Yeastar Remote Management

User Guide V1.0

Contents
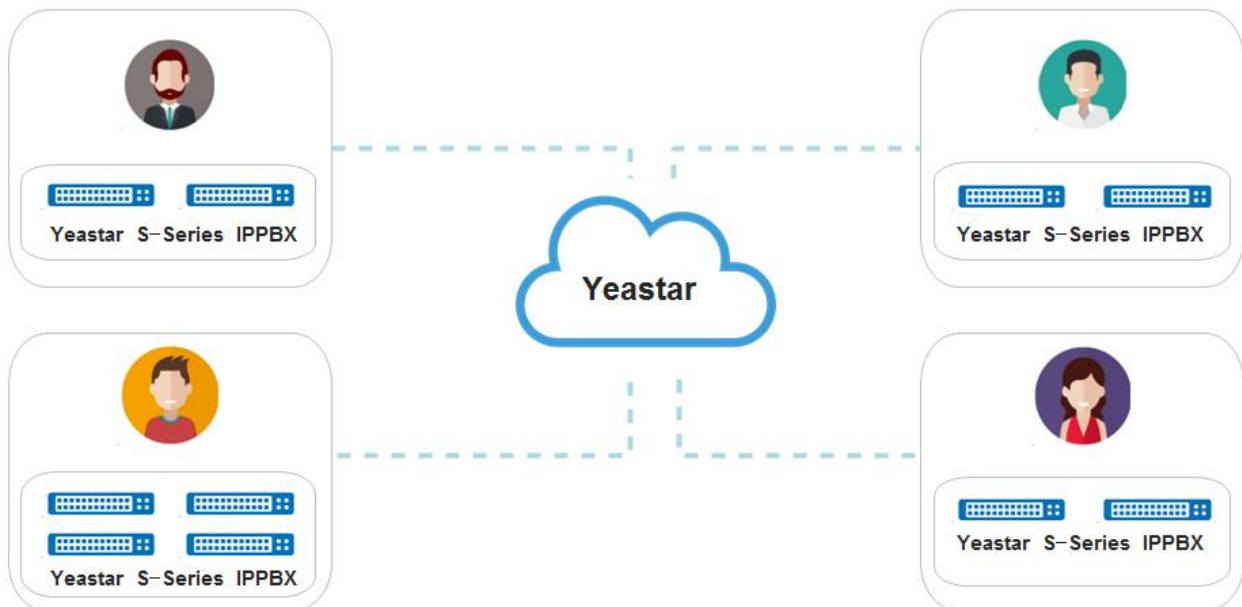
Introduction

Yeastar Remote Management provides an affordable, low maintenance solution for easily deploying Yeastar S-Series IPPBXs across multiple locations, reducing complexity and providing deep visibility and control.

> **Note:**
> - To manage Yeastar S-Series IPPBXs on the Remote Management, you need to upgrade the S-Series IPPBX to version 30.6.0.20 or later.

About This Guide

This guide describes how to connect Yeastar S-Series IPPBXs to the Yeastar Remote Management, and how to manage the IPPBXs remotely.

This guide is intended for Yeastar partners to manage Yeastar S-Series IPPBXs.

Getting Started

Log in Yeastar Remote Management

Yeastar provides Remote Management service for each partner. By default, a partner can manage one device. If you want to manage more devices, contact Yeastar to buy the service.
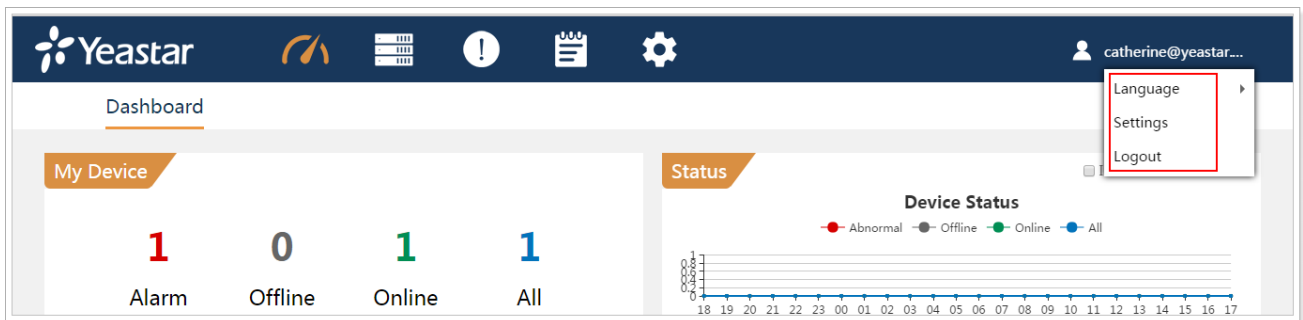
1. Go to Yeastar partner portal, log in with your Yeastar ID.
2. Click **Remote Management** to visit the remote management platform.

