Click **Save**.


Viewing Alarms

When a problem occurs to the enterprise device, for example the call failure or the registration failure, the problem will be reported to the server. You can quickly locate the problem by viewing the alarm details. If you have configured to receive the alarm by email, you can view the alarm in the email.

Before you begin

- Receiving alarm is enabled. For more information, refer to [Editing the Alarm Strategies](#) .
- Set the alarm receiver as yourself. For more information, refer to [Editing the Alarm Strategies](#) .

Procedure

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

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



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

Related concepts

[Appendix: Alarm Types](#)

Diagnosing Devices

By capturing packets, detecting the network and other diagnostic tools, you can get the log file to troubleshoot the device. Make sure that the device is connected to the device management platform being diagnosed.

- [Going to the Device Diagnostic Page](#)
- [Setting the Log Level](#)
- [Setting Device Log](#)
- [Downloading the Backup Log](#)
- [Capturing Packets](#)
- [Diagnosing the Network](#)
- [Exporting Syslogs](#)
- [Exporting Backup Files](#)
- [Viewing the CPU and the Memory Status](#)
- [Viewing Recordings](#)


- [Capturing the Screenshot](#)
- [Diagnosis Assistance](#)
- [Ending the Diagnosis](#)

Going to the Device Diagnostic Page

Before you begin

- The enterprise authorizes you to manage the device management platform for him.
- Receiving alarm is enabled. For more information, refer to [Editing the Alarm Strategies](#) .
- Set the alarm receiver as yourself. For more information, refer to [Editing the Alarm Strategies](#) .

Procedure

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

Related tasks

[Setting the Log Level](#)

[Setting the Module Log](#)

[Setting the Local Log](#)

[Setting the Syslog](#)

[Putting the Log Backups to a Specified Server](#)

[Enabling the Log Data Backup](#)

[Downloading the Backup Log](#)

[Capturing Packets](#)

[Diagnosing the Network](#)

[Exporting Syslogs](#)

[Exporting Backup Files](#)

[Viewing the CPU and the Memory Status](#)

[Viewing Recordings](#)

[Capturing the Screenshot](#)

[Diagnosis Assistance](#)


[Ending the Diagnosis](#)

Setting the Log Level

Before you begin

Go to the Device Diagnostic Page.

Procedure

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

Related tasks

[Going to the Device Diagnostic Page](#)

Setting Device Log

You can put the module log, the local log, the syslog, and the backup log to a specific server, and enable the Log Data Backup. Note that this section is only available for the video conferencing system, version XX.32.0.35 or later (XX represents the fixed number of each device model).

- [Setting the Module Log](#)
- [Setting the Local Log](#)
- [Setting the Syslog](#)
- [Putting the Log Backups to a Specified Server](#)
- [Enabling the Log Data Backup](#)

Setting the Module Log

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

Before you begin

Go to the Device Diagnostic Page.

Procedure

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

Related tasks

[Going to the Device Diagnostic Page](#)

Setting the Local Log

You can enable the Local Log feature, configure the local log level and the maximum size of the log file, and enable the USB Auto Exporting Syslog feature to export the local log to the USB flash drive connected to the device.

Before you begin

Go to the Device Diagnostic Page.

Procedure

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



Note: The module log level is smaller than the local log level. For example, if you set the log level of the hardware drive as 6 and the local log level as 3, the exported log level of the hardware drive is 3.

Related tasks

[Going to the Device Diagnostic Page](#)

Setting the Syslog

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

Before you begin

Go to the Device Diagnostic Page.

Procedure

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



Note: The module log level is smaller than the syslog level. For example, if you set the log level of the hardware drive as 6 and the syslog level as 3, the exported log level of the hardware driver is 3.

Related tasks

[Going to the Device Diagnostic Page](#)

Putting the Log Backups to a Specified Server

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

Before you begin

Go to the Device Diagnostic Page.

Procedure

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

Related tasks

[Going to the Device Diagnostic Page](#)

Enabling the Log Data Backup

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

Before you begin

Go to the Device Diagnostic Page.

Procedure

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

Related tasks

[Downloading the Backup Log](#)


[Going to the Device Diagnostic Page](#)

Downloading the Backup Log

Before you begin

Go to the Device Diagnostic Page.

Procedure

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

Related tasks

[Enabling the Log Data Backup](#)

[Going to the Device Diagnostic Page](#)

Capturing Packets

Before you begin

Go to the Device Diagnostic Page.

Procedure

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



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

Related tasks

[Going to the Device Diagnostic Page](#)

Diagnosing the Network

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

Before you begin

Go to the Device Diagnostic Page.

