



# ALE Easy Device Management - Cloud

## Channel Administrator Guide

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## 1. Introduction of EDM

Based on a public cloud architecture and an intuitive GUI, the ALE Easy Device Management (EDM) provides rich device management functions. The platform enables you to deploy and manage devices, manage the configurations, firmware, and resource files of all devices on the platform, and at the same time, set scheduled tasks as needed and push them to specified devices. In addition, the platform also supports device status monitoring, exception alarms, and remote diagnosis to ensure immediate response and effective handling of device failure. The interaction between EDM and terminal devices is TLS encrypted in the form of end-to-end and bidirectional authentication, improving the management efficiency of enterprise devices while guaranteeing device security.

## 2. Browser support

| Browser       | Version             |
|---------------|---------------------|
| Google Chrome | Chrome 89 or later  |
| IE            | IE10 or later       |
| Firefox       | Firefox 66 or later |



### 3. Model support

| Model | Version                    |
|-------|----------------------------|
| H3P   | 2.12.10.000.1254 and later |
| H3G   | 2.12.10.000.1254 and later |
| H3W   | 2.12.76.010.2171 and later |
| H6W   | 2.12.76.010.2171 and later |
| H6    | 2.12.10.000.1254 and later |
| M3    | 2.13.03.000.1911 and later |
| M5    | 2.13.03.000.1911 and later |
| M7    | 2.13.03.000.1911 and later |
| M8    | 2.13.02.000.1354 and later |

## 4. Connection and deployment schemes

Considering that the site environment may vary, ALE provides multiple device deployment and management schemes for EDM, including DHCP, EDS, and auto provision.

### 4.1 DHCP

Configured the URL of option66 or option67 (<https://edm.aledevice.com/dm.xml>) on the DHCP server in advance. EDM is connected immediately after the phone is started. Then, you can use EDM to deploy and configure the device.

### 4.2 EDS

EDM is deployed by using EDS. You only need to add devices to EDM. EDM is connected immediately after the phone is powered on for the first time or restored to factory defaults. Then, you can use EDM to deploy and configure the devices.

### 4.3 Auto provision

After you configure the DM URL (<https://edm.aledevice.com/dm.xml>) on the **Auto Provision** page of the Web Based Management (WBM) of the phone, click the **Auto Provision Now** button or start the phone to connect EDM and deploy and configure the devices.

## 5. Getting started

### 5.1 User activation

1. You first need to apply for an account with ALE or your higher-level channel service provider. After the application is accepted and confirmed, you will receive an email containing an activation link.

Hello, ChannelUser

Please Click The Button Below To Active the User

Immediate Active

Active Link Will Expire In 3 Days, Please Active In Time

If clicking does not work, please copy the page address below to open it in the browser address bar:

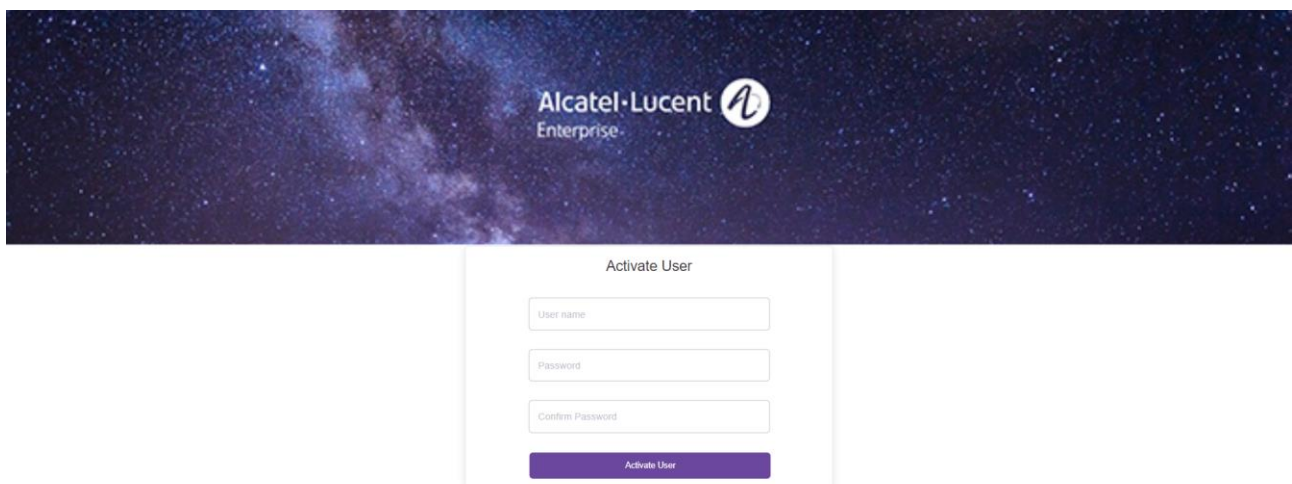
<https://edm.aledevice.com/#/modifyPassword?type=active&id=5e398c8f-2d8d-4b5d-8a60-3ed1ff80f9c8&randomCode=ad8812e1e3d0432bbc677383381be905>

This is a system email, please do not reply.

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2. Click **Immediate Active** or copy the link and open it in your browser. The **Activate User** page is displayed. Enter your username, password, and confirm the password, and click **Activate User** to finish the activation.



Activate User

User name

Password

Confirm Password

Activate User

## 5.2 Forget/Reset password

1. Click **Forget Password?** on the login page to enter the Forget Password page. Enter the email address and verification code, and then click OK. In addition, you can also ask your EDM administrator or higher-up channel service provider to help reset the password.

2. Upon system confirmation, you will receive an email containing a password reset link.

Hello, ChannelUser

Please Click The Button Below To Reset the Password

Immediate Reset

Reset Link Will Expire In 3 Days, Please Reset In Time

If clicking does not work, please copy the page address below to open it in the browser address bar:

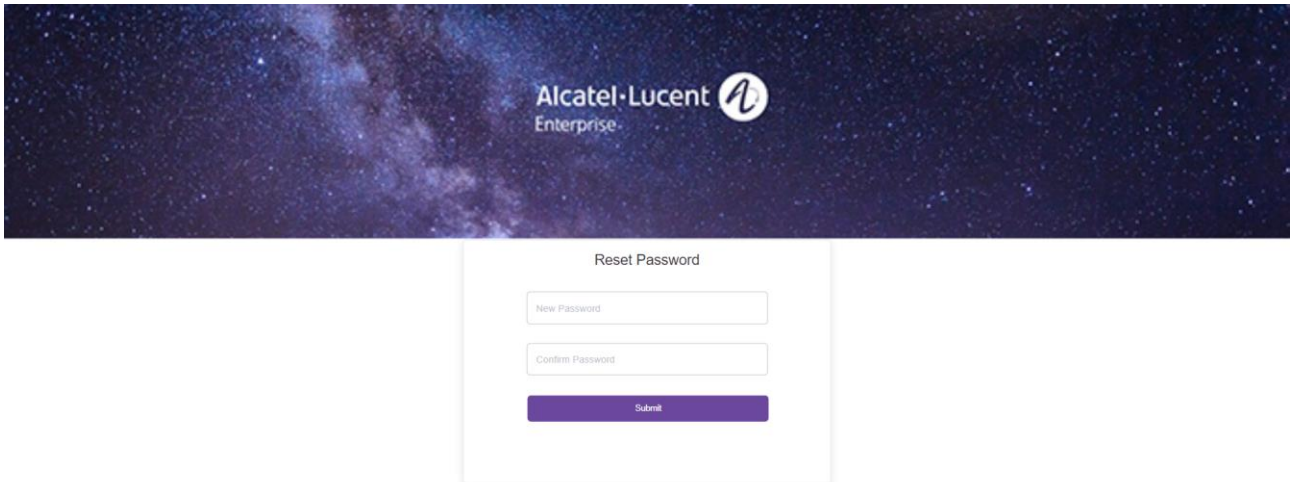
<https://edm.aledevice.com/#/modifyPassword?type=reset&id=5e398c8f-2d8d-4b5d-8a60-3ed1ff80f9c8&randomCode=0b5fdb726eac4fc7b22138d8d7ac1f2d>

This is a system email, please do not reply.

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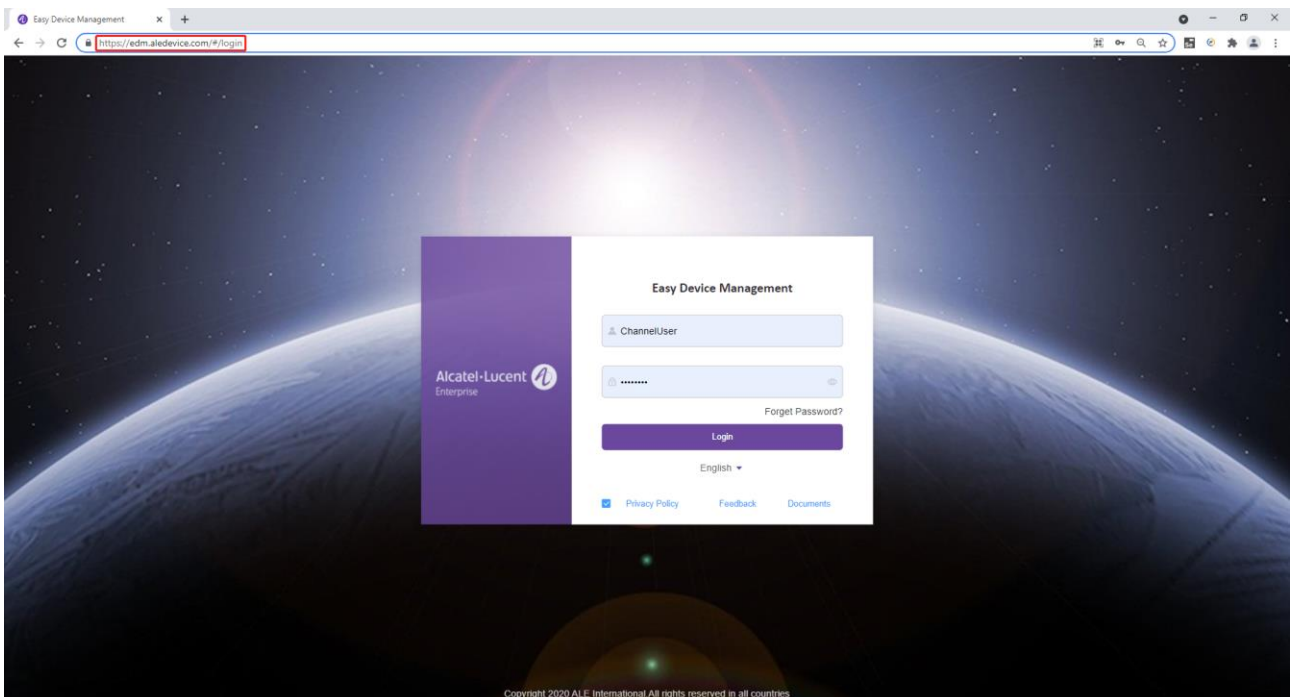
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3. Click **Immediate Reset** or copy the link to your browser and open it. The **Reset Password** page is displayed. Enter your new password and configuration, and then click **Submit** to finish password reset.



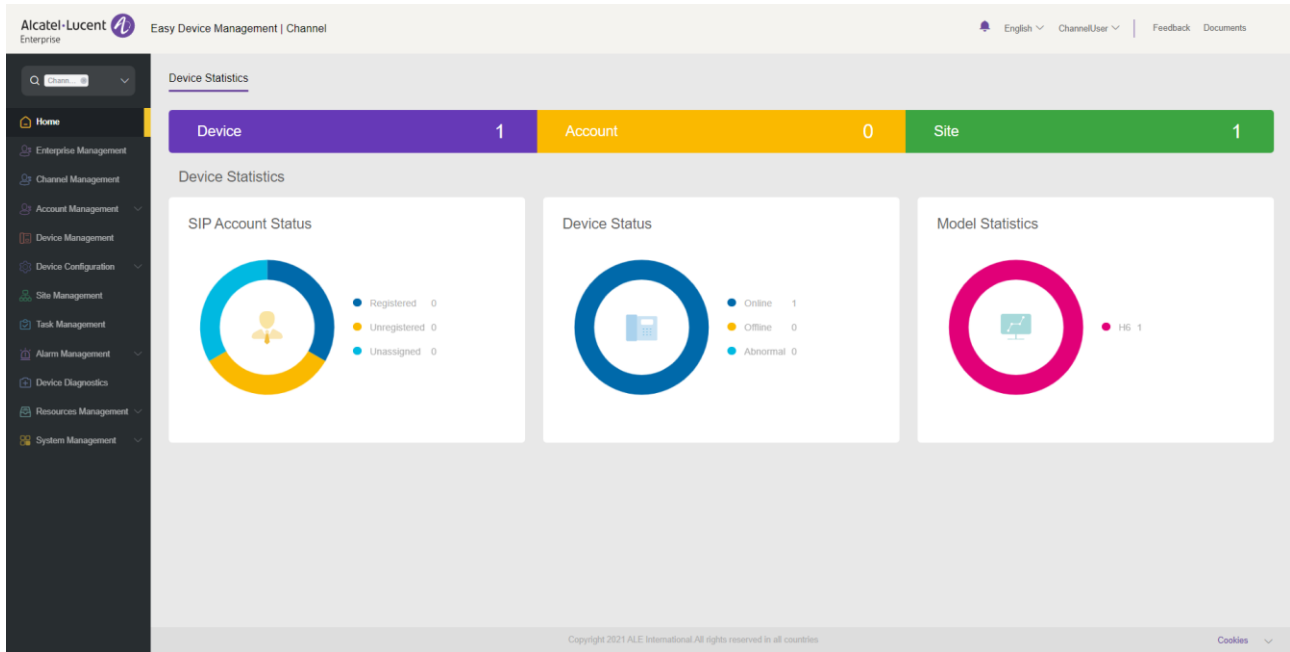
### 5.3 Log into EDM

1. Enter <https://edm.aledevice.com> in your browser.

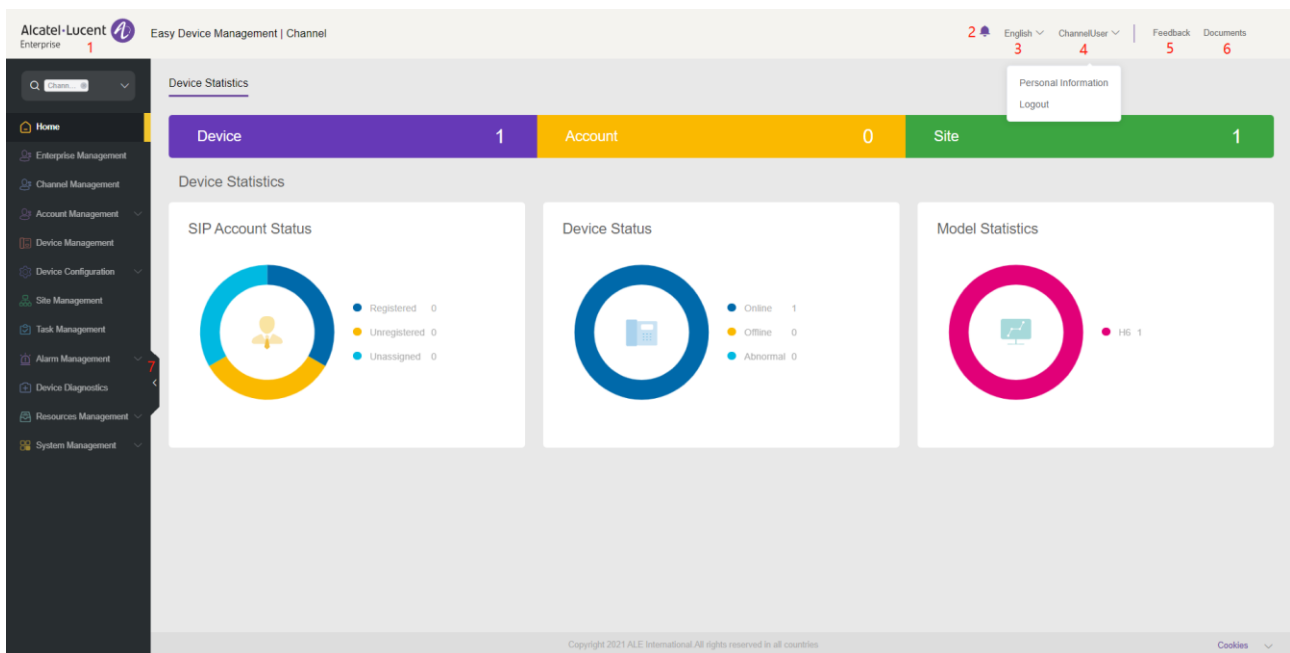




2. Enter your username and password and log into the EDM system.



## 5.4 Global functions

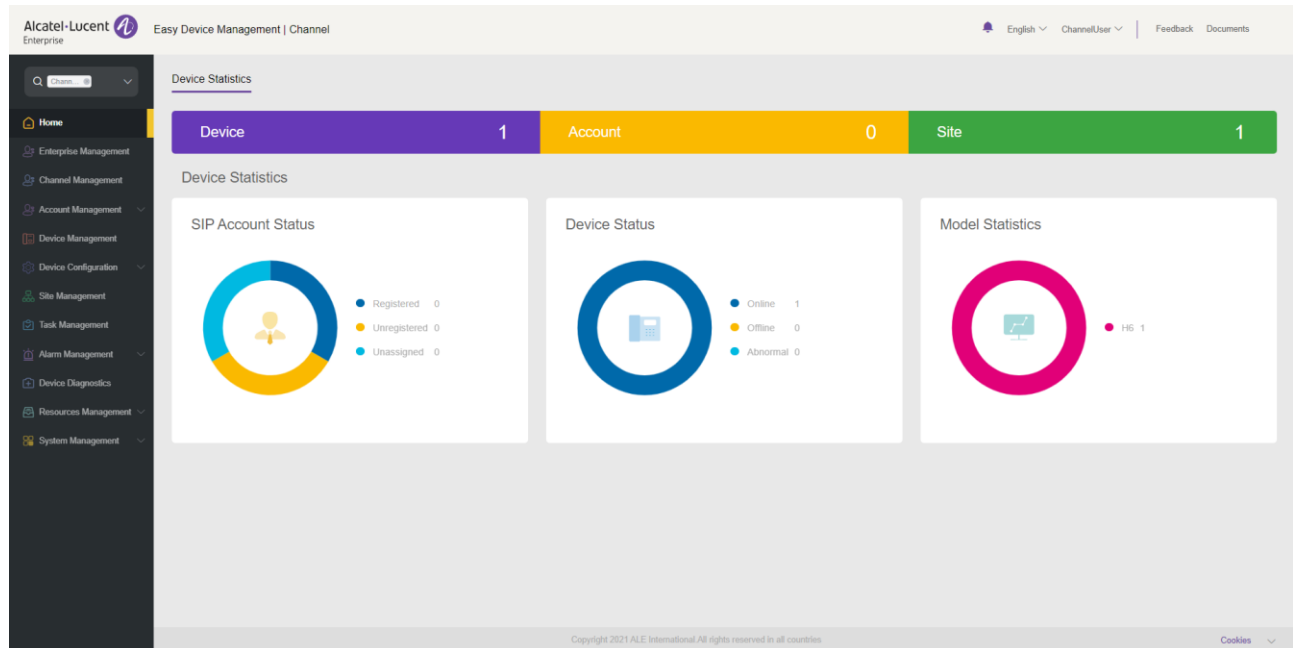


| Contents | Description                                                        |
|----------|--------------------------------------------------------------------|
| 1        | You can easily return to the <b>Home</b> page from any other page. |
| 2        | Displays unread alarms and alarm type.                             |
| 3        | Select a language.                                                 |
| 4        | Edit personal information and exit the system.                     |

|   |                                     |
|---|-------------------------------------|
| 5 | Enter the feedback page.            |
| 6 | Enter the document download page.   |
| 7 | Collapse/expand the navigation bar. |