Related Links:

Become a Yeastar Partner
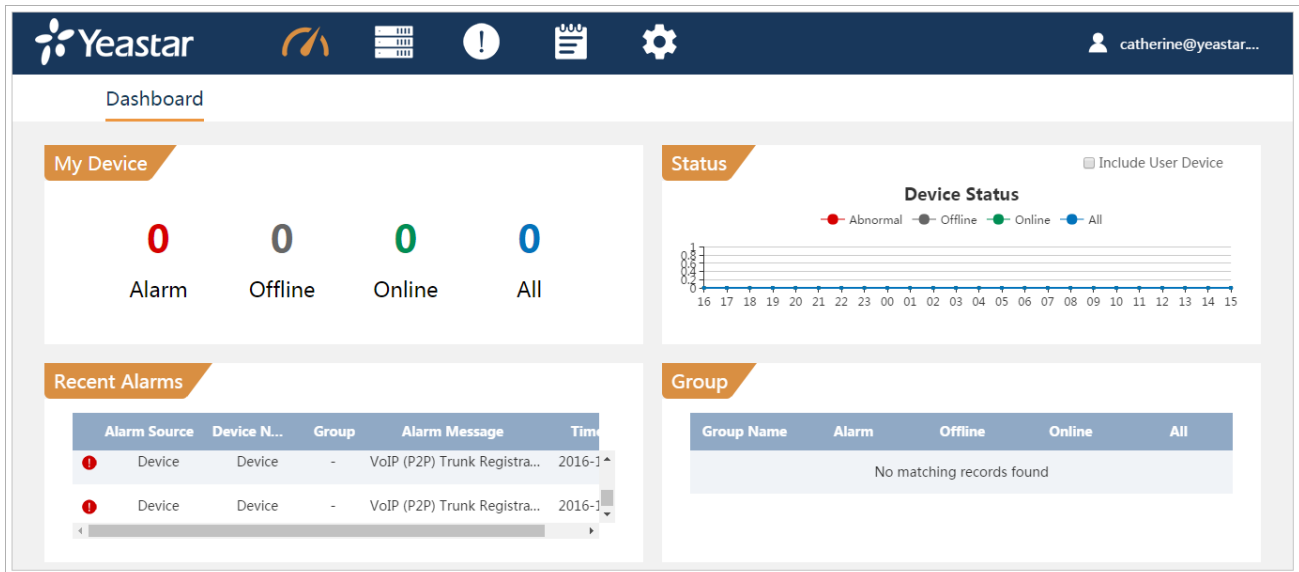
Account Options

After login, click the account in the upper-right corner, then a dialog box pops up.

- **Language**: Change the Web language.
- **Settings**: Edit the account settings.
- **Logout**: Click to log out the Yeastar Remote Management.

Web Configuration Panel

There are 5 main sections on the Web configuration panel.

- **Dashboard**

  View my devices, recent alarms, device status, and device groups.

- **Device**

  Manage devices.

- **Alarm**

  Check device alarms, configure alarm settings, and manage the alarms.

- **Operation Log**

  Check operation log related to the concurrent account.

- **Settings**

  Edit account settings and manage users.

Quick Start Instruction

1. Add "My Devices" to manage your Yeastar S-Series IPPBXs.
2. Add users, specify the user roles and send activation email for the users. The users could log in Yeastar Remote Management using their accounts and add devices to Yeastar Remote Management.
3. Manage User devices.

