# Yealink Device Management Platform

Yealink's powerful GUI-driven Device Management Platform delivers a comprehensive set of tools for implementing multiple Yealink devices, which is designed to solve the complexities of provisioning, management, call quality control and troubleshooting. The solution owns system-wide oversight and the ability to drill down into specific needs for various regions, user groups or even a particular device model. The devices can be deployed automatically in the platform once the network is connected, which abandons the expensive traditional deployment. In addition, the platform supports device configuration, firmware upgrading, device resource management, and all these can be pushed to your terminal devices as a regular task whenever you need. For the enterprise administrators, they are not only allowed to view and check the real-time analysis of device working state and call quality, but also to troubleshoot problems timely with the on-line diagnosis feature.
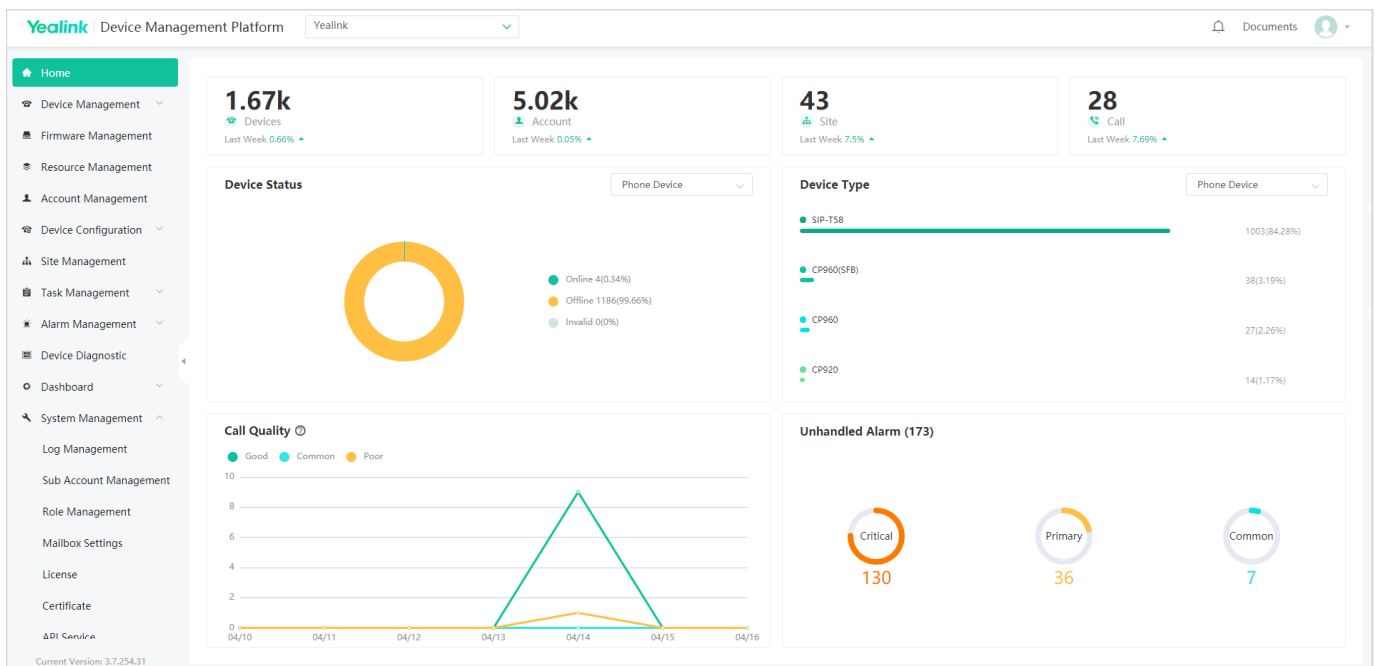
Key Features

- Web-based platform, integrating several functions into a whole
- Group devices according to different districts, departments and functions
- Control all of your devices remotely on the platform
- Execute task at once or set timing task
- Multiple diagnostic methods, ensuring that the call experience always meets requirements
- Real-time business and quality analysis, alarm notification when the device abnormal
- Multiple sub-administrators with flexible permissions authorized by system administrator
- Powerful capability of massive device management (up to 30,000 devices for stand-alone deployment and 100,000 devices for cluster deployment[1])
- YDMP has acquired GDPR (EU General Data Protection Regulation) security compliance

[1]Cluster deployment is supported for version 3.5.0.20 or later.

