



User Guide

Yeastar Remote Management

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-  Support: +86-592-5503301
-  Support: support@yeastar.com
-  <https://www.yeastar.com>

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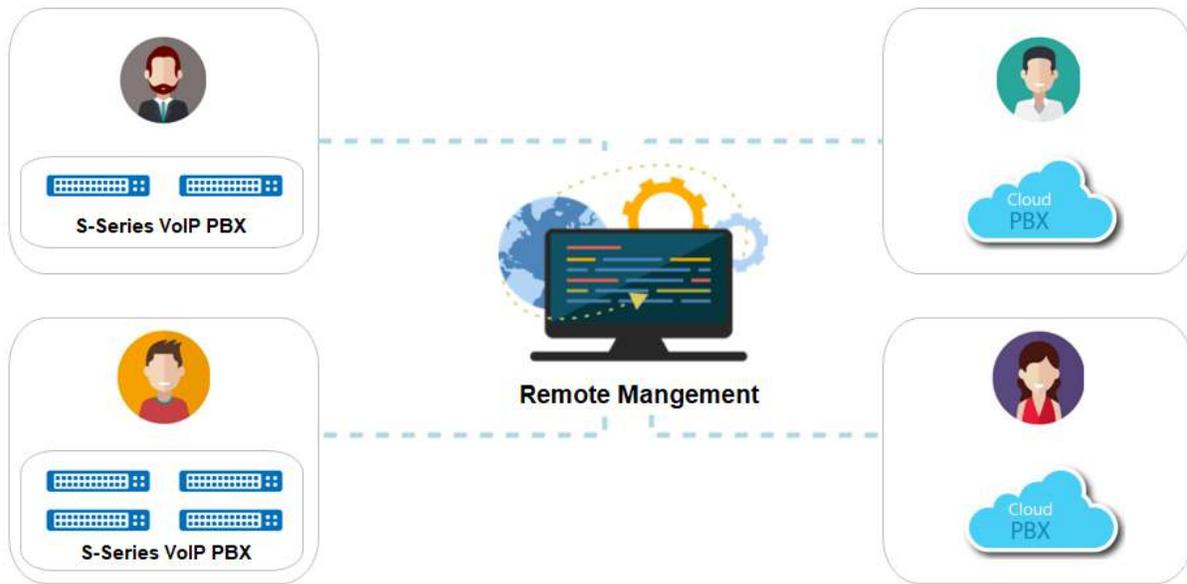
Introduction

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

Compatibility

Yeastar Cloud PBX: 81.4.0.X or later

Yeastar S-Series VoIP PBX: 30.6.0.20 or later.



Getting Started

Log in Yeastar Remote Management

Yeastar provides Remote Management service for each partner. By default, a partner can manage one device. If you want to manage more devices on the platform, contact Yeastar to buy the service.

1. Visit the login page of [Yeastar Remote Management](#).
2. Enter your partner ID and password, click **Login**.



Modify Your Profile

1. At the top-right corner, click your account, and choose **Settings**.



2. On the configuration page, modify your profile.

My Information

Name	Mars
Email	Mars@yeastar.com
Role	Partner
Managing/Max Manageable	1/1

Notification

Send alarm to email

Email Address	Mars@yeastar.com
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- **Name:** Enter your name.
- **Email:** Your account name. Unchangeable.
- **Role:** Your role of the Remote Management. Unchangeable.
- **Managing/Max Manageable:** Your management status and permission.
- **Send alarm to email:** If an alarm occurs on your device, you will receive the notification email.

3. Click **Save**.

Change Login Password

We recommend that you set a robust password with lower cases, upper cases and digits.



Note: If your Remote Management account is a "Partner" account, your login password of the Partner Portal will be changed to the new password of Remote Management.

1. Go to **Settings > Security**.

General User **Security**

Reset Password

Old Password
New Password
Password strength: Strong	
Retype New Password

Save
Cancel

2. Enter the old password.
3. Enter the new password twice.
4. Click **Save**.

Manage Devices

Manage Your Devices

On the Remote Management Platform, you can add PBX devices to manage, delete the devices, and group devices.