Dashboard

On the dashboard screen, you can check your devices status, devices' recent alarms, and your device groups.
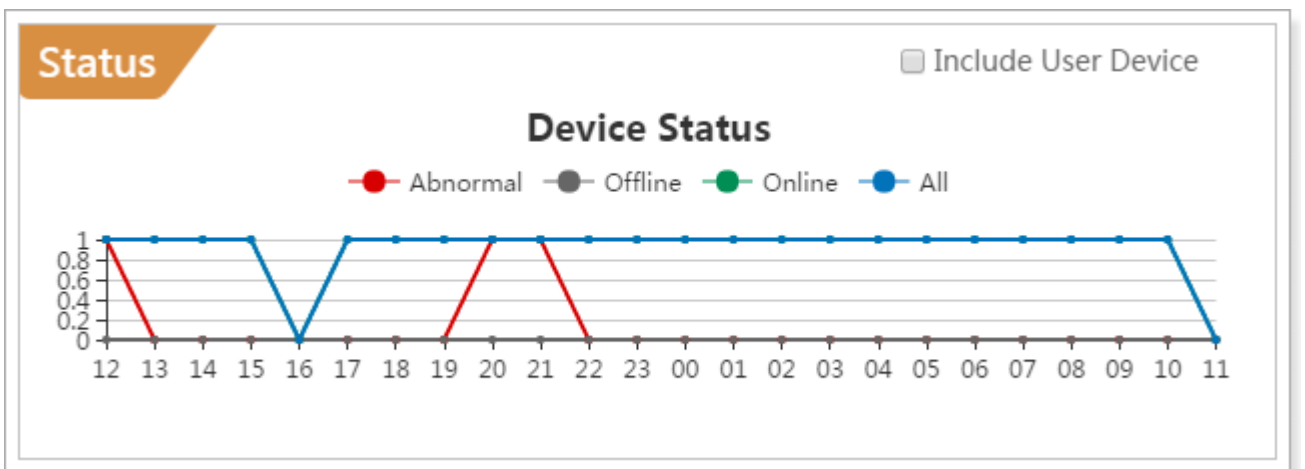
◆ **My Device**

Display numbers of major alarm devices, offline devices, online devices, and total devices.
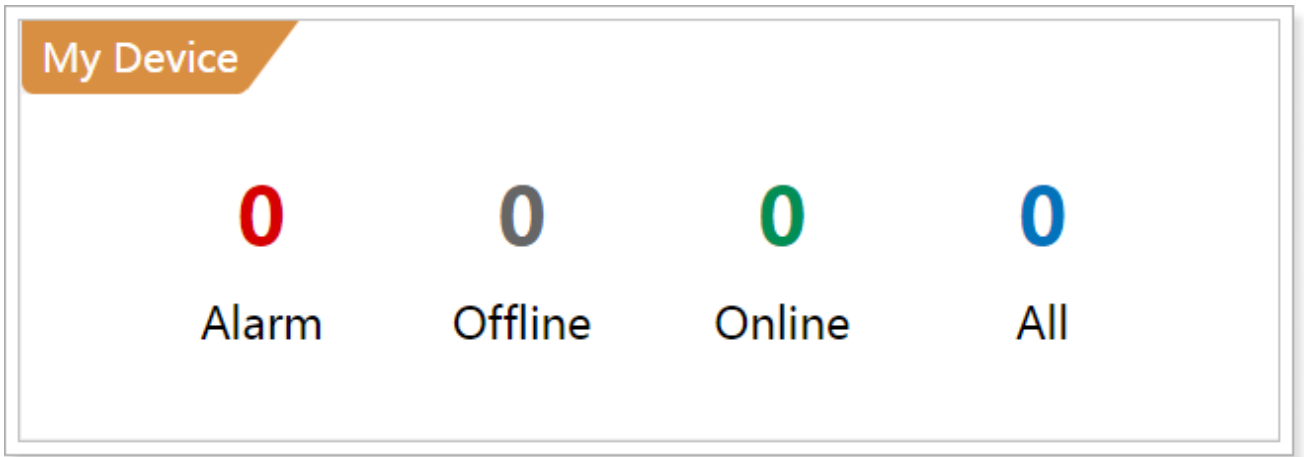
◆ **Status**

The graph shows your device number according to the time (0-24 hours).
- **Red** line shows new abnormal device number in the past hour. If there are major alarms on the device, the device would be considered as an abnormal device.
- **Gray** line shows the concurrent offline device number.
- **Green** line shows concurrent online device number.
- **Blue** line shows concurrent total device number.

