

FDMES 3.0 User Manual

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1. Introduction

1.1. Overview

FDMES (Fanvil Device Management Enterprise System) , It is a device management system deployed on the enterprise user server. FDMES is deployed on the top layer of the user network. The devices in the same level network or sub network accept the unified management of FDMES by registering with FDMES. FDMES is equipped with ACS server to conduct command management communication through TR069 protocol. FDMES provides enterprise users with a real-time and efficient provision and management tool.

1.2. Target Audience

This document is aimed at users who use the FDMES 3.0 platform to manage devices.

1.3. Glossary

<Term name>	<Explanation>
FDMES	Fanvil Device Management Enterprise System
AP	Auto Provisioning
TR-069	CPE WAN Management Protocol
ACS	Auto Configuration Server
CPE	Customer Premise device
IP-PBX	Private Branch eXchange, IP telephone exchange
Organization	It can be a company, group, or individual. Independent management of device and configuration between organizations.

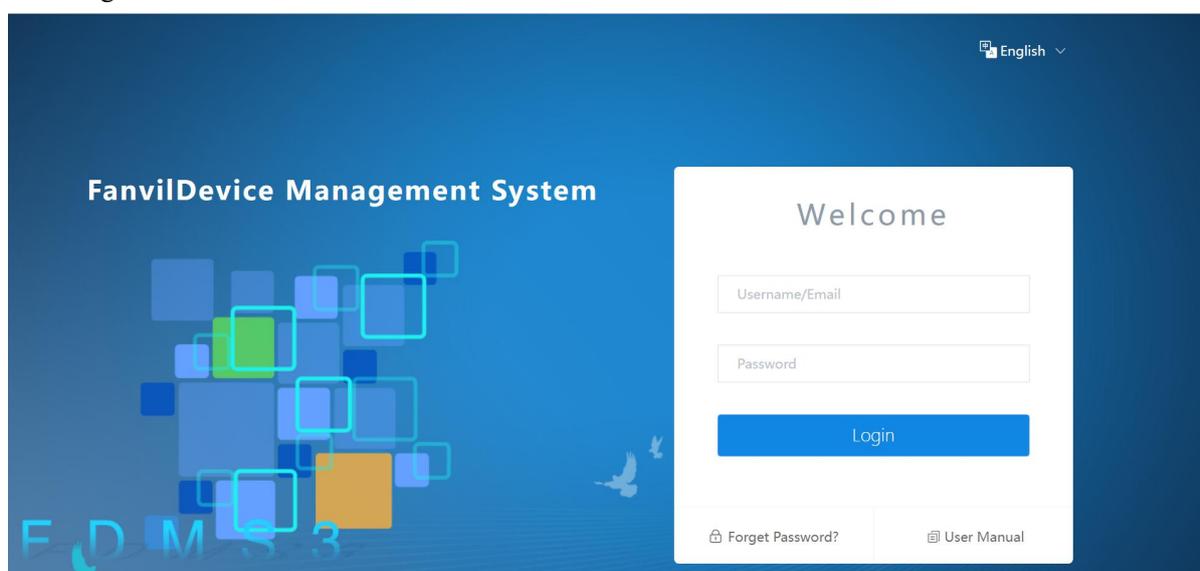
2. Installation and Activation

2.1. Installation

Please contact Fanvil FAE to obtain FDMES installation package and installation guide documents.

2.2. Login

After activating the system successfully, the browser jumps to the login page (or enter the URL of FDMES to log in), enter the account and password(the default is admin/admin) after entering the login page, and click Login.



2.3. Set Email Server (only for administrators)

Please set the mailbox server of the enterprise after logging in. Email is needed to create accounts and retrieve passwords for other users of the enterprise.

Steps: log in to FDMES, access system management > system configuration > mailbox settings, and fill in your enterprise mailbox server settings, as shown in the figure:

Personal **Email Config**

* SMTP Server Server Address

* SMTP Port The default port is 465

* Sender Email

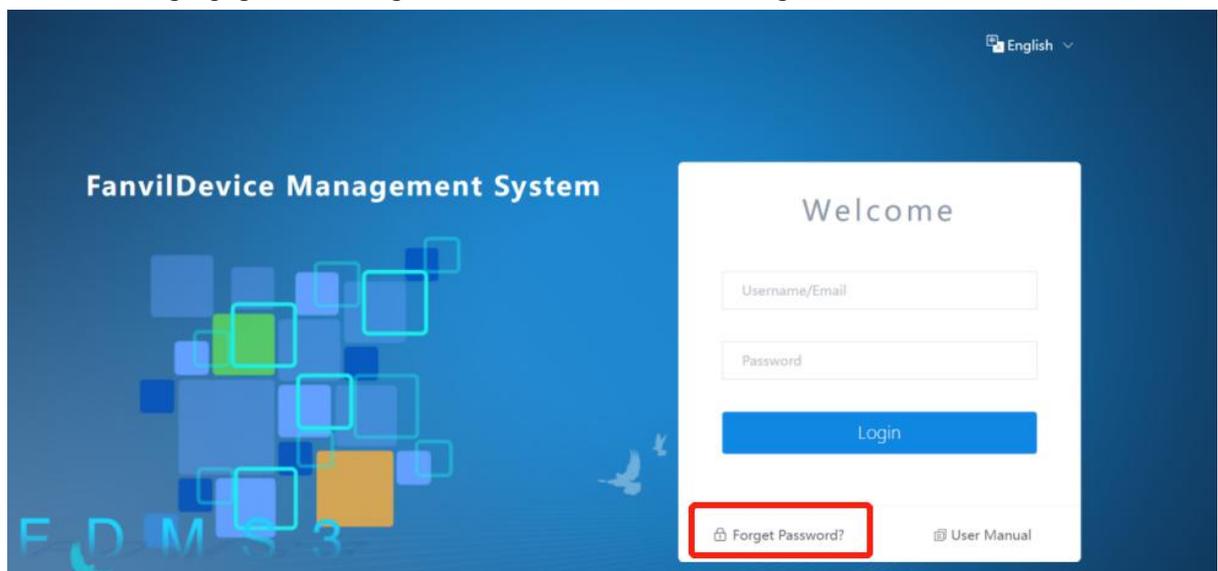
* SMTP Authentication Sender's mailbox authorization code (or password)

Sender Name

2.4. Forgot Password

During the user's use, if the password is forgotten, the password can be retrieved through the mailbox. The steps are as follows:

- 1) On the login page, click "Forgot Password?", as shown in the figure:



- 2) On the reset password page, fill in the valid email address or username when registering/creating the account, enter the verification code, and click "Send Email", as shown in the figure:



3) The mailbox will receive a password reset email, click the link in the email to complete the password reset

4) After the modification is completed, you can successfully log in to System with the new account password.

2.5. Logout

After successfully logging in to the FDMES system, in the upper right corner of the system, click on user information, the drop-down list will display "Logout", click to logout.

Organization	Device	Account	Site
> Default Org	16 ● 3 ● 13 ● 0	18 ● 2 ● 10 ● 6	4
> Test	1 ● 0 ● 1 ● 0	1 ● 0 ● 1 ● 0	1

3. Device Provision Mode

There are several methods to add Fanvil devices to FDMES for management and provision in the enterprise intranet. Users can choose the appropriate method according to the actual scenario:

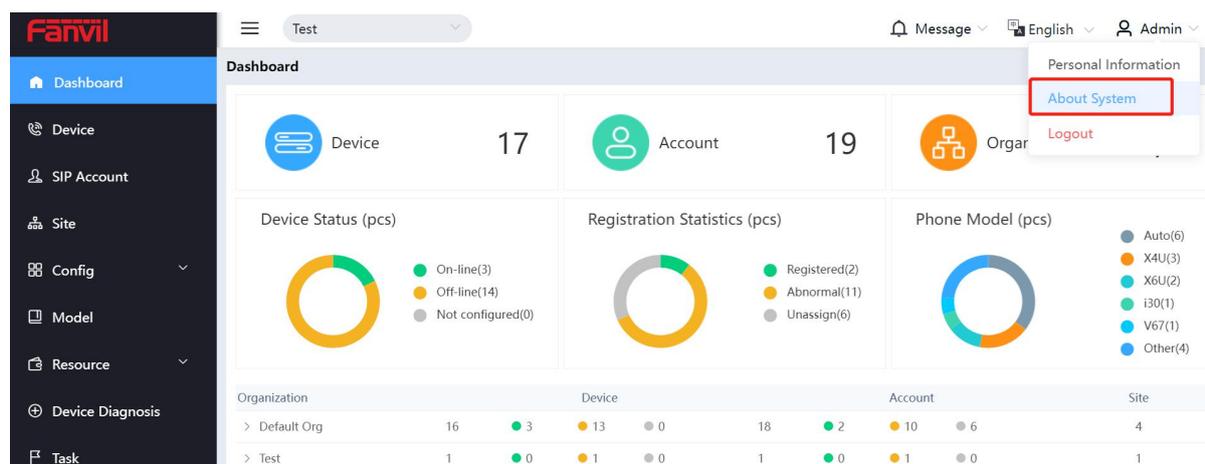
- Manually configure the TR069 connection address of the device.
- Push the network management URL to the device through DHCP option for batch provision.
- autoally divide the device to the specified site through the IP segment.

The following are the specific steps of each method.

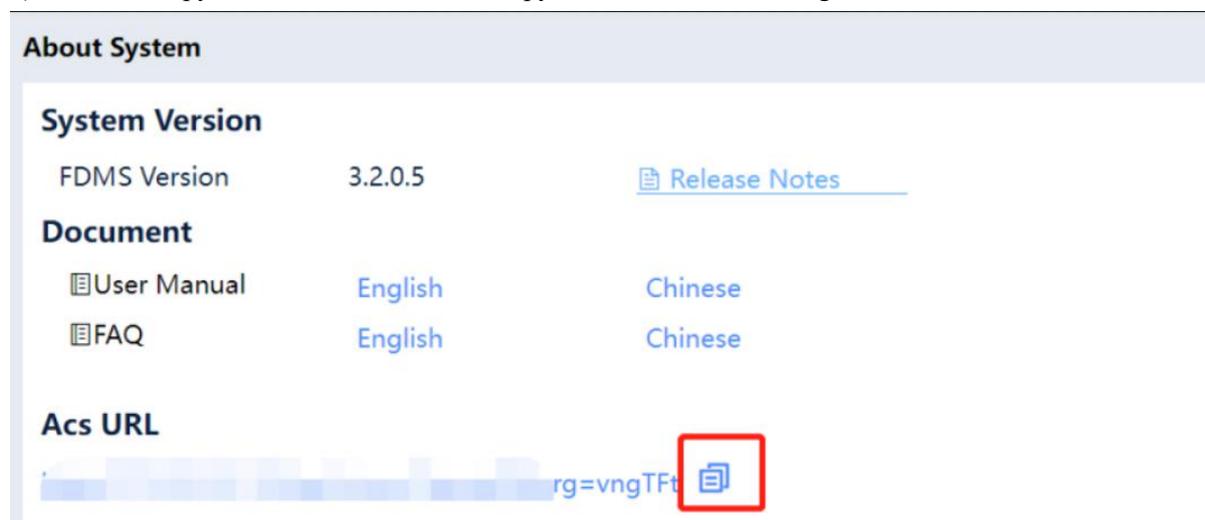
3.1. Manually configure TR069 address

Steps:

1) Log in to FDMES, select the organization you want to operate in the drop-down box, and access account > about system in the upper right corner, as shown in the figure.



2) Click the copy icon of the ACS URL to copy the ACS URL of the organization.



3) Access the phone web page > System > Auto Provision > TR069, **Enable TR069**, and paste the copied ACS URL into the **ACS Server URL**, and submit the information.

The screenshot shows the 'TR069 >>' configuration page. The 'Enable TR069' checkbox is checked. The 'ACS Server URL' field is highlighted with a red box and contains a URL. Other fields include ACS Server Type (Common), ACS User (admin), ACS Password (masked), Enable TR069 Warning Tone (unchecked), TLS Version (TLS 1.2), INFORM Sending Period (86400), STUN Server Address (empty), and STUN Enable (unchecked). An 'Apply' button is at the bottom.

4) After submission, the device will be displayed in the device list of the organization you selected. You can manage and deploy the device.

The screenshot shows the 'Device' list interface. The table has columns for MAC, Model, Name, Site, Account Status, Public IP Address, and Operation. The table shows one device with Model V67, Site Default, Account Status 7445, and Public IP Address. The total number of devices is 1, and the page is 1 of 1.

3.2. Batch provision via DHCP option

For some scenarios where devices need to be added to FDMES in batches, push ACS URL to devices through DHCP option.

Steps:

1) Enable the DHCP Option ACS of the device and sets the ACS Custom Option, such as 160. This step can be set manually or distributed through auto provision.

TR069 >>

Enable TR069:

ACS Server Type:

ACS Server URL:

ACS User:

ACS Password:

Enable TR069 Warning Tone:

TLS Version:

INFORM Sending Period: (1~999999)second(s)

STUN Server Address:

STUN Enable:

DHCP Option ACS:

ACS Custom Option: (128~254)

- 2) Use the method in Section 3.1 to copy the ACS URL of an organization.
- 3) Set DHCP Option 160 on the DHCP server as the URL for replication.
- 4) After the device is powered on and the DHCP IP address is obtained, the DHCP server sends the configured FDMES URL to the device. The device will connect to FDMES after receiving it.
- 5) After the connection is successful, you can manage and deploy the device through FDMES and interact with the device.

3.3. Auto divide device with different IP segments

When the enterprise will perform regional maintenance for devices in different IP segments, you can use this function to autoally divide the devices to corresponding sites.

For example, if all the device corresponding to a network segment belongs to the R & D Department of the enterprise, you can perform the following operations:

- 1) Log in to the system, access the site management, add or edit the R & D site, and fill in the network segment used by the device of the Department, as shown in the figure:

Add ✕

* Site Name

R & D 5/64

Parent Site

Please select ▼

Network Segment

192.168.1.53/27 !

Site Description

Please enter /

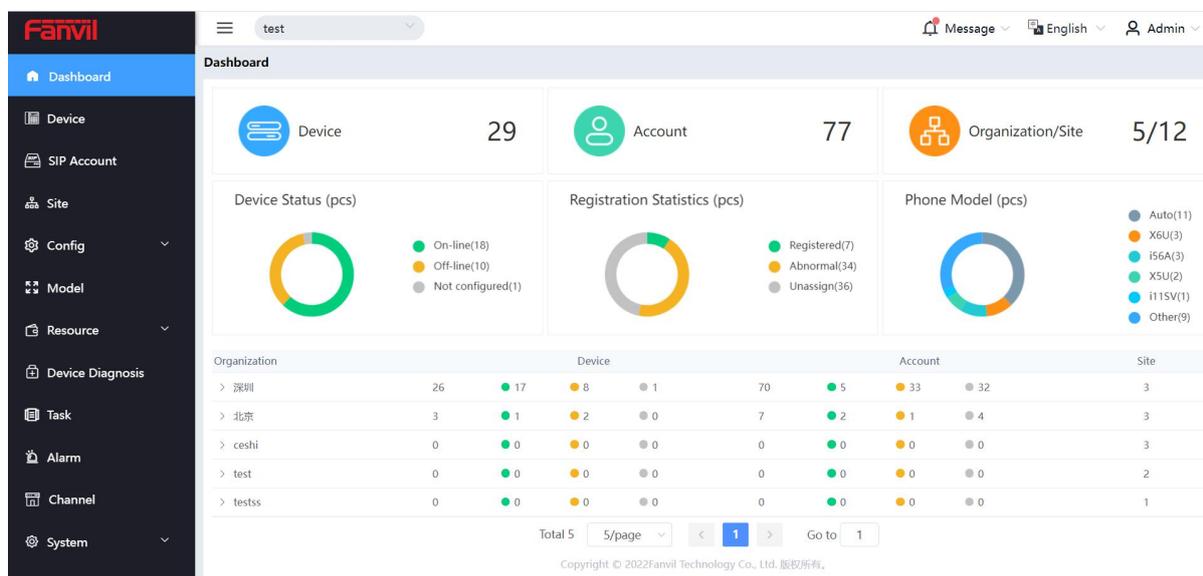
CancelSubmit

2) After the device of the network segment is added to the system through the methods in Section 3.1 or 3.2, it will be autoally displayed in the site, and users can manage and deploy the device.

4. Dashboard

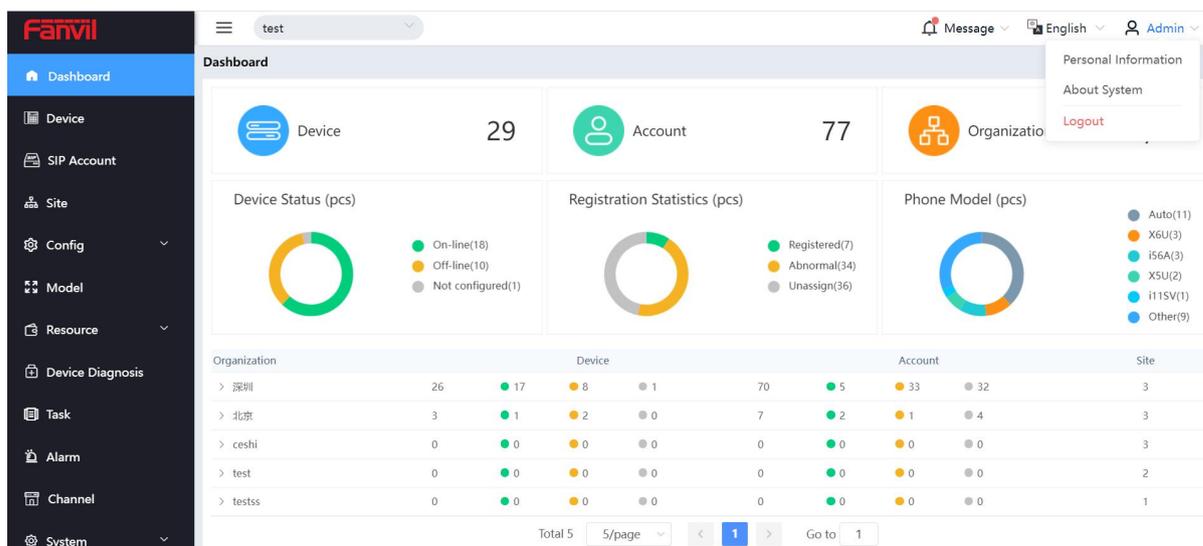
After the user logs in successfully, you can enter the FDMES homepage

4.1. Navigation Bar



The information displayed in the navigation bar is as follows:

- ① Switch the left directory to icon or text navigation.
- ② Drop-down box to choose to switch between different organizations.
- ③ Display the number of alarm information of the day, click to view the specific information.
- ④ Switch the system language, support simplified Chinese and English.
- ⑤ In the user information drop-down box, the user can make account settings, view version information and help instructions about the system, or logout.