Add Device

Before you can manage the PBX devices on the Remote Management Platform, you need to add PBX devices on the Remote Management. You have two ways to add devices:

Add Device by Authentication Code

You can generate an authentication code on the Yeastar Remote Management Platform, and send the code to the administrator.

1. Generate an authentication code on Yeastar Remote Management Platform.
 - a) Go to **Device > My Device**, click **Add**.

- b) Enter a name to help you identify the PBX.
 - c) If you want to generate an authentication code for a specific PBX, check the option **Verify Serial Number and MAC address**.

 **Note:** For Yeastar Cloud PBX, you don't need to enter MAC address.
 - d) Click **Add**.

You will get the generated authentication code.
 - e) Send the code to the email address of the PBX administrator or copy the code.
2. Connect PBX device to the Yeastar Remote Management.
 - a) Log in the PBX web interface, go to **Settings > System > Remote Management**.
 - b) Set **Activation Method** to **By Authentication Code**.

- c) Enter the authentication code that is generated on the Remote Management.
- d) Click **Confirm**.

If the device is added to the Yeastar Remote Management, the status will show "Connected".

Add Device by Yeastar Partner ID

Enter your partner ID on the PBX **Remote Management** page, the PBX device will be added to the Yeastar Remote Management automatically.

1. Log in the PBX web interface, go to **Settings > System > Remote Management**.
2. Set **Activation Method** to **By Yeastar ID**.

The screenshot shows a form with the following fields and values:

- Status:** Disconnected
- Activation Method:** By Yeastar ID (dropdown menu)
- Yeastar ID:** carol@yeastar.com
- Password:** [Redacted]
- Confirm:** [Blue button]

3. Enter your Yeastar ID and password.
4. Click **Confirm**.

If the device is added to the Yeastar Remote Management, the status will show "Connected".

Check Device Information

Check the information of your managed devices.

Go to **Device > My Device**, select a device, and click  to check the device information.

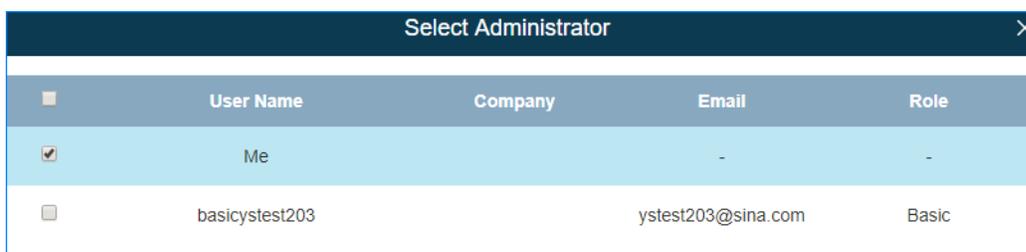
The screenshot shows the 'Edit Device' modal window with the following information:

Name	TechAWB	Date Registered	2018-02-28 17:11:06
Serial Number	369262274045	Last Connected	2018-02-28 17:11:15
MAC Address	F4:B5:49:F0:C5:D9	Add User	dsq
Model	Yeastar S50	Code	MTFmZTZkNzR...  
Firmware Version	30.6.0.16	Group	None
Uptime	2 day(s), 07:32:31		

Set Administrator Privilege of Your Device

By default, you are the administrator of the devices that are listed on **My Device** page. You can change or add administrator of a device.