Features

Device management

- Remote register automatically once connecting to network
- On-line automatic device deployment, simple, fast, without any manual operation
- Generate device automatically and manage devices once connecting to the platform
- Batch import of device information
- View and check device status, account information and other basic information in real time
- Sign into the device with the specified account
- Remote configuration file updating, firmware upgrading, resource file updating, reset to factory, reboot, message and DND
- Remote control: push device parameters into effect in real time or set the timing to take effect
- Timing task: one-time/daily/weekly/monthly tasks
- Perform periodic tasks by the site or the device model
- View the progress and results of all the tasks
- Pause/start/stop the on-going periodic task
- Upload the firmware and device resources to the platform to manage and push to the terminal directly
- Resource values for management including DST template, BToE, language packs, input methods, MoH, device licenses, XML contacts, ring tones, wallpaper, screen saver, logo, user access level, trusted certificates, server certificates, dial plan template, meet-now template, and others
- Copy the path where the firmware and resources are stored in the platform and can be used for configuration
- Download firmware and resources from the platform
- Perform auto provision to phone devices
- Supported Yealink Devices:
 - SIP Phone:
   T19(P)E2$^{(1)}$/T21(P)E2$^{(1)}$/T23P$^{(1)}$/T23G$^{(1)}$/T27P/T27G/T29G/ T40P$^{(1)}$/T40G$^{(1)}$/T41P/T41S/T42G/T42S/T46G/T46S/T48G/ T48S/T52S/T54S/T56A/T58/CP960/CP920/VP59/T53/T53 W/T54W/T57W/VP59/T43U/T46U/T48U/T30/T30P/T31/T3 1P/T31G/T33P/T33G
 - VCS Series: VC200/VC500/VC800/VC880/PVT950/ PVT980/VP59/VC210/VC200-E/VC210 Pro/MeetingEye 800/MeetingEye 600/MeetingEye 400
 - SFB Series: T41S/T42S/T46S/ T48S/CP960/SIP-T56A/SIP-T58/ T55A/MP56/MP54/MP58
 - Teams Series: CP960/T55A/ T56A/T58/VP59/ MP56/VC210/MP54/MP58/MP52
 - Zoom Series: CP960(Zoom)/MeetingBar A20/MeetingBar A30/CP960-UVC Zoom Rooms Kit/VP59 Zoom Rooms Kit
 - Teams Room System: MVC940/MVC840/MVC640/MVC800/MVC500/MVC300/M VC400/MeetingBar A30/MeetingBar A20

Account management

- Automatic reporting the registration of the user account and equipment bundle information to the platform

- User account batch import
- View and check the device information and the account state
- Support five kinds of accounts: SFB account, SIP account, YMS account, Cloud account and H.323 account

Configuration management

- Manage common configuration as global parameters and applicable to all devices
- Customize different configuration templates for different models and applicable for all devices with the same models if configured
- Common configuration program by configuration block
- Parameters configuration by GUI or text
- Check and view the parameters which have been configured before
- Assign target devices to configuration block
- View the devices allocated to the configuration block
- Download configuration files
- Remote backup configuration files by uploading to the server
- Download device configuration files
- Restore the backup configuration files on the device
- Upgrade the configuration parameters
- Automatic backup: Support create scheduled tasks for automatically backing up configuration files

Site management

- Multi-site management
- Device management by site

Dashboard

- Real-time statistics: the number of sites, devices and accounts
- Real-time statistics: device status, the number of device models, running firmware and sites
- Real-time statistics: account information and account status
- Graphical call quality statistics and analysis, three levels of call quality: good, general and poor
- Record and monitor details of every call: call type, local URI, far-site URI, call quality, start time, RTP duration, inbound/outbound audio details
- View audio details: average jitter duration, maximum jitter duration, average packet loss rate, maximum packet loss rate, total packet loss, average delay time, maximum delay time, average receive MOS, minimum receive MOS, average call MOS, total received packets, load name.