4.1.1. Account settings

In the user information drop-down box, click Account Settings to modify the account settings. The properties display as following:

- Display Name
- Email
- Username(Not modifiable)
- Password
- Company Name
- Country And Region
- Time Zone

Account Settings

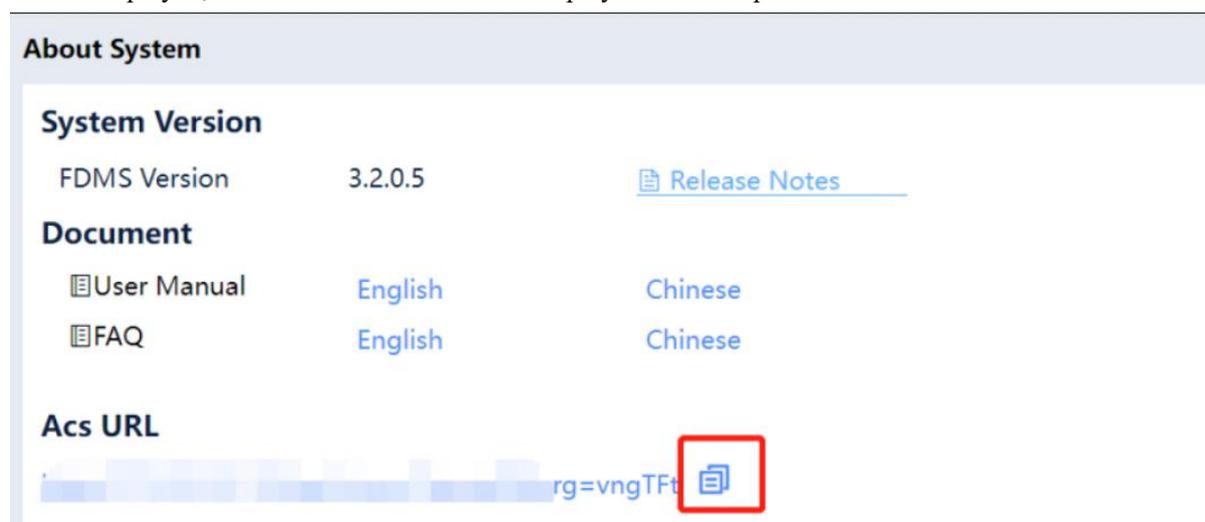
Basic Information

Display Name	<input type="text"/>	Modify
Email	<input type="text"/>	Modify
Username	<input type="text"/>	
Password	*****	Modify
* Company Name	<input type="text"/>	Modify
Country And Region	China(China)	Modify
Time Zone	(UTC+08:45)Eucla	Modify
Role	admin	
Created By	wanguixia	

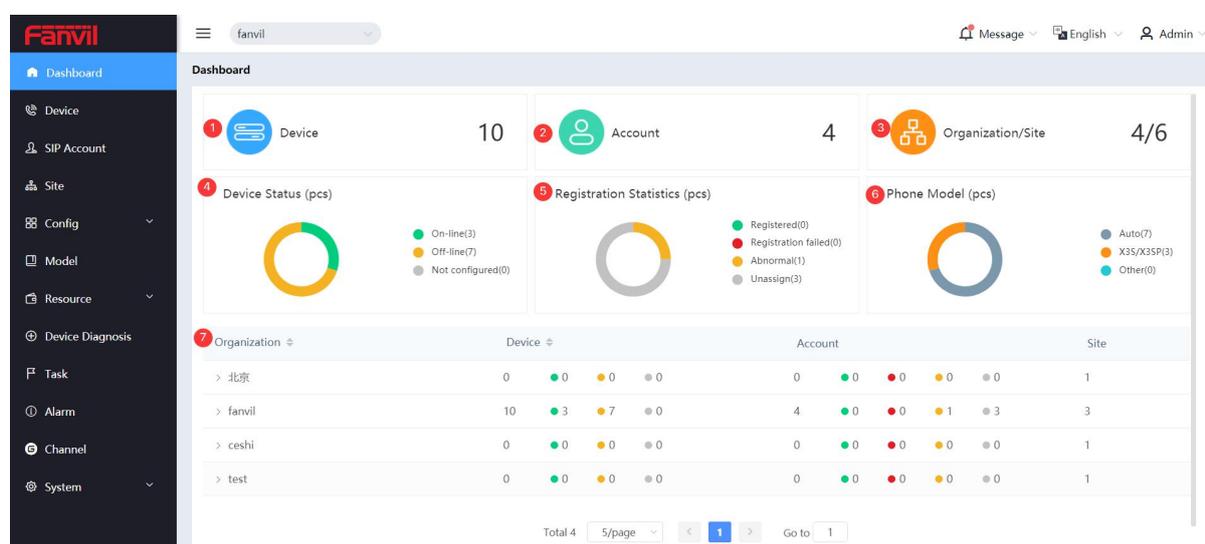
4.1.2. About System

In the user information drop-down box, click About system, the system version and version description

will be displayed, and the user manual will be displayed in the help information.



4.2. System Information

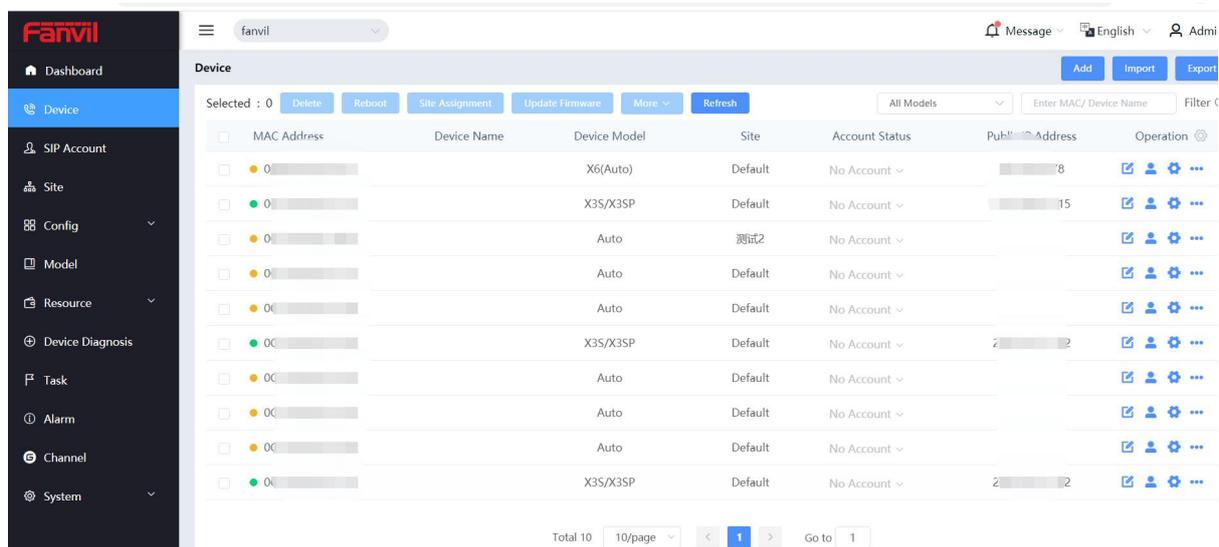


The information available on the homepage is as follows:

- ① Displays the number of devices in all organizations of the current login user
- ② Displays the number of SIP accounts under all organizations of the current login user
- ③ Displays the number of Organizations / Sites under all organizations of the current login user
- ④ Display the status statistics of all organizational devices of the current login user: Online / Offline / Not configured.
- ⑤ Display SIP account status statistics:registered / Register failed / abnormal / Unassigned.
- ⑥ Statistics of the number of device models of all organizations of the current login user.
- ⑦ In each organization, the number of devices and Online / Offline status statistics, the number of accounts and registration status statistics, the number of sites created statistics.

5. Device Management

The main functions of the device management module are: display device list information, add, delete, modify, search for devices, restart devices, upgrade firmware, restore factory settings, transfer devices to different organizations, and replace their own sites.



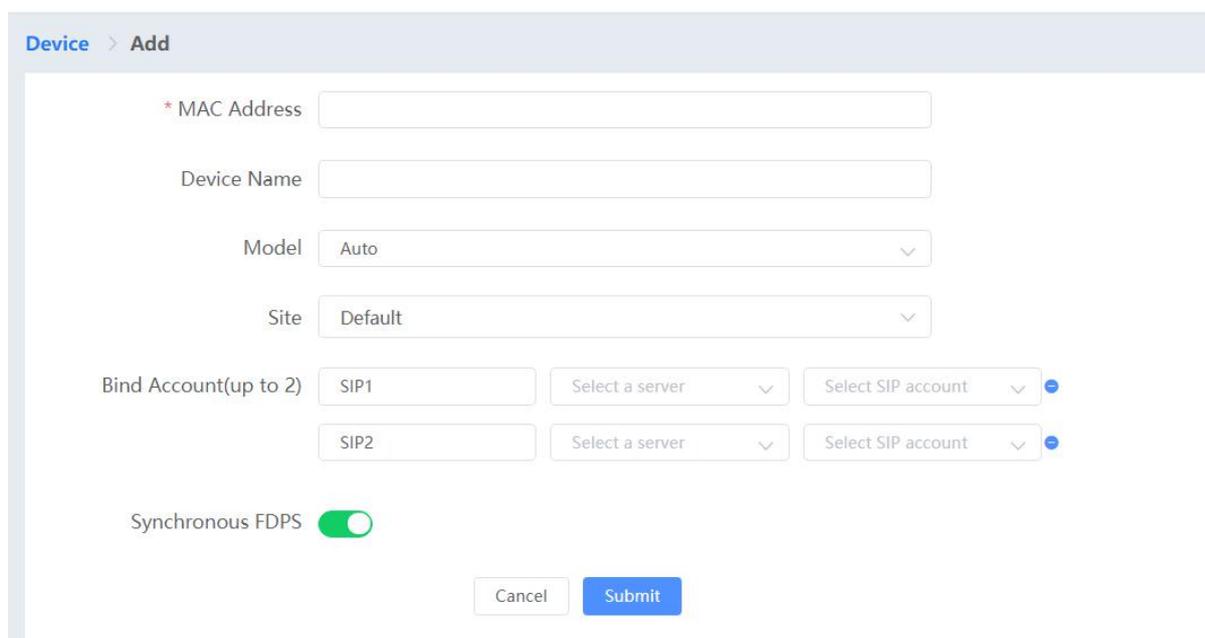
The screenshot shows the Farvil Device Management interface. The left sidebar contains navigation options: Dashboard, Device (selected), SIP Account, Site, Config, Model, Resource, Device Diagnosis, Task, Alarm, Channel, and System. The main content area displays a table of devices with columns for MAC Address, Device Name, Device Model, Site, Account Status, and Public Address. The table contains 10 rows of device information. Below the table, there are pagination controls showing 'Total 10', '10/page', and 'Go to 1'.

MAC Address	Device Name	Device Model	Site	Account Status	Public Address	Operation
00:00:00:00:00:00		X6(Auto)	Default	No Account	15:00:00:00:00:00	[Edit] [Add] [Settings] [More]
00:00:00:00:00:00		X3S/X3SP	Default	No Account	15:00:00:00:00:00	[Edit] [Add] [Settings] [More]
00:00:00:00:00:00		Auto	测试2	No Account		[Edit] [Add] [Settings] [More]
00:00:00:00:00:00		Auto	Default	No Account		[Edit] [Add] [Settings] [More]
00:00:00:00:00:00		Auto	Default	No Account		[Edit] [Add] [Settings] [More]
00:00:00:00:00:00		X3S/X3SP	Default	No Account	2:00:00:00:00:00	[Edit] [Add] [Settings] [More]
00:00:00:00:00:00		Auto	Default	No Account		[Edit] [Add] [Settings] [More]
00:00:00:00:00:00		Auto	Default	No Account		[Edit] [Add] [Settings] [More]
00:00:00:00:00:00		Auto	Default	No Account		[Edit] [Add] [Settings] [More]
00:00:00:00:00:00		X3S/X3SP	Default	No Account	2:00:00:00:00:00	[Edit] [Add] [Settings] [More]

5.1. Add Device

The user can configure the related information of the device by adding the device, as shown in the figure.

Note: After successful addition, the device will be No Configure by default, and the device can be connected to the management platform only after connect FDPS and device reset.



The screenshot shows the 'Add Device' form in the Farvil interface. The form includes the following fields and controls:

- * MAC Address: Text input field.
- Device Name: Text input field.
- Model: Dropdown menu with 'Auto' selected.
- Site: Dropdown menu with 'Default' selected.
- Bind Account(up to 2): Two rows of input fields for SIP1 and SIP2, each with a 'Select a server' dropdown and a 'Select SIP account' dropdown.
- Synchronous FDPS: Toggle switch, currently turned on.
- Buttons: 'Cancel' and 'Submit'.

Add the required input fields for the device:

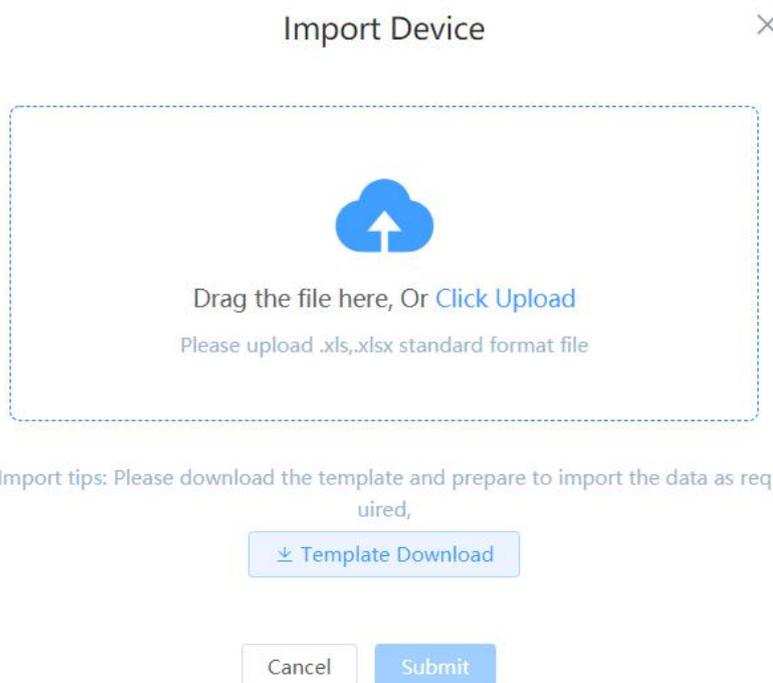
- MAC address (required field): Configure the MAC address of the device.

- Device name: Set the device name.
- Model: Select the device model. After it is selected, the device can be deployed by selecting the template of the corresponding model in the subsequent configuration management, the model was Auto by default:
 - When selects auto as the model, if the device is in the list of devices supported by FDMES, the model after provision will be updated to the actual model of the device;
 - When selects auto as the model, if the device is not in the list of devices supported by FDMES, the model will still be displayed as auto after provision;
- Owned site: You can select the site set in [7 Site Management](#), and select the site to which the device belongs.
- Bind account: select SIP line, SIP server, SIP account. After configuring the SIP server and SIP account in [6 Account Management](#), you can configure it here. The number of SIP lines that can be bound is different for different models.
- Sync to FDPS: Checked by default. Select this option, and the MAC will autoally synchronize to FDPS after submission. Through FDPS redirection, the user can autoally deploy zero configuration. After FDMES deletes the device, FDPS will delete the device synchronously.
-

5.2. Import Device

This function can import devices into device management in batches. Click the Import button, download the template at the import prompt, and prepare to import data according to the template. After saving, upload the .xls, .xlsx files according to the prompts.

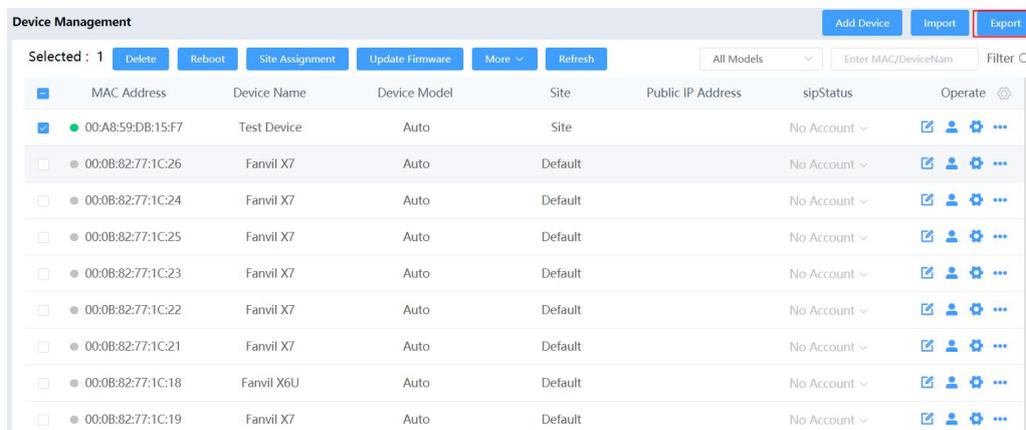
Note: up to 10000 devices can be imported.



5.3. Export Device

Export the devices in the device list in batches.If you don't select a device and click export directly, all devices will be exported.

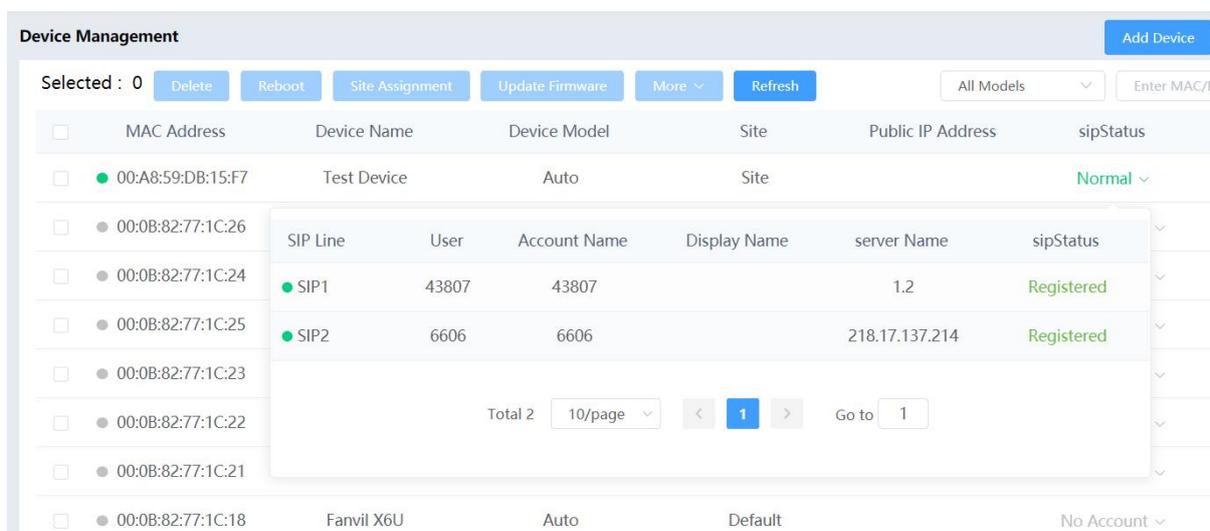
Click the box on the left of the device to select the device (multiple selection is possible, click the box above to select all devices of current page), after selecting, click the export button to export the selected device list information to an Excel table.



5.4. Device List Display

5.4.1. Device List Display Field

- Device online status:dots: green online, gray unconfigured, yellow offline
- Device Name
- MAC Address
- Device Model
- SIP Status:Display the registration status of the first registered line (registered, failed, not registered, unknown). Click the drop-down arrow to view the registration status of all lines, as shown in the figure:

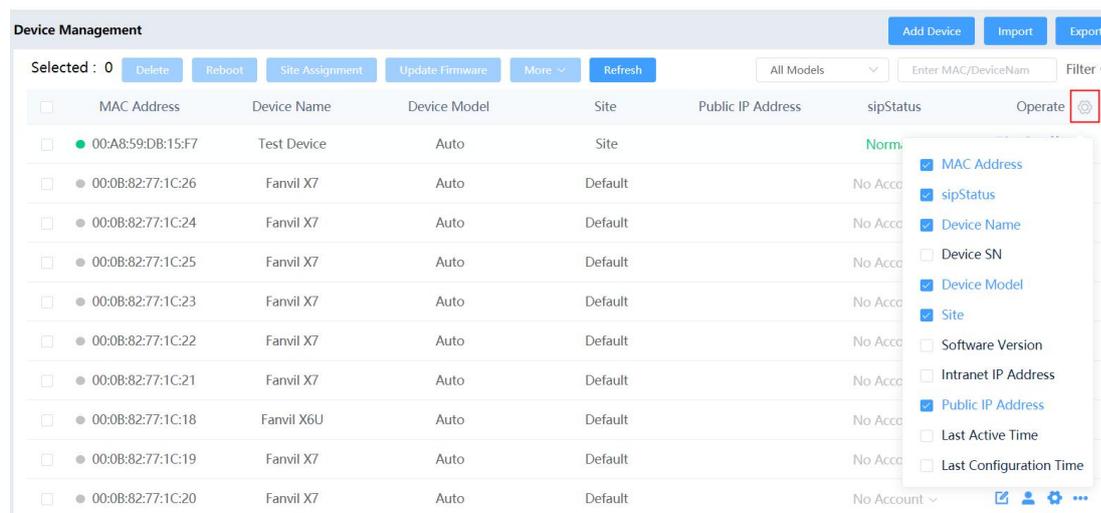


- Public IP Address

- Site
- Software Version:Hidden by default.
- SN:Hidden by default.
- Last Configuration Time:The system records the last configuration time to the device, which is hidden by default.
- Last Active Time:The system records the last active time of the device and hides it by default.

5.4.2. Device list hides field

Click on the Settings icon , You can set which fields to display in the device list, as shown in the figure.



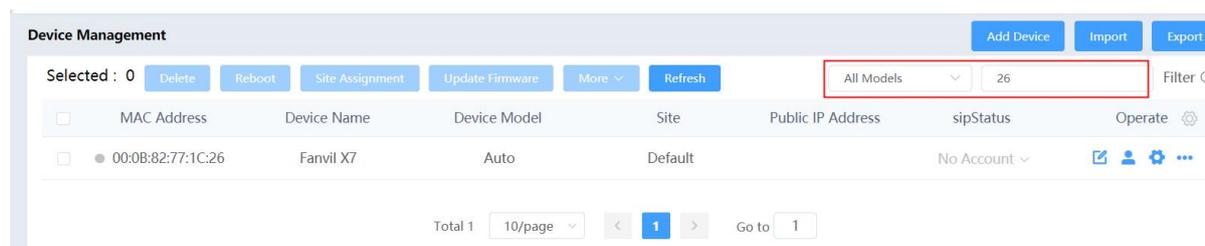
The screenshot shows the 'Device Management' interface. At the top, there are buttons for 'Add Device', 'Import', and 'Export'. Below that, there are buttons for 'Delete', 'Reboot', 'Site Assignment', 'Update Firmware', 'More', and 'Refresh'. A search bar contains 'All Models' and 'Enter MAC/DeviceName'. A 'Filter' button is also present. The main table has columns for 'MAC Address', 'Device Name', 'Device Model', 'Site', 'Public IP Address', 'sipStatus', and 'Operate'. The 'Operate' column has a settings icon. A dropdown menu is open, showing a list of fields to display: 'MAC Address', 'sipStatus', 'Device Name', 'Device SN', 'Device Model', 'Site', 'Software Version', 'Intranet IP Address', 'Public IP Address', 'Last Active Time', and 'Last Configuration Time'. The 'Operate' column is currently set to 'No Account'.