About this task

Ping (ICMP Echo): by sending a data packet to the remote party and requesting the party to return a data packet in the same size, this method can identify whether those two devices are connected. The diagnostic results include a

brief summary of the received packets, as well as the minimum, the maximum, and the average round trip times of the packets.

Trace Route: this method records the route from the local device to the remote device. If this test succeeds, you can view the network node and the time took from one node to the other, to check whether or not there is a network congestion.

Procedure

1. Click **Diagnosing the Network**.
2. Select **Ping (ICMP Echo)** or **Trace route**.
3. Enter the IP address/domain name.
The IP address of the device management platform is default.
4. Select the desired value from the drop-down menu of **Request times**.
5. Click **OK** to start.

Related tasks

[Going to the Device Diagnostic Page](#)

Exporting Syslogs

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

Before you begin

Go to the Device Diagnostic Page.

Procedure

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

Related tasks

[Going to the Device Diagnostic Page](#)

Exporting Backup Files

You can export the cfg files or the bin files. For cfg files, you can choose to export static setting files, non-static setting files or all setting files. You cannot export configuration files of the offline devices.

Before you begin

Go to the Device Diagnostic Page.

Procedure

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

Related tasks

[Going to the Device Diagnostic Page](#)

Viewing the CPU and the Memory Status

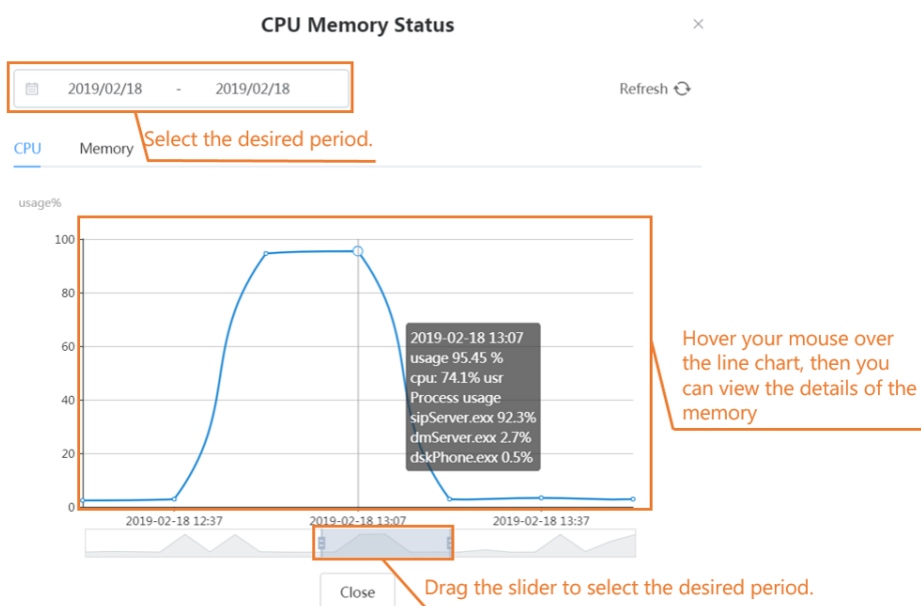
The device will report its CPU and memory information to the device management platform every 15 minutes, so you can update the information and view the latest information. You can also copy the information to view the detailed memory information.

Before you begin

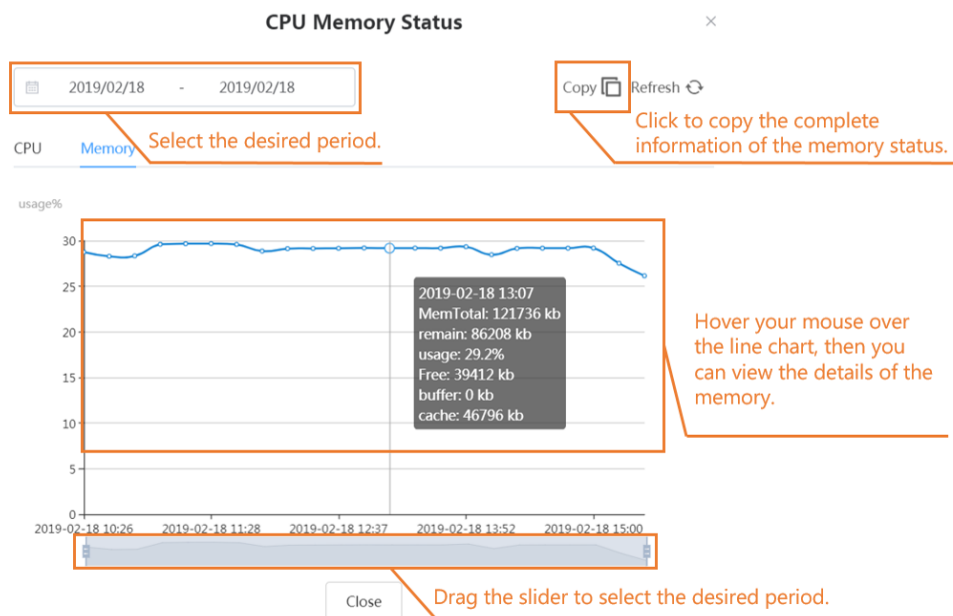
Go to the Device Diagnostic Page.