## 6. Home

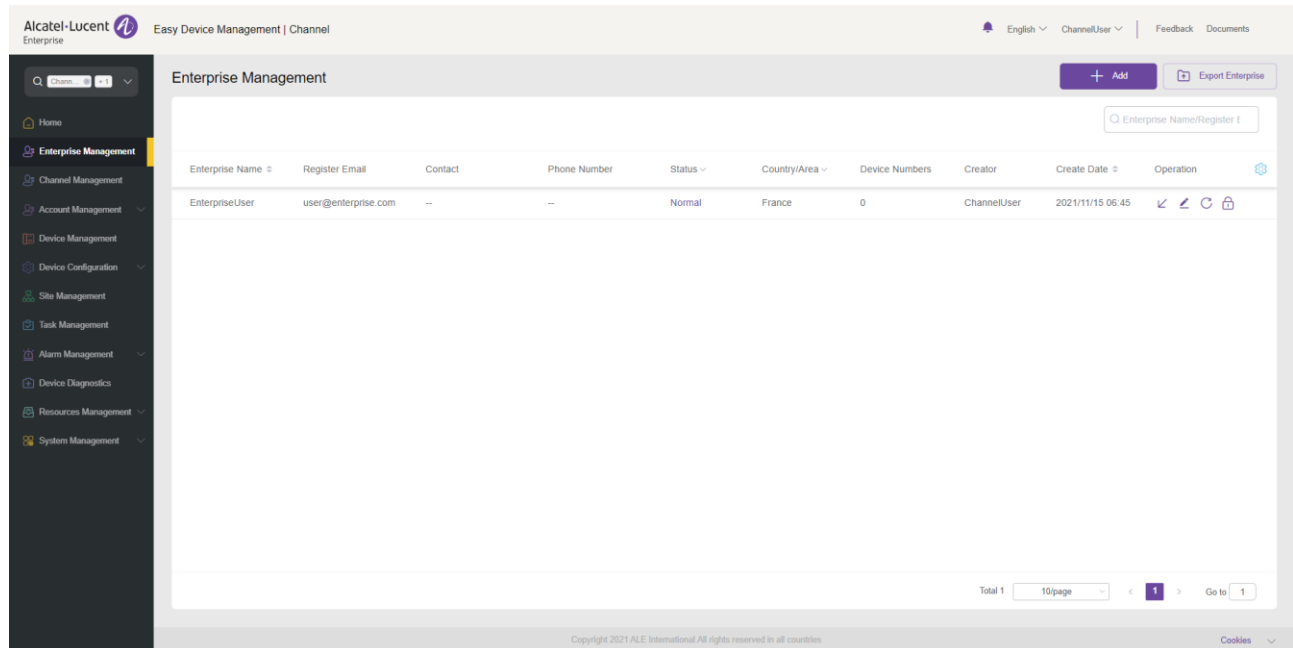
On the **Home** page, you can check the statistics and status of all SIP accounts, devices, sites, and models.




| Contents           | Description                                                                                                                                                                                                                                                                                           |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Site Selection     | The <b>Home</b> page displays the information of the selected site.                                                                                                                                                                                                                                   |
| Device             | Displays the total number of devices in the selected site.                                                                                                                                                                                                                                            |
| Account            | Displays the total number of SIP accounts in the selected site.                                                                                                                                                                                                                                       |
| Site               | Displays the total number of selected sites.                                                                                                                                                                                                                                                          |
| SIP Account Status | Displays the registration status of all SIP accounts in the selected site.<br><b>Registered:</b> The device using this account is successfully registered.<br><b>Unregistered:</b> The device using this account is not registered.<br><b>Unassigned:</b> This account is not assigned to any device. |
| Device Status      | Displays the online status of all devices in the selected site.<br><b>Online:</b> The device is successfully connected to EDM.<br><b>Abnormal:</b> Connection error between the device and EDM.<br><b>Offline:</b> The device is disconnected from EDM.                                               |
| Model Statistics   | Displays the device models and the total number of models in the selected site.                                                                                                                                                                                                                       |

## 7. Enterprise management

On the Enterprise Management page, channel users manage enterprise accounts they add.



| Display           | Description                                                                                                                                                                                                             |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enterprise Name   | Indicates the company name of an enterprise account.                                                                                                                                                                    |
| Register Email    | Indicates the registration email of an enterprise account.                                                                                                                                                              |
| contact           | Indicates the contact of an enterprise account.                                                                                                                                                                         |
| Status            | <p>Displays the status of an enterprise account.</p> <p><b>Normal:</b> This account is activated and not locked.</p> <p><b>Inactive:</b> This account is inactivated.</p> <p><b>Locked:</b> This account is locked.</p> |
| Country/Area      | Indicates the country/area an enterprise account belongs to.                                                                                                                                                            |
| Number of devices | Indicates the number of devices added by an enterprise account on EDM.                                                                                                                                                  |
| Operation         | Enter an enterprise, edit an enterprise account, send an email/reset password, and lock/unlock an enterprise account.                                                                                                   |
| Custom fields     | Custom fields. Click the  button to show/hide custom fields.                                                                         |


### 7.1 Adding an enterprise


Click **Add**. The **Add** page is displayed.

The screenshot displays the 'Enterprise Management / Add' page in the Alcatel-Lucent Enterprise Easy Device Management interface. The page is divided into a sidebar on the left and a main content area. The sidebar contains a search bar and a list of navigation items: Home, Enterprise Management (highlighted), Channel Management, Account Management, Device Management, Device Configuration, Site Management, Task Management, Alarm Management, Device Diagnostics, Resources Management, and Systems Management. The main content area has a header 'Enterprise Management / Add' and a form with two sections: 'Account Info' and 'Enterprise Info'. The 'Account Info' section includes two mandatory fields: 'Enterprise Name' (with a hint 'Please enter the enterprise name, maximum 128 characters') and 'Register Email' (with a hint 'Please enter the email, maximum 128 characters'). The 'Enterprise Info' section includes three fields: 'Country/Area' (a dropdown menu with 'Please select'), 'Contact' (with a hint 'Please enter the contact, maximum 128 characters'), and 'Phone Number' (with a hint 'Please enter the phone number, maximum 128 characters'). At the bottom right of the form are 'Cancel' and 'Save' buttons. The footer of the page shows 'Copyright 2021 ALE International All rights reserved in all countries' and a 'Cookies' link.

| Contents        | Description                                                          |
|-----------------|----------------------------------------------------------------------|
| Enterprise Name | (Mandatory) Enter the company name of an enterprise account.         |
| Register Email  | (Mandatory) Enter the registration email of an enterprise account.   |
| User Name       | (Mandatory) Enter the country/area an enterprise account belongs to. |
| contact         | Enter the contact name of an enterprise account.                     |
| Phone Number    | Enter the contact method of an enterprise account.                   |

## 7.2 Sending email/resetting password

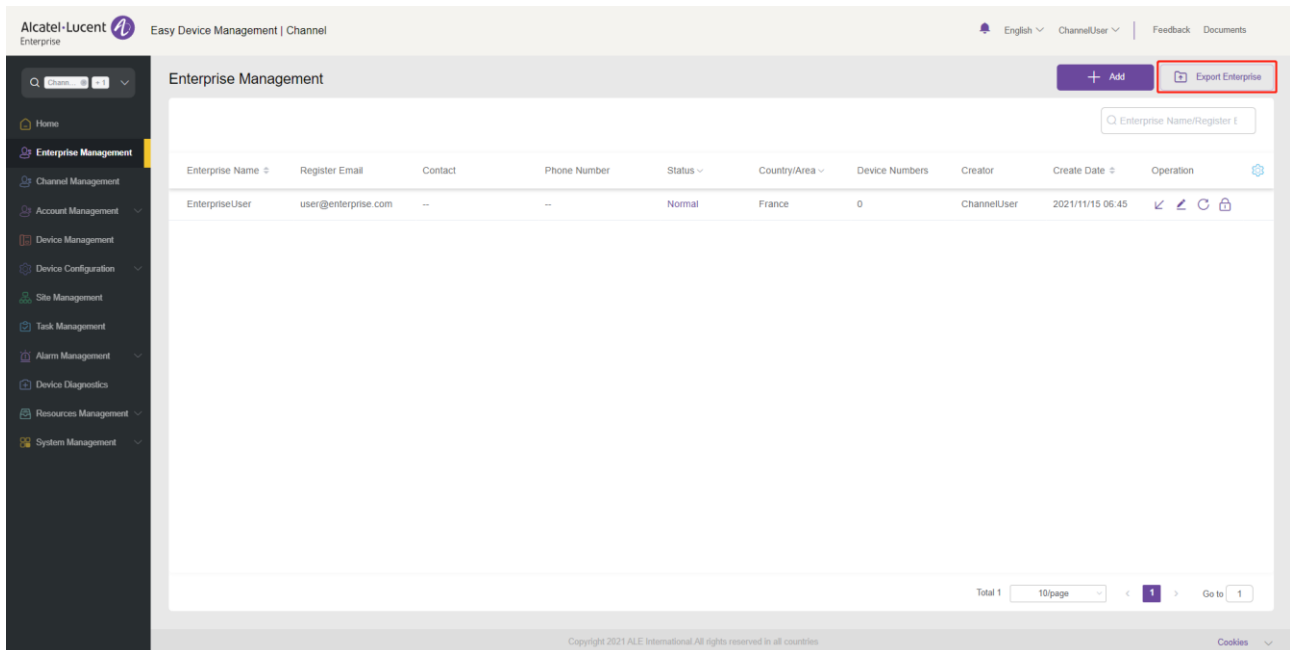
For an inactive enterprise account, click the  button to send an activation email.

For a normal enterprise account, click the  button to send a password reset email.







## 7.3 Exporting the enterprise list

You can click the **Export Enterprise** button to export all enterprise information.




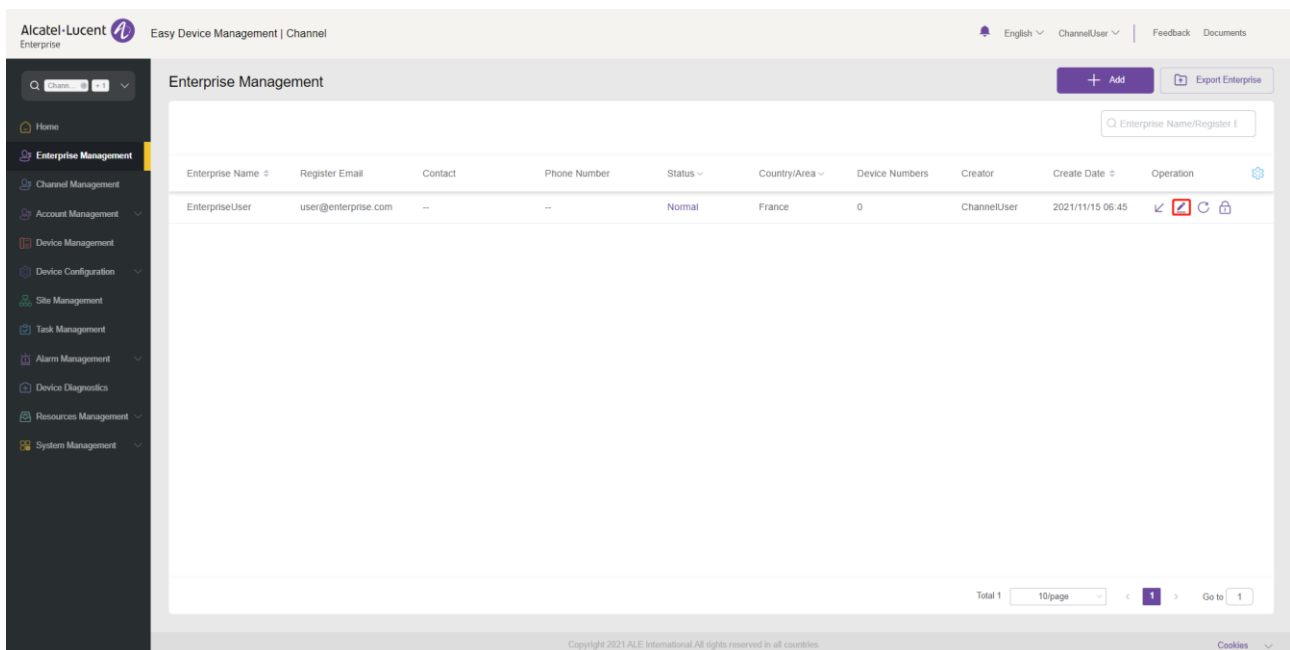
The screenshot shows the 'Enterprise Management' page in the Alcatel-Lucent Enterprise Easy Device Management interface. The page includes a sidebar with navigation options like Home, Enterprise Management, Channel Management, Account Management, Device Management, Device Configuration, Site Management, Task Management, Alarm Management, Device Diagnostics, Resources Management, and System Management. The main content area displays a table of enterprise information. The 'Export Enterprise' button is highlighted with a red box in the top right corner of the main content area.

| Enterprise Name | Register Email      | Contact | Phone Number | Status | Country/Area | Device Numbers | Creator     | Create Date      | Operation                                                                                                                                                                                                                                                                                                                                       |
|-----------------|---------------------|---------|--------------|--------|--------------|----------------|-------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EnterpriseUser  | user@enterprise.com | --      | --           | Normal | France       | 0              | ChannelUser | 2021/11/15 06:45 |     |





Total 1 10/page < 1 > Go to 1

## 7.4 Editing an enterprise account

Click the  button. The enterprise editing page is displayed where you can edit all enterprise account information.




The screenshot shows the 'Enterprise Management' page in the Alcatel-Lucent Enterprise Easy Device Management interface. The page includes a sidebar with navigation options like Home, Enterprise Management, Channel Management, Account Management, Device Management, Device Configuration, Site Management, Task Management, Alarm Management, Device Diagnostics, Resources Management, and System Management. The main content area displays a table of enterprise information. The edit icon (pencil) in the 'Operation' column is highlighted with a red box.

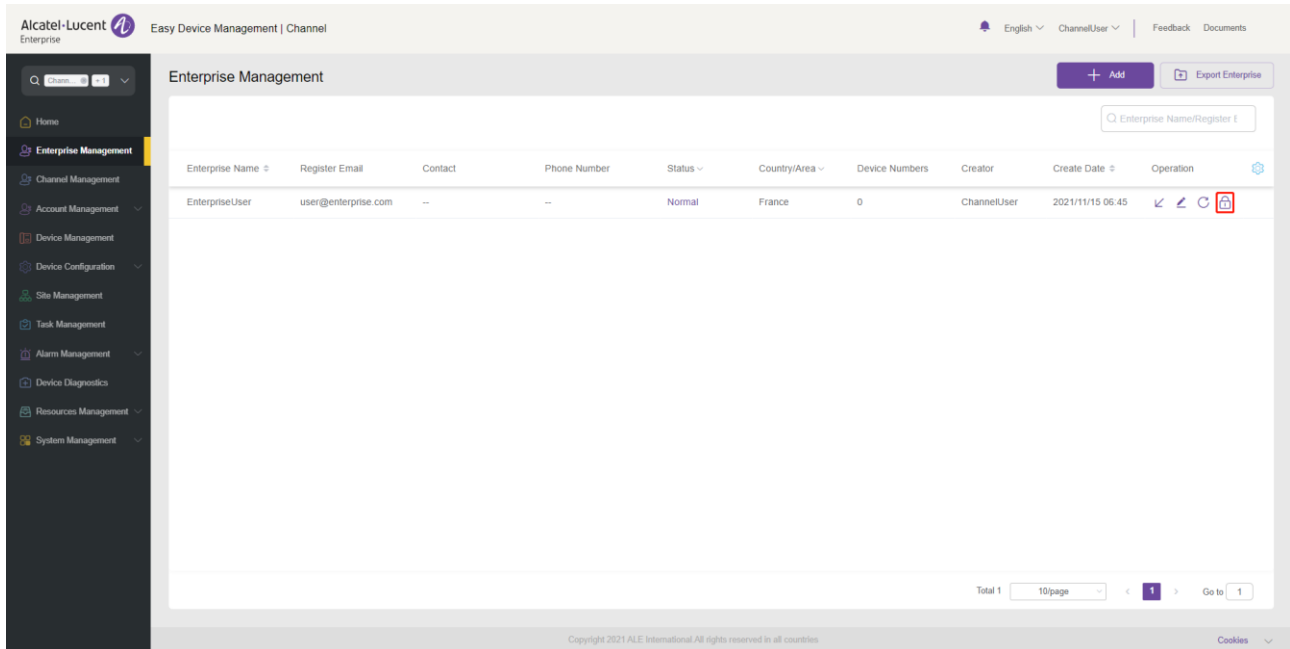
| Enterprise Name | Register Email      | Contact | Phone Number | Status | Country/Area | Device Numbers | Creator     | Create Date      | Operation                                                                                                                                                                                                                                                                                                                                               |
|-----------------|---------------------|---------|--------------|--------|--------------|----------------|-------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EnterpriseUser  | user@enterprise.com | --      | --           | Normal | France       | 0              | ChannelUser | 2021/11/15 06:45 |     |

Total 1 10/page < 1 > Go to 1


## 7.5 Locking/unlocking

### 7.5.1 Locking


For a normal enterprise account, click the  button to lock the account. A locked account will be unable to log into EDM.

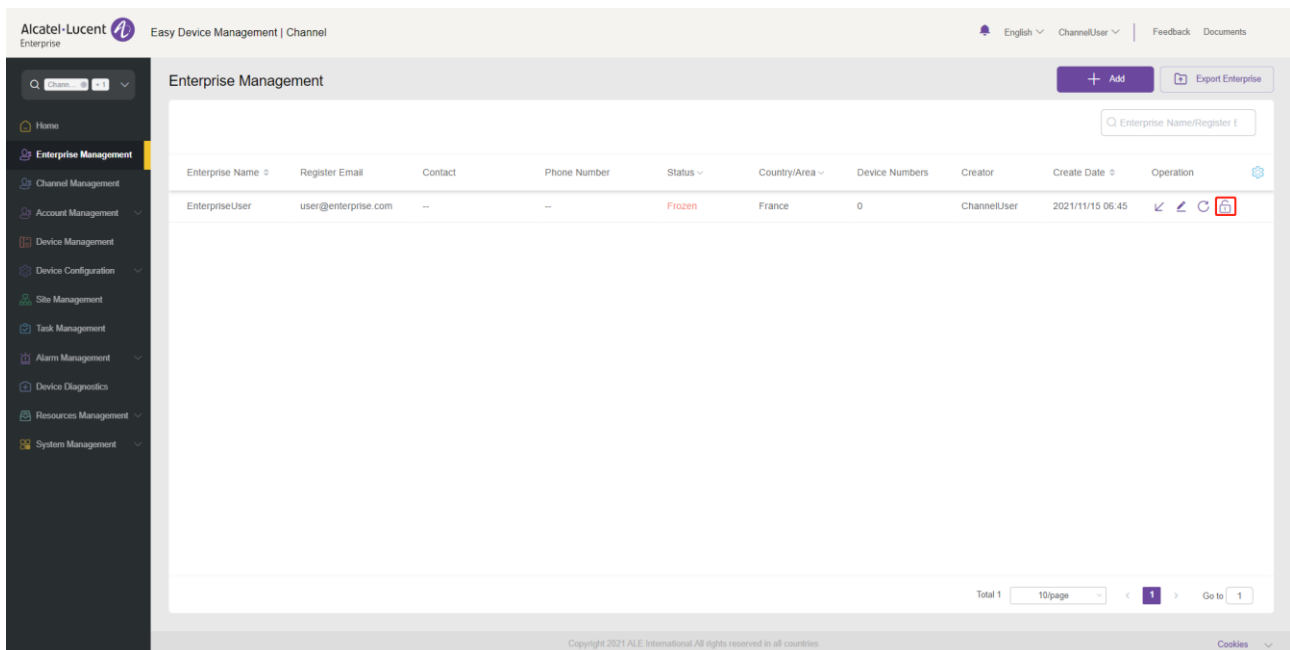


The screenshot shows the 'Enterprise Management' page in the Alcatel-Lucent Enterprise Easy Device Management interface. The table lists enterprise accounts. The first row shows an account with the status 'Normal'. In the 'Operation' column, there is a lock icon (a padlock) which is highlighted with a red box, indicating the button used to lock the account.


| Enterprise Name | Register Email      | Contact | Phone Number | Status | Country/Area | Device Numbers | Creator     | Create Date      | Operation                                                                           |
|-----------------|---------------------|---------|--------------|--------|--------------|----------------|-------------|------------------|-------------------------------------------------------------------------------------|
| EnterpriseUser  | user@enterprise.com | --      | --           | Normal | France       | 0              | ChannelUser | 2021/11/15 06:45 |  |

### 7.5.2 Unlocking


For a locked enterprise account, click the  button to unlock the account. An unlocked account will resume its accessibility to EDM.



The screenshot shows the 'Enterprise Management' page in the Alcatel-Lucent Enterprise Easy Device Management interface. The table lists enterprise accounts. The first row shows an account with the status 'Frozen'. In the 'Operation' column, there is an unlock icon (an open padlock) which is highlighted with a red box, indicating the button used to unlock the account.

| Enterprise Name | Register Email      | Contact | Phone Number | Status | Country/Area | Device Numbers | Creator     | Create Date      | Operation                                                                             |
|-----------------|---------------------|---------|--------------|--------|--------------|----------------|-------------|------------------|---------------------------------------------------------------------------------------|
| EnterpriseUser  | user@enterprise.com | --      | --           | Frozen | France       | 0              | ChannelUser | 2021/11/15 06:45 |  |

## 7.6 Entering enterprise

If an enterprise account has been authorized to be managed by the current channel user, the channel user can click the  button to directly go to the account page of this account. If an enterprise account is not authorized, then the button is grayed out and unavailable.