5.5. Search Device

5.5.1. General Search

Select the model you want to search, enter the device name/device MAC containing numbers or letters, press Enter to view the eligible device.

- 1) Filter:
 - Model
- 2) The input field supports fuzzy search, and the search fields include:
 - Device Name
 - MAC

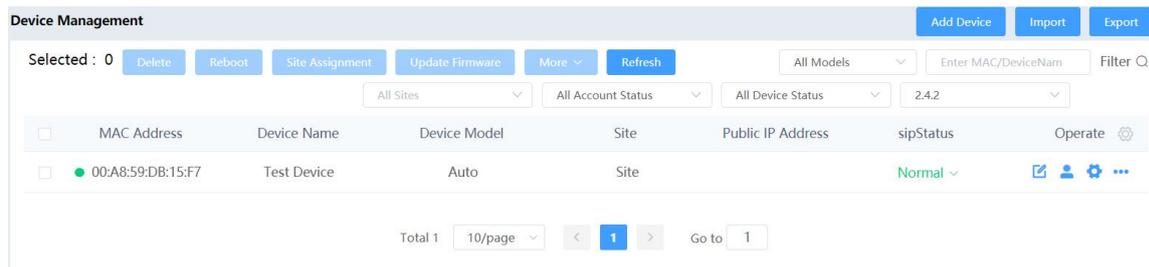


The screenshot shows the 'Device Management' interface with a search result. The search bar contains 'All Models' and '26'. The table shows one device: '00:08:82:77:1C:26' with 'Device Name' 'Fanvil X7', 'Device Model' 'Auto', and 'Site' 'Default'. The 'Public IP Address' is 'No Account'. The 'Operate' column has a settings icon. At the bottom, there is a pagination bar showing 'Total 1', '10/page', and 'Go to 1'.

5.5.2. Advanced Search

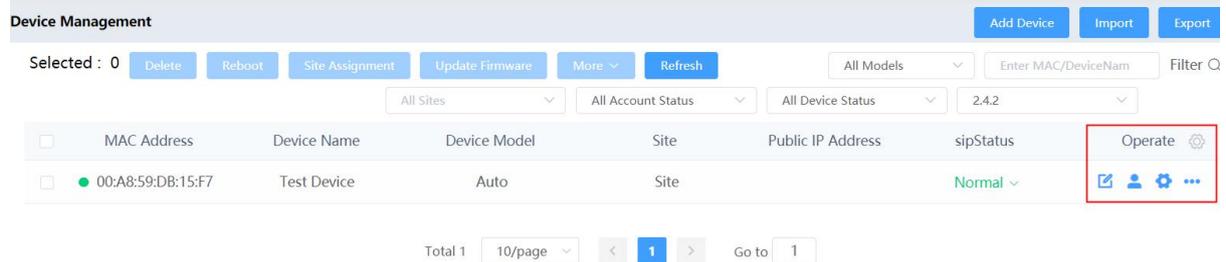
Click Advanced Search, you can select site, account status, configuration status, firmware version number and other criteria to qualify the search criteria.

- 1) Filter:
 - Online Status
 - Site
 - Account Status
- 2) The input field supports fuzzy search, and the search fields include:
 - Device Name
 - MAC



5.6. Operating Device

You can edit the device, set the account, set the parameters, view the details and other operations.



5.6.1. Edit Device

Click edit icon , Device information can be changed, as shown in the figure.



MAC Address [blacked out]
Device Model:Auto

Device Name

* Site

Bind Account(up to 2)

SIP1	Select a server	Select SIP Account	⊕
SIP2	Select a server	Select SIP Account	⊕

Synchronous FDPS

The information for the change is:

- Device Name
- Site
- Bind Account
- Synchronous FDPS

5.6.2. Set Account

Click set account icon , You can quickly change SIP servers, SIP accounts and SIP lines.

Set Account Number ✕

MAC Address: 00:A8:59:DB:15:F7

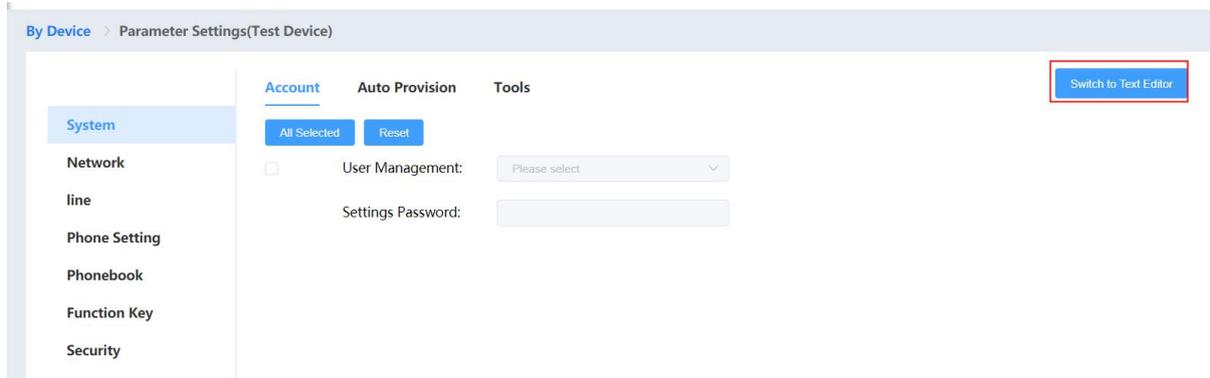
Device Name Test Device

Bind Account(At Most2)

SIP1	1.2	43807	⊕
SIP2	218.17.137.214	6606	⊕

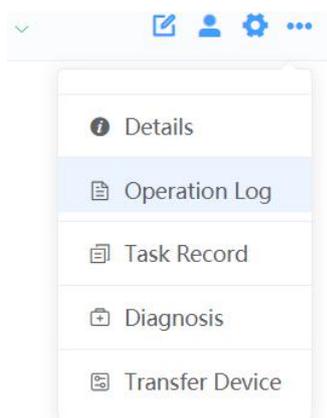
5.6.3. Parameter Settings

Click on the parameter setting icon to set device configuration parameters. You can choose graphical interface editing or switch to text editing. Text editing uses the format of the NC configuration file.

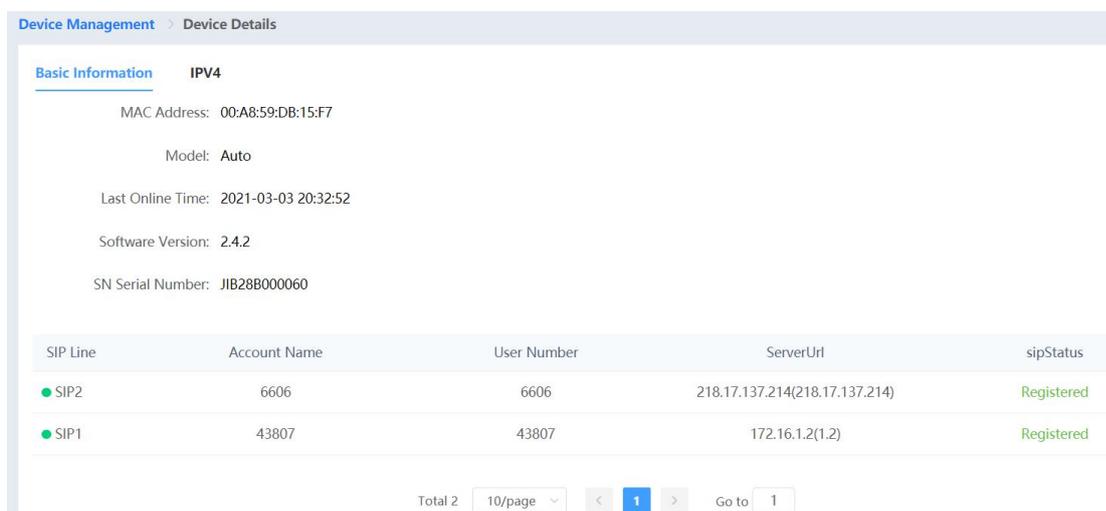


5.6.4. View Device Details

Click more icon , You can choose to view details, operation log, task log, device diagnosis, transfer device.



Select details, you can view the phone's MAC address, model, last online time, software version and SN , as well as the registration status of each SIP line.



5.6.5. View Operation Log

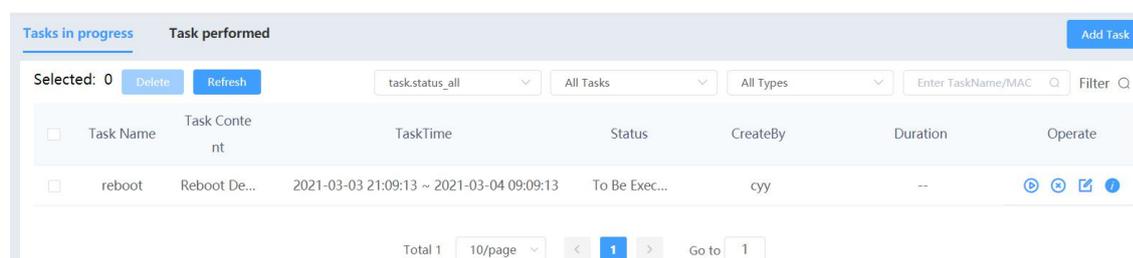
Click the operation log, jump to the operation log interface of the device, you can view all the operation log within 90 days of the device.



User Name	Log Content	Operation Level	Update Time
cyy	Issue SIP account 6606	Medium	2021-03-03 19:40:47
cyy	Issue SIP account 43807	Medium	2021-03-03 19:40:47

5.6.6. View Task Log

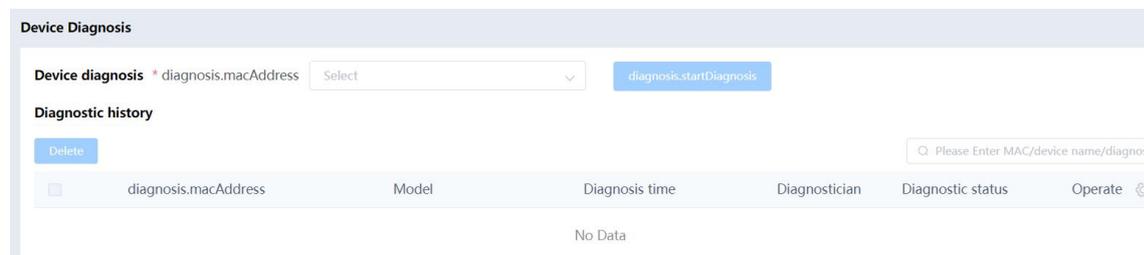
Click the task record, jump to the task management interface, you can view and operate this page. See 11. Task Management for details.



Task Name	Task Content	TaskTime	Status	CreateBy	Duration	Operate
reboot	Reboot De...	2021-03-03 21:09:13 ~ 2021-03-04 09:09:13	To Be Exec...	cyy	--	[Icons]

5.6.7. Device Diagnosis

Click Diagnostics to jump to the Device Diagnostics interface. For device diagnosis instructions, please see 10. device diagnosis.



diagnosis.macAddress	Model	Diagnosis time	Diagnostician	Diagnostic status	Operate
No Data					

5.6.8. Assist in Diagnosis

The user can send the diagnostic code to the technician to help diagnose the device by clicking Assist in Diagnosis. Refer to [10.3. Assist in Diagnosis](#).

5.6.9. Transfer Device

Click Transfer Device to transfer the device to another organization.

Select whether to synchronize the corresponding SIP account: If synchronize account is selected, the original SIP account will still be used after transfer; If you do not select a synchronous account, clear the original SIP account after the transfer.

×

Transfer Device

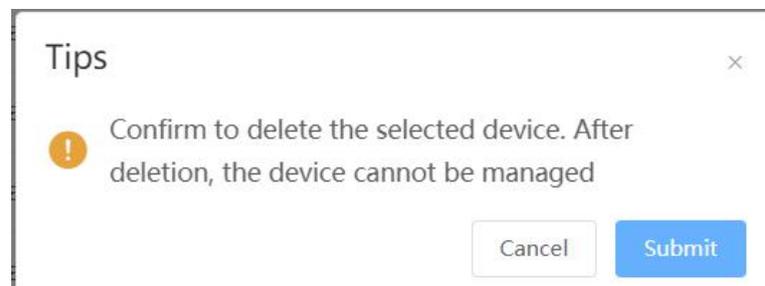
organization

Synchronize the corresponding SIP account Yes No

5.7. Delete Device

You can delete a single device or multiple devices.

Select the device to be deleted and click the "Delete" button. The page prompts "confirm to delete the selected device, and the device cannot be managed after deletion". After clicking "OK", the corresponding device will be deleted from the device list, as shown in the figure.



When the device in the list is deleted, the configuration that the platform has issued to the device is cleared, and the device on the FDPS is deleted.

5.8. Reboot

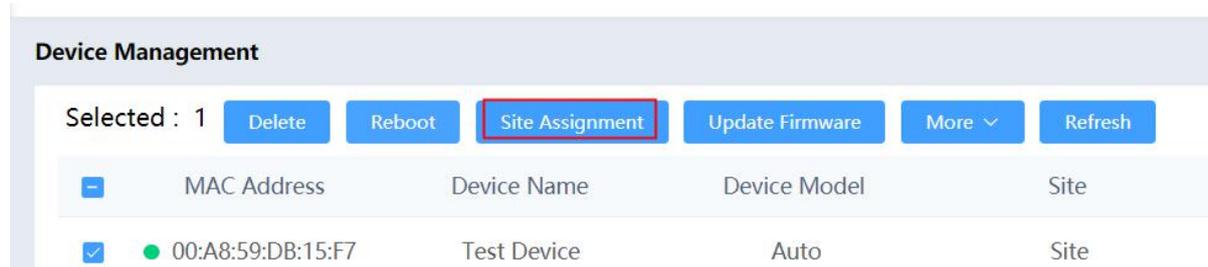
Select one or more devices, click Reboot, and the selected device will be reboot.

Note: Only for online devices.

Device Management						
Selected : 1	<input type="button" value="Delete"/>	<input type="button" value="Reboot"/>	<input type="button" value="Site Assignment"/>	<input type="button" value="Update Firmware"/>	<input type="button" value="More"/>	<input type="button" value="Refresh"/>
<input type="checkbox"/>	MAC Address	Device Name	Device Model	Site		
<input checked="" type="checkbox"/>	● 00:A8:59:DB:15:F7	Test Device	Auto	Site		

5.9. Set Site

You can move these devices to a site by selecting one or more devices and selecting Settings Site.7. Site management to introduce the site.



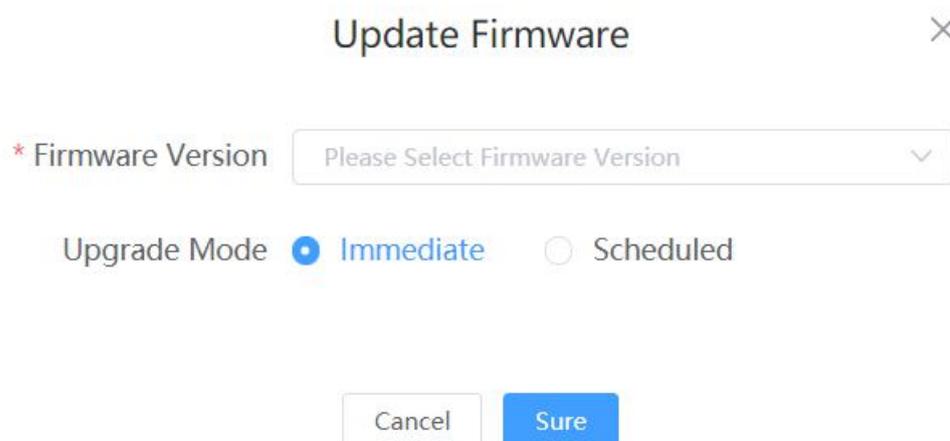
The screenshot shows the 'Device Management' interface. At the top, there is a header 'Device Management'. Below it, there is a row of buttons: 'Delete', 'Reboot', 'Site Assignment' (highlighted with a red box), 'Update Firmware', 'More', and 'Refresh'. Below the buttons is a table with the following columns: 'Selected', 'MAC Address', 'Device Name', 'Device Model', and 'Site'. The table contains one row of data: a checked checkbox, a green dot, the MAC address '00:A8:59:DB:15:F7', the device name 'Test Device', the device model 'Auto', and the site 'Site'.

5.10. Update Firmware

Select one or more devices (The device needs to be the same model), select Upgrade firmware, and select the firmware to upgrade (in Upload firmware in 9.resource management), select the upgrade mode as immediate or timed. The device will update the corresponding firmware according to the setup.

- Immediate: Execute tasks immediately
- Scheduled: Specifies the time to execute in the end, creates the task to the task management list.

Note: Only for online devices.



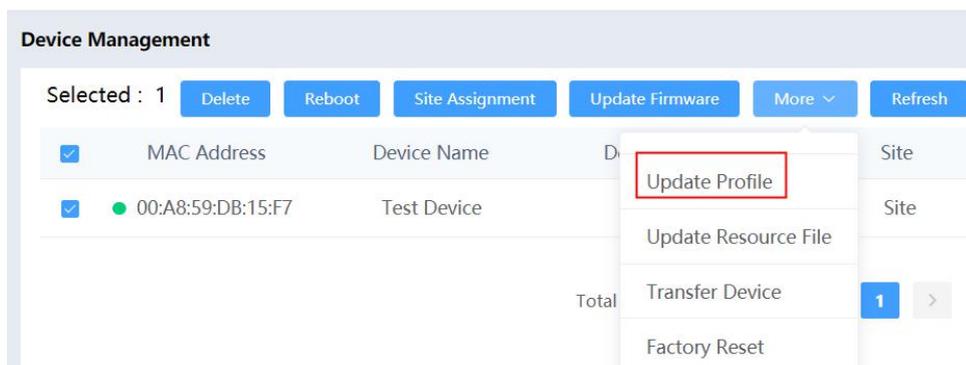
The screenshot shows the 'Update Firmware' dialog box. It has a title bar with 'Update Firmware' and a close button (X). Below the title bar, there is a dropdown menu for 'Firmware Version' with the text 'Please Select Firmware Version'. Below the dropdown menu, there are two radio buttons for 'Upgrade Mode': 'Immediate' (selected) and 'Scheduled'. At the bottom, there are two buttons: 'Cancel' and 'Sure'.

5.11. Update Profile

Select one or more devices (The device needs to be the same model), click more >update profile, select the update mode as immediate or timed, and the platform will update the configuration file for the device as set.

- Immediate: Execute tasks immediately
- Scheduled: Specifies the time to execute in the end, creates the task to the task management list.

Note: Only for online devices.



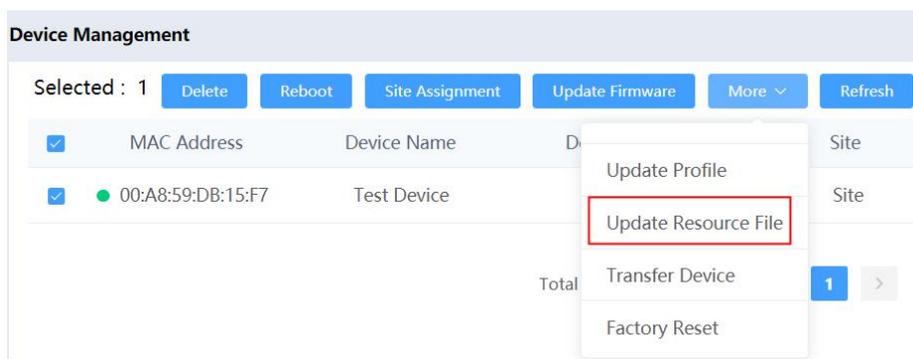
5.12. Update Resource File

Select one or more devices (devices need to use the same resource file), click more >update resource file. Select the update mode as immediate or timed, and the platform will update the resource file for the device as set.

- Immediate: Execute tasks immediately
- Scheduled: Specifies the time to execute in the end, creates the task to the task management list.