If you check the option "Include User Device", the graph will show both your devices number and your users' devices number.
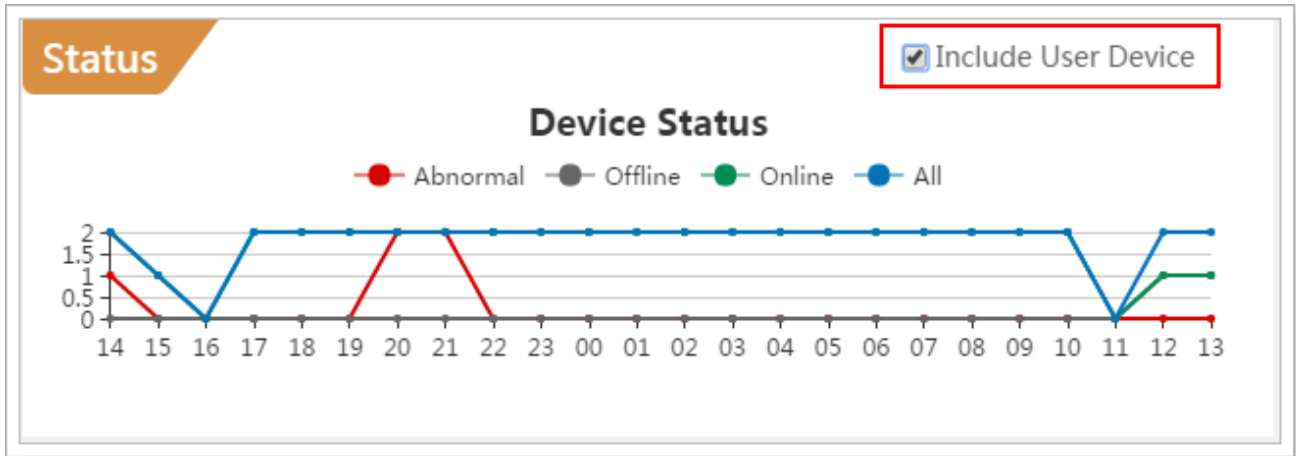
◆ **Recent Alarms**

Display the recent alarms for your devices. This page shows at most 10 alarms. For more alarm information, click ⚠ at the top of the screen.

◆ **Group**

Display the created device groups and the device number in the groups.

Settings

Click ⚙ at the top of the screen to manage your account settings and manage users.

General Settings

- **My Information**
  Check your account role and edit your account name.

- **Notification**
  Check the option "Send alarm to email", if an alarm occurs on your device, you will receive the notification email.

User Management

As a Yeastar partner, you can add basic accounts for the PBX installers and technical supports.

Role / Permission	Partner	Basic User
Dashboard	√	√
Manage My Device	√	√
Manage User Device	√	✕
Alarm Settings	√	√
Operation Logs	√	√
Create Basic Users	√	✕

Adding a New User

1. Go to "Settings > User", click "Add" to add a new user.
2. Fill in the user's email address and other information.
3. Click "Save and send activation email", the system will send an activation email to the user's email address.
4. After the new user finishes registration, he/she could log in Yeastar Remote Management to manage devices.

Editing a User

1. Go to "Settings > User", click [icon] to edit the user.
2. On the configuration page, edit the user information.
3. Click "Save".

Deleting a User

1. Go to "Settings > User", click [icon] to delete the user.
2. Click "Yes" to confirm.

Note: If the user has device(s) in his device list, you cannot delete the user. To delete the user, you need to transfer the device(s) managing authority to other users first.

How to transfer device managing authority?

Enabling/Disabling a User

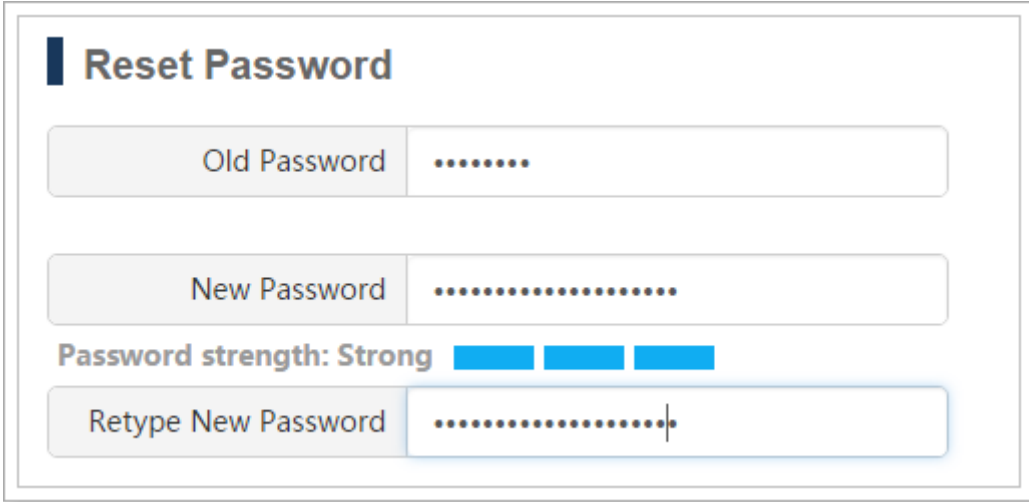1. Go to "Settings > User", click ⬤ to disable the user.