Procedure

1. Click **CPU Memory Status**.
2. Do one of following:
 - Click **CPU** to view the CPU usage.



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



Related tasks


[Going to the Device Diagnostic Page](#)

Viewing Recordings

Before you begin

Go to the Device Diagnostic Page.

Procedure

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

Related tasks

[Going to the Device Diagnostic Page](#)

Capturing the Screenshot

Before you begin

Go to the Device Diagnostic Page.

Procedure

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

Related tasks

[Going to the Device Diagnostic Page](#)

Diagnosis Assistance

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

Before you begin

Go to the Device Diagnostic Page.

Procedure

Click **Diagnostic Assistance**.

Related tasks

[Going to the Device Diagnostic Page](#)

Ending the Diagnosis

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

Before you begin

Go to the Device Diagnostic Page.

Procedure

Click **End Diagnostic**.

Related tasks

[Going to the Device Diagnostic Page](#)

Managing Orders

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

- [Adding Orders](#)
- [Viewing Orders](#)
- [Searching for Orders](#)
- [Cancelling Orders](#)

Adding Orders

When adding orders, you can place paid services for enterprises including the maximum device number, the duration and the effective date and so on. You can place multiple orders for the same enterprise. During the validity, all orders support the accumulation of the duration and the device number.

Procedure

1. Click **Order Management**.
2. In the top-right corner, click **Add Order**.
3. Enter the enterprise's name and the reseller's name.
4. Click **Next step**.

5. Select the corresponding information of the package type.
6. Click **Submit**.
7. According to the prompts, click **Confirm**.
After you add the orders successfully, the system will automatically send the order information to enterprises via email.

Viewing Orders

You can view details of orders and services.

About this task

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

Procedure

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



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

Searching for Orders

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

Procedure

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




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

Cancelling Orders

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

Procedure

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

Managing Statements

You can view the details of all statements.

- [Statement Management](#)
- [Searching for Statements](#)

Statement Management

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

Procedure

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

Searching for Statements

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

Procedure

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



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

Managing System

- [Viewing Operation Logs](#)
- [Managing Sub Accounts](#)

Viewing Operation Logs

Operation log records the operations that the resellers perform in the platform. You can view the user name, the operation type/path, the IP address, the operation time and the operation result.

Procedure

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



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

Managing Sub Accounts

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

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

Adding Sub Accounts

Before you begin

You have added the enterprise (refer to [Adding Enterprise Accounts](#)).

Procedure

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

Results

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

Deleting Sub Accounts


Procedure

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

Resetting the Password of the Sub Account

If you forget the password, you can reset it.

Procedure

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

Feedback

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

Troubleshooting

This chapter introduces general troubleshooting methods that you may encounter when using Yealink Device Management Cloud Service for Channel. If the problems that you encounter do not mentioned in this chapter, you can contact Yealink.

- [Forgot Your Password](#)
- [Enterprises Do Not Receive Emails After Adding Enterprise Accounts](#)

Forgot Your Password

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

Procedure

1. Click **Forget Password** on the Login page.
2. Enter your registered email and the captcha, click **OK**.
3. Reset the password according to the prompts and click **OK**.
4. Log into your registered email in 10 minutes, click the link of resetting password and reset the password according to prompts.

Enterprises Do Not Receive Emails After Adding Enterprise Accounts

Situation

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

Cause

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

Solution

Procedure

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

Appendix: Alarm Types

Alarm type	Severity
Poor call quality	Critical
Register failure	Critical
Upgrade firmware failure	Critical
Update configuration failure	Critical
Application crash	Critical
Application no response	Critical
Kernel panic	Critical
Exit program	Critical
Call failed	Minor
Visual voicemail retrieve failure	Minor
Hold failure	Minor
Resume failure	Minor
Play visual voicemail failed	Minor
RTP violate	Minor
RTP address change	Minor
RTP dead	Minor
SRTP failure	Minor
Calllog retrieve failure	Minor
Outlook contact retrieve failure	Minor
Call failed	Minor
Bluetooth paired failed	Minor
Calendar synchronization failure	Major
Device reboot	Major
Meet now failure	Major
BToE pairing failure	Major
Exchange discovery failure	Major

Related tasks

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