Note: Only for online devices.

Resources file include background images, phone books, certificates, ring tones, and other phone provision documents.



Update Resource File ✕

* FileType ▼

* FileName ▼

Upgrade Mode Immediate Scheduled

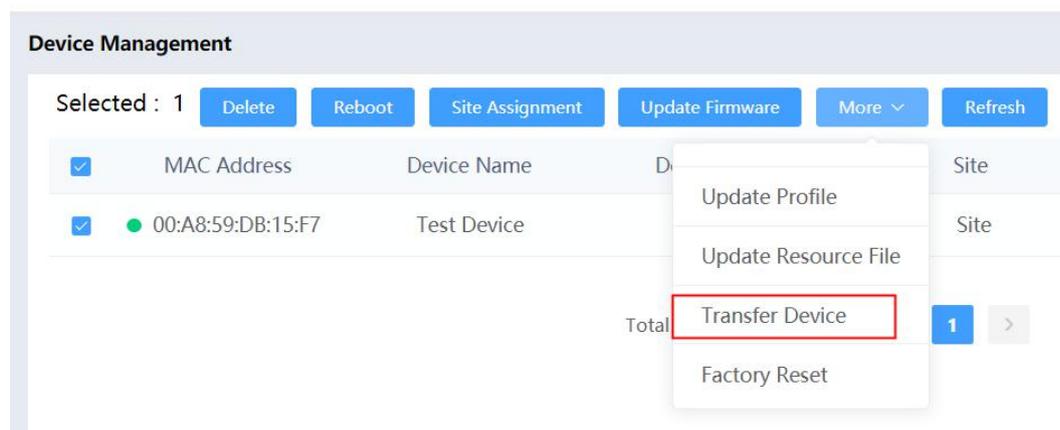
Cancel

Sure

5.13. Transfer Device

Select one or more devices, click more >Transfer device, which can be transferred in bulk to other organizations.

Select whether to synchronize the corresponding SIP account: If synchronize account is selected, the original SIP account will still be used after transfer;If you do not select a synchronous account, clear the original SIP account after the transfer.

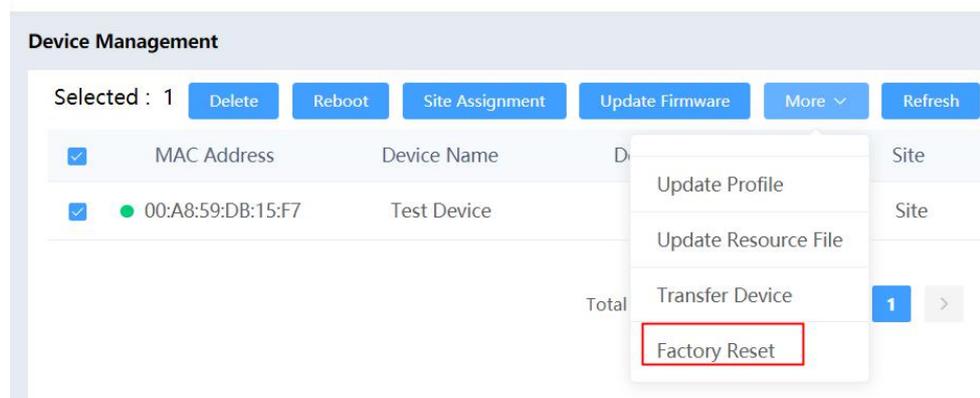


5.14. Factory Reset

Select one or more devices (devices need to use the same resource file), click more >factory reset. Select the mode of "Immediate" or Scheduled", and the platform will restore factory Settings for the device as set.

- Immediate: Execute tasks immediately
- Scheduled: Specifies the time to execute in the end, creates the task to the task management list.

Note: Only for online devices. After the device is restored by the platform, the account number, configuration and other information configured on the platform for the device will be cleared after the device is started and need to be reconfigured. The configuration information of FDMS and sip account will not be cleared. The configuration information will be autoally sent to the device when the first connection is restored



5.15. Refresh Device List

Click the refresh button to refresh the device list.

Device Management

Selected : 1

Delete

Reboot

Site Assignment

Update Firmware

More ▾

Refresh

<input checked="" type="checkbox"/>	MAC Address	Device Name	Device Model	Site
<input checked="" type="checkbox"/>	● 00:A8:59:DB:15:F7	Test Device	Auto	Site

6. Account Management

6.1. SIP Server

6.1.1. Add SIP Server

Click Add Server, Add SIP Server, and configure relevant information.



SIP Account SIP Server Add Server

Selected: 0 Delete Refresh

<input type="checkbox"/>	Server Name	Server Address	Domain Name	Account Status	Operate
<input type="checkbox"/>	218.17.137.214	218.17.137.214		1(Assigned1, Unassigned0)	
<input type="checkbox"/>	1.17	172.16.1.17		0(Assigned0, Unassigned0)	
<input type="checkbox"/>	1.2	172.16.1.2		1(Assigned1, Unassigned0)	

Add SIP server configuration information:

- Server Name
- Domain Name
- Primary Server:
 - Server Address
 - Server Port
 - Transport Protocol
 - Proxy Server Address
 - Proxy Server Port

SIP Server > Edit

* Server Name

Domain Name

Master Server:

* Server Address

Server Port

Transport Type

Proxy Address

Proxy Port

Cancel

Submit

Click the "+" to configure the hidden backup server:

- Proxy Server:
 - Server Address
 - Server Port
 - Transport Protocol
 - Proxy Server Address
 - Proxy Server Port

Server Address

Server Port

Transport Type

Proxy Address

Proxy Port

6.1.2. Server Display List

Server display list :

- Server Name
- Server Address
- Domain Name
- Account Status: Check the total number of accounts, allocated number, unallocated number,
- Operation: Edit, delete

Server Name	Server Address	Domain Name	Account Status	Operate
218.17.137.214	218.17.137.214		1(Assigned1, Unassigned0)	
1.17	172.16.1.17		0(Assigned0, Unassigned0)	
1.2	172.16.1.2		1(Assigned1, Unassigned0)	

6.1.3. Edit

Click edit icon , edit SIP server information. After editing the server, all relevant accounts will be re-uploaded to the device.

Server Name	Server Address	Domain Name	Account Status	Operate
218.17.137.214	218.17.137.214		1(Assigned1, Unassigned0)	
1.17	172.16.1.17		0(Assigned0, Unassigned0)	
1.2	172.16.1.2		1(Assigned1, Unassigned0)	

6.1.4. Delete

When a server is deleted, all accounts under the server will be deleted. When deleting an account, the account that has been issued on the phone will be deleted simultaneously.

Click delete icon , Delete the selected SIP server, As shown in figure:

Server Name	Server Address	Domain Name	Account Status	Operate
<input checked="" type="checkbox"/>	218.17.137.214		1(Assigned1, Unassigned0)	
<input checked="" type="checkbox"/>	1.17		0(Assigned0, Unassigned0)	
<input checked="" type="checkbox"/>	1.2		1(Assigned1, Unassigned0)	

Select one or more SIP servers and click the Delete button to delete them in batches, as shown in the figure:

SIP Account **SIP Server**

Selected: 3 Delete Refresh

<input checked="" type="checkbox"/>	Server Name	Server Address	Domain Name
<input checked="" type="checkbox"/>	218.17.137.214	218.17.137.214	
<input checked="" type="checkbox"/>	1.17	172.16.1.17	
<input checked="" type="checkbox"/>	1.2	172.16.1.2	

6.1.5. Search

The input field supports fuzzy search, and the search fields include:

- Server Name
- Server Address
- Domain Name

SIP Account **SIP Server**

Selected: 0 Delete Refresh

<input type="checkbox"/>	Server Name	Server Address	Domain Name	Account Status
<input type="checkbox"/>	1.2	172.16.1.2		1(Assigned1, Unassigned0)

6.2. SIP Account

6.2.1. Add Account

Click Add Account to add SIP Account.

SIP Account **SIP Server** Add Account Import Account

Selected: 0 Delete Modify sipServer Refresh All Status

<input type="checkbox"/>	Account Name	User Number	Display Name	Account Status	ServerUrl
<input type="checkbox"/>	43807	43807		Registered	172.16.1.2(1.2)
<input type="checkbox"/>	6606	6606		Registered	218.17.137.214(218.17.13...

Total 2 10/page < 1 > Go to 1

The configurable fields are:

- Account Name
- Server Address
- User Number
- Display Name
- User Authentication
- SIP Auth Password
- Distribution Device: Select site, device model, and device MAC
- Assign SIP lines: Select the device SIP lines

Click "+" to expand the configuration:

- Proxy User
- Proxy Password
- Voice Message Number
- Voice Message Password

SIP Account > Edit Account

Account Name

* ServerUrl

* User Number

Display Name

User Authentication

SIP Auth Password

Distribution Device

Proxy User

Proxy Password

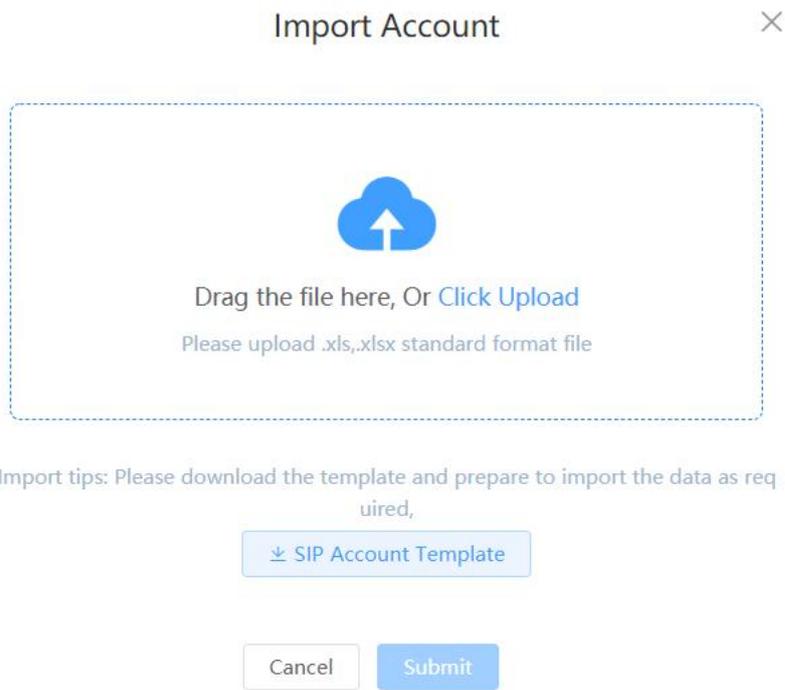
Voicemail Access Number

Voice Message Password

6.2.2. Import Account

Click Import Account to batch add SIP Account. Follow the instructions to download the SIP account template, organize the data according to the format, and then upload.xls or.xlsx files.

Note: up to 10000 SIP accounts can be imported.



6.2.3. Export Account

Select one or more accounts, click Export Account, and export the selected account to Excel file.



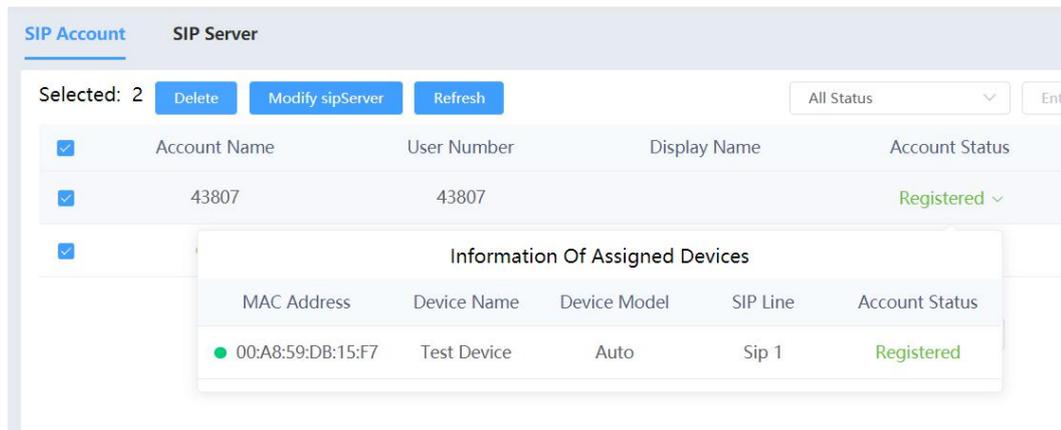
6.2.4. SIP Account List Display



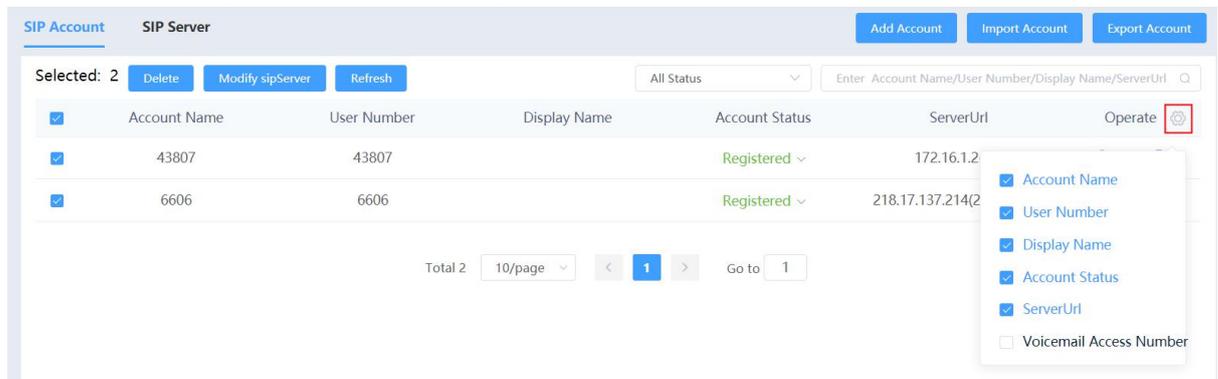
SIP Account List field:

- Account Name
- User Number
- Display Name
- Server Address
- Account Status: Unassigned, Registered, Exception (failed registration, unregistered, account modified, device offline). Click to view the assigned device information, including fields:

- Site, model, MAC, device name, SIP line, device status (online, offline), account status (registered, failed registration, unregistered, account modified, unknown), as shown in the figure:



- Voice Message Number: hidden by default, click the setting icon to the right of the operation to set whether it is displayed, as shown in the picture:



- Operation:Unassigned, Delete, Edit

6.2.5. Unassigned

Select a SIP account and click the cross under the operation, which prompts "The account of the device to be deassigned will be empty. Are you sure you want to cancel this account ?", click OK, the SIP account allocation will be cancelled, and the account configuration of the issued device will be cleared.



Tips



The account number of the device to be deassigned will be empty. Are you sure you want to deallocate this account number?

Cancel

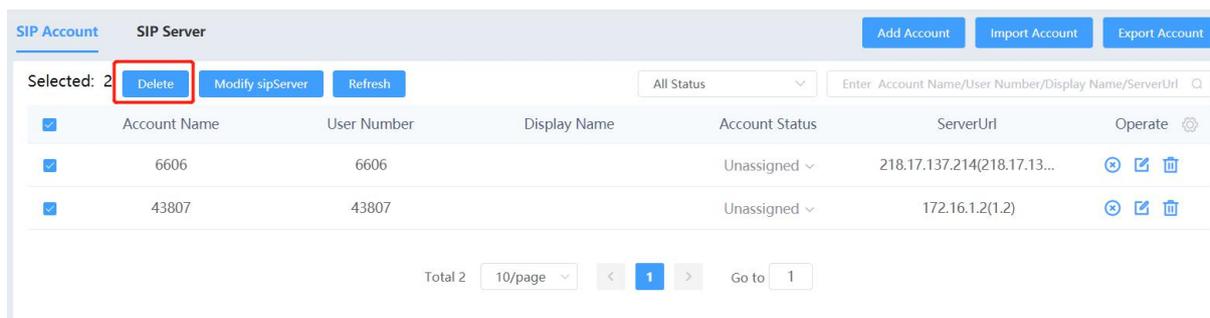
Submit

6.2.6. Delete

When deleting a sip account, the configuration of the issued account on the phone will be cleared synchronously

Click the delete icon , Delete the corresponding SIP account ,as shown in the picture:

Or select one or more SIP accounts and click the delete button to batch delete them, as shown in the figure below:

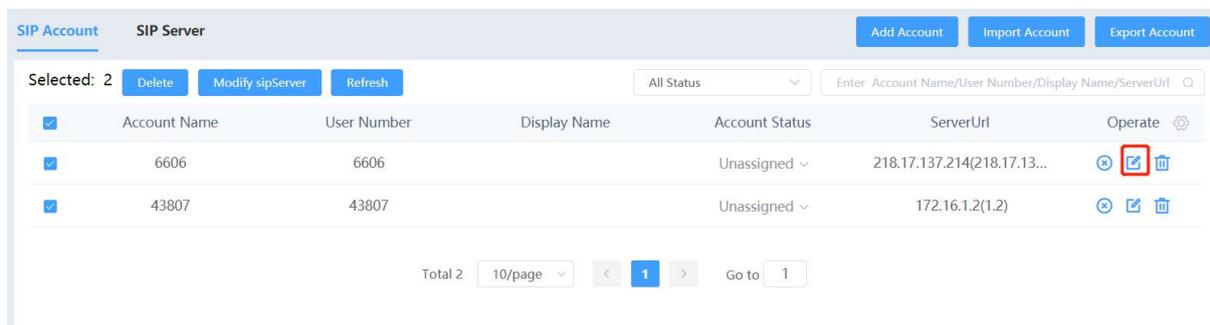


The screenshot shows the 'SIP Account' management interface. At the top, there are buttons for 'Add Account', 'Import Account', and 'Export Account'. Below these, there are buttons for 'Delete', 'Modify sipServer', and 'Refresh'. A search bar contains the text 'Enter Account Name/User Number/Display Name/ServerUrl'. The main table has columns for 'Account Name', 'User Number', 'Display Name', 'Account Status', 'ServerUrl', and 'Operate'. Two rows are visible, both with 'Unassigned' status. The 'Delete' button is highlighted with a red box.

Account Name	User Number	Display Name	Account Status	ServerUrl	Operate
6606	6606		Unassigned	218.17.137.214(218.17.13...	  
43807	43807		Unassigned	172.16.1.2(1.2)	  

6.2.7. Edit

Click the edit icon ,edit SIP account information.After editing the SIP account, the configuration of the account will be re issued to the device that has been assigned the account.

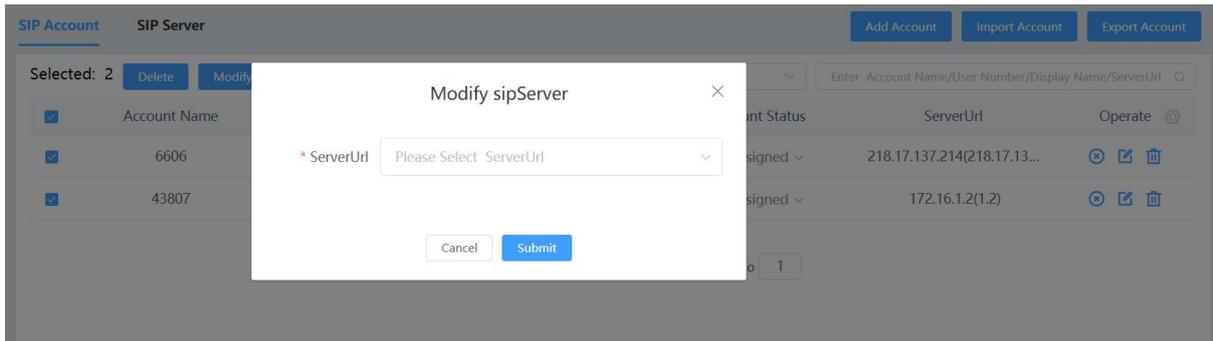
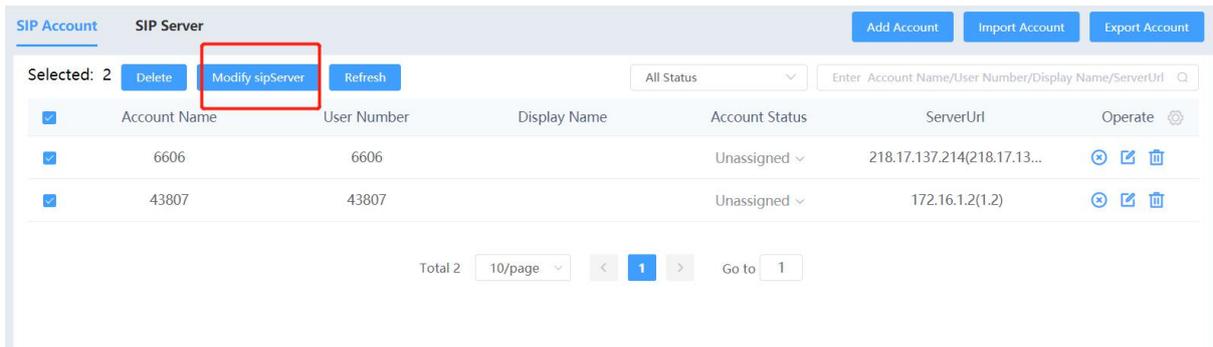


The screenshot shows the 'SIP Account' management interface. At the top, there are buttons for 'Add Account', 'Import Account', and 'Export Account'. Below these, there are buttons for 'Delete', 'Modify sipServer', and 'Refresh'. A search bar contains the text 'Enter Account Name/User Number/Display Name/ServerUrl'. The main table has columns for 'Account Name', 'User Number', 'Display Name', 'Account Status', 'ServerUrl', and 'Operate'. Two rows are visible, both with 'Unassigned' status. The 'Edit' icon in the 'Operate' column of the first row is highlighted with a red box.