1. Go to **Device > My Device**, select a device, click .
2. Select the administrator of the device.



3. Click **Save**.

Visit a Device

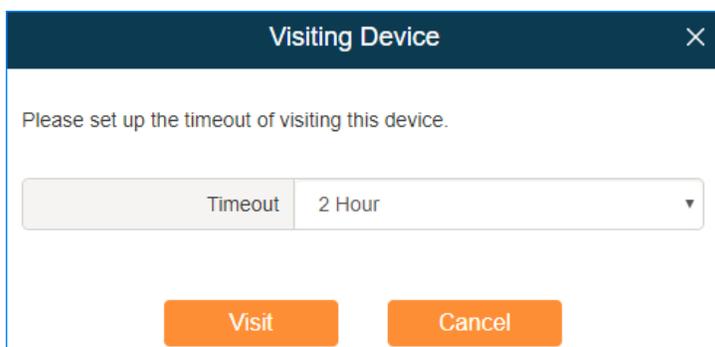
After a PBX device is added on the Yeastar Remote Management Platform, you can visit the device to view and configure the device.

For Yeastar Cloud PBX

1. Go to **Device > My Device**, select a device, and click .

For Yeastar S-Series VoIP PBX

1. Go to **Device > My Device**, select a device, and click .
2. Set the expiration time visit link.



3. Click **Visit** to get the visit link.

Delete a Device

Delete a device from the Yeastar Remote Management Platform if you don't want to manage the device.



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

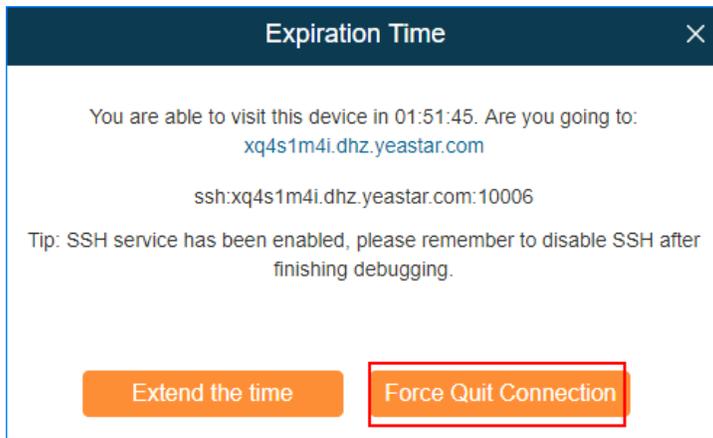
For Yeastar Cloud PBX

1. Go to **Device > My Device**, select a device, and click .

For Yeastar S-Series VoIP PBX

Before you can delete a S-Series VoIP PBX from the Remote Management Platform, you need to quit the connection first.

1. Go to **Device > My Device**, select a device, and click .
2. Click **Force Quit Connection**.

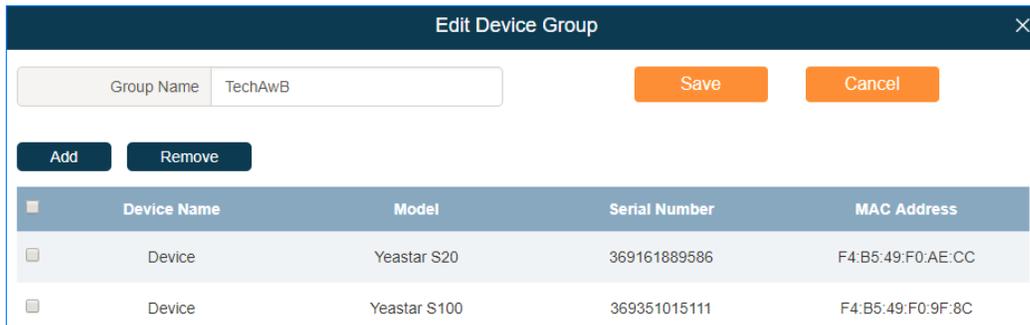


3. Click  to delete the device.

Add a Device Group

For efficient management, you can group your managed devices.

1. Go to **Device > Device Group**, click **Add**.



2. Set the group name.
3. Click **Add** to add devices.
4. Click **Save**.

Manage User Devices

You can check the user devices and change the user devices' administrator privileges.



Note: If you don't have administrator privilege of the user device, you cannot visit the devices.

Set Administrator Privilege of User Device

You can change or add administrator of a user's device.