Alcatel-Lucent Enterprise Easy Device Management | Channel

English ChannelUser Feedback Documents

Enterprise Management

Enterprise Name Register Email Contact Phone Number Status Country/Area Device Numbers Creator Create Date Operation

|                |                     |    |    |        |        |   |             |                  |                                     |
|----------------|---------------------|----|----|--------|--------|---|-------------|------------------|-------------------------------------|
| EnterpriseUser | user@enterprise.com | -- | -- | Frozen | France | 0 | ChannelUser | 2021/11/15 06:45 | <input checked="" type="checkbox"/> |
|----------------|---------------------|----|----|--------|--------|---|-------------|------------------|-------------------------------------|

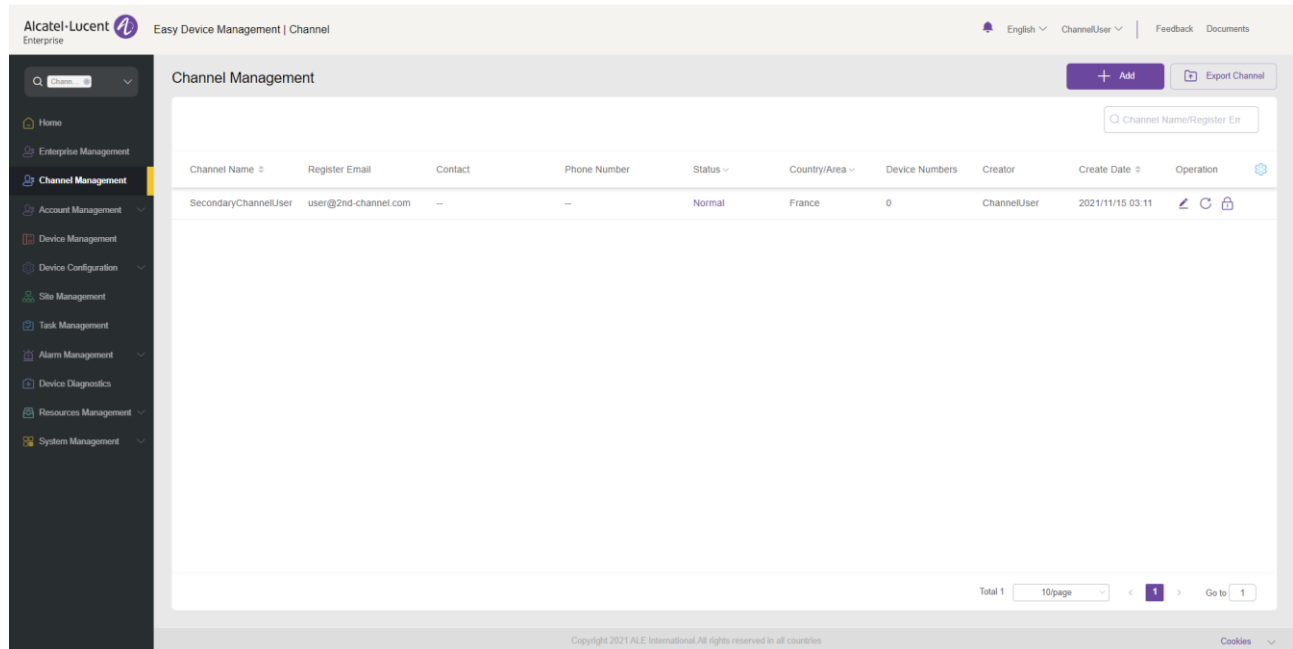
Total 1 10/page 1 Go to 1


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Cookies

## 8. Channel management

If a channel user can create a subordinate channel, the page shown to this channel user will have a channel management menu. On the **Channel Management** page, a channel user manages enterprise accounts they add at a lower level.



| Display           | Description                                                                                                                                                                                      |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Channel Name      | Indicates the company name of a channel account.                                                                                                                                                 |
| Register Email    | Indicates the registration email of a channel account.                                                                                                                                           |
| contact           | Indicates the contact of a channel account.                                                                                                                                                      |
| Status            | Displays the status of a channel account.<br><b>Normal:</b> This account is activated and not locked.<br><b>Inactive:</b> This account is inactivated.<br><b>Locked:</b> This account is locked. |
| Country/Area      | Indicates the country/area a channel account belongs to.                                                                                                                                         |
| Number of devices | Indicates the number of devices added by a channel account on EDM.                                                                                                                               |
| Operation         | Edit a channel account, send an email or reset password, and lock/unlock a channel account.                                                                                                      |
| Custom fields     | Custom fields. Click the  button to show/hide custom fields.                                                  |

### 8.1 Adding channel

Click **Add**. The **Add** page is displayed.

Alcatel-Lucent Enterprise Easy Device Management | Channel

Channel Management / Add

**Account Info**

\* Channel Name

\* Register Email

**Enterprise Info**

\* Country/Area

Contact

Phone Number


☐ Allows the creation of subordinate channels


Cancel Save

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| Contents                                    | Description                                                      |
|---------------------------------------------|------------------------------------------------------------------|
| Channel Name                                | (Mandatory) Enter the company name of a channel account.         |
| Register Email                              | (Mandatory) Enter the registration email of a channel account.   |
| User Name                                   | (Mandatory) Enter the country/area a channel account belongs to. |
| contact                                     | Enter the contact name of a channel account.                     |
| Phone Number                                | Enter the contact method of a channel account.                   |
| Allows the creation of subordinate channels | Whether to allow the creation of subordinate channels.           |

## 8.2 Sending email/resetting password

For an inactive channel account, click the  button to send an activation email.

For a normal channel account, click the  button to send a password reset email.




## 8.3 Exporting channel list

You can click the **Export Channel** button to export all channel information.

The screenshot shows the 'Channel Management' page in the Alcatel-Lucent Easy Device Management interface. The page has a sidebar on the left with various management options. The main content area displays a table of channel information. In the top right corner of the main area, there is a red box highlighting the 'Export Channel' button. Below the table, there is a pagination bar showing 'Total 1' and '10/page'.

| Channel Name         | Register Email       | Contact | Phone Number | Status | Country/Area | Device Numbers | Creator     | Create Date      | Operation               |
|----------------------|----------------------|---------|--------------|--------|--------------|----------------|-------------|------------------|-------------------------|
| SecondaryChannelUser | user@2nd-channel.com | --      | --           | Normal | France       | 0              | ChannelUser | 2021/11/15 03:11 | [Edit] [Refresh] [Lock] |

## 8.4 Editing channel account


Click the  button. The channel editing page is displayed where you can edit all channel account information.

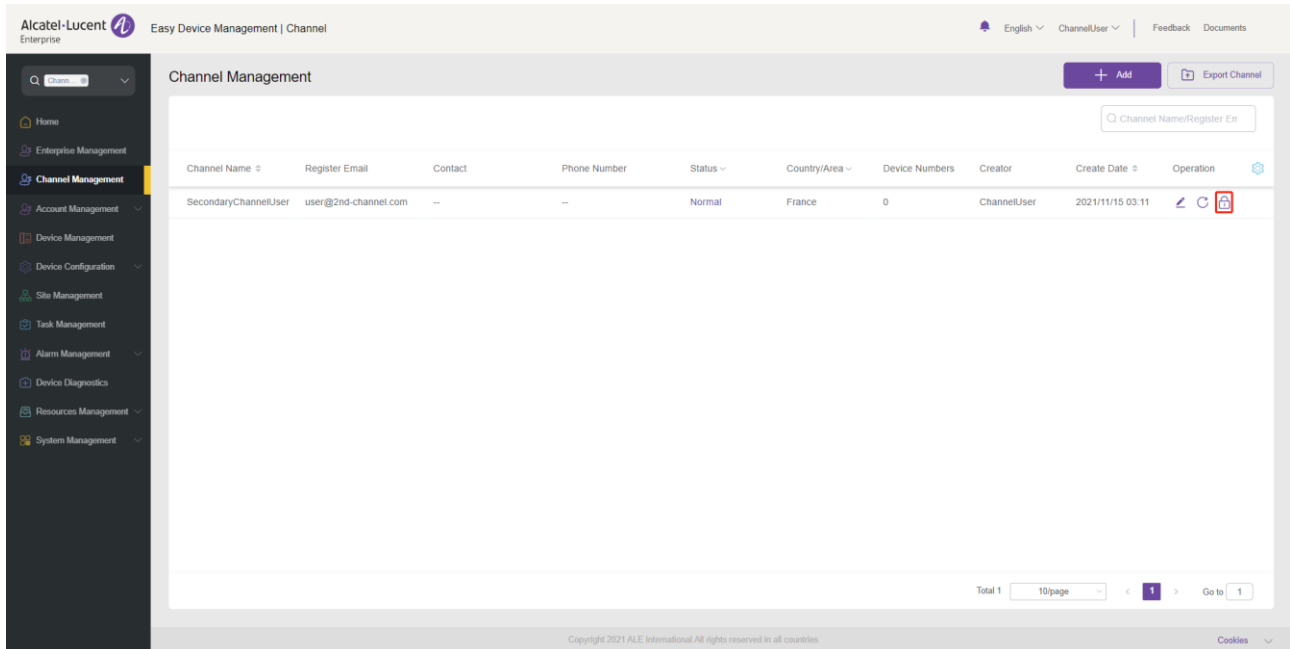
This screenshot is identical to the one in section 8.3, showing the 'Channel Management' page. However, in this image, the pencil icon in the 'Operation' column of the table row is highlighted with a red box, indicating the button to click for editing the channel account.

| Channel Name         | Register Email       | Contact | Phone Number | Status | Country/Area | Device Numbers | Creator     | Create Date      | Operation               |
|----------------------|----------------------|---------|--------------|--------|--------------|----------------|-------------|------------------|-------------------------|
| SecondaryChannelUser | user@2nd-channel.com | --      | --           | Normal | France       | 0              | ChannelUser | 2021/11/15 03:11 | [Edit] [Refresh] [Lock] |

## 8.5 Locking/unlocking


### 8.5.1 Locking

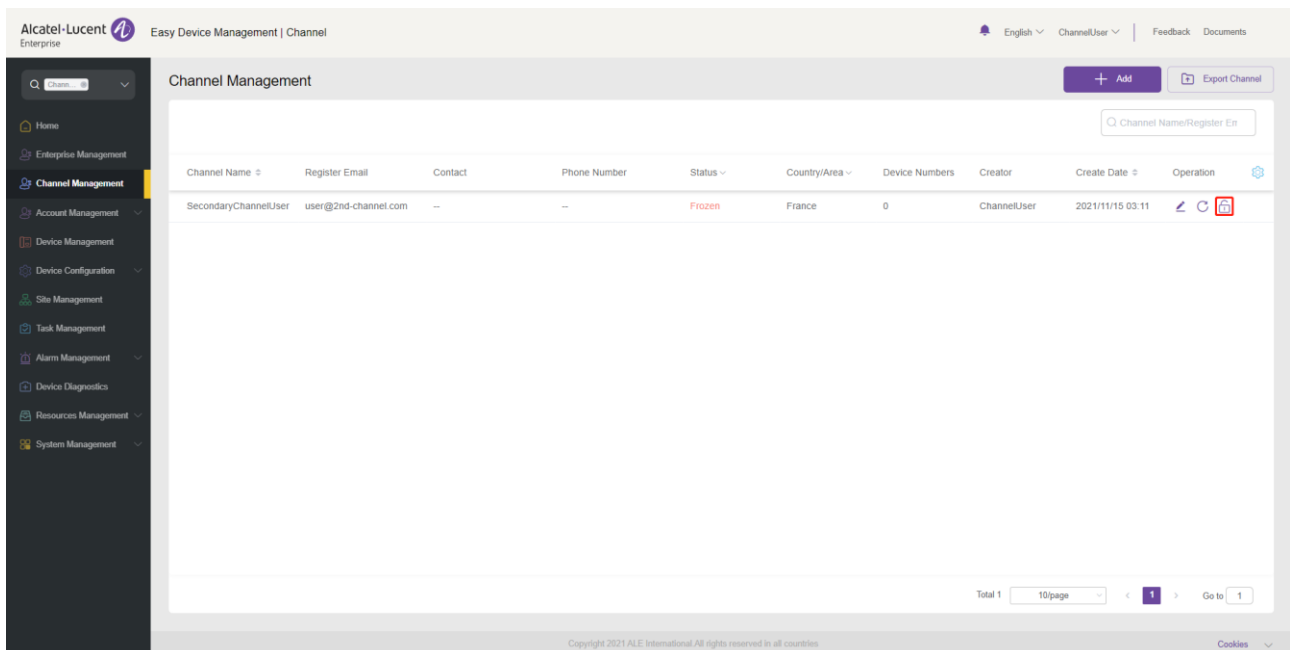
For a normal channel account, click the  button to lock the account. A locked account will be unable to log into EDM.



The screenshot shows the 'Channel Management' page in the Alcatel-Lucent Easy Device Management interface. The left sidebar contains a navigation menu with options like Home, Enterprise Management, Channel Management, Account Management, Device Management, Device Configuration, Site Management, Task Management, Alarm Management, Device Diagnostics, Resources Management, and System Management. The main content area displays a table of channel accounts. The table has columns: Channel Name, Register Email, Contact, Phone Number, Status, Country/Area, Device Numbers, Creator, Create Date, and Operation. A single row is visible with the following data: Channel Name: SecondaryChannelUser, Register Email: user@2nd-channel.com, Contact: --, Phone Number: --, Status: Normal, Country/Area: France, Device Numbers: 0, Creator: ChannelUser, Create Date: 2021/11/15 03:11. In the Operation column, there are three icons: a pencil (edit), a circular arrow (refresh), and a lock icon (lock). The lock icon is highlighted with a red square. At the bottom of the table, there is a pagination bar showing 'Total 1', '10/page', and 'Go to 1'.

### 8.5.2 Unlocking

For a locked channel account, click the  button to unlock the account. An unlocked account will resume its accessibility to EDM.

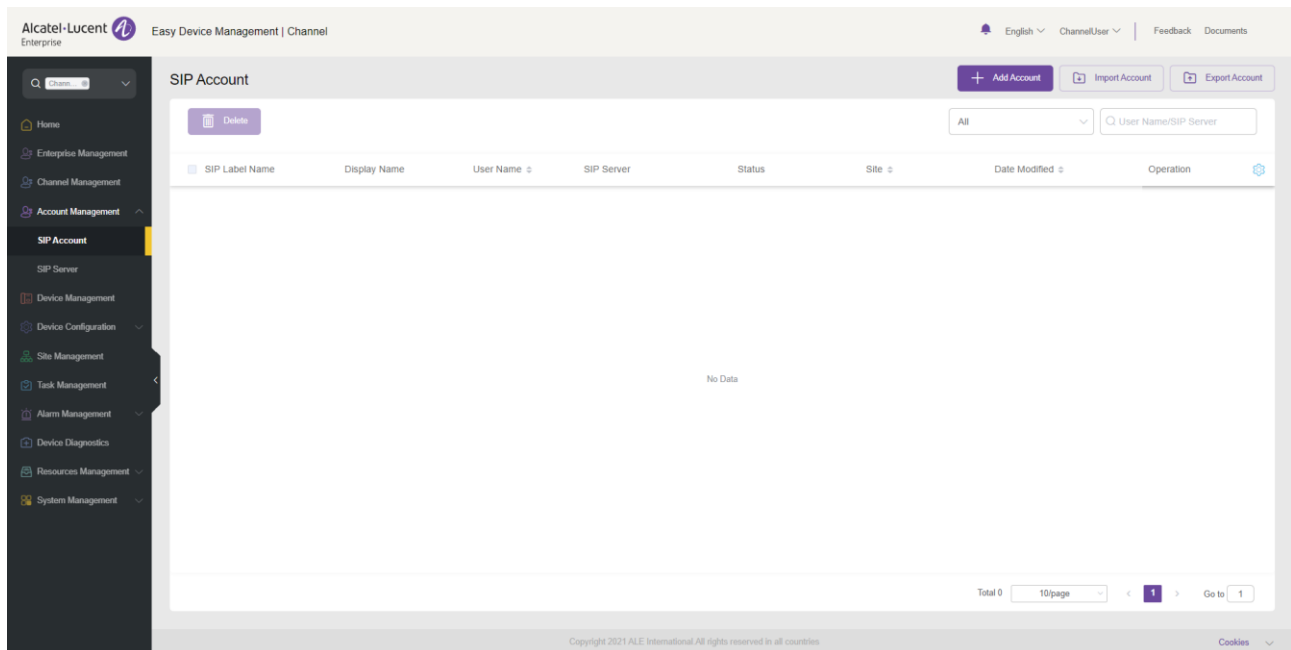



The screenshot shows the 'Channel Management' page in the Alcatel-Lucent Easy Device Management interface, similar to the previous one. The table now shows a channel account with the following data: Channel Name: SecondaryChannelUser, Register Email: user@2nd-channel.com, Contact: --, Phone Number: --, Status: Frozen, Country/Area: France, Device Numbers: 0, Creator: ChannelUser, Create Date: 2021/11/15 03:11. In the Operation column, there are three icons: a pencil (edit), a circular arrow (refresh), and a lock icon (lock). The lock icon is highlighted with a red square. At the bottom of the table, there is a pagination bar showing 'Total 1', '10/page', and 'Go to 1'.

## 9. Account management

On the **Account Management** page, you can import all SIP accounts/SIP servers under the enterprise into EDM. Accounts can be imported or exported in batches.

### 9.1 SIP account



| Display        | Description                                                                                                                                                                                                                                                                           |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SIP Label Name | The name displayed on the LED screen of the phone.                                                                                                                                                                                                                                    |
| Display Name   | The name displayed on the peer during a call.                                                                                                                                                                                                                                         |
| User Name      | The account registered on the phone.                                                                                                                                                                                                                                                  |
| SIP Server     | The address of the SIP server.                                                                                                                                                                                                                                                        |
| Status         | <p>The registration status of the account.</p> <p><b>Registered:</b> The device using this account is successfully registered.</p> <p><b>Unregistered:</b> The device using this account is not registered.</p> <p><b>Unassigned:</b> This account is not assigned to any device.</p> |
| Site           | The site to which the account belongs.                                                                                                                                                                                                                                                |
| Date Modified  | Sort by the last modified time. In descending order by default.                                                                                                                                                                                                                       |
| Operation      | Edit a SIP account.                                                                                                                                                                                                                                                                   |
| Custom fields  | Custom fields. Click the  button to show/hide custom fields.                                                                                                                                       |


#### 9.1.1 Adding account


Click the **Add Account** button. The **Add Account** page is displayed:

The screenshot shows the 'SIP Account / Add Account' page in the Alcatel-Lucent Easy Device Management interface. The page has a sidebar menu on the left with options like Home, Enterprise Management, Channel Management, Account Management, SIP Account, SIP Server, Device Management, Device Configuration, Site Management, Task Management, Alarm Management, Device Diagnostics, Resources Management, and System Management. The main content area contains the 'Add Account' form with the following fields:

- SIP Label Name:** Please enter SIP label name, maximum 128 characters
- Display Name:** Please enter display name, maximum 128 characters
- \* User Name:** Please enter user name, maximum 128 characters
- Register Name:** Please enter register name, maximum 128 characters
- Password:** Please enter password, maximum 128 characters
- \* SIP Server:** Please Select SIP Server (with a dropdown arrow and a '+' icon to add a new server)
- Assign Device:** Three dropdowns for 'Select Model', 'Select Device', and 'Select Account' (each with a dropdown arrow and an 'x' icon to clear the selection)

At the bottom of the form, there is a '+ Add Device' button and 'Cancel' and 'Save' buttons. The footer of the page indicates 'Copyright 2021 ALE International All rights reserved in all countries' and a 'Cookies' link.