Account Name	User Number	Display Name	Account Status	ServerUrl	Operate
6606	6606		Unassigned	218.17.137.214(218.17.13...	  
43807	43807		Unassigned	172.16.1.2(1.2)	  

6.2.8. Modify server

Select one or more accounts and click modify server to batch modify the SIP servers corresponding to the accounts. After modifying the server, the corresponding account configuration will be re issued to the devices that have been assigned these accounts

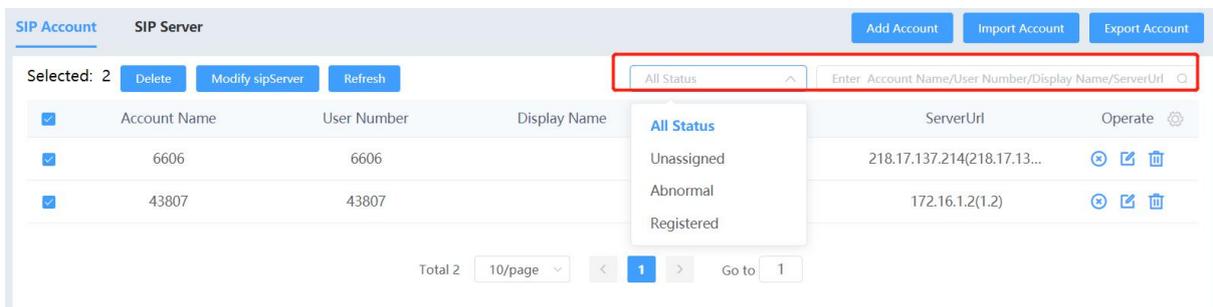


6.2.9. Search

Select the account status and enter the search content to search the qualified SIP accounts

Filter:

- 1) Filter by account status (all, unassigned, registered, abnormal)
- 2) The search box supports fuzzy matching, and the search field contains:
 - Account Name
 - User Name
 - Display Name
 - Server URL

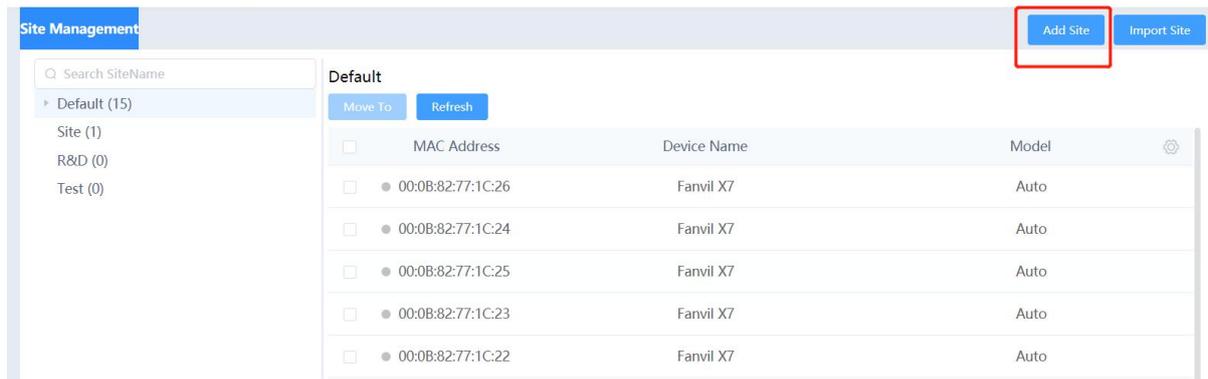


7. Site management

The platform supports multi-level site management, and users can customize different sites according to regions, departments and different roles to facilitate management.

7.1. Add site

Click add site to enter the site add page.



The text field:

- Site name: user defined site name, required field.
- Parent site: select the parent site. If not, the set site has no parent site.
- Site description

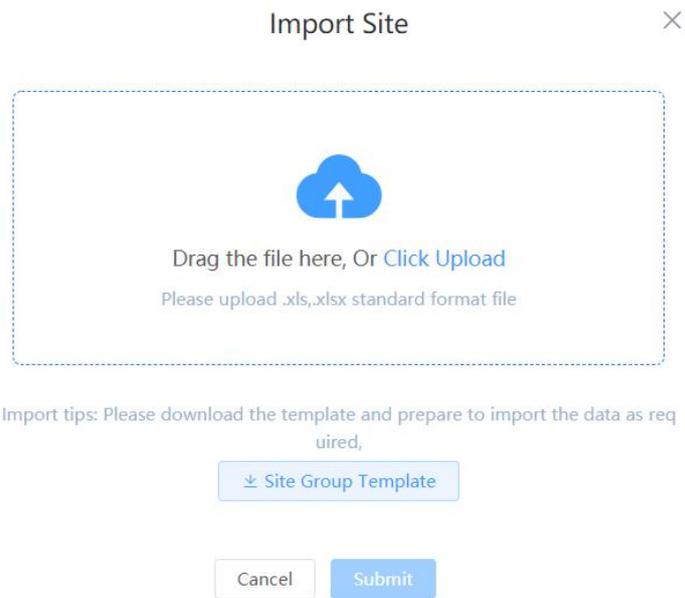
The 'Add Site' form is displayed with a close button (X) in the top right corner. It contains three input fields: a text field for 'Site Name' with a red asterisk indicating it is required and a placeholder 'please Enter'; a dropdown menu for 'Parent Site' with a placeholder 'Please Select' and a downward arrow; and a text area for 'Site Description' with a placeholder 'please Enter' and a diagonal slash icon in the bottom right corner. At the bottom of the form, there are two buttons: 'Cancel' and 'Sure'.

7.2. Import site

Click import site to enter the import site interface. According to the prompt, download the site template

and modify the data according to the format.

Note: up to 10000 sites can be imported.



7.3. Site management list display

The site management list includes:

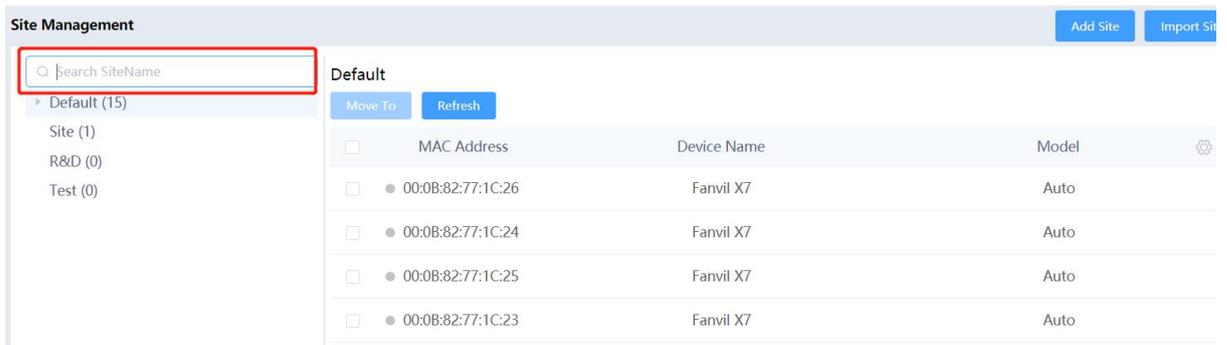
- Left: parent site / child site list, hierarchical display
- MAC address
- Name
- Model
- Operation: point to a site to add, edit and delete sub sites, as shown in the figure:



7.4. Search sites

The input box supports fuzzy search:

- Site name



7.5. Edit site

Point to a site and click the edit icon , You can edit the site. Editable content:

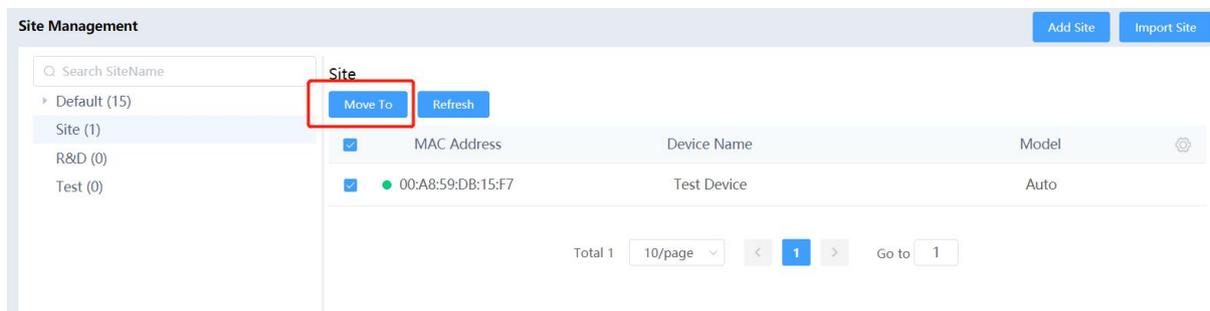
- Site name: change the site name
- Parent site: change the parent site
- Site description

7.6. Delete site

Point to a site and click the delete icon , You can delete the site.

7.7. device movement

Select the device of a site and click move to to move the device to another site.



8. Configuration management

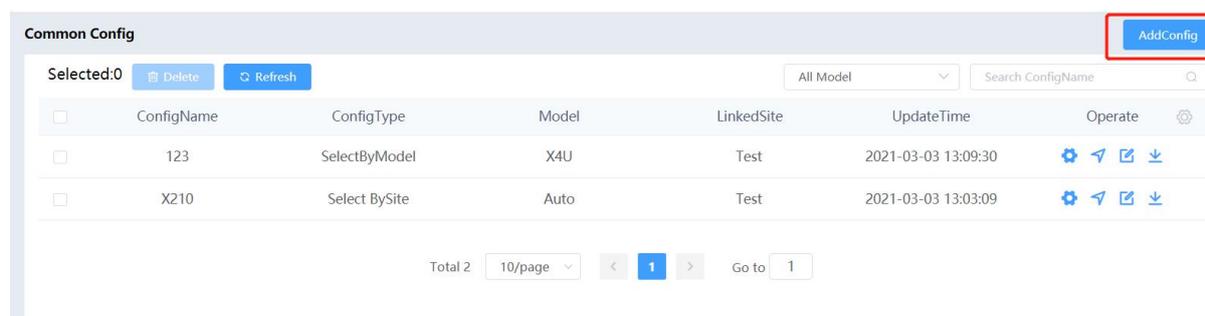
The configuration management module mainly implements the function of batch provision of configuration files for customers.

8.1. General configuration

The general configuration module configures a general configuration template for users. When users need to batch deploy a site with various types of devices, or all devices of a certain type in a site, they need to configure the general configuration template.

8.1.1. Add general configuration template

Visit the general configuration page and click Add general configuration to enter the general configuration add page.



Properties to be configured

- General configuration name: user defined
- General configuration type: select by model or by site.
 - by model: select a model. When pushing, creating a task in task management, all devices of this model can be pushed to a site
 - Model: when selecting by model, model type should be selected
 - by site: select a site. When creating a task in task management, you can select all devices to be pushed to a site
- Choose a push site
- Upload configuration file: upload the configuration file to be pushed (txt configuration file in NC format), or do not upload, edit parameters after establishing general configuration.

×

AddConfig

* ConfigName

* ConfigType

* Model

* Push Sites

Upload Config

8.1.2. General configuration interface list

General profile list field:

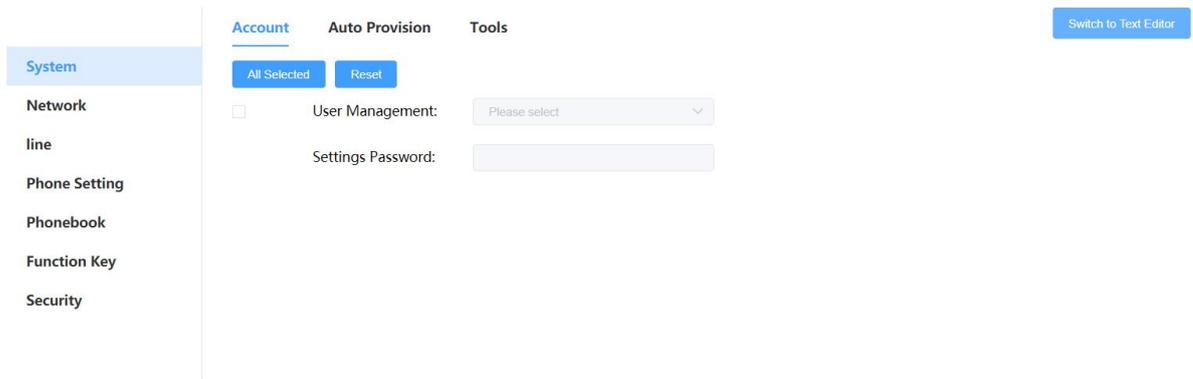
- Common configuration name
- General configuration type: by site or by model
- Model
- Related sites
- Last update time
- Operation: set parameters, push configuration update, edit general configuration, download configuration file

Common Config							AddConfig		
Selected:0		<input type="button" value="Delete"/>	<input type="button" value="Refresh"/>	All Model	Search ConfigName		<input type="text"/>		
<input type="checkbox"/>	ConfigName	ConfigType	Model	LinkedSite	UpdateTime	Operate			
<input type="checkbox"/>	123	SelectByModel	X4U	Test	2021-03-03 13:09:30	<input type="button" value="Set"/>	<input type="button" value="Push"/>	<input type="button" value="Edit"/>	<input type="button" value="Download"/>
<input type="checkbox"/>	X210	Select BySite	Auto	Test	2021-03-03 13:03:09	<input type="button" value="Set"/>	<input type="button" value="Push"/>	<input type="button" value="Edit"/>	<input type="button" value="Download"/>

Total 2 10/page < 1 > Go to 1

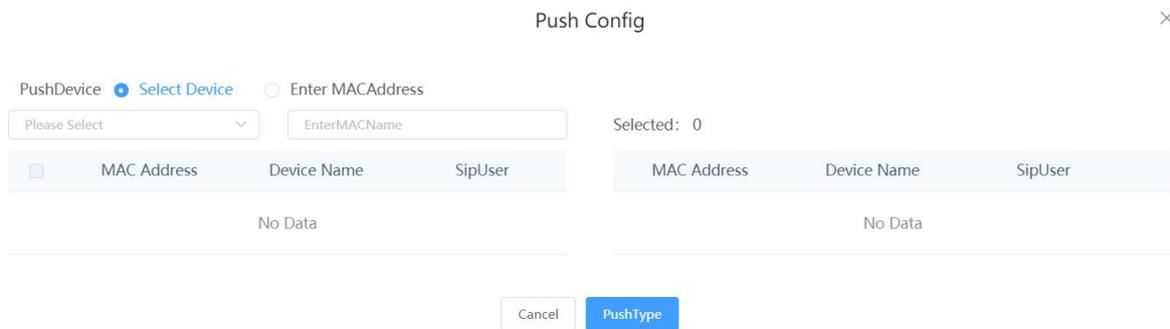
8.1.3. Setting parameters

Click the set parameter icon , enter the parameter setting interface. In this interface, the user can set the parameters to be changed in the configuration file, which can be set in two ways: graphical interface and text editing.



8.1.4. Push configuration update

Click the push configuration update icon , enter the configuration push update page, select the device to perform push configuration, and select the push mode as immediate or timed. The platform will create the corresponding task and push the configuration file to the corresponding device at the corresponding time.



8.1.5. Edit general configuration

Click the edit icon , enter the edit general configuration page. The fields that can be edited are:

- General configuration name
- push site

Generic configuration type and device model cannot be edited.

EditConfig



* ConfigName

* ConfigType

* Model

* Push Sites

Cancel

Submit

8.1.6. Download configuration file

Click the download profile icon , you can download the configuration file in TXT format.

8.1.7. Delete

选择一个或者多个配置文件,点击删除按钮,提示“确定删除选中的 N 个通用配置吗?”,点击确定即可删除选中的配置文件.

Select one or more configuration files and click the delete button to prompt "are you sure you want to delete the selected n general configurations?", click OK to delete the selected configuration file.

Common Config AddConfig

Selected:2 Delete Refresh All Model

<input checked="" type="checkbox"/>	ConfigName	ConfigType	Model	LinkedSite	UpdateTime	Operate
<input checked="" type="checkbox"/>	123	SelectByModel	X4U	Test	2021-03-03 13:09:30	   
<input checked="" type="checkbox"/>	X210	Select BySite	Auto	Test	2021-03-03 13:03:09	   

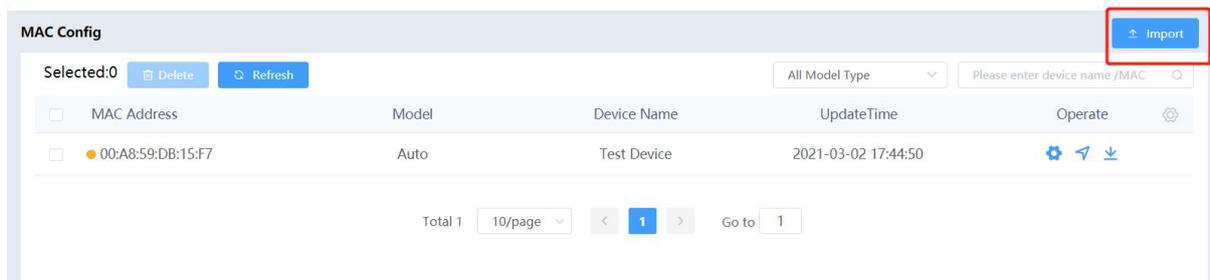
Total 2 < 1 > Go to

8.2. MAC configuration

After importing the MAC configuration, every time there is a modification, it will be autoally pushed and sent to the device. If the device is not online, it will be pushed to the device on the next time when it is online.

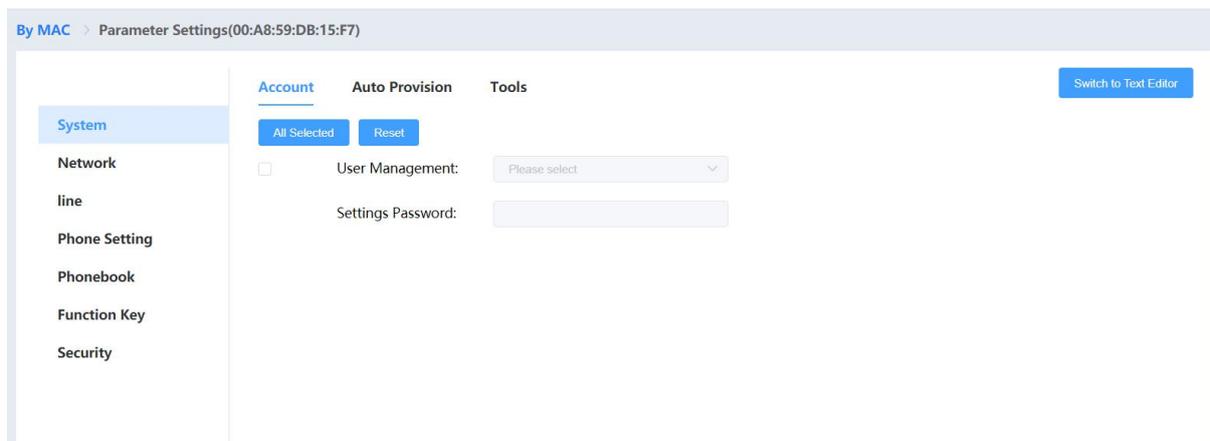
8.2.1. Import MAC configuration

Click the import button to upload the configuration file in TXT format according to the prompt. The configuration file must be named after the MAC address of the phone. When importing, the platform will check the matching device list to see if the device exists. If it does not exist, it will prompt "device does not exist" and import failed. Each time the MAC configuration is modified, it will be autoally pushed and distributed to the device. If the device is not online, it will be pushed to the device the next time it is online.