1. Go to **Device > User Device**, select a device, click .
2. Select the administrator of the device.

Select Administrator				
<input type="checkbox"/>	User Name	Company	Email	Role
<input checked="" type="checkbox"/>	Me		-	-
<input type="checkbox"/>	basicstest203		ystest203@sina.com	Basic

3. Click **Save**.

Manage Users

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

Permission	Partner	Basic
Dashboard	√	√
Manage My Device	√	√
Manage User Device	√	×
Alarm Settings	√	√
Operation Logs	√	√
Create Basic Users	√	×

Add a User

1. Go to **Settings > User**, click **Add**.
2. On the configuration page, enter the user information.

- **Username:** Enter the user's name.
 - **Company:** Enter the company name of the user.
 - **Role:** The user's role.
 - **Email:** Enter the user's email address. The activation email will be sent to the email address.
 - **Mobile:** Enter the user's phone number.
 - **Manageable Devices:** Set how many devices the user can manage on the Remote Management.
3. Click **Save and send activation email**.
The system will send activation email to the user.

Delete a User

1. Go to **Settings > User**.
2. Select a user, click **Delete**.
3. On the pop-up window, click **Yes** to confirm.



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

Enable/Disable a User

If a user account is disabled, the user can check the PBX information and status, but cannot operate PBX devices or change settings.

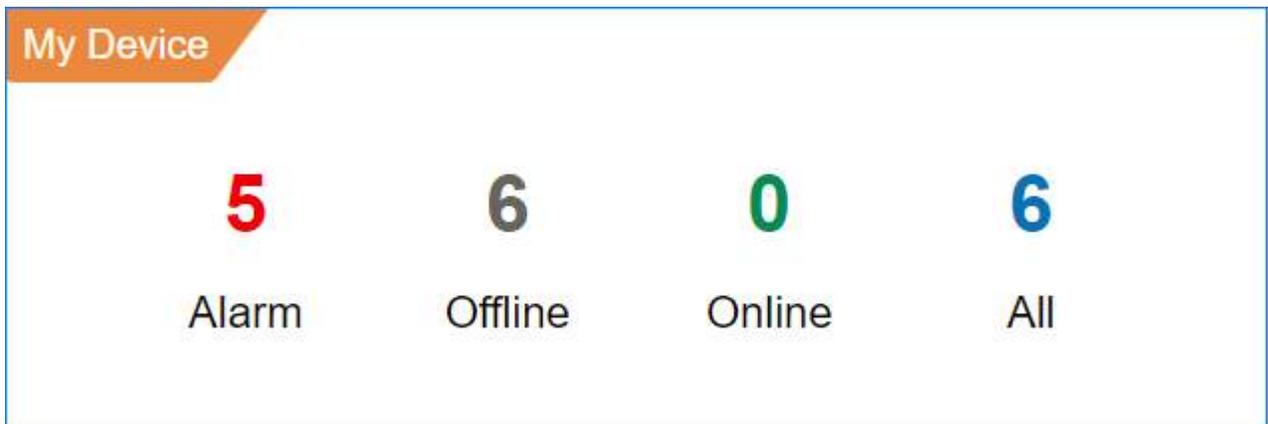
1. Go to **Settings > User**.
2. To disable a user, click .
The user status will show .
3. To enable a user, click .
The user status will show .