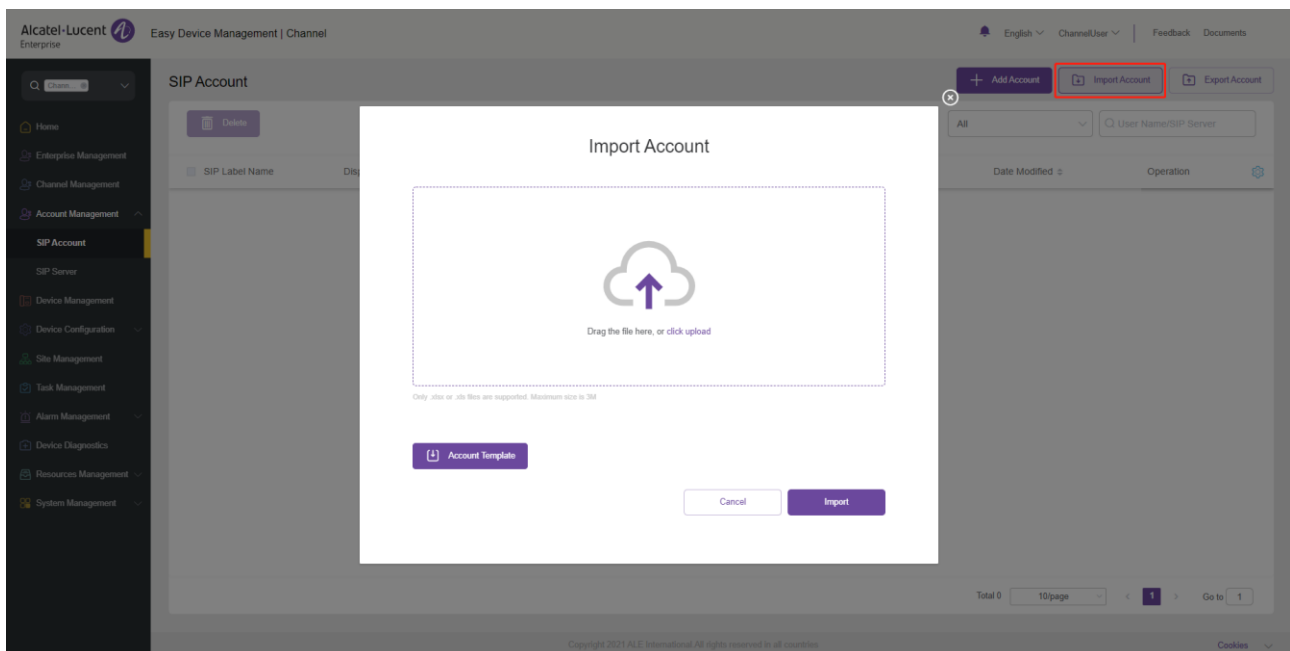
| Contents       | Description                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SIP Label Name | The name currently displayed on the LED screen of the phone.                                                                                                                                                                                                                                                                                                                                   |
| Display Name   | The caller ID displayed when a SIP phone user makes a call (this function needs to be supported by the SIP server). The configuration contents will be contained in the <b>From</b> , <b>Contact</b> , and <b>P-Preferred-Identity</b> header fields of the SIP INVITE message.                                                                                                                |
| User Name      | (Mandatory) User account information, which is provided by the VoIP service provider (ITSP) and is similar to a phone number or is actually a phone number.                                                                                                                                                                                                                                    |
| Register Name  | ID used by the SIP server to authenticate a user. This can be the same as or different from the user name.                                                                                                                                                                                                                                                                                     |
| Password       | The password used by a SIP phone user to register with the SIP server. After being saved, the password is shown as ciphertext for security purposes.                                                                                                                                                                                                                                           |
| SIP Server     | <p>(Mandatory) Select the SIP server for this account. If a SIP server is not available, you can add one by simply clicking  and then go to the SIP server module to set the server parameters.</p> <p><b>Note:</b> Only SIP servers in the same site as the SIP account can be displayed and selected.</p> |

|               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assign Device | <p>Assign a SIP account to a device and account N of a device. You can click the  button to assign a SIP account to multiple devices.</p> <p><b>Select Model:</b> (Mandatory) Select the device model to which the SIP account is assigned.</p> <p><b>Select Device:</b> (Mandatory) Select the MAC/device to which the SIP account is assigned.</p> <p><b>Select Account:</b> (Mandatory) Select the account number of the device to which the SIP account is assigned. (for example, Account1–Account8). If Account1 has a SIP account configured, then the SIP account is displayed.</p> |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 9.1.2 Importing accounts in batches

The EDM platform enables you to import SIP accounts and SIP servers in batches.

1. On the **SIP Account** page, click the **Import Account** button. The following window is displayed:




2. You need to enter the information of the accounts and servers to be imported according to the EDM template format. You can click **Account Template** to download the template.
3. After the template is completed, you can either drag files to the upload area or select files from your PC. Click the **Import** button to confirm your operation.
4. The system will display the import success message. If the import failed, you can export the failure result, and edit the files again based on the reason for failure before importing them again.

### 9.1.3 Exporting account

You can export all SIP accounts where necessary. On the **SIP Account** page, click the **Export Account** button in the upper right corner to export account information, including: user name, SIP server, and device information.

### 9.1.4 Editing account

You can edit account information and assign a SIP account to devices.

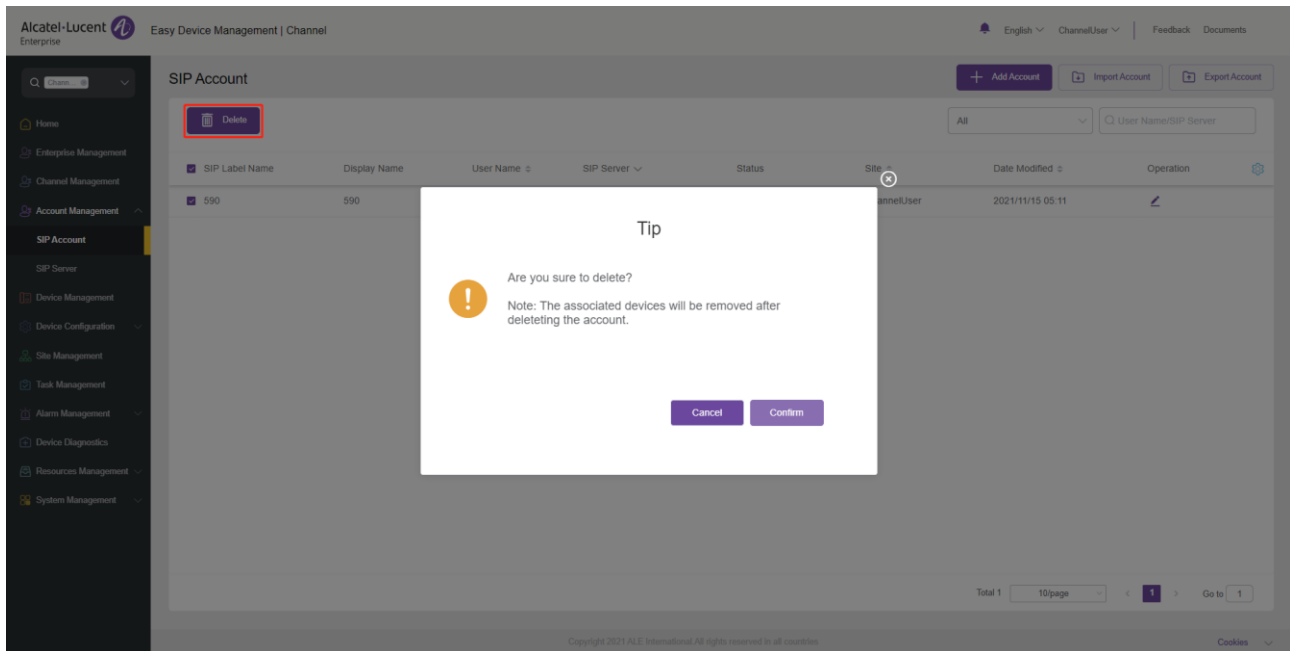
1. On the **SIP Account** page, click the  button next to the account to go to the editing page.
2. Click the **Save** button to save your change.

## Note:

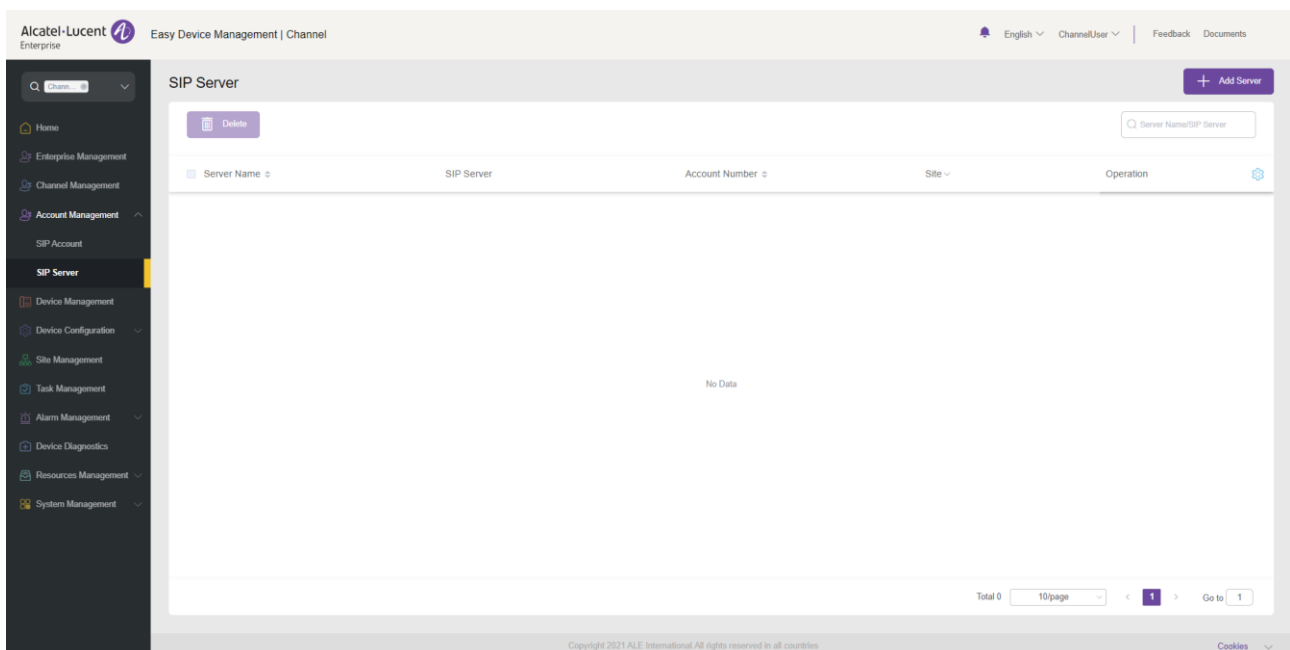
- If a device goes offline, the account information will be updated only when the device goes online.

### 9.1.5 Deleting account


You can click the **Delete** button in the upper-left corner to delete an unwanted account. The associated devices will also be deleted once the account is deleted. You can delete accounts individually or in batches on the EDM platform.



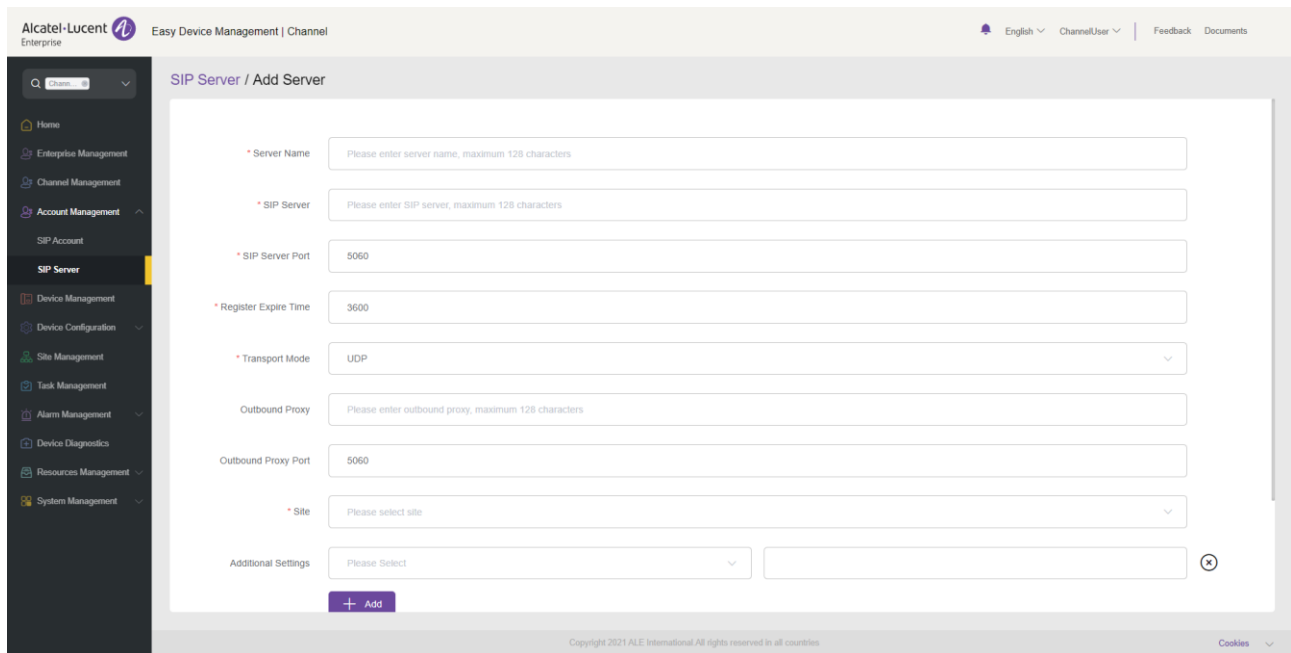
## 9.2 SIP server



| Display     | Description                                  |
|-------------|----------------------------------------------|
| Server Name | Custom server name.                          |
| SIP Server  | IP address or domain name of the SIP server. |

|                |                                                                                                                                |
|----------------|--------------------------------------------------------------------------------------------------------------------------------|
| Account Number | Displays the number of SIP accounts on the SIP server.                                                                         |
| Site           | The site to which the server belongs.                                                                                          |
| Operation      | Edit or delete a device.                                                                                                       |
| Custom fields  | Click the  button to show/hide custom fields. |

### 9.2.1 Adding SIP server



The screenshot shows the 'SIP Server / Add Server' page in the Alcatel-Lucent Easy Device Management interface. The page has a sidebar with navigation options like Home, Enterprise Management, Channel Management, Account Management, SIP Account, SIP Server, Device Management, Device Configuration, Site Management, Task Management, Alarm Management, Device Diagnostics, Resources Management, and System Management. The main content area contains the 'Add Server' form with the following fields:


- Server Name**: Text input field with placeholder 'Please enter server name, maximum 128 characters'.
- SIP Server**: Text input field with placeholder 'Please enter SIP server, maximum 128 characters'.
- SIP Server Port**: Text input field with value '5060'.
- Register Expire Time**: Text input field with value '3600'.
- Transport Mode**: Dropdown menu with value 'UDP'.
- Outbound Proxy**: Text input field with placeholder 'Please enter outbound proxy, maximum 128 characters'.
- Outbound Proxy Port**: Text input field with value '5060'.
- Site**: Dropdown menu with placeholder 'Please select site'.
- Additional Settings**: Dropdown menu with placeholder 'Please Select'.

At the bottom of the form is a '+ Add' button. The footer of the page shows 'Copyright 2021 ALE International. All rights reserved in all countries' and a 'Cookies' link.

| Contents                     | Description                                                                                                                                                                                                                                                                                  |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Server Name                  | (Mandatory) Custom server name.                                                                                                                                                                                                                                                              |
| SIP Server                   | (Mandatory) IP address of the SIP server, which is provided by the VoIP service provider.                                                                                                                                                                                                    |
| SIP Server Port              | (Mandatory) Port number of the SIP server, which is provided by the VoIP service provider.                                                                                                                                                                                                   |
| Registration Expiration Time | (Mandatory) Registration period of a phone, based on which the phone sends a registration request.                                                                                                                                                                                           |
| Transport Mode               | (Mandatory) Transport mode for the phone to interact with the SIP server, which is provided by the VoIP service provider.                                                                                                                                                                    |
| Outbound Proxy               | (Mandatory) Set the address of the proxy server, multimedia gateway, or session border controller. Used for firewall and NAT traversals in different network environments. STUN does not work if the system detects symmetric NAT. The proxy server can provide a solution to symmetric NAT. |
| Outbound Proxy Port          | Set the port of the proxy server, multimedia gateway, or session border controller.                                                                                                                                                                                                          |

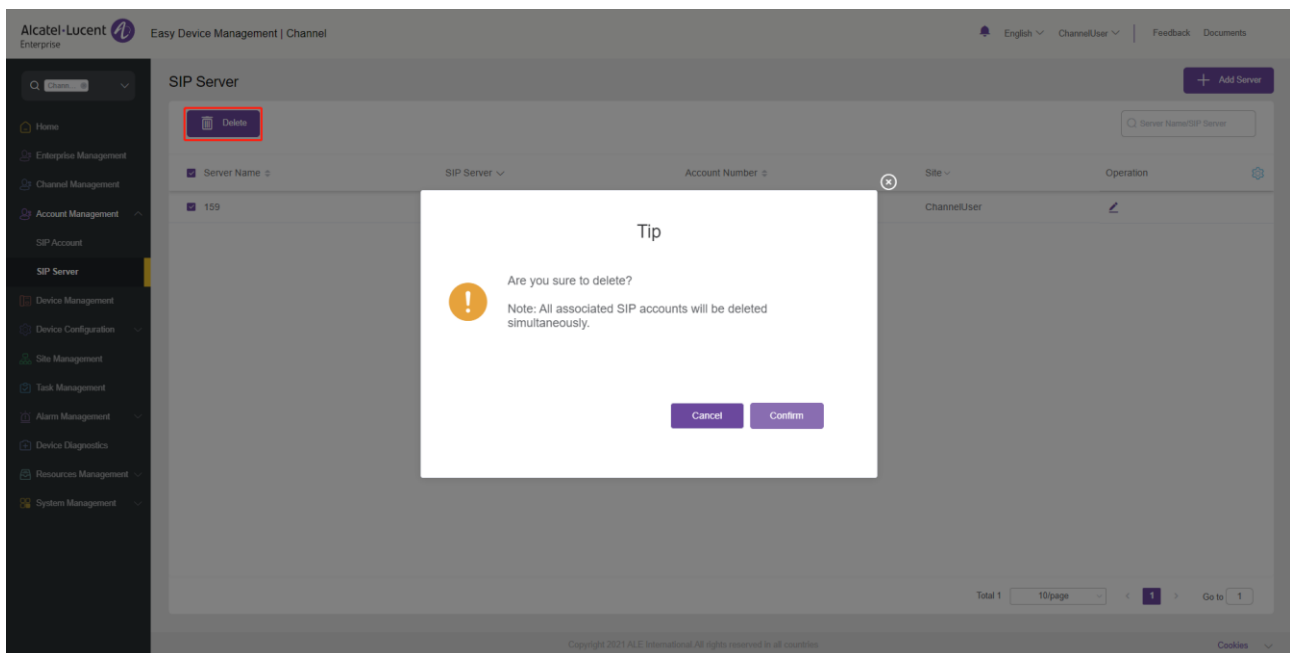
|                     |                                                                                               |
|---------------------|-----------------------------------------------------------------------------------------------|
| Site                | Select the site to which the SIP server belongs.                                              |
| Additional Settings | You can add other custom fields. Some custom fields are valid only for certain device models. |

### 9.2.2 Editing SIP server

You can edit all SIP server information. Click the  button next to the SIP server to go to the editing page. Changes will be applied to all accounts under this server.

### 9.2.3 Deleting SIP server

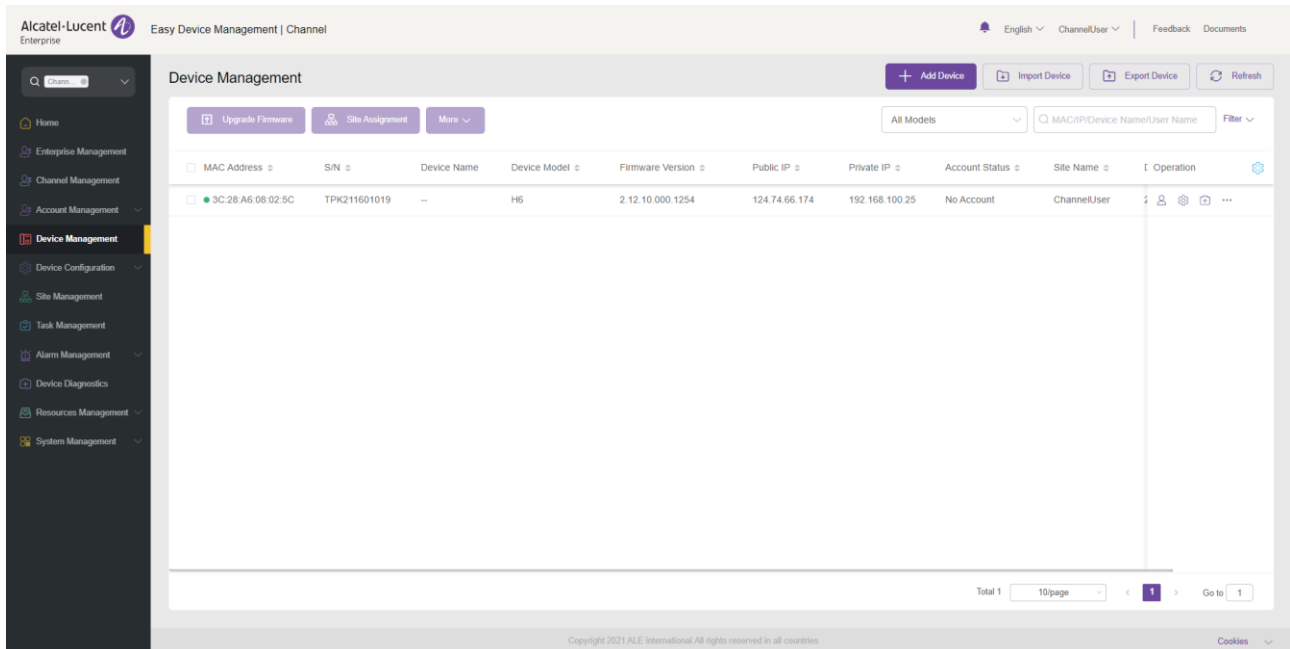
You can delete unwanted SIP servers individually or in batches. The deletion operation will delete all SIP accounts under this server.