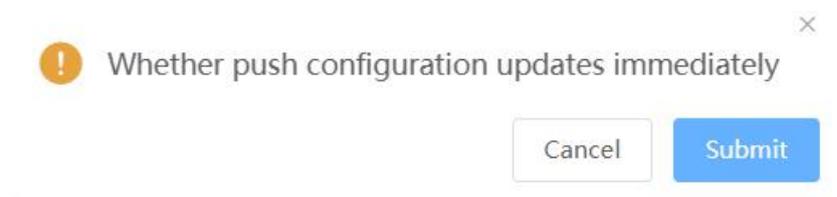
8.2.2. Configuration

Click the configuration icon , to configure template parameters, you can select graphical interface mode or text editing mode.



8.2.3. Push

Click the push icon , the platform prompts "Whether push configuration updates immediately?" , click OK to push the configuration file to the device.



8.2.4. Download

Click the download icon , download the MAC configuration file in TXT format.

9. Model management(only for administrators)

9.1. Model management

Administrators can add models of Fanvil devices:

- Model Name: set the model name of the device, such as X6u.
- Template: select the corresponding template. If there is no corresponding template, select the same series of templates (you can consult Fanvil FAE).
- SIP Numbers: sets the number of SIP lines the device has.
- Side keys of Per Page: if the device has side keys, fill in the number of side keys per page here. If not, set to 0.
- SideKey Page: sets the number of side key pages the device has. If no side key, set it to 0.
- DssKey of Per Page: if the device has a function key, fill in the number of dsskeys per page here. If not, set to 0.
- DSS Pages: sets the number of dsskey pages the device has. If no dsskey, set it to 0.
- Video: select whether the device supports video according to the actual situation.
- Support Sub-Screen: whether the device has a secondary screen.
- Status: selected as enabled. When enabled, it can be displayed in the device management list.
- Mutual Authentication: X1/X2C/X2/X3S/X4, i20S/i30/i31S and other types of device turn off the two-way authentication function, and other types of device are set.

Model Manage > **Add**

* Model Name

* Template

* SIP Numbers

* Side keys of Per Page

* SideKey Page

* DssKey of Per Page

* DssKey Pages

* Video

Support Sub-Screen

Status

Mutual Authentication

9.2. Template management

The template of Fanvil device is displayed here. The administrator can change the template name and comments, view the template configuration, and add a new template.

<input type="checkbox"/>	Name	Remark	Create Time	Operation
<input type="checkbox"/>	X3S		2021-03-12 15:20:14	✎ 👁
<input type="checkbox"/>	X2C		2021-03-12 15:20:00	✎ 👁
<input type="checkbox"/>	X2		2021-03-12 15:19:48	✎ 👁
<input type="checkbox"/>	X1		2021-03-12 15:19:26	✎ 👁
<input type="checkbox"/>	i56A		2021-03-12 15:18:18	✎ 👁
<input type="checkbox"/>	H5W		2021-03-12 15:09:11	✎ 👁
<input type="checkbox"/>	H5		2021-03-12 15:08:55	✎ 👁
<input type="checkbox"/>	H3		2021-03-12 15:07:06	✎ 👁
<input type="checkbox"/>	H2S		2021-03-12 10:47:29	✎ 👁
<input type="checkbox"/>	X4U		2021-03-11 19:46:56	✎ 👁

Selected:0 [Delete](#) [Refresh](#)

Total 21 [<](#) [1](#) [2](#) [3](#) [>](#) Go to

10. Resource management

Resource management includes firmware management and resource file management. Resource file management includes picture, phone book, certificate, ring tone, etc.

10.1. Firmware management

10.1.1. Firmware management - official firmware

Click firmware Management > official firmware to enter the official firmware page. This page displays the official firmware uploaded by the Fanvil administrator.

Official firmware page list display field

- Firmware name
- Version number
- Applicable model
- Release Note
- Description
- Update time
- Operation: push update firmware, Download firmware.



The screenshot shows the 'Official Firmware' management page. At the top, there are tabs for 'Official Firmware' and 'My Firmware', along with 'Upload' and 'New Version Notification Settings' buttons. Below the tabs, there is a search bar and a table of firmware entries. The table has columns for Firmware Name, Firmware Version, Support Model, Release Note, Description, Update Time, and Operation. There are four entries listed in the table.

<input type="checkbox"/>	Firmware Name	Firmware Version	Support Model	Release Note	Description	Update Time	Operation
<input type="checkbox"/>	i56a_fanvil_0.3.0.21_hw1.0_2021032...	0.3.0.21	i56A	-		2021-04-21 22:48:18	📩 ⬇️ 🔗
<input type="checkbox"/>	i53w-fanvil-release-4908-1.0.2-krn...	1.0.2	i53W	-		2021-04-21 19:11:07	📩 ⬇️ 🔗
<input type="checkbox"/>	i56a_fanvil_0.0.1.89_hw1.0_2020062...	0.0.1.89	i56A	-		2021-04-21 19:00:55	📩 ⬇️ 🔗
<input type="checkbox"/>	x7a_fanvil_2.6.0.180_hw1.0_202104...	2.6.0.180	X7A	-		2021-04-21 16:34:19	📩 ⬇️ 🔗

10.1.2. New version notification

Click the new version notification button to enter the new version notification settings page. Set field:

- Notification mode: in station notification, email notification.
 - In station notification: when the firmware version of the selected model is updated, the platform notifies the user in the form of in station messages.
 - E-mail notification: when the firmware version of the selected model is updated, the platform notifies the user by sending an e-mail.
- Notification model: select the model to be notified.

New Version Notification Settings



Notice Way InSite Notice Email Notice

Notice Model

Cancel

Submit

10.1.3. Push update firmware

Click the push update firmware icon , enter the push firmware settings page, as shown in the figure below. Select the device to update the firmware. After selection, select immediate push or regular push. The platform establishes the corresponding task and pushes the firmware to the corresponding device at the corresponding time.

Push Firmware Update

* Run Device Assign Device Enter MAC Address

Selected: 0

<input type="checkbox"/>	MAC Address	Device Name	SipUser
No Data			

MAC Address	Device Name	SipUser
No Data		

Cancel

Update Now

Schedule Firmware Upgrade

10.1.4. Download firmware

Click the download icon , download corresponding firmware to local.

10.1.5. Firmware management - my firmware

Click my firmware to enter my firmware page. Page list display:

- Firmware name
- Version number
- Release Note
- Description
- Update time

Operation: push and update firmware, Download firmware, edit and copy file URL.

Official Firmware		My Firmware				Upload	
Selected : 0		Delete	Refresh	Used Space 25.38 kB/1 GB		All Models	
<input type="text" value="Enter Firmware Name/Firmware Version"/>							
<input type="checkbox"/>	Firmware Name	Firmware Version	Support Model	Release Note	Description	Update Time	Operation
<input type="checkbox"/>	X3S.z	2.12.0	X3S/X3SP	-		2021-04-24 20:08:23	🔗 📄 📧
Total 1		10/page	< 1 >	Go to 1			

10.1.6. Upload firmware

Click the upload firmware button to enter the upload firmware page:

- Upgrade path: upload file, upload path.
 - Upload file: upload the entire firmware file (only support. Zip,. Z,. Bin files) and release note.
- Upload path: upload the firmware file and the URL of the release note.
- Release Note:Firmware version description. Only. Doc,. PDF,. Txt files are supported.
- Firmware name
- Version number
- Applicable model
- Description

My Firmware > Upload Firmware

Upgrade Path Upload File Upload Path

* Upload File


 Drag the file here, Or Click Upload
Only .bin .z .zip file is supported, limited to 1g

* Release Note


 Drag the file here, Or Click Upload
Only .doc .pdf .txt file is supported

* Firmware Name

* Firmware Version

10.1.7. Push update firmware

Click the push update firmware icon  ,enter the push firmware settings page, as shown in the figure below. Select the device to update the firmware. After selection, select immediate push or regular push. The platform establishes the corresponding task and pushes the firmware to the corresponding device at the corresponding time.

Push Firmware Update



* Run Device Assign Device Enter MAC Address

MAC Address	Device Name	SipUser
<input checked="" type="checkbox"/> 00:A8:59:DB:15:F7	Test Device	<input type="text"/>
<input type="checkbox"/> 00:0B:82:77:1C:12	Fanvil X6U	<input type="text"/>
<input type="checkbox"/> 00:0B:82:77:1C:13	Fanvil X6U	<input type="text"/>
<input type="checkbox"/> 00:0B:82:77:1C:14	Fanvil X6U	<input type="text"/>
<input type="checkbox"/> 00:0B:82:77:1C:15	Fanvil X6U	<input type="text"/>

Total 16 < 1 2 > 10/page

Selected: 1

MAC Address	Device Name	SipUser
00:A8:59:DB:15:F7	Test Device	<input type="text"/>

Total 1 < 1 > 10/page

10.1.8. Download firmware

Click the download icon , Download corresponding firmware to local.

10.1.9. Edit

Click the Edit button , edit my firmware page, edit fields:

- Upgrade path: upload file, upload path.
- Release Note: Firmware version description. Only. Doc., PDF., Txt files are supported.
- Firmware name
- Applicable model
- Description

My Firmware > **Edit the Firmware**

Upgrading Path Upload Uploading Path

* Uploading Path

Release Note

* Firmware Name

* Firmware Version

* Support Model

Description

10.2. Resource file management

Resource file management includes the management of pictures, phone books, certificates, ring tones and other files.

Page list field:

- Resource name
- Type: picture, phone book, cert

File Name	File Type	Support Model	Description	Update Time	Operation
X6U.bmp	Picture	X6U		2021-04-25 15:50:51	↓ ✎

ificate, ring tone, other types.

- Applicable model
- Description
- Update time
- Operation: download, edit.

10.2.1. Upload files

Click upload file to enter the upload resource file page. Fields to be set:

- Upgrade path: upload file, upload path
 - Upload file: upload the whole resource file.
 - Upload path: the URL of the uploaded resource file.
- Resource name
- Type: picture, phone book, certificate, ring tone, other types.
- Applicable model
- Description

ResourceFiles > Upload ResourceFiles

Upgrade Path Upload File Upload Path

* Upload File 
 Drag the file here, Or Click Upload
 Support extension gsr/flac/gsm/ogg/wav/mp3/bin, jpg/png, txt, *

* FileName

* FileType All Types

* Support Model Please Select Model

Describe

10.2.2. Download

Click the download icon , download corresponding files to local.

10.2.3. Editing

Click the Edit button , edit resource file page, field can be edited:

- Upgrade path: upload file, upload path.
- Upload file: upload the whole resource file.
- Upload path: the URL of the uploaded resource file.
- Resource name
- Type: picture, phone book, certificate, ring tone, other types.
- Applicable model
- Description

Resource Files > Edit Resource Files

Upgrading Path Upload Uploading Path

* Uploading Path

* File Name X6U.bmp

* File Type Picture

* Support Model X6U

Description

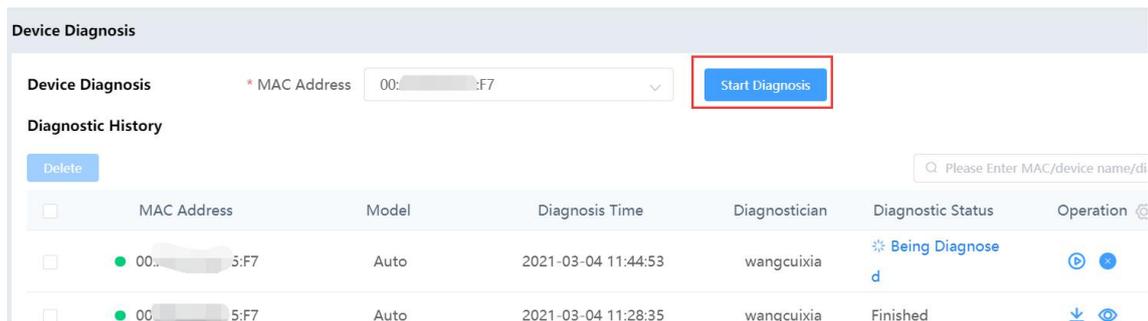
11. Device Diagnosis

The system supports remote device diagnosis. It can view System Message and Account Status, export System Logs, Capture, Export Configuration File, Ping/Trace Route, and Grab Screenshots.

11.1. Start Diagnosis

Enter the MAC address, click Start Diagnosis to enter the Diagnosis Details interface, and select the diagnosis operation to diagnose the device.

Note: When MAC is a device of the company, you can diagnose directly, otherwise you need enter the Assist in Diagnosis authorization code.



The screenshot shows the 'Device Diagnosis' interface. At the top, there is a search bar with the text 'Please Enter MAC/device name/di'. Below it, there is a form with a label '* MAC Address' and a dropdown menu containing '00: [redacted] :F7'. To the right of the form is a blue button labeled 'Start Diagnosis'. Below the form is a 'Diagnostic History' section with a 'Delete' button and a table. The table has columns for 'MAC Address', 'Model', 'Diagnosis Time', 'Diagnostician', 'Diagnostic Status', and 'Operation'. There are two rows of data in the table.

MAC Address	Model	Diagnosis Time	Diagnostician	Diagnostic Status	Operation
00: [redacted] :F7	Auto	2021-03-04 11:44:53	wangcuixia	Being Diagnose	[Refresh] [Refresh]
00: [redacted] :F7	Auto	2021-03-04 11:28:35	wangcuixia	Finished	[Download] [Eye]

11.1.1. End Diagnosis

After entering the Diagnosis Details page, click the End Diagnosis button in the upper right corner, which can end the device diagnosis at any time.



The screenshot shows the 'Diagnosis Details' interface. At the top right, there is a red button labeled 'End Diagnosis'. Below it, there is a 'FAILED' status indicator. The main area contains device information: Device Name: Test Device, MAC Address: 00: [redacted] :F7, Public IP: --, Private Network IP: 172.16.7.194, Model: Auto, and Equipment Type: Audio. Below the information, there are several tabs: System Status, System Log, Capture, Export Configuration File, Ping/Trace Route, Screenshot (highlighted), and Vice Screen. At the bottom, there is a 'Grab Screenshots' section with a 'Start' button.

11.1.2. System Status

System status includes System Message and Account Status.

The System Message includes the following:

- Last Restart Time
- Hardware Version
- Software Version
- Address Type
- IP Address

- Subnet Mask
- Default Gateway
- DNS Server

System Status System Log Capture Export Configuration File Ping/Tracce Route Screenshot Vice Screen

System Message Refresh

Account Status

Last Restart Time 2887

Hardware Version V1.0

Software Version 2.4.2

Address Type DHCP

The account status displays the account registration status of the device, including:

- SIP Line: Registered / Register Failed/ Abnormal / Unassigned
- Account Name
- User Number
- Server Name

System Status System Log Capture Export Configuration File Ping/Tracce Route Screenshot Vice Screen

System Message Refresh

Account Status

SIP Line	Account Name	User Number	Server Name
● SIP2	6606	6606	210... 17.13
● SIP1	43807	43807	17... 2)

11.1.3. System Log

Click System Log to enter the System Log page. Click Start to start grabbing logs.

System Status **System Log** Capture Export Configuration File Ping/Tracce Route Screenshot Vice Screen

Crawl Log

Start

Device Log

Creation Time	File Name	File Size	Operation
2021-03-04 13:11:02	1367330466609639426		↓

After clicking Start, the Start button changes to End in the process of grabbing logs, and then click End to end grabbing logs. The obtained log files are displayed in the Device Log list. Display fields:

- Creation Time
- File Name

- File Size
- Operation: Download. Click the Download icon  to download the log file locally.

System Status [System Log](#) Capture Export Configuration File Ping/Tracce Route Screenshot Vice Screen

Crawl Log

[End](#)

Device Log

Creation Time	File Name	File Size	Operation
2021-03-04 13:11:02	1367330466609639426		

11.1.4. Capture

Click packet capture to enter the packet capture page. Click the start button to start the packet capture, and then click the end button to end the packet capture.

Note: the maximum packet capture time of the platform is 5 minutes, and the timeout will end autoally.

The captured file is displayed in the device capture file list. Display fields:

- Creation Time
- File Name
- File Size
- Operation: Download. Click the Download icon  to download the capture file locally.

System Status System Log [Capture](#) Export Configuration File Ping/Tracce Route Screenshot Vice Screen

Capture

The default maximum time is no more than 5 minutes, otherwise the packet capture will be automatically stopped.

[End](#)

Device Capture File

Creation Time	File Name	File Size	Operation
2021-03-04 14:29:57	1367350328820117506		

11.1.5. Export Configuration File

Click Export Configuration File to enter the Export Configuration File page, and click Start button to download the configuration file. When the download is complete, the file is displayed in the Device the Configuration File list. Display fields:

- Creation Time
- File Name
- File Size
- Operation: Download. Click the Download icon  to download the configuration file locally.

System Status System Log Capture Export Configuration File Ping/Tracce Route Screenshot Vice Screen

Get The Configuration File

[Start](#)

Device the Configuration File

Creation Time	File Name	File Size	Operation
2021-03-04 14:29:57	1367350328820117506		↓

11.1.6. Ping/Trace Route

Click Ping/Trace Route to enter the detection network page and display the following fields:

Operation: Ping/Trace Route

Target host: set the target IP that needs Ping or route tracking.

Click Query, and the Ping/Trace Route results are displayed in the blank box below.

11.1.7. Screenshot

Click the Screenshot to enter the Screenshot page. Click the start button to download the screenshot. After downloading, the device screenshot list displays the screenshot file. Display fields:

- Creation Time
- File Name
- File Size
- Operation: Download. Click the Download icon [↓](#) to download the screenshot file locally.

Note: this function is only valid for devices with screens.

System Status System Log Capture Export Configuration File Ping/Tracce Route Screenshot Vice Screen

Grab Sreenshots

[Start](#)

Device Screenshot

Creation Time	File Name	File Size	Operation
2021-03-04 14:29:57	1367350328820117506		↓

11.1.8. Vice Screen

Click the Vice Screen to enter the capture sub screen screenshot page. The phone that supports the secondary screen can take a screen shot of the secondary screen. Click the Start button to download the screenshot. After downloading, the device screenshot list displays the screenshot file of the secondary screen. Display fields:

- Creation Time
- File Name
- File Size
- Operation: Download. Click the Download icon [↓](#) to download the screenshot file locally.

System Status System Log Capture Export Configuration File Ping/Tracce Route Screenshot Vice Screen

Grab Sreenshots

Start

Device Screenshot

Creation Time	File Name	File Size	Operation
2021-03-04 14:29:57	1367350328820117506		↓

11.2. Device Diagnostic list display

Device diagnosis: enter the MAC address and click Start diagnosis to diagnose the device. Note: when MAC is a device of the company, it can be diagnosed directly, otherwise it will prompt that MAC does not exist.

Diagnosis History: display the list of diagnosed devices.

MAC Address

Model

Diagnosis Time

Diagnostician

Diagnosis status

Operation: operation when the status is Finished: download, details; operation when the status is Being Diagnosed: Continue To Diagnosis, End diagnosis.

Device Diagnosis

Device Diagnosis * MAC Address 00:00:00:00:00:F7 Start Diagnosis

Diagnostic History

Delete

<input type="checkbox"/>	MAC Address	Model	Diagnosis Time	Diagnostician	Diagnostic Status	Operation
<input type="checkbox"/>	● 00:00:00:00:00:F7	Auto	2021-03-04 14:34:13	wangcuixia	⚡ Being Diagnosed	▶ ✖
<input type="checkbox"/>	● 00:00:00:00:00:F7	Auto	2021-03-04 11:44:53	wangcuixia	Finished	↓ 👁
<input type="checkbox"/>	● 00:00:00:00:00:F7	Auto	2021-03-04 11:28:35	wangcuixia	Finished	↓ 👁
<input type="checkbox"/>	● 00:00:00:00:00:F7	Auto	2021-03-04 11:15:45	wangcuixia	Finished	↓ 👁

11.2.1. Download

After diagnosis, click the download icon in the diagnosis history list [↓](#), the diagnostic file can be packaged and downloaded to the local.

11.2.2. Details

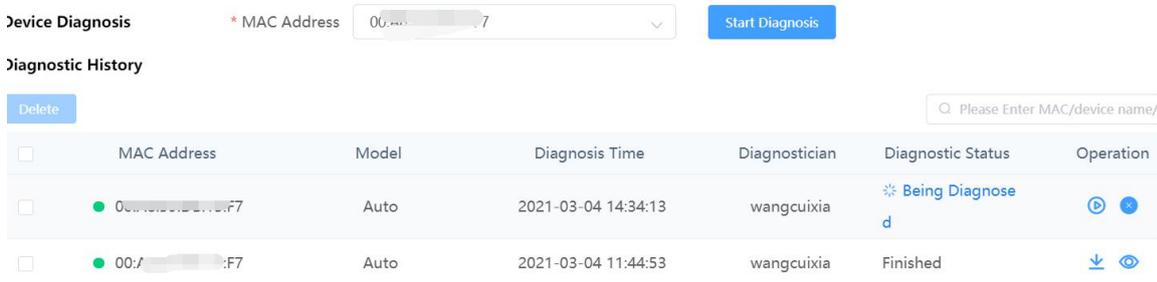
After diagnosis, click the details icon in the diagnosis history list [👁](#), you can view the diagnostic details of the device, such as system status, downloaded diagnostic files, etc.