Maintenance

Dashboard

My Device

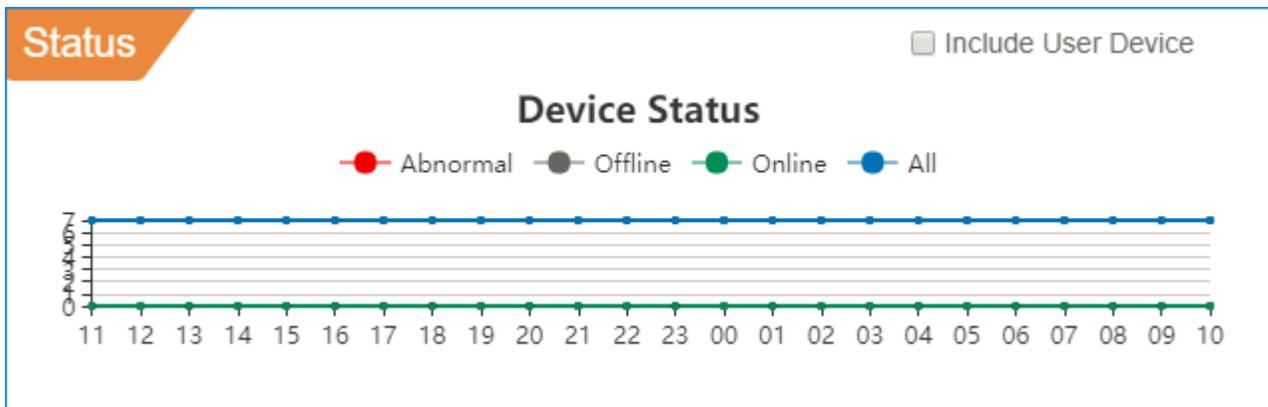
This dashboard display your device information: numbers of major alarm devices, offline devices, online devices, and total devices



Status

The graph shows your device number according to the time (0-24 hours).

 **Note:** If you check the option **Include User Device**, the graph will show both your devices number and your users' devices number.



- : Shows new abnormal device number in the past hour. If there are major alarms on the device, the device would be considered as an abnormal device.
- : Shows the concurrent offline device number.
- : Shows concurrent online device number.
- : Shows concurrent total device number.

Recent Alarms

Display the recent alarms for your devices. This page shows at most 10 alarms. For more alarm information, go to **Alarm** page.

Recent Alarms					
	Alarm Source	Device Na...	Group	Alarm Message	Time
	System	173	-	Device disconnected. Seria...	2018-03
	Device	S412	-	VoIP (P2P) Trunk Registrat...	2018-03

Group

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

Group					
Group Name	Alarm	Offline	Online	All	
Yeastar_S20	0	0	0	0	
Yeastar_S50	0	0	0	0	

Alarm

Enable/Disable Alarm

You can set which events to be recorded as alarms. There are two alarm levels, major and minor.

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

1. Go to **Alarm > Alarm Settings**.
2. To enable alarms for an event, click
3. To disable alarms for an event, click

Enable/Disable Alarm to Email

If Alarm to Email function is enabled, you will receive an email when your managed PBX devices have problems.

1. Go to **Settings > General**.

- To enable Alarm to Email, check the option **Send alarm to email** and set the which email to receive alarms.

Notification

Send alarm to email

Email Address	dsq@yeastar.com
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- To disable Alarm to Email, uncheck the option **Send alarm to email**.
- Click **Save**.

Search Alarm Logs

When your managed devices have problem, Yeastar Remote Management will show alarm messages. You can search alarms by Alarm Level, Alarm Name, Time and device Serial Number.

- Go to **Alarm > Alarm Settings**.
- Set the search criteria, click **Search**.
 - Alarm Level:** Select the alarm level.
 - Alarm Name:** Select the alarm type.
 - Time:** Select the time when the alarm occurs.
 - Serial Number:** Enter Serial Number of the PBX device.

Acknowledge Alarms

When the alarm appears, the device status ●. You should check the alarm information and solve the relevant issues for your device, then acknowledge the alarm.



Note:

- You need solve the relevant problem of the PBX devices, then acknowledge alarms, or the problems will remain on the PBX devices.
- If a device is managed by multiple users, all the users would receive the alarm information. If User A acknowledged the alarm, the device status on User B's side would not be changed.

- Check the abnormal device and solve the problem.
- Go to **Alarm > Alarm Settings**, select the solved event from alarm list.
- Click **Acknowledge**.
The device status would be change to ●.

Operation Log

The operations on the Remote Management Platform will be recorded. The operations include:

- Login & Logout
- My Device
- Remote Connection
- User Device
- Alarm
- General: Modify Profile, Enable/Disable Alarm to Email
- User
- Security