# Yealink Management Cloud Service

Yealink's powerful GUI-driven Device Management Cloud Service 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. And it is convenient for both Yealink and channel administrators to manage and provide technical support. The devices can be deployed automatically in the platform once the network is connected, which abandons the expensive traditional deployment. In addition, offering the features, such as real-time analysis, call quality monitor and device log management, the Yealink Management Cloud Service allows you to troubleshoot problems timely and remain as productive as possible.
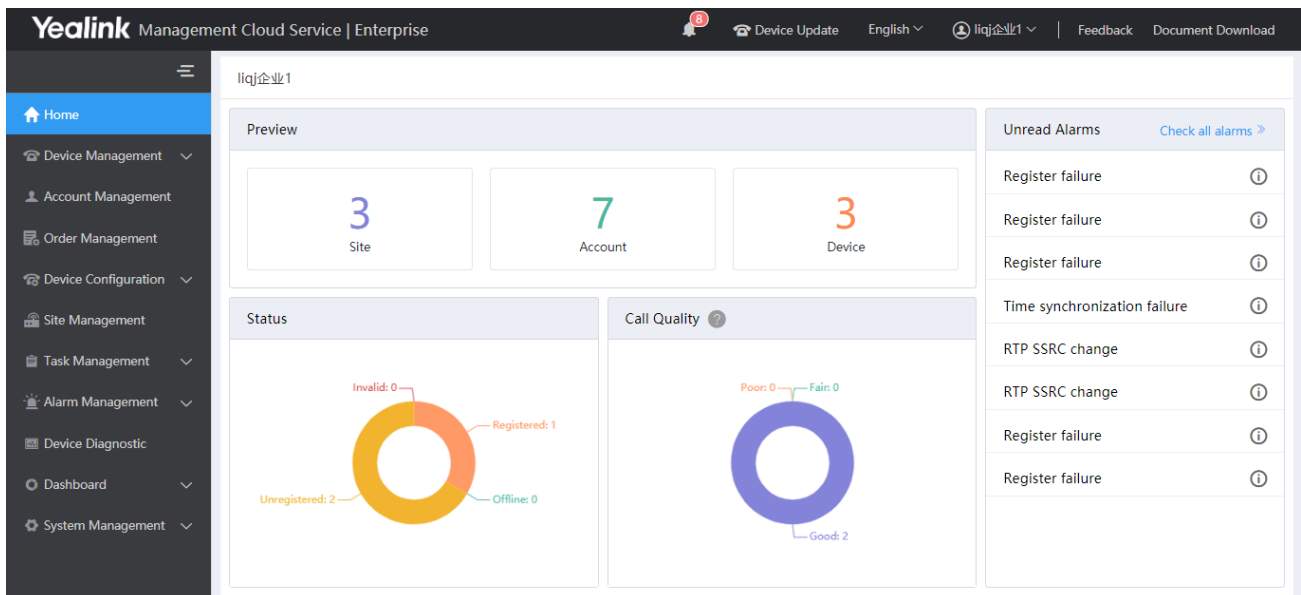
Key Features

- Web-based platform, integrate with several functions into a whole
- Multi-level management pattern
- Group devices and set sites according to different districts, departments and functions
- Remotely control all of your devices on the platform
- Execute task at once or set timing and periodic task
- Multiple diagnostic methods
- Real-time business and quality analysis, alarm is raised when the device performs abnormally
- Support locally deploying YMCS-Agent and using it for downloading device firmware or resource file and storing devices log for 7 days
- Certificated by TÜV Rheinland, YMCS has acquired GDPR (EU General Data Protection Regulation) security compliance