11.2.3. Continue To Diagnosis

When the diagnosis is not completed, exit the diagnosis page. In the diagnosis history, you can continue the diagnosis and stop the diagnosis.

Click the Continue To Diagnosis , re enter the diagnosis details page to continue diagnosis.



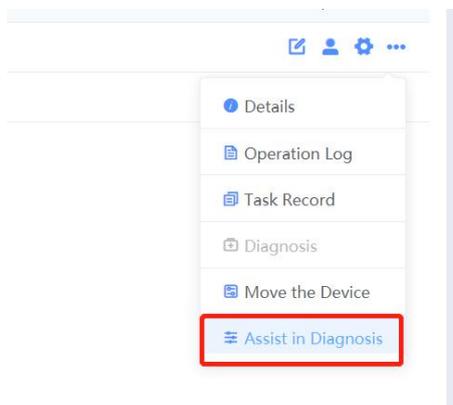
11.2.4. End Diagnosis

Click the End Diagnosis icon , The diagnosis is stopped and the diagnosis status changes to finished. Users can download the finished devices and view the details.

11.3. Assist in Diagnosis

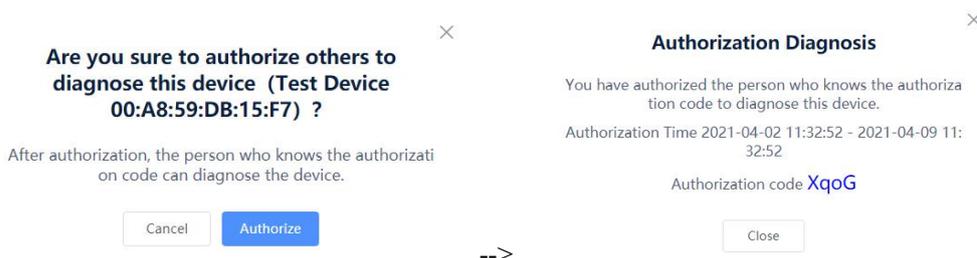
11.3.1. Got the authorization code

Under the device list page of FDMS website, select a device and click more icon , The Assist in Diagnosis menu is displayed in the drop-down list.



Click Assist in Diagnosis, the website will prompt "Are you sure to authorize others to diagnose this

device?" After clicking Authorize, the authorization code will be displayed and sent to users of other organizations. Users can diagnose the device through the authorization code.



11.3.2. Stop the Assist in Dignosis

- Close the authorization prompt box and click "Assist in Dignosis" again to open the prompt box to stop authorization.
- If the authorization is not stopped manually, it will stop autoally after seven days.

11.3.3. Assist Dignosis

After users of other organizations obtain the authorization code of this device (within the authorization period), users of other organizations enter the device diagnosis page and enter the MAC address of the device. After entering the MAC, the system detects that the MAC belongs to a device not under the current organization, and the authorization code input box is displayed. After entering the obtained authorization code, the device can be diagnosed.



12. Task Management

12.1. Tasks in Progress

Tasks in Progress list shows the tasks to be performed and in progress:

- Task Name
- Task Content: Reboot Device, Factory Reset, Update Firmware, Upgrade Config By Model, Upgrade Config By Site, Upgrade the Resource File.
- Task Time
- Status: To be executed, in Executing
- Creator
- Execution Time
- Operation: Immediate Execution, Cancel Execution, Stop Execution, Edit, Details

<input type="checkbox"/>	Task Name	Task Content	Task Time	Status	Creator	Operation	
<input type="checkbox"/>	reboot	Reboot Device	2021-05-08 21:09:13 ~ 2021-05-09 09:09:13	To be Executed	wanguixia		
<input type="checkbox"/>	reboot	Reboot Device	2021-03-26 21:09:13 ~ 2021-03-27 09:09:13	Executing	wanguixia		
<input type="checkbox"/>	reboot	Reboot Device	2021-03-25 21:09:13 ~ 2021-03-26 09:09:13	Executing	wanguixia		

12.1.1. Add the Task

- Click add task to enter the task add page, as shown in the figure
- Task Name
- Task Type: immediately, Scheduled, Repeating
 - Immediately: execute the task immediately after the task is established.
 - Scheduled: after the task is established, the task is executed within the specified time.

Task Management > Add the Task

* Task Name

* Task Type Immediately Scheduled Repeating

* Task Content

Execution Device Assign the Device Enter MAC Address

Selected Devices: 0

<input type="checkbox"/>	MAC Address	Device Name	Model	MAC Address	Device Name	Model
	No Data			No Data		

- Repeating: After the task is established, the task is executed periodically by day, week and month in the specified time period.

Task Management > Add the Task

* Task Name

* Task Type Immediately Scheduled Repeating

* Start Time * Execution Hour
Duration

Repeating Daily

Weekly

Monthly

Monthly

* Task Content

Execution Device Assign the Device Enter MAC Address

Selected Devices: 0

- Task content: Reboot Device, Factory Reset, Update Firmware, Upgrade Config By Model, Upgrade Config By Site, Upgrade the Resource File.

- Reboot Device
- Factory Reset

■ Update Firmware: Select device model, firmware version, current device version requirements (all versions, specified version, version range)

- All Versions: Select all devices of this model to upgrade to the new firmware version.
- Specified Version: Within the selection range, the current version of the model is the specified version of the device to upgrade the new firmware version.
- Version Range: Within the selection range, the device of the model within the set version range can be upgraded to a new firmware version.

* Task Name

* Task Type Immediately Scheduled Repeating

* Task Content

* Current device version requirements

Execution Device All Device of this Model Assign the Device Enter MAC Address

■ Upgrade Config By Model:Model configuration needs to be selected (in configuration management, the file of general configuration type selection by model can be displayed in the model configuration list). Select upgrade configuration file by model, execute device to select all devices of this model.

Task Management > Add the Task

* Task Name

* Task Type Immediately Scheduled Repeating

* Task Content

Execution Device All Device of this Model Assign the Device Enter MAC Address

■ Upgrade Config By Site:Site configuration file needs to be selected (in configuration management, general configuration type selection can be displayed in site configuration list by site file).

Task Management > Add the Task

* Task Name

* Task Type Immediately Scheduled Repeating

* Task Content

Execution Device Assign the Device Enter MAC Address

Selected Devices: 0

<input type="checkbox"/>	MAC Address	Device Name	Model	MAC Address	Device Name	Mode
	No Data			No Data		

Upgrade the Resource File:select the model, resource file type and resource file. After selecting the execution device, you can update the resource file of the device.

Resource file types: picture, phone book, certificate, ring tone, other files, etc.

Task Management > Add the Task

* Task Name

* Task Type Immediately Scheduled Repeating

* Task Content

Execution Device Assign the Device Enter MAC Address

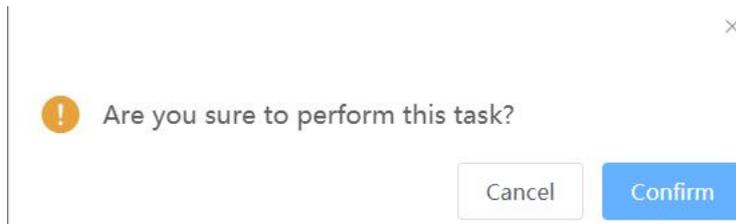
Selected Devices: 0

<input type="checkbox"/>	MAC Address	Device Name	Model	MAC Address	Device Name	Model
	No Data			No Data		

- Execution Device: Select the device that will perform the task. You can specify some devices or enter the MAC address.

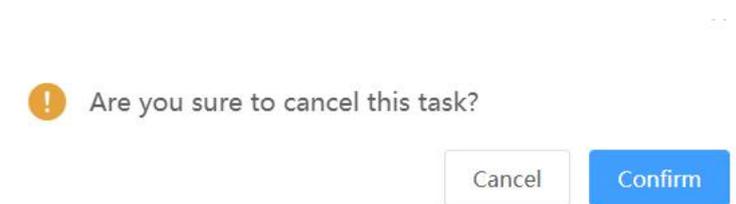
12.1.2. Immediate Execution

In the list of tasks under execution, select a task under execution or to be executed, and click the Immediate Execution icon , The pop-up box prompts "Are you sure to perform this task?" , click Confirm to execute the corresponding task content for the device specified by the task immediately.



12.1.3. Cancel Execution

In the list of tasks under execution, select a task under execution or to be executed, and click the cancel execution icon , The pop-up box prompts "Are you sure to cancel this task?" Click Confirm to cancel the task.



12.1.4. Edit

Click the Edit button  to edit task, edit field:

- Task Name
- Task Type: immediately, Scheduled, Repeating
- Task content
- Execution Device

Task Management > **Edit the Tasks**

* Task Name

* Task Type Immediately Scheduled Repeating

* Task Content

Execution Device Assign the Device Enter MAC Address

Select Selected Devices: 1

<input checked="" type="checkbox"/>	MAC Address	Device Name	Model	MAC Address	Device Name	Model
<input checked="" type="checkbox"/>	00:.....F7	Test Device	Auto	00:.....5:F7	Test Device	Auto

12.1.5. Detail

Click the details icon  to view the task execution.

Execution Details ✕

Task Content **Reboot Device** Task Type **Repeating**

Failed 0 / Total 1 Item All Status

MAC	Device Name	Model Name	Execution Time	Status
00:A8:59:DB:15:F7	Test Device	Auto		To be Executed

Total 1 10/page < 1 > Go to 1

12.1.6. Delete

Select one or more devices, click the delete button, and prompt "Are you sure to delete this ?" select Conform to delete the selected task.

✕

Notice

 Are you sure to delete this?

12.1.7. Search

Search filter can filter fields:

- Task Status: To be executed, in Executing
- Task Content
- Task Type

- Execution Time: start time, end time

Fuzzy search is supported in the input box, and the searchable fields are as follows:

- Task Name
- MAC Address

12.2. Task Finished

Task Performed list shows the completed or cancelled tasks. The list of executed tasks shows the following fields:

- Task Name
- Task Content: Reboot Device, Factory Reset, Update Firmware, Upgrade Config By Model, Upgrade Config By Site, Upgrade the Resource File.
- Task Time
- Status: Successful, Failed, Cancel, Stopped
- Creator
- Execution Time
- Operation: Details

Tasks in Progress		Task Performed					
Task Name	Task Content	TaskTime	Status	Creator	Execution Time	Operation	
--	Reboo...	Immediately(2021-03-04 11:26:47)	Succes...	wangcuixia	2021-03-04 11:26		
--	Reboo...	Immediately(2021-03-04 11:13:42)	Succes...	wangcuixia	2021-03-04 11:13		
--	Upgra...	Immediately(2021-03-04 10:41:07)	Succes...	wangcuixia	2021-03-04 10:41		
--	Upgra...	Immediately(2021-03-04 10:41:05)	Failed	wangcuixia	2021-03-04 10:41		

12.2.1. Detail

Click the details icon to view the task execution.

Execution Details

MAC	Device Name	Model Name	Execution Time	Status
00:A8:59:DB:15:F7	Test Device	Auto	2021-03-04 11:26:48	Successful

Total 1 **1** Go to

12.2.2. Search

Search filter can filter fields:

- Task Status: Successful, Failed, Cancel, Stopped
- Task Content
- Task Type
- Execution Time: start time, end time

Fuzzy search is supported in the input box, and the searchable fields are as follows:

- Task Name
- MAC Address
- Device Name

12.2.3. Delete

Select one or more devices, click the delete button, and prompt "Are you sure to delete this ?" select Conform to delete the selected task.

13. Alarm Management

13.1. Notice Management

13.1.1. Message Notification Settings

The platform supports sending alarm e-mail / in station alarm messages to users when the device is abnormal (account registration fails, storage space is insufficient or sufficient, factory settings are restored, task execution fails, etc.). Users can choose to check or deselect the corresponding exception items. When the device is abnormal after deselection, users will not receive the alarm notification e-mail.

Note: the old firmware version of Fanvil device does not support alarm management. Please obtain the firmware version information supporting alarm notification on Fanvil official website.

Click the Alarm Management> Message Notification Settings button to enter the message notification setting page, as shown in the figure:

- Organization
- Alert Details:
 - Account Registration Failed
 - Storage space is insufficient or full
 - Factory Reset
 - Reboot Device
 - Task is failed to run
 - Select Task: Immediately, Scheduled, Repeating
 - Device Offline
 - Send Email
 - Subscriber: Set the mailbox to receive alarm messages. You can set up more than one mailbox.

Organization

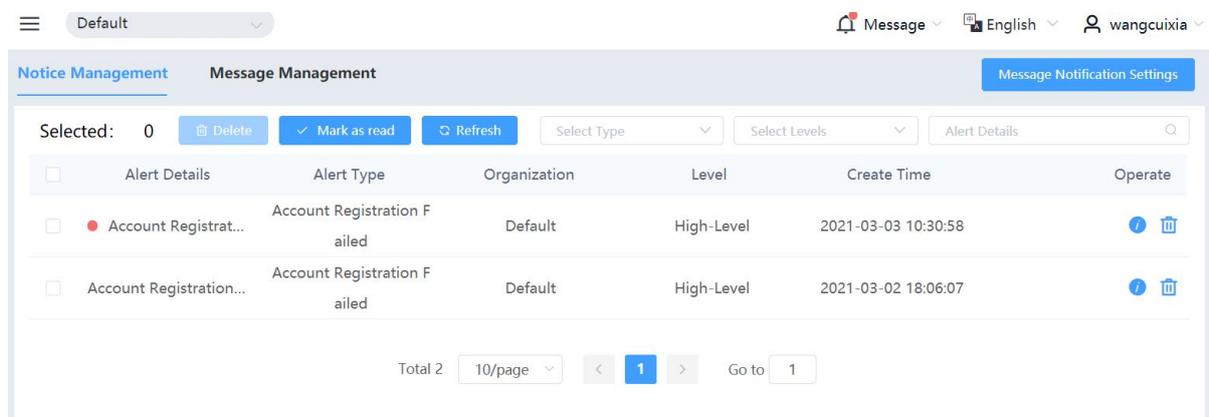
Alert Details	Alert Details
<input checked="" type="checkbox"/>	Account Registration Failed
<input checked="" type="checkbox"/>	UCM cloud storage space is insufficient or full
<input checked="" type="checkbox"/>	Factory Reset
<input checked="" type="checkbox"/>	Reboot Device
<input checked="" type="checkbox"/>	Task is failed to run Select Task <input type="text" value="-1"/> <input type="text" value="Immediately"/> <input type="text" value="Scheduled"/> <input type="text" value="Repeating"/>
<input checked="" type="checkbox"/>	Device Offline
<input checked="" type="checkbox"/>	Send Email

13.1.2. Notice Management List

Notice Management Listpage displays alarm information and displays contents:

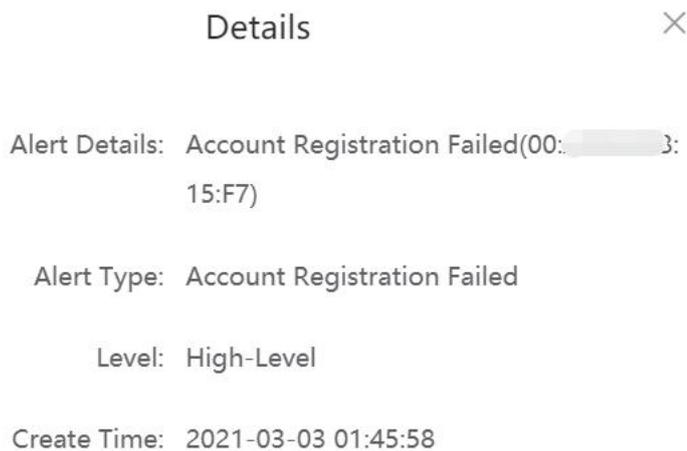
- Alarm Detailed: alarm type + device MAC address
- Alarm Type: Account Registration Failed, Storage space is insufficient or full, Factory Reset,Reboot Device, Task is failed to run,Device Offline
- Organization: the organization of the alarm device
- Level
- Time
- Operation: details, delete

When the user has unread alarm information, the alarm content and the message prompt in the navigation bar are marked with a small red dot. After the message is marked as read, the red dot disappears.



13.1.3. Detailed

Click the details icon , check the details of alarm information.



13.1.4. Delete

Select an alarm message and click the delete icon  to delete a single alarm message. Select multiple alarm information and click the delete button to delete the selected alarm information.

Selected: 1 Delete Mark as read Refresh Select Type Select Levels Alert Details

Alert Details	Alert Type	Organization	Level	Create Time	Operate
<input checked="" type="checkbox"/> Account Registration Failed(00:A8:59:DB:15:F7)	Account Registration Failed	Default	High-Level	2021-03-03 10:30:58	? Delete
<input type="checkbox"/> Account Registration...	Account Registration Failed	Default	High-Level	2021-03-02 18:06:07	? Delete

Total 2 10/page < 1 > Go to 1

13.1.5. Mark as read

Select one or more unread alarm messages, click Mark as read, the message will be marked as read, and the red dot in front of the message will disappear.

13.2. Message Management

Message Management list shows firmware version update messages. If the user is in Firmware Management - Official Firmware > New Version Notification Settings ([9.1.1. New Version Notification Settings](#)), Select On Site Notice. When the firmware version of the set model is updated, the message notification will be displayed in the message management list and the message notification in the navigation bar.

Message management list display fields:

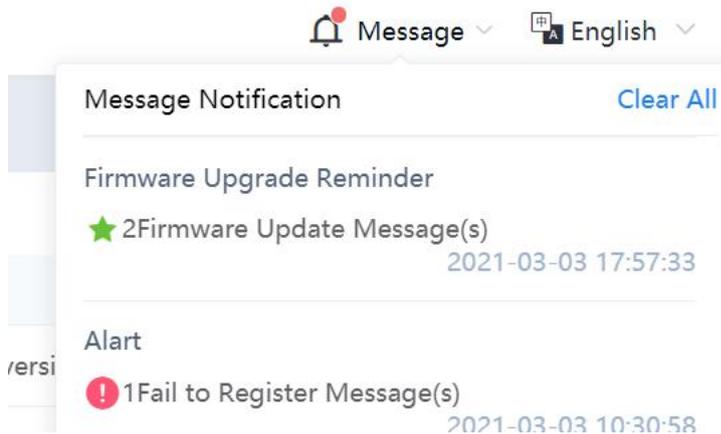
- Title: firmware upgrade reminder
- Content: XX model has a new version update
- Time

Notice Management Message Management Message Notification Settings

Delete Refresh Enter

	Title	Content	Create Time
<input type="checkbox"/>	Firmware Upgrade Reminder	"X4U" Model has new version update!	2021-03-03 17:57:35
<input type="checkbox"/>	Firmware Upgrade Reminder	"X4U" Model has new version update!	2021-03-03 17:57:33

Total 2 10/page < 1 > Go to 1



13.2.1. Delete

Select one or more message notifications and click the delete button to delete the selected message.

13.3. Synchronous FDPS Failed Message

When a device fails to synchronize with FDPS (for example, the device has been added to FDPS and cannot be added again), the website will push a message to inform users that a device failed to synchronize with FDPS, and the message will also be displayed in the message notification list in the upper right corner of the website.



14. Channel management

Channel management needs to be bound to an ERP account before it can be used. If the user is a channel provider or operator, you can contact Fanvil marketing staff to get this function.

Functions of channel management:

- You can view the user's previous order number (requires manual synchronization and refresh).
- Search for a certain order number, and synchronize the MAC, sn list, device model and other parameters of all devices under the order.
- Allocate the device to the user's subordinate customer management, and the customer himself logs in to the FDMES system to manage the device.
- Manage these devices on behalf of lower-level users, perform version upgrades, configuration management and other maintenance.



Selected: 0	Refresh	All Models	Please Enter MAC	Filter	
MAC Address	Model	Storage Time	State	Assign Time	Channel Name
<input type="checkbox"/>	X3SP V2	2020-06-04 13:00:00	Used	2021-02-25 19:16:08	
<input type="checkbox"/>	X3SP V2	2020-06-04 13:00:00	Used	2021-02-25 19:16:08	

14.1. Device allocation list

The device allocation list displays the currently used channel account and the list of devices allocated by the lower-level channels.