    The user status will show 🔴. The user can log in the Remote Management to check the configurations and edit his information, but has no permission to do other configurations.

2. Click ⬤ to enable the user.

    The user status will show 🟢 .

Security Settings

On the Security page, you can change your login password. We recommend you set a robust password with lower cases, upper cases and digits.
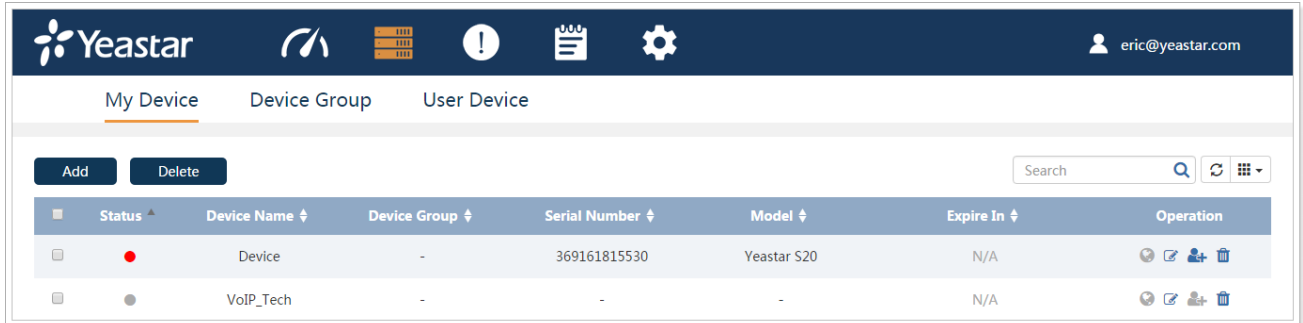
Reset Password	
Old Password	••••••••
New Password	••••••••••••••••••
Password strength: Strong	▆▆▆
Retype New Password	•••••••••••••••••

Device Management

Click ▦ at the top of the screen to manage your devices and user devices.

My Device

On "My Device" page, you can add devices, edit devices and change the devices' administrator.

- 🟢: The device is connected to Yeastar Remote Management.
- 🔴: There is an alarm on the device, click the icon to check the alarm information.
- ⚫: The device is unavailable.

Adding Device

You can add S-Series IPPBXs to Yeastar Remote Management by two ways:
- Connecting to Yeastar Remote Management via Yeastar ID
- Connecting to Yeastar Remote Management via Authentication Code

Connecting to Yeastar Remote Management via Yeastar ID

When you are in the device's location, you can enter your Yeastar ID directly in the S-Series IPPBXs, and the device will be added to Yeastar Remote Management.

1. Log in the PBX, go to "Settings > System > Remote Management".
2. Choose "Activation Method" as "By Yeastar ID", and fill in your Yeastar ID and password.
3. Click "Confirm". If the Yeastar ID and password are correct, the status will show "Connected".
   You can see the connected PBX appear on the Remote Management, and the status shows "Connected".

Connecting to Yeastar Remote Management via Authentication Code

When you are not in the device's location, you can connect the device to Yeastar Remote Management via authentication code.

1. On the Remote Management "Device > My Device" page, click "Add".
2. Enter a name to help you identify the PBX.
3. (OPTIONAL) Verify Serial Number and MAC address.

    - **Check the option**: you need to fill in the PBX's Serial Number and MAC address. The generated authentication code is only applicable for the specific PBX.

    - **Uncheck the option**: any S-Series PBX can connect to the Remote Management via the generated authentication code. Once PBX is connected to Yeastar Remote Management, the PBX's Serial Number and MAC address would be automatically filled in.