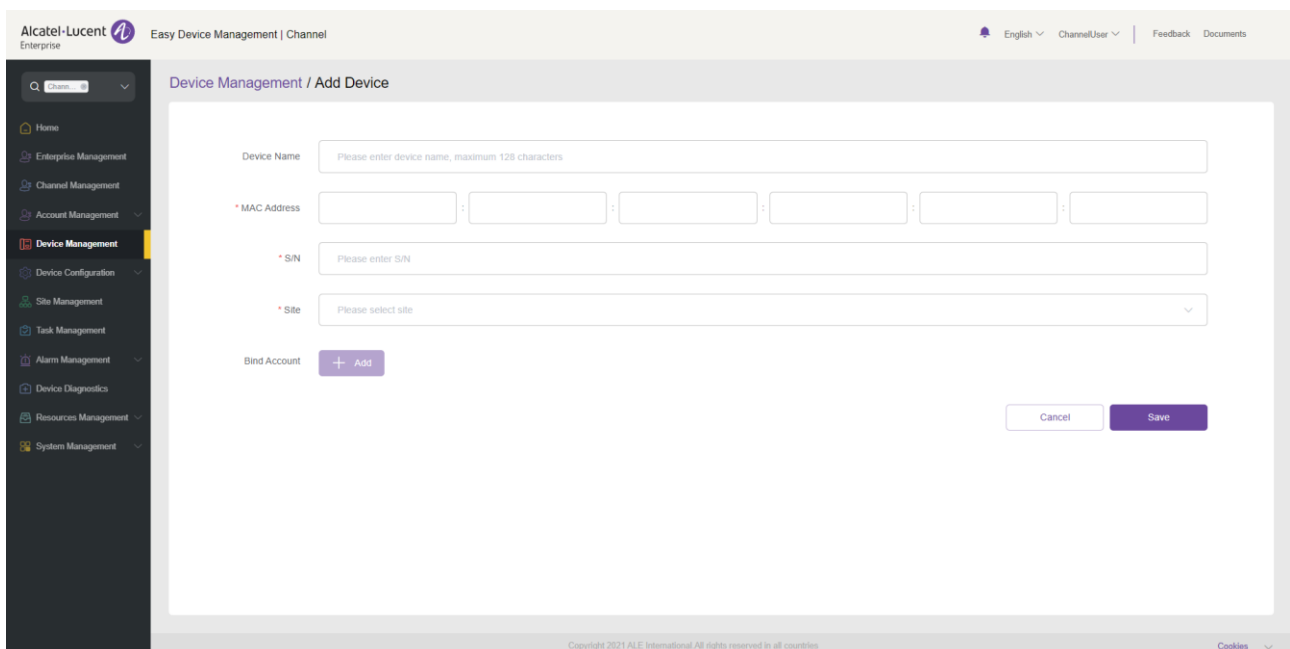
## 10. Device management

The **Device Management** page displays all associated devices. You can check device information, status, and account information. The EDM platform enables you to configure parameters, upgrade firmware, restart/restore factory settings, check device information and task history, and perform other operations.



### 10.1 Adding device

On the **Device Management** page, click the **Add Device** button. The following window is displayed:



#### Note:

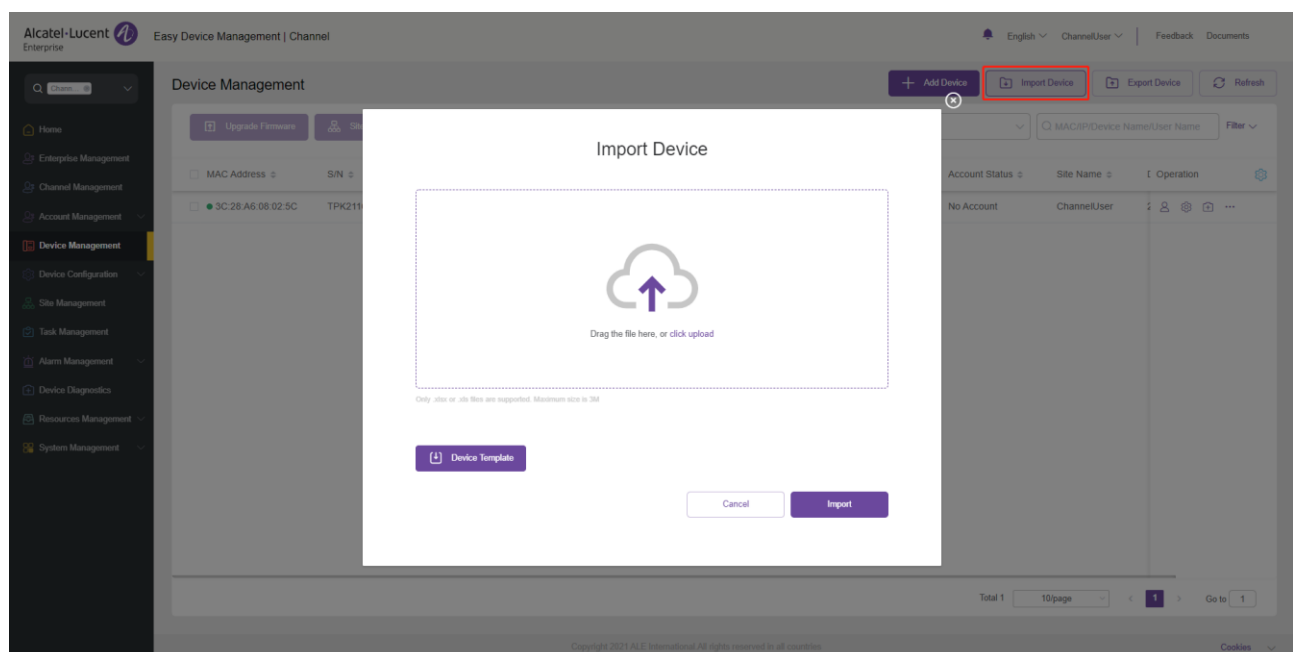
- Ensure that the added device has been added to the device library of EDM by the administrator. Otherwise, the device cannot be added.

| Contents | Description |
|----------|-------------|
|----------|-------------|

|              |                                                                                                                                                                                                                                                                                                                            |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Device Name  | Set a device name that can be used to identify the device. You can enter a maximum of 64 characters.                                                                                                                                                                                                                       |
| MAC Address  | (Mandatory) Enter the MAC address of the device (You can find the MAC serial number from the bottom of the device or on the MAC label of the package). Or you can copy the MAC address and the system will automatically populate it. Format options include "112233445566", "11-22-33-44-55-66", and "11:22:33:44:55:66". |
| S/N          | (Mandatory) Enter the S/N of the device (You can find the S/N from the bottom of the device or on the S/N label of the package).                                                                                                                                                                                           |
| Model        | (Mandatory) Select the device model.                                                                                                                                                                                                                                                                                       |
| Site         | (Mandatory) Select the site to which the device belongs.                                                                                                                                                                                                                                                                   |
| Bind Account | Assign a SIP account to this device.                                                                                                                                                                                                                                                                                       |

## 10.2 Importing device

You can import multiple devices by uploading files. Click the **Import Device** button on the **Device Management** page. The following window is displayed:



1. Click the **Device Template** button. You need to enter the required information as instructed.

**Instructions:**

1. Fields marked with \* are required and cannot be empty.
2. Device name: The maximum number of characters allowed is 128.
3. MAC address: Valid characters are 0-9, A-Z, hyphens (-), and colons (:) (e.g. 00-15-65-1A-2B-3C, 00:15:65:1a:2b:3c, 0015651a2B3c, etc.). If users want to assign accounts to multiple devices, they shall fill in the MAC addresses in multiple lines.
4. SN: Required if users want to add new devices to EDM. Only alphanumeric characters are allowed.
5. Site Name format: 1st Level Site/2nd Level Site/.../New Site. Users must enter the names starting from the 1st Level Site.
6. SIP Account: This entry corresponds to the User Name in the SIP Account. If this value matches the value in the User Name, then the SIP Account will be directly bound, and the following SIP Server, Username, Register Name and Password will not be matched.
7. SIP Server, User Name, Register Name and Password: If the SIP Account is empty, take the parameter value here; If the SIP Server does not exist in the system, a SIP Server is automatically generated. If the User Name does not exist in the system, a SIP Account is automatically generated.

|             |              |     |        |            |               |              |            |                |            |               |              |            |                |            |               |              |            |                |            |
|-------------|--------------|-----|--------|------------|---------------|--------------|------------|----------------|------------|---------------|--------------|------------|----------------|------------|---------------|--------------|------------|----------------|------------|
| Device Name | *MAC Address | *SN | *Model | *Site Name | SIP Account 1 | SIP Server 1 | User Name1 | Register Name1 | Password 1 | SIP Account 2 | SIP Server 2 | User Name2 | Register Name2 | Password 2 | SIP Account 3 | SIP Server 3 | User Name3 | Register Name3 | Password 3 |
|-------------|--------------|-----|--------|------------|---------------|--------------|------------|----------------|------------|---------------|--------------|------------|----------------|------------|---------------|--------------|------------|----------------|------------|

2. The fields in the template are described as follows:

| Contents              | Description                                                                                                                                                                                                                                 |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Device Name           | Set a device name that can be used to identify the device. You can enter a maximum of 64 characters.                                                                                                                                        |
| MAC Address           | (Mandatory) Enter the MAC address of the device (You can find the MAC serial number from the bottom of the device or on the MAC label of the package). Format options include "112233445566", "11-22-33-44-55-66", and "11:22:33:44:55:66". |
| S/N                   | (Mandatory) Enter the S/N of the device (You can find the S/N from the bottom of the device or on the S/N label of the package).                                                                                                            |
| Site                  | (Mandatory) Enter the site to which the device belongs.                                                                                                                                                                                     |
| SIP Account (1/2/3)   | Enter the SIP account to which Account1/2/3 of this device corresponds. The SIP account already exists on EDM.                                                                                                                              |
| SIP Server (1/2/3)    | Enter the SIP server address to which Account1/2/3 of this device corresponds. The SIP server address does not exist on EDM. EDM will automatically add the related SIP server.                                                             |
| User Name (1/2/3)     | Enter the user name of the SIP account to which Account1/2/3 of this device corresponds. The user name does not exist on EDM. EDM will automatically add the related SIP account.                                                           |
| Register Name (1/2/3) | Enter the register name (which does not exist on EDM) of the SIP account to which Account1/2/3 of this device corresponds. EDM will automatically add the related SIP account.                                                              |
| Password (1/2/3)      | Enter the password (which does not exist on EDM) of the SIP account to which Account1/2/3 of this device corresponds. EDM will automatically add the related SIP account.                                                                   |

3. You can drag files to the specified location on the pop-up window, or click the upload area to select files from your PC, and click the **Import** button.
4. The system will display the import success message. If the import failed, you can export the failure result, and edit the files again based on the reason for failure before importing them again.

### 10.3 Exporting device

You can export all devices where necessary. On the **Device Management** page, click the **Export Device** button in the upper-right corner to export device information, including MAC, S/N, version, SIP server, and account.

#### Note:


- All devices will be exported by default.

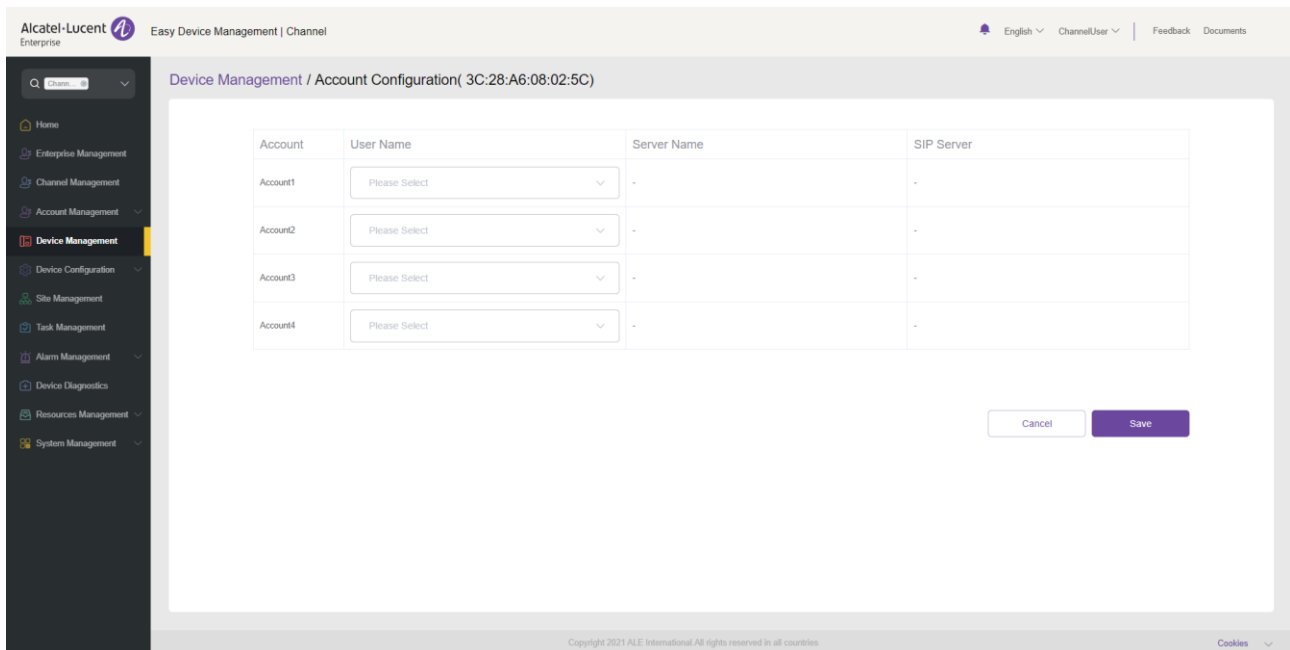
### 10.4 Refreshing

You can refresh the **Device Management** page to view the device status change. For example, the status of a newly added device is displayed as offline after being connected to EDM. In this case, you need to refresh the **Device Management** page and the device status changes to online.

### 10.5 Configuring SIP account

You can configure a SIP account for a device on the **Device Management** page:

1. In the device list, click the  button next to an account to access the **Account Configuration** page.
2. After you click the button, you can enter the **Account Configuration** page shown in the figure below:



| Account  | User Name     | Server Name | SIP Server |
|----------|---------------|-------------|------------|
| Account1 | Please Select | -           | -          |
| Account2 | Please Select | -           | -          |
| Account3 | Please Select | -           | -          |
| Account4 | Please Select | -           | -          |

Cancel Save

3. On the **Account Configuration** page, you can select a SIP account created on the **SIP Account** page and assign it to the device.
4. You can also select a SIP account again or delete an existing SIP account. For batch search, fuzzy search is supported.
5. Click **Save**. The account configuration is immediately sent to the device.


#### Note:

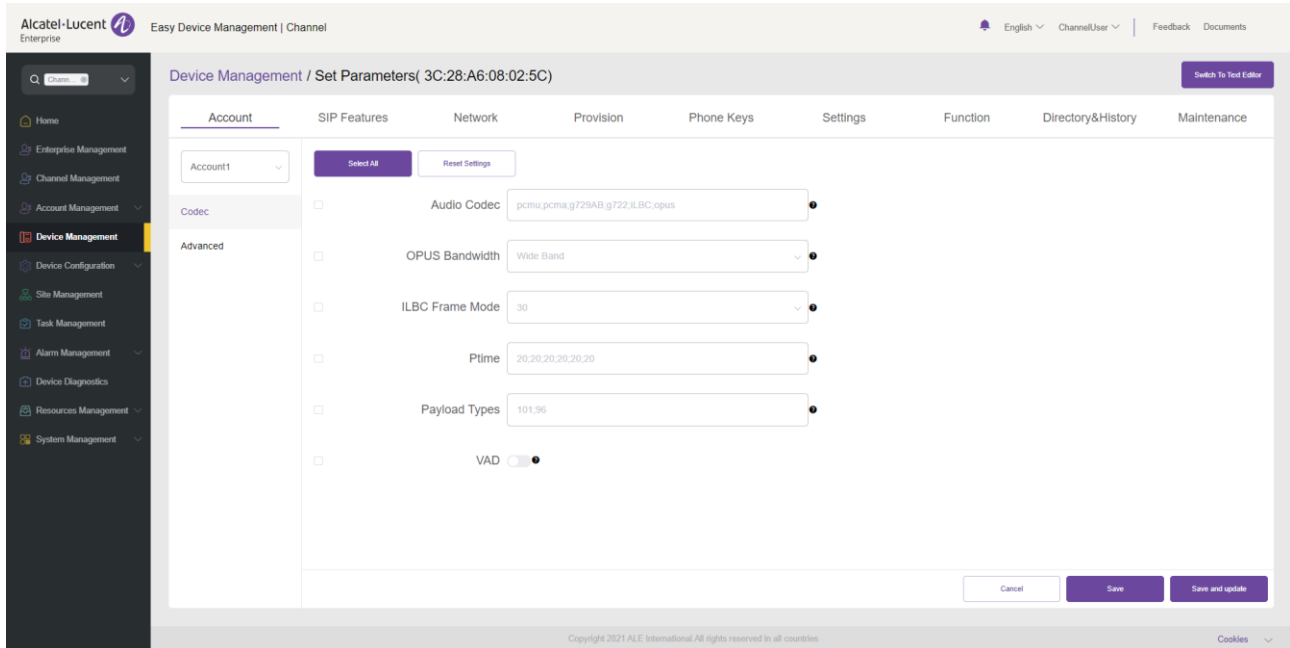
- If the device is not connected to EDM in this case, the configuration will not be synchronized immediately. EDM will synchronize the account configuration next time the device goes online.

- Accounts configured in other ways (for example, on the webpage or device interface) are synchronously displayed on EDM, but you cannot manage these accounts on EDM.

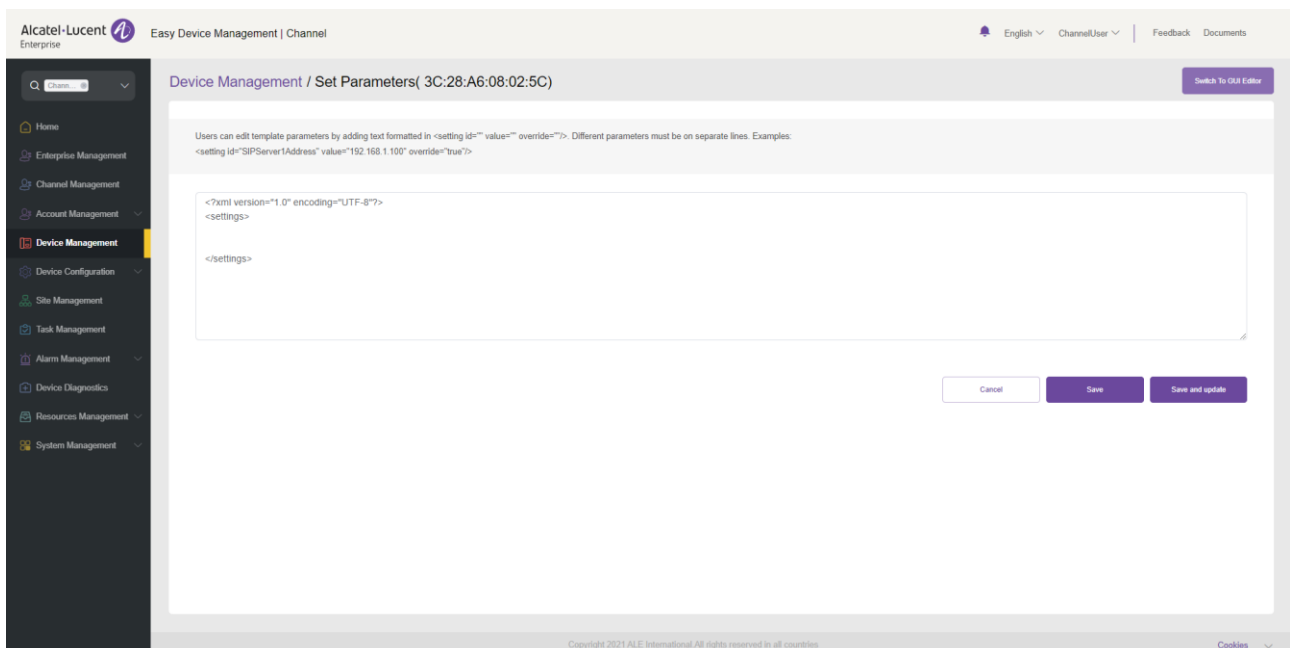
## 10.6 Modifying device configuration parameters

You can modify configuration parameters for an individual device.