Features

Device Management

- Simple deployment: On-line automatic device deployment, simple, fast, without any manual operation
- Auto log: Generate device automatically and manage devices once connecting to the platform
- Bulk operation: Batch import/delete/update device information
- Presence: View and check device status, account information and other basic information in real time
- Account login: Sign into the device with the specified account
- Remote control: Configuration file update, firmware upgrade, resource file update, reset to factory, reboot, message, DND, etc.
- Task custom: Instant task and periodic timing task, perform tasks by the site or the device model
- Task monitor: View the progress and result of all the tasks, pause/start/stop the on-going periodic task
- Remote push: Upload the firmware and device resources to the platform to manage and push to the terminal directly
- Resource manage: 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
- Path copy: Copy the path where the firmware and resources are stored in the platform and can be used for configuration
- Resource download: Download firmware and resources from the platform
- 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/V
  P59/T53/T53W/T54W/T57W/VP59/T43U/T46U/T48U/T30/
  T30P/T31/T31P/T31G/T33P/T33G
  - VCS Series: VC200/VC500/VC800/VC880/PVT950/
  PVT980/VP59(VCS)
  - SFB Series: T41S(SFB)/T42S(SFB)/T46S(SFB)/
  T48S(SFB)/CP960(SFB)/SIP-T56A(SFB)/SIP-T58(SFB)/
  T55A(SFB)/MP56(SFB)
  - Teams Series: CP960(Teams)/SIP-T55A(Teams)/
  SIP-T56A(Teams)/SIP-T58(Teams)/VP59(Teams)/
  MP56(Teams)/VC210(Teams)
  - Zoom Series: CP960(Zoom)
  - Room System: MVC800/MVC500/MVC300/MVC400
  /CP960-UVC Zoom Rooms Kit/VP59 Zoom Rooms Kit

Order Management

- Order details: Check and view orders
- Order operation: Create/edit/delete orders

Account Management

- Auto registration: Once the device connects to network, auto report to the platform for account and device registration
- Batch management: Batch import/export/edit/delete account information
- Support five kinds of accounts: SfB account, SIP account, YMS account, Cloud account, H.323 account

Configuration Management

- Global configuration: Manage common configuration as
- Global configuration: Manage common configuration as global parameters and applicable to all devices
- Template configuration: Customize different configuration templates for different models and applicable for all devices in the same model if configured
- Personalized configuration: A group of devices with common configuration can be configured for personalized configuration
- Get info: Check and view the parameters, view the devices allocated to the configuration block
- Device allocation: Assign target devices to configuration block
- Backup download: Download device configuration files, remote backup configuration files by uploading to the server, download device configuration files
- Backup restore: Restore the backup configuration files on the device
- Automatic backup: Support create scheduled tasks for automatically backing up configuration files

Site Management

- Multi-level site: Multi-site management
- Group management: Account and device management by site

Alarm Management

- Alarm statistics: Analyze the alarm statistics in charts
- Real-time alarm: Real-time alarm notification when the device is running abnormally
- Alarming methods: By Email and/or in-station message
- Alarm level: 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
- Export alarm lists

Device Diagnostic

- Remote diagnosis
- Diagnosis methods: packetcapture, network diagnostics, export system log, export config file, view CPU memory status, recording, screencapture
- Network diagnostics: Ping（ICMP Echo）, Trace Route

Dashboard

- Real-time statistics: the number of sites, devices, accounts, device models, running firmware and sites, device status, account information, account status
- Call quality: Graphical statistics and analysis, three levels of call quality: good, fair and poor
- Call detail: Record and monitor details of every call, including call type, local URI, far-site URI, call quality, start time, RTP duration, inbound/outbound audio details, participants
- 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
- Classified statistics: Further statistical analysis in accordance with time, site, device type, call type, call quality, firmware version
- Export statistics analysis lists

System Management

- Log management: View and check operation logs
- Channels authorization: Authorize superior channel to manage the platform
- Sub-account & role management: Create roles and assign different function and data permissions
- Open API: Open API for device management to work with other platforms
- Support locally deploying YMCS-Agent and using it for downloading device firmware or resource file and storing devices log for 7 days.

RPS Management

- Server manage: Add/edit/delete servers
- Push the server authentication and certificate information to the terminal when performing RPS
- RPS device manage: Add/edit/delete/migrate RPS devices one by one or in bulk
- Open API: Open API for RPS for enterprise to check and manage Provisioning information

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
- Remote access
- System alarm
- Device Diagnostic
- Log analysis
- Web-based device management
- Authorization management
- Sub-account & role management
- Order management
- Worldwide access
- Open API

Protocol Security

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

Security Compliance

- GDPR security compliance

[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.

About Yealink

Yealink is a global leading provider of enterprise communication and collaboration solutions, offering video conferencing service to worldwide enterprises. Focusing on research and development, Yealink also insists on innovation and creation. With the outstanding technical patents of cloud computing, audio, video and image processing technology, Yealink has built up a panoramic collaboration solution of audio and video conferencing by merging its cloud services with a series of endpoints products. As one of the best providers in more than 140 countries and regions including the US, the UK and Australia, Yealink ranks No.1 in the global market share of SIP phone shipments.

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