4. Click "Add", the system will generate an authentication code.
5. Send the code to the PBX administrator's email or copy the code and send it to the PBX administrator.
6. **(For PBX administrator)** Log in the PBX, go to "Settings > System > Remote Management".
7. **(For PBX administrator)** Choose "Activation Method" as "By Authentication Code", and fill in the code.
8. **(For PBX administrator)** Click "Confirm". If the code is correct, the status will show "Connected".

Visiting Device

1. Click 🌐, select the visit timeout from the pull-down menu, then click "Visit".
2. Set the "Timeout", you cannot visit the device after the configured time.
3. The system will give you an address to visit the device, click on the URL to visit the device.
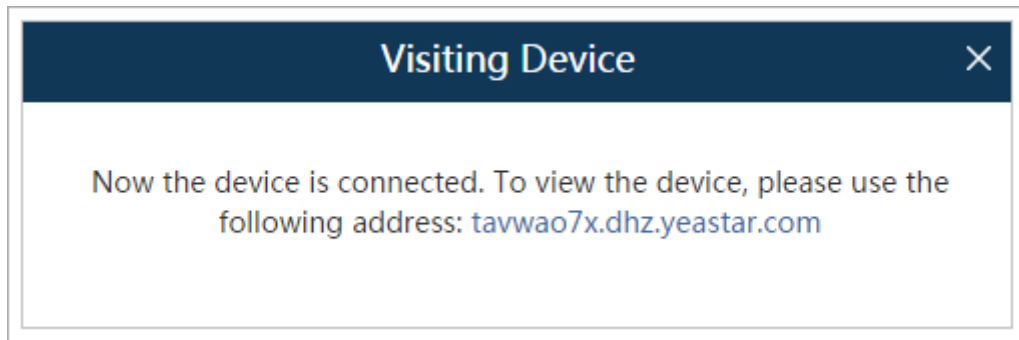
4. After logged in the PBX, you can view and manage the PBX.

Editing Device

Click ✏️ to view and edit the device information. You can edit the device's name and select the device to a group.

Selecting Device Administrator

Click to select the device administrator.

- If a user is selected, he/she could manage the device on Yeastar Remote Management.
- If a user's administrator privilege is removed, the device will be deleted automatically from his/her Remote Management account.

Deleting Device

Click 🗑 to delete a device from the Remote Management service. If the device is connected, you

need to click 🌐, and quit device connection first. Then click 🗑 to delete the device.

Note:
- If the device is managed by multiple users, and you delete the device, the device would also be deleted from other users' Remote Management accounts.

Searching Device

You can search by Device Name, Device Group, Serial Number or Model.

- Enter contents in the search field, click 🔍 to search device from the device list.

- Click ⟳ to refresh the devices.

- Click ⠿▾ to choose which items to display.

Device Group

You can group your devices by areas, device models or other purpose.

1. Click "Add" to add a device group.
2. Specify the group name, then click "Add".

3. Click ✎ to edit the device group.

4. Click "Add" to add your device in the group.
5. Click "Save".

User Device

On the "User Device" page, you can check all your users' devices.

- Select Users from the drop-down menu to check different user's devices.

- Enter contents in the search field, click 🔍 to search device from the device list.

- Click ▦ ▾ to choose which items to display.

- Click 👤+ to select the device administrator.