- In the device list, select the device you want to operate and click the  button to enter the following **Set Parameters** page:



- If you click the **Select All** button, all the options on the current page will be selected. You can click this button again to deselect all.
  - If you click the **Reset Settings** button, all the settings on the current page will be restored to their default values.
- If you cannot find certain parameters on the page, you can also click **Switch to GUI Editor** in the upper right corner of the page to enter the text editor page:



- The format must be: `<setting id="SIPServer1Address" value="192.168.1.100" override="true"/>`.

- You can enter the latest parameters supported by the device. The text editor allows you to configure parameters that cannot be set on the Settings page.
- 3. Click **Save**. EDM will save only the configuration of the device.
- 4. Click **Save and update**. EDM will save the configuration of the device and immediately push it to the device.

**Note:**

- If the device is not connected to EDM in this case, the configuration will not be synchronized immediately. EDM will synchronize the account configuration next time the device goes online.
- Configurations made in other ways (for example, on the webpage or zero configuration) will not be synchronized to EDM.
- For configuration rules, refer to the user manual for the respective device model.

## 10.7 Disabling push configuration

If you do not want to push the configuration to the device through the local EDM server, follow these steps:

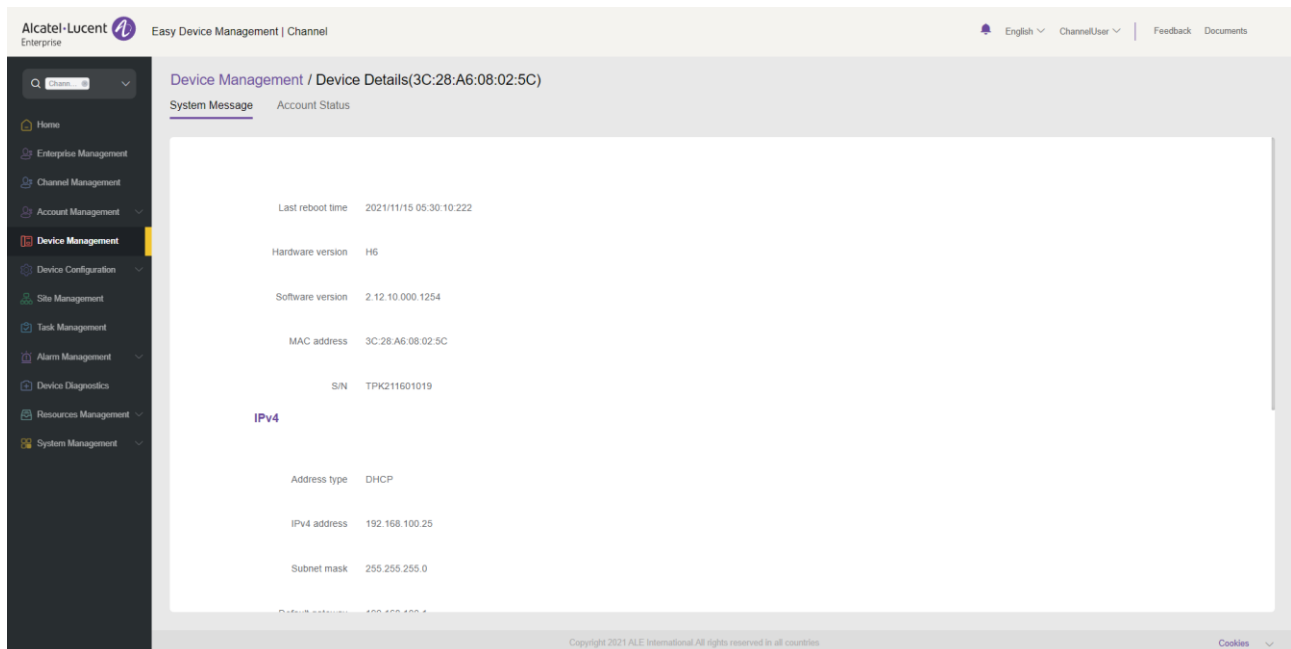
1. Select a device, click the button, and select **Disabled Push Configuration**.
2. If **Disabled Push Configuration** is selected, the account configuration or parameters, including task management, will not be pushed to the device through the local EDM server. Configurations that have not been pushed to the device will no longer be pushed.

**Note:**

- If you want to continue pushing the configuration or parameters to the device, you can click the **\*\*\*** icon and select Enable Push Configuration.

## 10.8 Viewing device details

You can click the **\*\*\*** button next to a device and select **Device Details** to view the system information and account status of the device.



The screenshot shows the Alcatel-Lucent Enterprise Easy Device Management (EDM) interface. The top navigation bar includes the Alcatel-Lucent logo, 'Easy Device Management | Channel', and user information (English, ChannelUser, Feedback, Documents). The left sidebar contains a menu with options like Home, Enterprise Management, Channel Management, Account Management, Device Management (highlighted), Device Configuration, Site Management, Task Management, Alarm Management, Device Diagnostics, Resources Management, and System Management. The main content area is titled 'Device Management / Device Details(3C:28:A6:08:02:5C)' and has two tabs: 'System Message' and 'Account Status'. The 'System Message' tab is active, displaying a table of device details:

|                  |                         |
|------------------|-------------------------|
| Last reboot time | 2021/11/15 05:30:10.222 |
| Hardware version | H6                      |
| Software version | 2.12.10.000.1254        |
| MAC address      | 3C:28:A6:08:02:5C       |
| S/N              | TPK211601019            |
| <b>IPv4</b>      |                         |
| Address type     | DHCP                    |
| IPv4 address     | 192.168.100.25          |
| Subnet mask      | 255.255.255.0           |
| Default gateway  | 192.168.100.1           |

The footer of the interface shows 'Copyright 2021 ALE International. All rights reserved in all countries' and a 'Cookies' link.

**Note:**

- The information is acquired in real time from the device and is not available if the device is offline.

## 10.9 Editing device

You can edit the name, site, and account of a device.

1. In the device list, select the device you want to edit, click the **...** button, and select **Edit Device**.
2. The **Edit Device** page is displayed.
3. Click **Save** to make the changes take effect immediately.

## 10.10 Viewing device operation logs

You can view all device operation logs on the EDM platform.

1. In the device list, select a device, click the **...** button, and select **Operation Logs**.
2. The **Operation Logs** page is displayed. This page displays operation logs about SIP account configuration, parameter update, device rebooting, device upgrade/downgrade, and factory reset.

## 10.11 Viewing task history

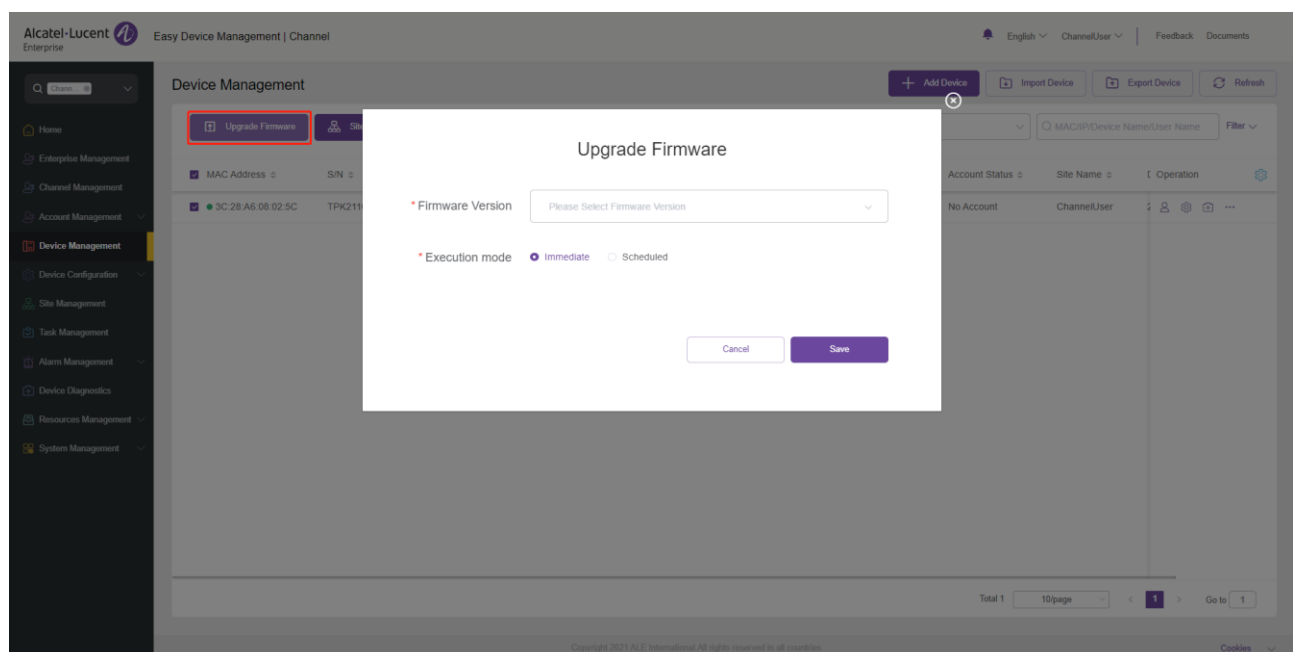
You can view the task history on the EDM platform, including real-time and scheduled tasks.

1. In the device list, select a device, click the **...** button, and select **Task History**.
2. The **Task Management** page is displayed. On this page, you can search for all tasks of the specified device.

## 10.12 Upgrading firmware

EDM enables you to upgrade devices in batches to a certain firmware version.

1. In the device list, select one or multiple devices that you want to upgrade, and click the **Upgrade Firmware** button at the top of the page.



2. Select the target version to upgrade to.
3. Select **Execution mode: Immediate** or **Scheduled**. You can schedule the execution at a future time.
4. After you click **Save**, a task is generated. You can view the execution result on the **Task Management** page.

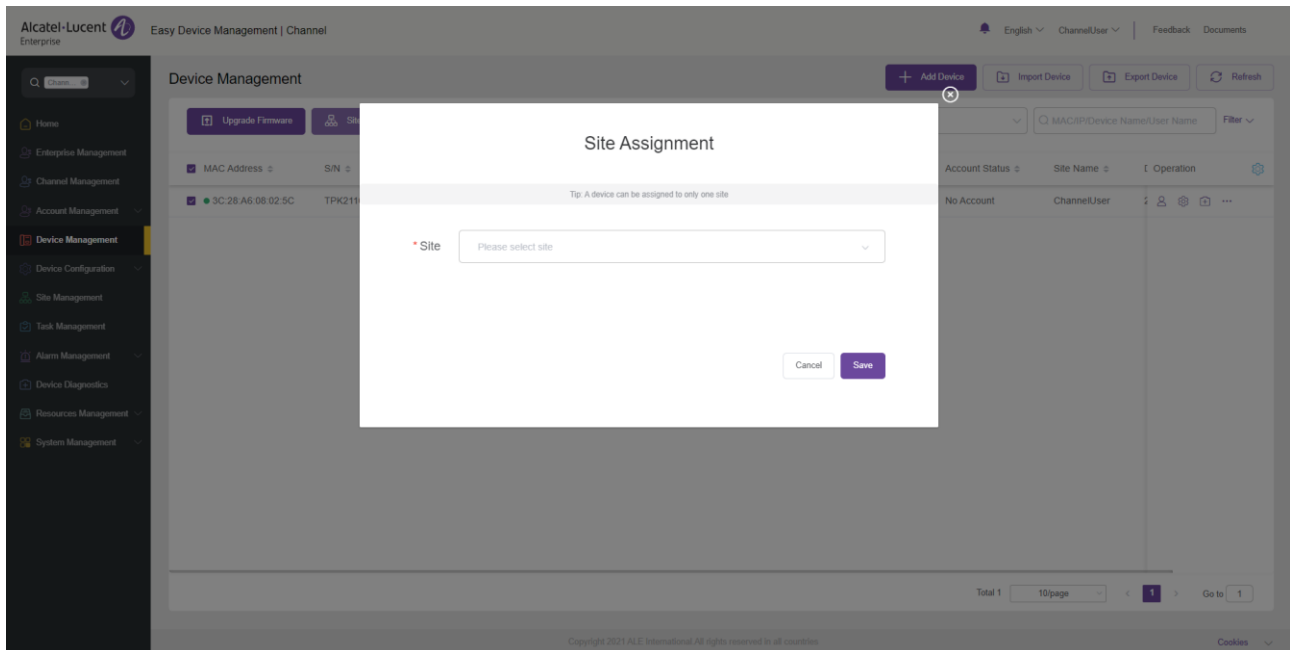
### Note:

- If the selected devices are of different model specifications and do not have the same firmware, then you cannot upgrade the firmware in batches.
- If no firmware is available for the devices you selected, contact your EDM administrator.

## 10.13 Assigning site

You can change device sites in batches on the EDM platform.

1. In the device list, select one or multiple devices and click the **Site Assignment** button at the top of the page.



2. Select the site to assign to.
3. Click **Save** to transfer all selected devices to a new site.

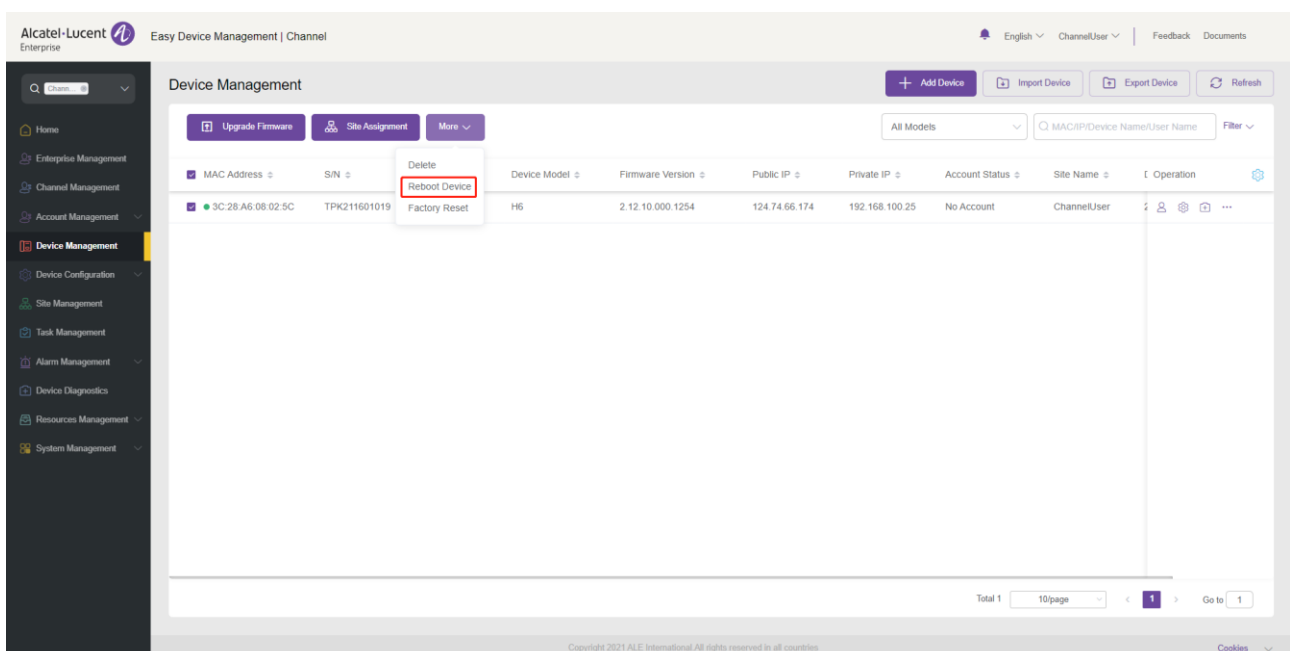
### Note:

- A device can belong to only one site.

## 10.14 Rebooting device

You can reboot one or more devices on the EDM platform.

1. In the device list, select one or multiple devices and click **More > Reboot Device** at the top of the page.





2. Select **Execution mode: Immediate** or **Scheduled**. You can schedule the execution at a future time.
3. After you click **Save**, a task is generated. You can view the execution result on the **Task Management** page.

## 10.15 Restoring factory settings

You can restore factory settings for one or multiple devices on the EDM platform.

1. In the device list, select one or more devices and click **More > Factory Reset** at the top of the page.

The screenshot shows the 'Device Management' page in the Alcatel-Lucent EDM interface. A dropdown menu is open for the 'More' button, showing options: 'Delete', 'Reboot Device', and 'Factory Reset' (highlighted with a red box). Below the menu is a table of devices.

| MAC Address       | S/N          | Device Model | Firmware Version | Public IP     | Private IP     | Account Status | Site Name   | Operation |
|-------------------|--------------|--------------|------------------|---------------|----------------|----------------|-------------|-----------|
| 3C:28:A6:08:02:5C | TPK211601019 | H6           | 2.12.10.000.1254 | 124.74.66.174 | 192.168.100.25 | No Account     | ChannelUser |           |

2. Select **Execution mode: Immediate** or **Scheduled**. You can schedule the execution at a future time.
3. After you click **Save**, a task is generated. You can view the execution result on the **Task Management** page.

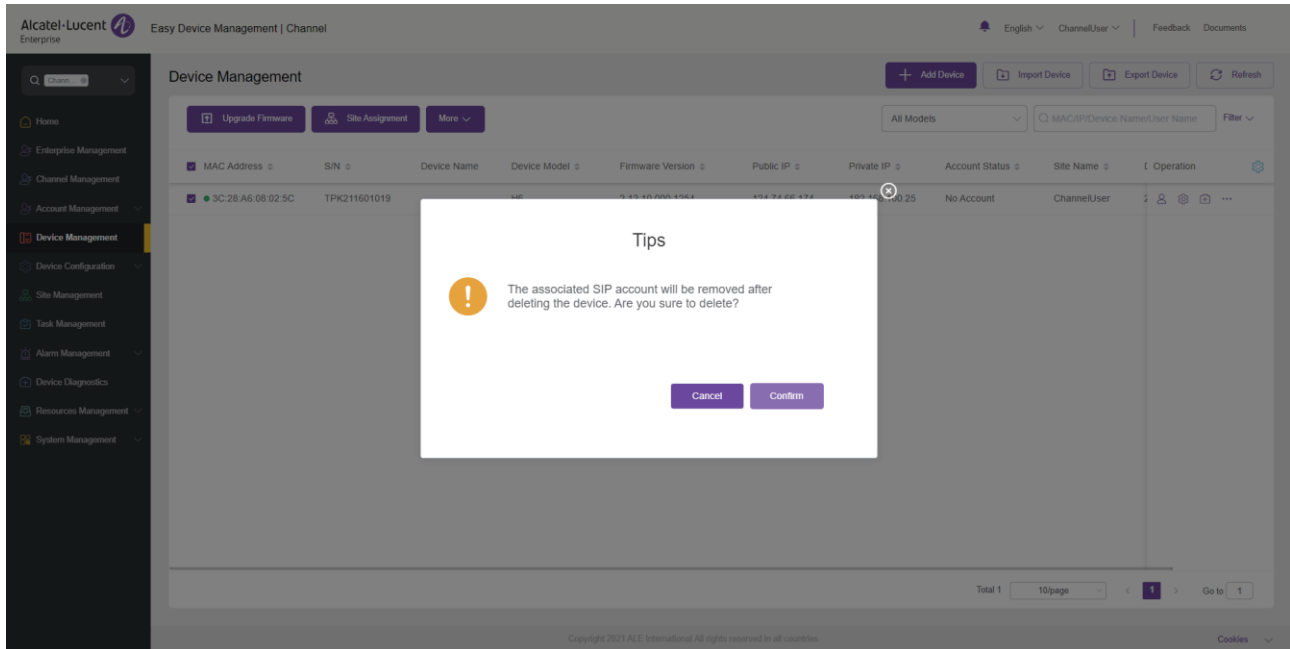
### Note:

- Restoring factory settings will clear all configuration items, including accounts, call history, and contacts. After the factory settings are restored and the device is started, the device will reconnect to EDM and the relevant configurations are applied.

## 10.16 Deleting device

You can delete one or more devices on the EDM platform.

1. In the device list, select one or multiple devices and click **More > Delete** at the top of the page.
2. Click **Confirm**. The selected devices will be immediately deleted and the scheduled tasks associated with these devices will not be executed.



# 11. Device configuration

The **Device Configuration** page enables you to create templates that can be used to configure devices of the same model specifications, in the same group, or in the same site. In addition, you can upload configuration files of an individual device and manage them separately.

## 11.1 Configuring device by model

You can customize a model configuration template, classify devices by model specifications, configure the devices of the same model specifications in batches, and quickly push the configuration files to group members. You can view the model templates you have created. You can modify configuration parameters, push configuration files, edit models, and download configuration files based on model specifications.