- Further statistical analysis in accordance with the dimension of time, site, type of device, call type, call quality, firmware version
- Export statistics analysis lists

Device diagnostic

- Quickly locate the device problem through the remote diagnostic.
- Diagnostic methods: capturing packets, detecting network, exporting system logs, exporting configuration files, viewing device CPU memory status, recording and screen capture
- Export captured packets
- Network detection: Ping (ICMP Echo) and Trace route.
- Exporting last 7-day logs
- View CPU memory status: today, last week, last month

Alarm management

- Alarm statistics: Analyse alarm statistics in charts
- Real-time/regular alarm: Real-time/regular alarm notification when the device is running abnormally
- Alarm methods: Alert by sending Email and/or in-station message
- Alarm level includes minor, major and critical. Available to set who can receive alarms, the received alarm levels, the way to receive alarms, and the device models to receive alarms
- Alarm status includes active, resolved and ignore
- Monitored alarm type: poor call quality, register failure, upgrade firmware failure, update configuration failure, offline, online, subset offline, low power, power off or disconnect, valendar synchronization failure, exchange discovery failure, call failed, hold failure, resume failure, visual voicemail retrieve failure, call log retrieve failure, outlook contact retrieve failure, RTP violate, RTP address change, RTP dead, SRTP failure
- Alarm filters: Filter the desired alarms
- Alarm list: Export alarm lists

System management

- Create multiple users with flexible permissions authorized by system administrator
- Set the alarm sending mailbox, test mail
- Enable/disable the alarm sending mailbox
- Operation log management
- Open API: Open API for device management to work with other platforms

$^{(1)}$ SIP-T19(P)E2/T21(P)E2/T23P/T23G/T40P/T40G runs XX.84.0.70 or later versions are not supported anymore. XX represents the fixed number for each device model.

Specifications

Technical feature

- Device registration
- Device configuration
- Device firmware upgrade
- Device resources upload
- Backup / restore
- Multi sites
- Running state statistics
- Device status analysis
- Call quality analysis
- Device diagnostic
- Remote access
- System alarm
- Log analysis
- Web-based device management
- Sub-account & role management
- Open API
- Software installation package size: 732M

Protocol security

- TLS security
- TLS certificate mutual authentication
- HTTP Digest authentication
- HTTPS protocol

Security Compliance

- GDPR security compliance

Recommended server metrics

- Server system: CentOS 7.5 or CentOS 8.1

For stand-alone deployment

Device Quantity	CPU	RAM	Hard Drive
0~6000	8-core	16G	At least 250G, and the capacity of the hard drive should be increased by 30G with every 1000 devices added.
6000~15000	16-core	32G	
15000~30000	32-core	64G	

For each server in cluster deployment (3 servers are required and the requirements for each server are the same)

Device Quantity	CPU	RAM	Hard Drive
0~30000	8-core	16G	At least 250G for 6000 devices, and the capacity of the hard drive should be increased by 30G with every 1000 devices added.
30000~50000	8-core	24G	
50000~100000	16-core	24G	

About Yealink

Yealink (Stock Code: 300628) is a global brand that specializes in video conferencing, voice communications and collaboration solutions with best-in-class quality, innovative technology and user-friendly experience. As one of the best providers in more than 140 countries and regions, Yealink ranks No.1 in the global market share of SIP phone shipments (Global IP Desktop Phone Growth Excellence Leadership Award Report, Frost & Sullivan, 2019).

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