🟢: The device is connected to Yeastar Remote Management.
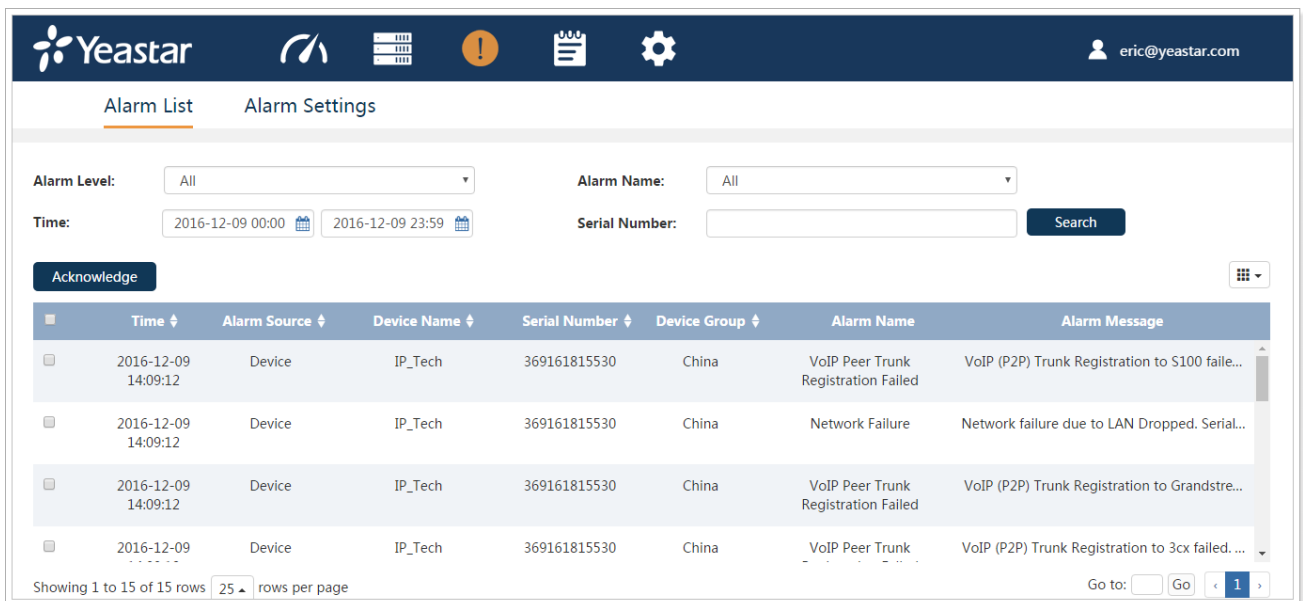⚪: The device is offline or not connected to Yeastar Remote Management.

Alarm

Click ⚠️ at the top of the screen to check alarm information for your managed devices and set the alarm settings.

Alarm List

When there is something wrong with your device, an alarm message will be sent to Yeastar Remote Management. You can set the alarm events in Alarm Settings. You can search alarms by Alarm Level, Alarm Name, Time and device Serial Number.

	Time ⇕	Alarm Source ⇕	Device Name ⇕	Serial Number ⇕	Device Group ⇕	Alarm Name	Alarm Message
☐	2016-12-09 14:09:12	Device	IP_Tech	369161815530	China	VoIP Peer Trunk Registration Failed	VoIP (P2P) Trunk Registration to S100 faile...
☐	2016-12-09 14:09:12	Device	IP_Tech	369161815530	China	Network Failure	Network failure due to LAN Dropped. Serial...
☐	2016-12-09 14:09:12	Device	IP_Tech	369161815530	China	VoIP Peer Trunk Registration Failed	VoIP (P2P) Trunk Registration to Grandstre...
☐	2016-12-09	Device	IP_Tech	369161815530	China	VoIP Peer Trunk	VoIP (P2P) Trunk Registration to 3cx failed. ...

Showing 1 to 15 of 15 rows   25 ▲ rows per page

Acknowledging Alarm

When the alarm appears, the device status would be 🔴 (red alarm). You should check the alarm information and solve the relevant issues for your device, then acknowledge the alarm.

1. Check the abnormal device and solve the problem.
2. Select the solved event from alarm list.
3. Click "Acknowledge".
4. Your device status would be changed to 🟢 (green normal).

> **Note:**
> - If you don't solve the PBX's problem, and click "Acknowledge", the device status would also changed 🟢 (green normal).
> - If a device is managed by multiple users, all the users would receive the alarm information. If User A acknowledged the alarm, the device status on User B's side would not be affected, it is still 🔴 (red alarm).

Alarm Settings

On the "Alarm Settings" page, you can set which events to be recorded as alarms. There are two alarm levels, major and minor.

By default, major alarms are enabled. When the problems come, the alarm will be recorded on your Yeastar Remote Management account.

Alarm List	Alarm Settings		
		Record	Level
System			
Device Disconnected		●	Major
Device Deleted		●	Major
System User Lockout		○	Minor
Device Removed		○	Minor
Device			
Abnormal D30 Module		●	Major
CPU Overload		●	Major
Disk Failure		●	Major
Hot Standby Failover Action		●	Major
Memory Overload		●	Major
Network Attacked		●	Major
Network Failure		●	Major

Operation Log

Click ![notepad icon] at the top of the screen to check operation logs for your account. On this page, you can check and search operation logs for Login, Logout, My Device, Remote Connection, Device Group, User Device, Alarm, General, User and Security executed by you and system administrator.