### 11.1.1 Adding model template

1. You can add a model template on the **Model Configuration** page. You can also create a unified model template in advance for any new devices added in the future.

| Contents    | Description                                                                                                                             |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Model Name  | (Mandatory) Enter a name that can be used to identify the template. The name must be unique. You can enter a maximum of 128 characters. |
| Site        | (Mandatory) Select the site to use this template.                                                                                       |
| Model       | (Mandatory) Select the model to use this template.                                                                                      |
| Description | Enter a detailed description or purpose of this template.                                                                               |

2. After you fill in the necessary information, click the **Next step** button. The **Set Parameters** page is displayed. On this page, you can configure the required parameters.

- If you click the **Select All** button, all the options on the current page will be selected. You can click this button again to deselect all.
  - If you click the **Reset Settings** button, all the settings on the current page will be restored to their default values.
3. You can also directly set parameters on this configuration page, or click the **Switch to GUI Editor** button in the upper-right corner to switch to a text editor. An edited or added parameter is formatted as `<setting id="" value="" override="" />`, for example, setting id=" SIPServer1Address" value="192.168.1.100" override="true"/>. The text editor also supports the configuration of parameters that are not supported by the GUI editor and is highly scalable.

4. After the configuration is complete, if you click the **Save** button, EDM will save the configuration only. If you click **Save and update**, EDM will save the configuration and push the configuration to relevant devices.

Alcatel-Lucent Enterprise Easy Device Management | Channel

Model Configuration / Set Parameters

Account1

Codec

Advanced

Audio Codec: pcm, pcmu, g729AB, g722, ILBC, opus

OPUS Bandwidth: Wide Band

ILBC Frame Mode: 30

Ptime: 20, 26, 20, 20, 20

Payload Types: 101, 96

VAD: ☐


Cancel Save Save and update

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## Note:

- The configuration parameters may vary with model specifications. For configuration rules, refer to the user manual for the respective device model.
- A newly added model template will not be automatically pushed to a phone unless you click "Save and update".
- A modified model template will not be automatically pushed to a phone unless you click "Save and update".

### 11.1.2 Modifying model template parameters

You can select a template and click the  button to enter the **Model Configuration** page to modify the parameter configuration items.



Alcatel-Lucent Enterprise Easy Device Management | Channel

Model Configuration

Delete

All Models


Template Name/Site/Descr

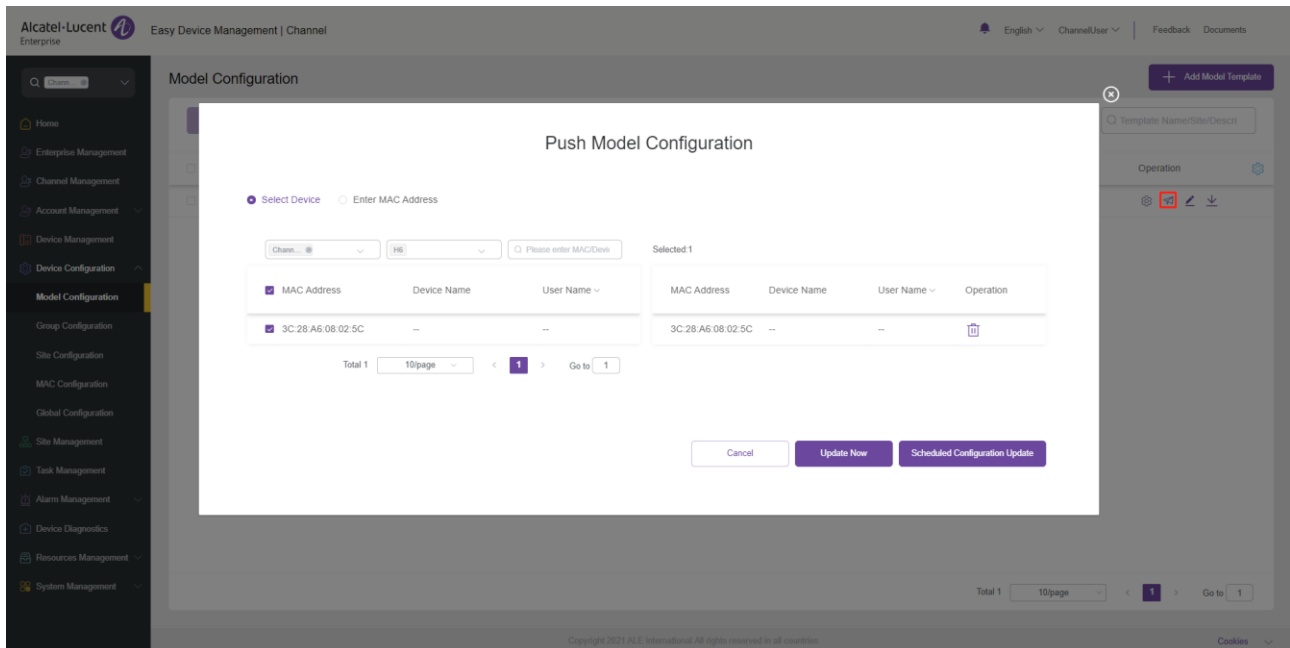
| Template Name | Model | Site        | Description | Date Modified    | Operation                                                                                                                                                                   |
|---------------|-------|-------------|-------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| H6            | H6    | ChannelUser | --          | 2021/11/15 05:44 |   |

Total 1 10/page 1 Go to 1


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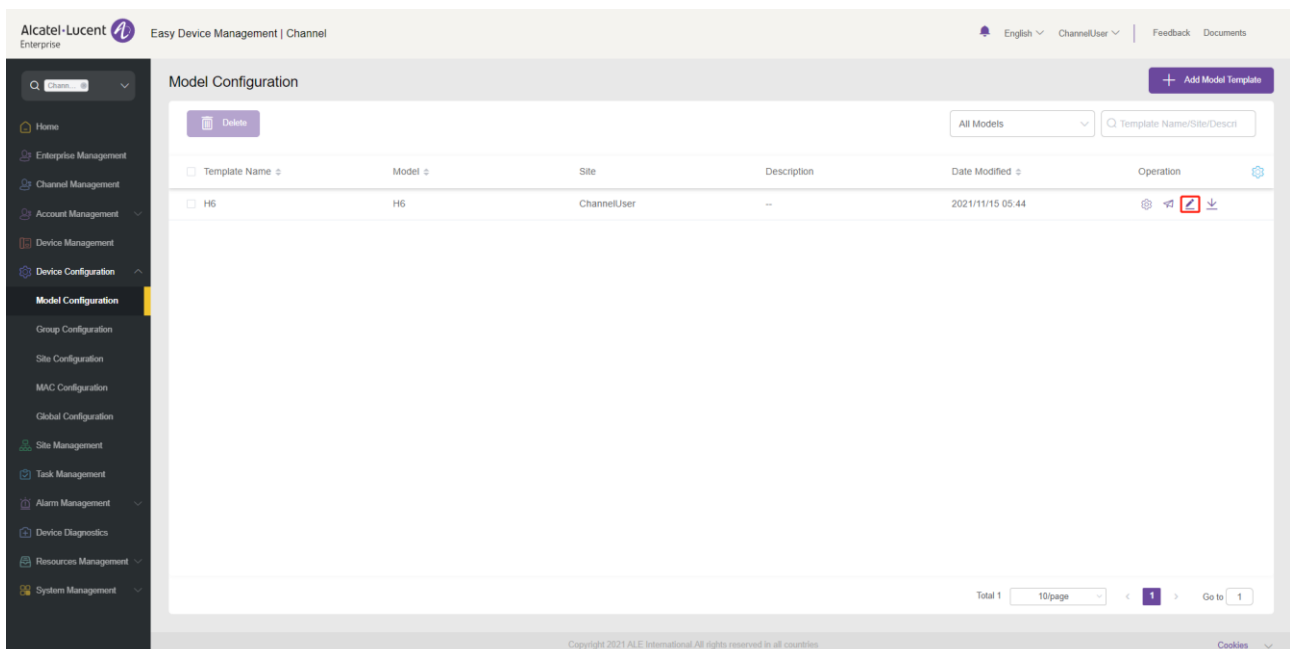
### 11.1.3 Pushing updates manually

You can manually push this model configuration template to devices. Select a template and click the  button in the **Operation** column. The push page is displayed.




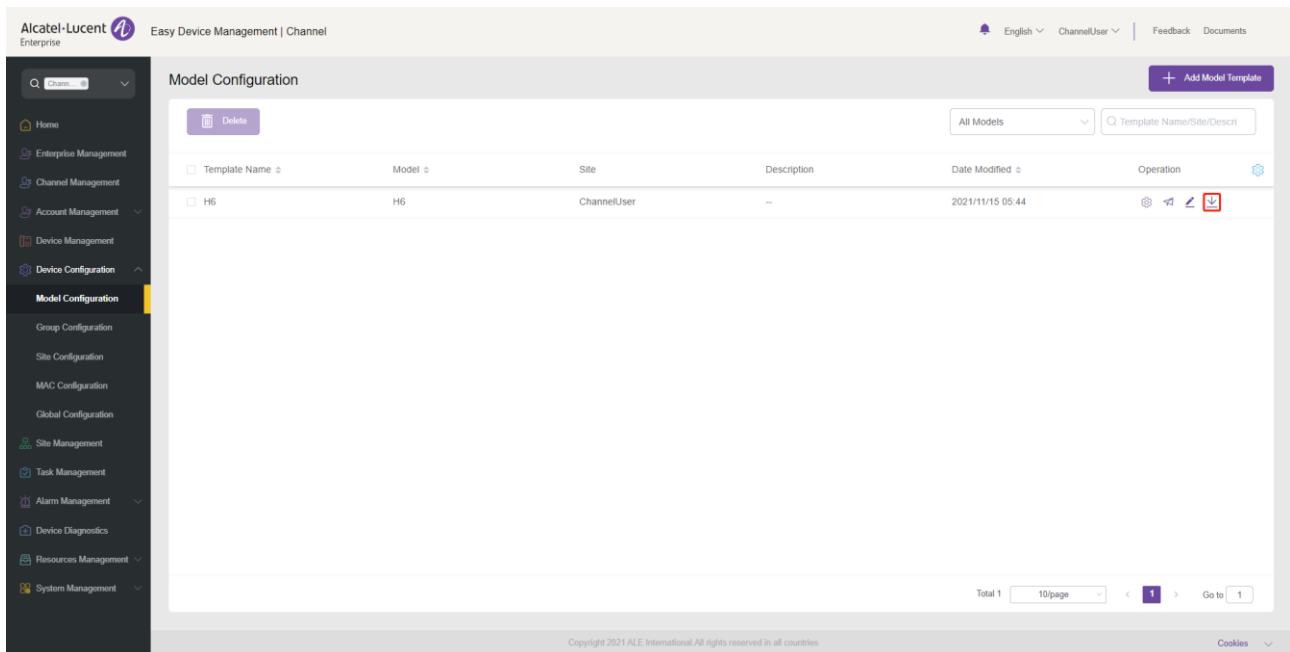
### 11.1.4 Editing template

You can change the name, model, site, and description of a template. Click the  button in the **Operation** column for editing purpose. The changes take effect immediately.



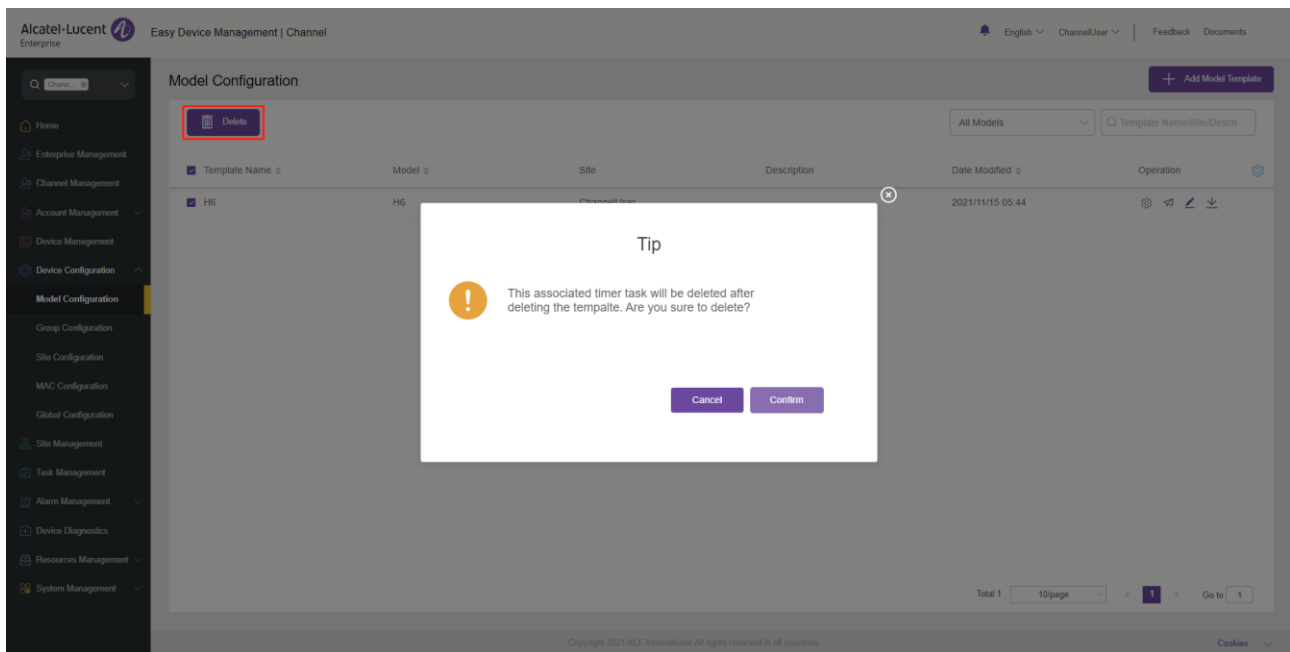
### 11.1.5 Downloading configuration file

You can download the latest configuration file of the current model template at any time. Click the  button next to the template to download the configuration file.



### 11.1.6 Deleting template

You can delete model templates. Select the template you want to delete, and then click the **Delete** button in the top left corner. After you confirm the deletion, the template will be deleted.



## 11.2 Configuring device by group

You can customize a group configuration template, classify devices by group, and configure the devices in the same group in batches. That is, grouping a batch of devices into the same group for configuration management. In this way, you can quickly push configuration files to group members. You can view the group templates you have created and the list of devices in each group. You can modify configuration parameters, push configuration files, edit groups and group members, and download configuration files based on group management.

## 11.2.1 Adding group template

You can add a group template on the **Group Configuration** page where necessary. You can also create a unified group template in advance for any new devices added in the future.

1. Click the **Add Group Template** button..

| Contents    | Description                                                                                                                             |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Group Name  | (Mandatory) Enter a name that can be used to identify the template. The name must be unique. You can enter a maximum of 128 characters. |
| Description | Enter a detailed description or purpose of this template.                                                                               |



2. Enter a group name and description and click the **Next step** button. Select the devices to be added to the group and click the **Next step** button.

- **Select Device:** Filter out the devices to be displayed by site, model, MAC address, and device name. The selected devices will be automatically added to the selected device box on the right.
- **Enter MAC Address:** Directly enter the MAC address of an existing device. You can also copy MAC addresses from a column in an Excel file. MAC addresses are separated by comma or line feed.

3. The **Set Parameters** page is displayed and you can set parameters as required on this page.

- If you click the **Select All** button, all the options on the current page will be selected. You can click this button again to deselect all.
  - If you click the **Reset Settings** button, all the settings on the current page will be restored to their default values.
4. You can also directly set parameters on this configuration page, or click the **Switch to GUI Editor** button in the upper right corner to switch to a text editor. An edited or added parameter is formatted as `<setting id="" value="" override=""/>`, for example, setting id=" SIPServer1Address"


value="192.168.1.100" override="true"/>. The text editor also supports the configuration of parameters that are not supported by the GUI editor and is highly scalable.

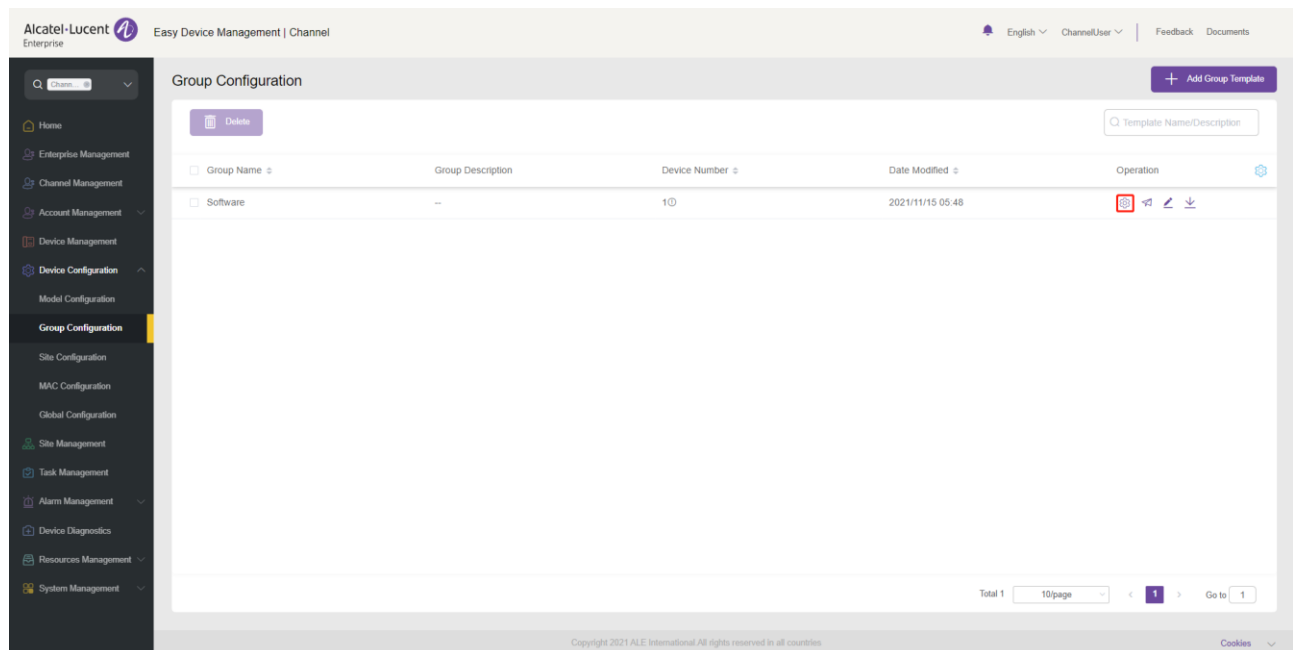
- After the configuration is complete, if you click the **Save** button, EDM will save the configuration only. If you click **Save and update**, EDM will save the configuration and push the configuration to relevant devices.

#### Note:

- The configuration parameters may vary with model specifications. For configuration rules, refer to the user manual for the respective device model.
- A newly added model template will not be automatically pushed to a phone unless you click "Save and update".
- A modified model template will not be automatically pushed to a phone unless you click "Save and update".

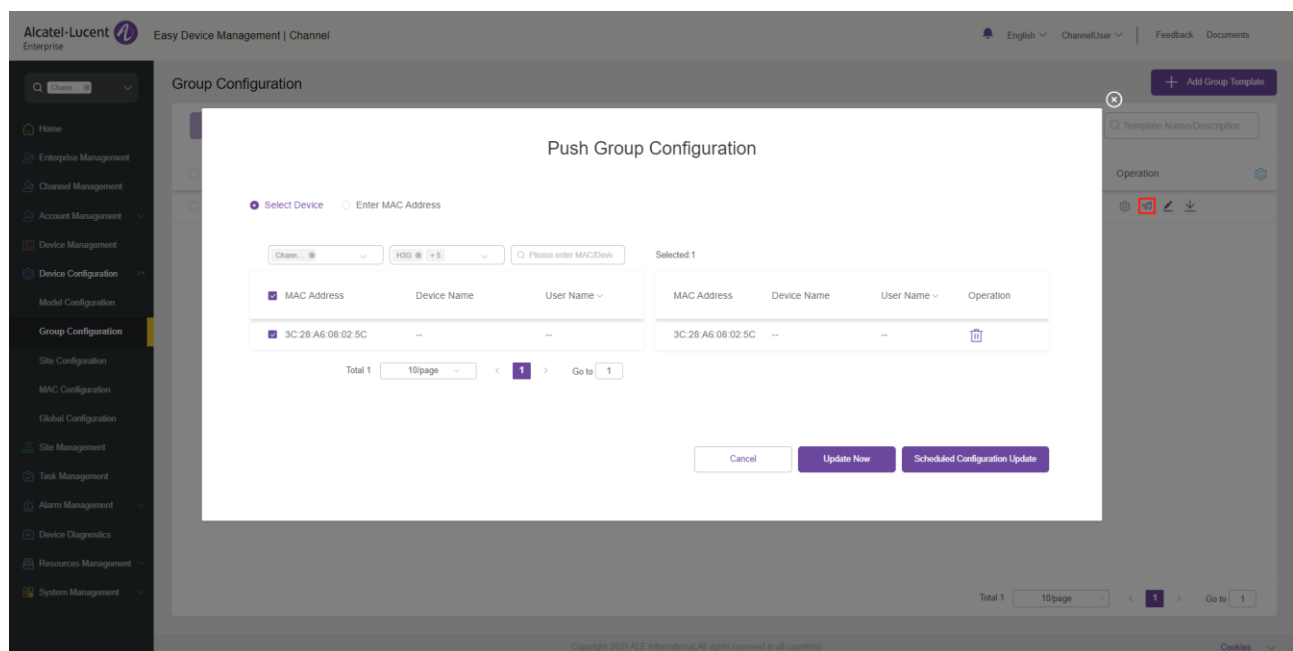
## 11.2.2 Modifying group template parameters

You can select a template and click the  button in the **Operation** column to enter the **Group Configuration** page to modify the parameter configuration items.