In the device assignment list, users can import orders (synchronize ERP order device), assign device to lower-level channels, and import device management

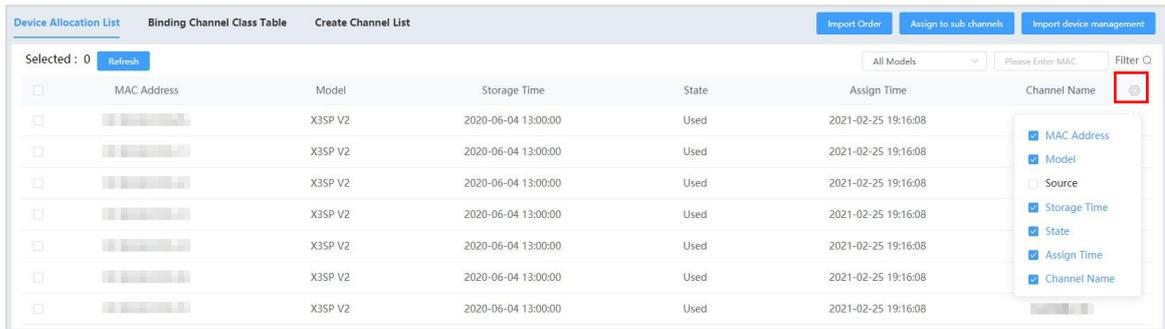


Selected: 0	Refresh	All Models	Please Enter MAC	Filter	
MAC Address	Model	Storage Time	State	Assign Time	Channel Name
<input type="checkbox"/>	X3SP V2	2020-06-04 13:00:00	Used	2021-02-25 19:16:08	
<input type="checkbox"/>	X3SP V2	2020-06-04 13:00:00	Used	2021-02-25 19:16:08	

14.1.1. Device allocation list display

Device allocation list display attributes:

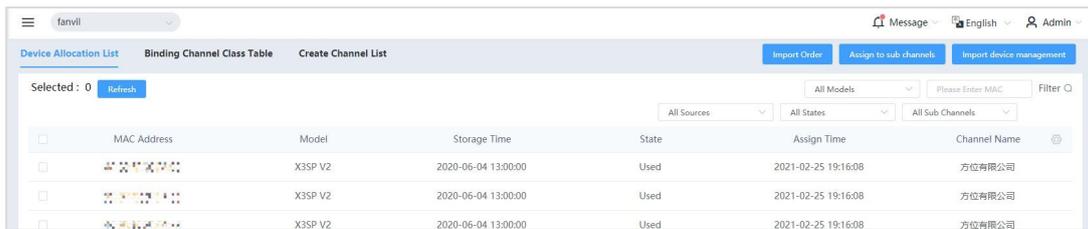
- MAC address
- Model
- Storage time
- Status
- Allocated time
- Channel name
- Source: hidden by default, click the small icon  to set whether to display in the list.



14.1.2. Search

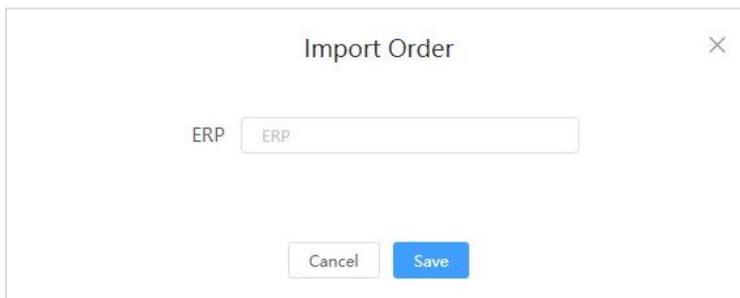
The device allocation list supports the search function, and the search conditions are as follows:

- 1) Filter:
 - Model
 - Source
 - Status: unallocated, allocated, used.
 - Channel
- 2) Input box supports fuzzy search, search field
 - MAC



14.1.3. Import order

Click Import Order, enter the ERP order number, click Save, you can synchronize all the devices under the order to the device list, and you can view the MAC, sn list, device model and other parameters of the device.



14.1.4. Assigned to subordinate channels

After the user is bound to the lower-level channel, the device can be assigned to the lower-level channel. Method: Click Assign to subordinate channels to enter the assignment page. Select the channel name to be assigned, select the device to be assigned in the designated device, or manually enter the MAC address in

the input MAC address, and click OK. Allocate out the device to be allocated to lower-level channels. After the device is assigned to the lower-level channel, the customer of that channel can perform device management and other operations on their own.

For the method of binding lower-level channels, refer to the next section: [13.2 List of Bound Channels](#).

14.1.5. Import device management

The user can import the device in the order list into the device list, and perform operations such as management and maintenance of the device.

Method: Click Import Device Management to proceed to the Import Device Management page. Configure the following fields:

- Organization: Select the organization to which the device will be imported.
- Site: Select the site where the device will be imported.
- Distribution: Select the distribution method, you can choose the designated device or input MAC device.
 - Select designated device: check the check box, select the device to be imported into the device list.
 - Enter the MAC device: manually enter the device MAC address, you can enter multiple addresses.

MAC Address	Model	Source	Status
<input type="checkbox"/>	X4G	ERP	Unassigned

14.2. List of bound channels

You can view the list of subordinate channels that have been bound on the bound channel list page.

Device Allocation List				Binding Channel Class Table	Create Channel List	Channel Address Management	Bind the Sub Channels
Selected: 0		<input type="button" value="Unbind"/>	<input type="button" value="Refresh"/>	Enter Company Name/ Remarks			
<input type="checkbox"/>	Company Name	Remarks	Number of Assigned Devices	Add the Time			
<input type="checkbox"/>				2021-03-03 16:42:16			
Total 1		10/page	< 1 >	Go to 1			

14.2.1. Channel address management

Click the channel address management button to view the channel address management link. After copying, you can send the link to the superior channel for binding.

Note: Click Reset to reset the binding link, and the binding of the channel that has been bound is invalid.

Channel Address Management ×

You can send the channel binding links to your superiors so they can manage

Resetting will cause the channel binding failure, please operate carefully!

XdqjXs

14.2.2. Binding lower-level channels

Click the Bind lower-level channel button to bind the lower-level channel.

- Upper-level channel binding address: Enter the bound address sent by the lower-level channel ([13.2.1. Channel address management](#)).
- Remarks: Remarks on the channel

Bind the Sub Channels ×

* Binding Address Of Superior Channel:

Remarks:

14.2.3. Display of the list of bound channels

List of bound channels display attributes:

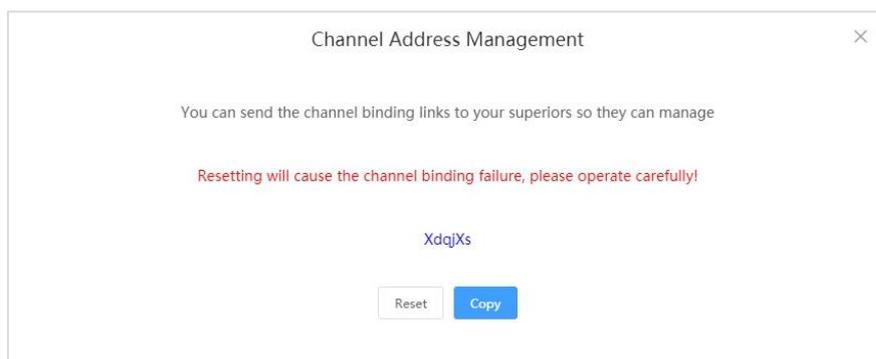
- Company name

- Remarks
- The number of allocated device
- Add time

Company Name	Remarks	Number of Assigned Devices	Add the Time
		1	2021-03-03 16:42:16

14.2.4. Disassociation

Reset the binding link will release the bound superior channel.



14.3. List of channels created

Channel accounts refer to accounts created for agents, service providers, distributors, integrators, and corporate users. Principles of channel account creation:

- 1) First-level channel accounts are created by the Fangwei administrator, including various account types such as agents, dealers, distributors, and corporate users.
- 2) When the Fangwei administrator creates a first-level channel, he can specify whether he has the authority to create a lower-level channel account.
- 3) First-level channel accounts can create second-level and lower-level channel accounts; when creating second-level and lower-level channel accounts, you can specify their superior channel account.
- 4) Channel accounts at or below the second level do not have permission to create subordinate channels by default. You need to apply to the first-level channel for creation and specify its superior channel account.
- 5) On the channel account page, you can only view direct lower-level channel accounts

14.3.1. Create a channel account

Click Create Channel Account to enter the create lower-level channel account interface.

MAC Address	Model	Storage Time	State	Assign Time	Channel Name
0C:38:3E:3C:FA:05	X3SP V2	2020-06-04 13:00:00	Used	2021-02-25 19:16:08	方位通讯科技有限公司
0C:38:3E:3C:FA:11	X3SP V2	2020-06-04 13:00:00	Used	2021-02-25 19:16:08	方位通讯科技有限公司
0C:38:3E:3C:FA:12	X3SP V2	2020-06-04 13:00:00	Used	2021-02-25 19:16:08	方位通讯科技有限公司
0C:38:3E:3C:FA:13	X3SP V2	2020-06-04 13:00:00	Used	2021-02-25 19:16:08	方位通讯科技有限公司
0C:38:3E:3C:FA:14	X3SP V2	2020-06-04 13:00:00	Used	2021-02-25 19:16:08	方位通讯科技有限公司

Create channel account configuration properties:

- *Mailbox
- Display name
- *Company name: editable
- *Account type: default is enterprise user, can only be modified by system administrator
 - Distributor
 - ITSP Service Provider
 - Reseller
 - System Integrator
 - VAD
 - Enterprise User
- *Upper-level channels:
- Country/Time Zone
- Language
- *Whether to allow the creation of sub-channels

After the creation is completed, the system sends an email to the customer's mailbox, which is activated by the customer, and the user name and password are set.

List Of Sub Channels > Create the Channel Account

* Email

Display Name

* Superior Channel

* Company Name

Account Type

channel.addSubAccountDialog

Time Zone

* Create Sub-channel

14.3.2. Created channel list display

The created channel list display includes:

- Company name
- Account type:
- Number of devices: Count the number of device allocated under the channel account and the number of device imported from ERP orders.
- Administrator: display name + mailbox
- Account status: inactive, normal, deactivated
- Operation function: details, edit, disable/enable
 - This function is only available for location administrators and first-level/second-level channels, and other users can only view without editing permissions. Whether the first-level/second-level channel has editing permissions depends on whether the channel has the permission to create channels)

14.3.3. View details

Click the view details icon  to view account details. Display attributes:

- Email
- Display name
- Upper-level channels
- Company name
- Account type
- Country / Region
- Time zone
- Is it possible to create lower-level channels

[List Of Sub Channels](#) > **Info**

* Email wbj980443@163.com

Display Name

User Name 一级渠道10

* Superior Channel 方位通讯科技有限公司

* Company Name 一级渠道3

Account Type Distributor

Country / Region China(China)

Time Zone (UTC-11:00)American Samoa

* Create Sub-channel Yes

14.3.4. Edit

Click the edit icon  in the operation to edit the channel account. Editable attributes are:

- Email
- Display name
- Superior Channel
- Company name
- Account type
- Country / Region
- Time zone
- Create Sub-channel

List Of Sub Channels > Edit Channel Account

* Email

Display Name

User Name

* Superior Channel

* Company Name

Account Type

Country / Region

Time Zone

* Create Sub-channel

14.3.5. Disable/Enable/Lock

Click the enable/disable/lock icon in the operation list to enable/disable and lock the account.

- Enable  : When the account is disabled or locked, click the enable icon to enable the account. After enabling, the account status is displayed normally.
- Deactivate  : Click on the deactivate icon to stop using the account, and the account status shows disabled.

Track Device Sub Company Add Sub Company [Create Channel Account](#)

Refresh All types Please enter company name

Company Name	Account Type	Assigned Device Number	Administrator	Account Status	Operation
> 一级渠道3	Distributor	0	-- (wbj980443@163.com)	Deactivated	  
qudao02	Distributor	0	-- (wei.han12212121@fanvil.com)	Activated	  
一级渠道2	Distributor	0	-- (wbj98049999@163.com)	Activated	  
01	Distributor	0	01 (ceshyijiqudao@01.com)	Activated	  
> 123123123	Distributor	0	1111123123123 (1111111111111111@222222.com)	Activated	  

15. System Management

15.1. User Management

Users refer to FDMES users, which can be agents, distributors, service providers, end customers, etc. who need to deploy and manage device on FDMES. They represent an organization (company) and want to manage the device in the organization.

A user account refers to a sub-account under a channel customer, which is used for the channel customer to divide multiple organizations or sub-accounts to manage devices.

User management is divided into:

- User management (User):
- Role management (Role)
- Organization

The admin role authority of each channel customer is specified when the superior channel is created, and cannot be modified by itself.

When the channel creates a lower-level channel, the admin role authority set for the lower-level channel must not exceed your own admin authority.

15.1.1. User Management

The user management page displays all user accounts, roles, and organization information of the channel. Users with admin privileges can edit user accounts with non-admin privileges.

The channel default admin user account can edit other user accounts with admin privileges.

When adding an account, an activation email is sent to the user's mailbox by email, and the user name and password are set when the user activates.

15.1.1.1. User management list display

List display fields:

- Display name
- User name
- Email
- Role
- Organization
- Editor
- Last edit time
- Last login time

Display Name	Email	User Name	Role	Org	Edit Time	Status	Operation
[Avatar]	coco.li@fanvil.com		admin	fanvil,北京,ceshi,test	2021-03-25 14:53:32	Inactive	[Info] [Edit] [Mail] [Delete]
[Avatar]	2195784180@qq...	wangcuixia1	admin	fanvil,北京,ceshi,test	2021-03-25 14:52:11	Normal	[Info] [Lock] [Edit]
3422 [Avatar]	342243342@67.co...		admin	fanvil	2021-03-18 15:36:17	Inactive	[Info] [Edit] [Mail] [Delete]
[Avatar]	123@fdsf.com		admin	北京	2021-03-04 22:05:50	Inactive	[Info] [Edit] [Mail] [Delete]
[Avatar]	admin@qq.com	admin		北京,fanvil,ceshi,test	2021-04-24 19:52:57	Normal	
jjin111	hobbins.hu@fanvi...	jjin111		北京,ceshi	2021-02-25 20:36:23	Normal	[Info] [Lock] [Edit]

15.1.1.2. Add user

Click to add user, you need to enter the fields:

- Display name
- Email: Enter the email address, the server will send an activation email to the email address, and the account can be activated after the authentication is completed.
- Role: The role permissions of a sub-account cannot exceed that of your own account.
- Organization: Manageable organization, multiple choices available.

Add the User ✕

Show Name

* Email

* Role

* Org

15.1.1.3. Search

Search field:

1) Filter:

- Choose permissions
- 2) The input box supports fuzzy search, and the input fields:
- User name
 - Display name

Show Name	Email	User Name	Role	Org	Last editing time	Status	Operat@
				北京	2021-02-28 15:14:05	Inactive	[edit] [delete]
				北京, famvll	2021-03-03 22:10:10	Normal	
				北京	2021-02-25 20:36:23	Normal	[edit] [delete]

15.1.2. Role Management

15.1.2.1. Add role

On the role management page, click the "Add role" button to enter the add role page, customize the role name, and assign different permissions to the role. The added role permissions will not exceed the permissions of the logged-in account.

Configurable attributes:

- Character name
- Description
- Permission setting

Role > Add Role

* Role Name

Description

* Permission Setting

- All
- Dashboard**
- Device Management**
 - Add Device
 - Edit Device
 - Export Device
 - Reboot Device
 - Transfer organization
 - Update Resource File
 - Set Account
 - Device Details
 - Task Logs
 - Device Diagnosis

15.1.2.2. Role management list display

Display attributes:

- Character name
- Description
- Update time
- Operation: edit, delete.

Role Name	Description	Update Time	Operation
admin	🔑 🏠 🚪 🚪	2021-03-01 16:31:26	
ceshi	ceshi	2021-03-03 22:40:03	🔍 🗑️ ✎

Total 2 | 10/page | < 1 > | Go to 1

15.1.2.3. Edit

Select any role name and click the "Edit" button to change the permissions of the corresponding role. The role of the default administrator cannot be edited.

Role > Edit Role

* Role Name:

Description:

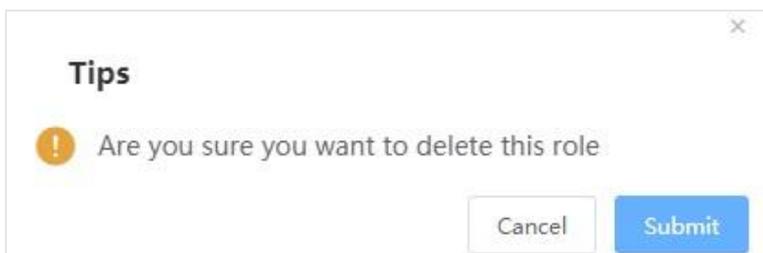
* Permission Setting

- All
- Dashboard
- Device Management
 - Add Device
 - Edit Device
 - Export Device
 - Reboot Device
 - Transfer organization
 - Update Resource File
 - Set Account
 - Device Details
 - Task Logs
 - Device Diagnosis

15.1.2.4. Delete

You can select a role name/multiple role names and click the "Delete" button, and the prompt "Are you sure you want to delete this role", click OK, and the corresponding role will be deleted from the list.

Note: If the role has an account in use, it cannot be deleted.



15.1.3. Organization Management

- 1) The upper-level organization can manage the lower-level organization;
- 2) The upper-level organization can only view the device and site statistics of the lower-level organization, but cannot view the detailed information such as device and configuration parameters. (privacy protection)
- 3) Fangwei system administrator can manage all organizations and basic information of all device (not including private data).
- 4) Organizations can be created by the superior organization, or users can register and create themselves.

5) The authority of the lower-level organization account is not higher than the authority of the upper-level organization account.

Organization Name	User	Describe	Update Time	Operation
***	admin, jin111		2021-02-25 15:59:51	[edit] [delete]
fanvii	admin	null	2021-02-25 15:59:58	[edit]
ceshi	admin, jin111	ceshi	2021-03-03 22:44:11	[edit] [delete]

Total 3 10/page < 1 > Go to 1

15.1.3.1. Add organization

In the organization management interface, select Add Organization to enter the Add Organization page.

Configuration properties:

- Organization name
- Assign users: Assign to the main user by default, and you can add other users.
- Description

Add Organization [X]

* Organization Name

* Assign User

Describe

Cancel Submit

15.1.3.2. Organization management list display

Display attributes:

- Organization name
- User
- Description
- Update time
- Operation: edit, delete

Describe	Update Time	Operation
	2021-02-25 15:59:51	 
null	2021-02-25 15:59:58	
ceshi	2021-03-03 22:44:11	 

15.1.3.3. Edit

Select an organization and click the edit button to edit the organization name, assigned users and description.

Edit Organization ✕

* Organization Name

* Assign User

Describe

15.1.3.4. Delete

Select an organization, click the delete button, and prompt "Are you sure to delete the organization 'test124'? After deleting the organization, all data under this organization will be deleted", click OK to delete the organization.

Are you sure to delete the organization "北京" ? ✕

There are devices in this organization. Please transfer the devices to other organizations first

* Organization

* Synchronize the corresponding SIP account Yes No

15.2. System Config(only for administrators)

15.2.1. Personalized configuration

The user can modify the copyright information (at the bottom of the system) and the logo image of the

login interface here.

Personal **Email Config**

Copyright [Modify](#)

Copyright

LOGO [Modify](#)

15.2.2. Email Config

For setting mailbox information, refer to [2.4 Set Email Server](#).

Personal **Email Config**

* SMTP Server Server Address

* SMTP Port The default port is 465

* Sender Email

* SMTP Authentication Sender's mailbox authorization code (or password)

Sender Name

15.3. System Log

15.3.1. View log list

In the system log interface, you can view the operation log of the organization you belong to. Note that you can only view the logs of the last 90 days.

Log display fields:

- User name
- Operation type:
- Operation content: modified content
- Organization
- Operation time
- IP address

User Name	Operation Type	Operation Detail	Organization Name	Update Time	IP Address
admin	Login	[admin]	fanvil	2021-04-24 19:52:57	43.224.44.78
admin	Login	[admin]	Default	2021-04-24 19:35:47	43.224.44.78
admin	Logout	[admin]	fanvil	2021-04-24 19:34:02	43.224.44.78
admin	Login	[admin]	fanvil	2021-04-24 19:33:53	43.224.44.78
admin	Logout	[admin]	fanvil	2021-04-24 19:33:42	43.224.44.78
admin	Login	[admin]	Default	2021-04-24 19:32:58	43.224.44.78
admin	Logout	[admin]	fanvil	2021-04-24 19:15:13	43.224.44.78
admin	Login	[admin]	fanvil	2021-04-24 19:02:37	43.224.44.78

15.3.2. Search

The system log supports filter query conditions:

- Organization name
- Operation type
 - Login
 - Logout
 - Edit organization: [add, delete, edit] organization name
 - Edit user
 - Edit site
 - Edit device
 - Edit configuration
 - Edit template
 - Edit account
 - Edit channel users
 - Edit resource file
 - Edit alarm task
 - Edit task
- Start time-end time

The input box supports fuzzy search, and the input field: user name.

15.3.3. Export

Click the Export button to export the system log as an Excel table.