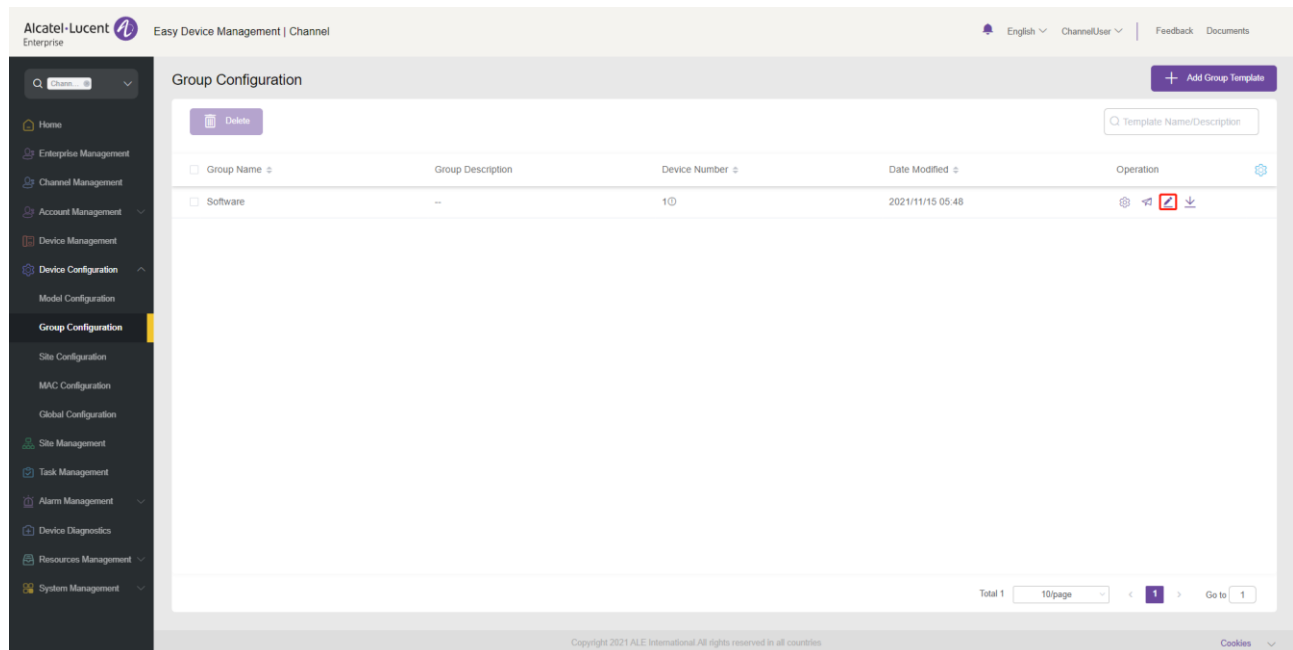
## 11.2.3 Pushing updates manually

You can manually push this group configuration template to devices. Select a template and click the  button in the **Operation** column to enter the **Push Group Configuration** page.




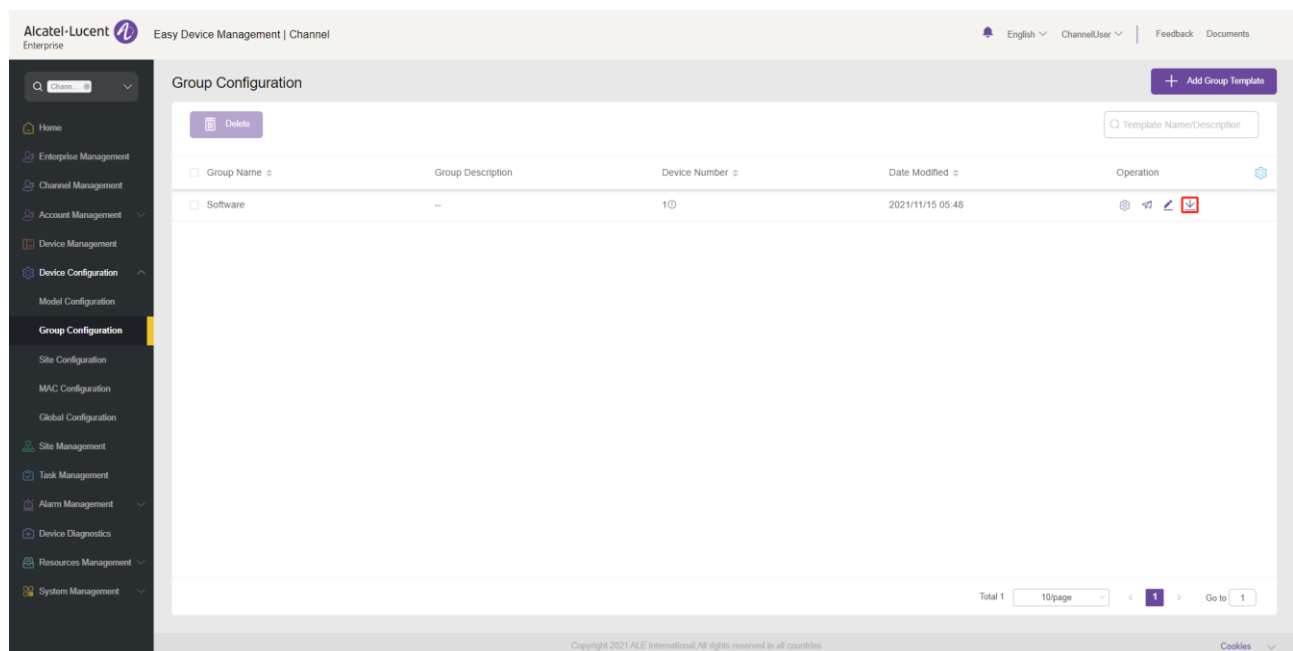
## 11.2.4 Editing template

You can change the name, type, device, and description of a template. Click the  button next to the template for editing purpose. The changes take effect immediately.



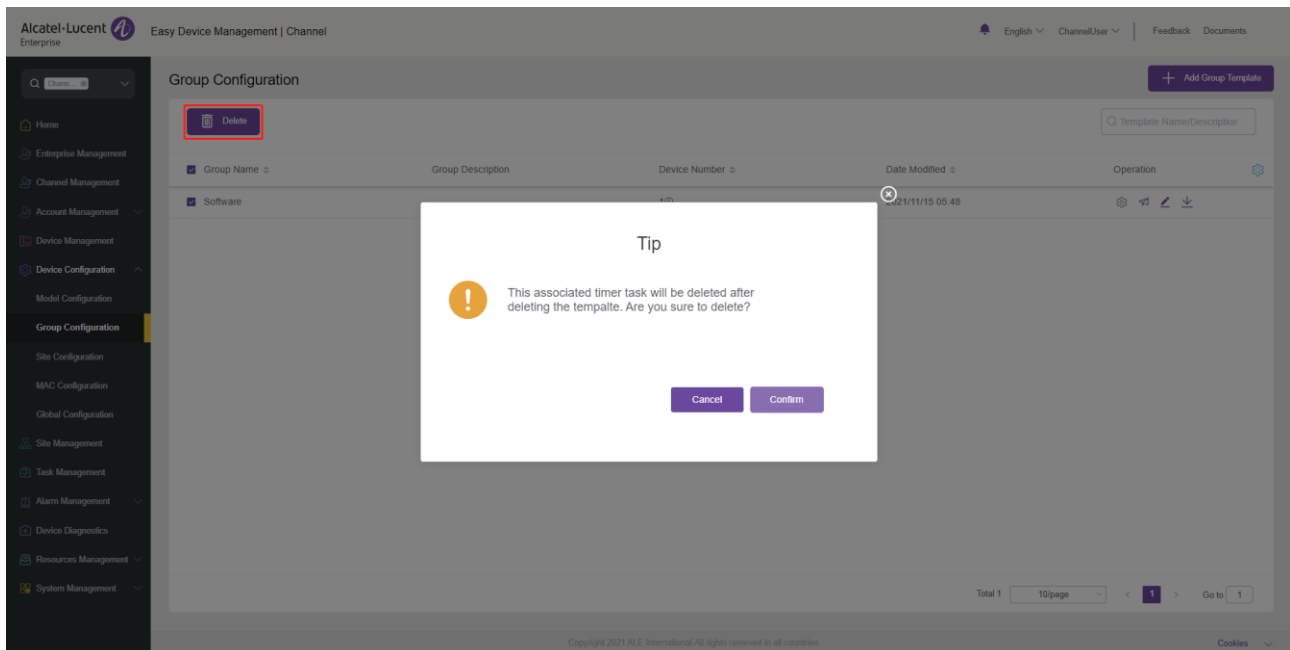
## 11.2.5 Downloading configuration file

You can download the latest configuration file of the current group template at any time. Click the  button next to the template to download the configuration file.



### 11.2.6 Deleting template

You can also delete any group template at any time. Select the template you want to delete, and then click the **Delete** button in the top-left corner. After you confirm the deletion, the configuration file for the template will be deleted.



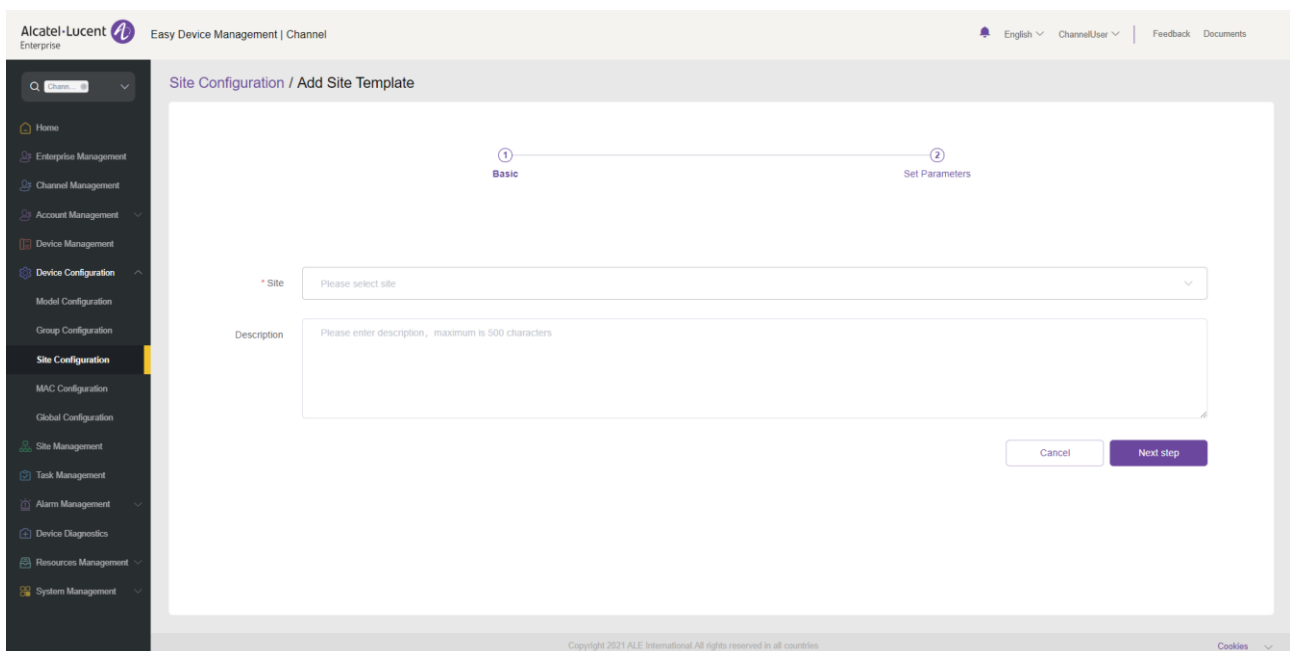
## 11.3 Configuring device by site

You can customize a site configuration template, classify devices by site, configure the devices in the same site in batches, and quickly push the configuration files to group members. You can view the site templates you have created. You can modify configuration parameters, push configuration files, and download configuration files based on sites.

### 11.3.1 Adding site template

You can add a site template on the **Site Configuration** page where necessary. You can also create a unified site template in advance for any new devices added in the future.

1. Enter the **Site Configuration** page and click the **Add Site Template** button.



| Contents    | Description                                               |
|-------------|-----------------------------------------------------------|
| Site        | Select the site to which the template is applied.         |
| Description | Enter a detailed description or purpose of this template. |

2. Select the site you want to add and click the **Next step** button. The **Set Parameters** page is displayed and you can set parameters as required on this page.

- If you click the **Select All** button, all the options on the current page will be selected. You can click this button again to deselect all.
  - If you click the **Reset Settings** button, all the settings on the current page will be restored to their default values.
3. You can also directly set parameters on this configuration page, or click the **Switch to GUI Editor** button in the upper-right corner to switch to a text editor. An edited or added parameter is formatted as `<setting id="" value="" override=""/>`, for example, setting id=" SIPServer1Address" value="192.168.1.100" override="true"/>. The text editor also supports the configuration of parameters that are not supported by the GUI editor and is highly scalable.

Alcatel-Lucent Enterprise Easy Device Management | Channel

English ChannelUser Feedback Documents

Site Configuration / Add Site Template

Switch to XML Editor

1 Basic 2 Set Parameters

Users can edit template parameters by adding text formatted in <setting id="" value="" override="">. Different parameters must be on separate lines. Examples:  
<setting id="SIPServerAddress" value="192.168.1.100" override="true">

```
<?xml version='1.0' encoding='UTF-8'?>
<settings>

</settings>
```

Cancel Save Save and update

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- After the configuration is complete, if you click the **Save** button, EDM will save the configuration only. If you click **Save and update**, EDM will save the configuration and push the configuration to relevant devices.

Alcatel-Lucent Enterprise Easy Device Management | Channel

English ChannelUser Feedback Documents

Site Configuration / Add Site Template

Switch to XML Editor

Account SIP Features Network Provision Phone Keys Settings Function Directory&History Maintenance

Account1 Select All Reset Settings

Codec

Advanced

Audio Codec pcma,pcma,g729AB,g722,ilbc,opus

OPUS Bandwidth Wide Band

ILBC Frame Mode 30

Ptime 20,20,20,20,20

Payload Types 101,96

VAD


Cancel Save Save and update

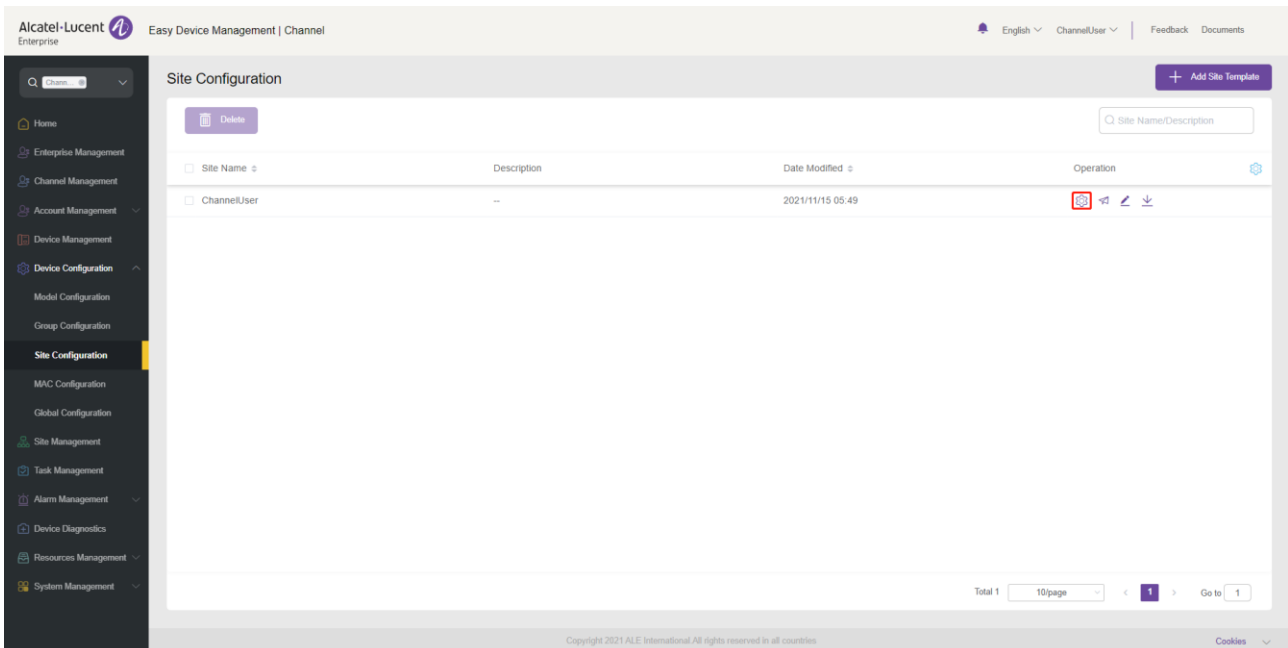
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#### Note:

- The configuration parameters may vary with model specifications. For configuration rules, refer to the user manual for the respective device model.
- A newly added model template will not be automatically pushed to a phone unless you click "Save and update".
- A modified model template will not be automatically pushed to a phone unless you click "Save and update".

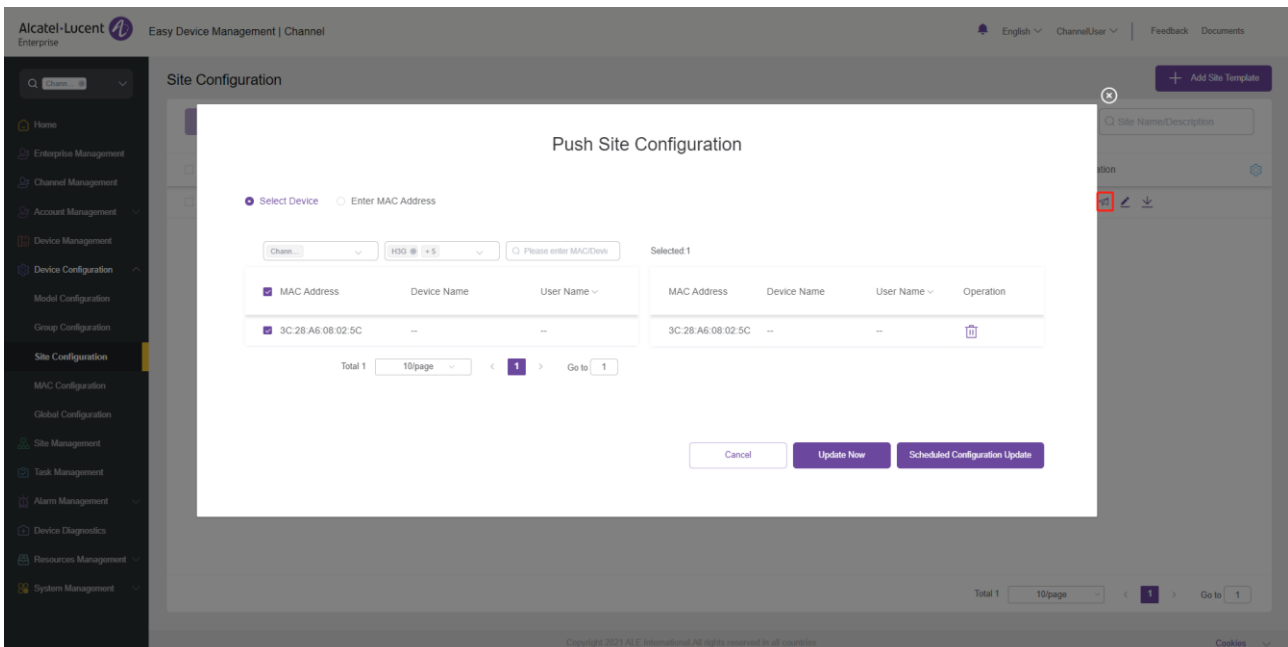
### 11.3.2 Modifying site template parameters

You can select a template and click the  button in the **Operation** column to enter the **Group Configuration** page to modify the parameter configuration items.




### 11.3.3 Pushing updates manually

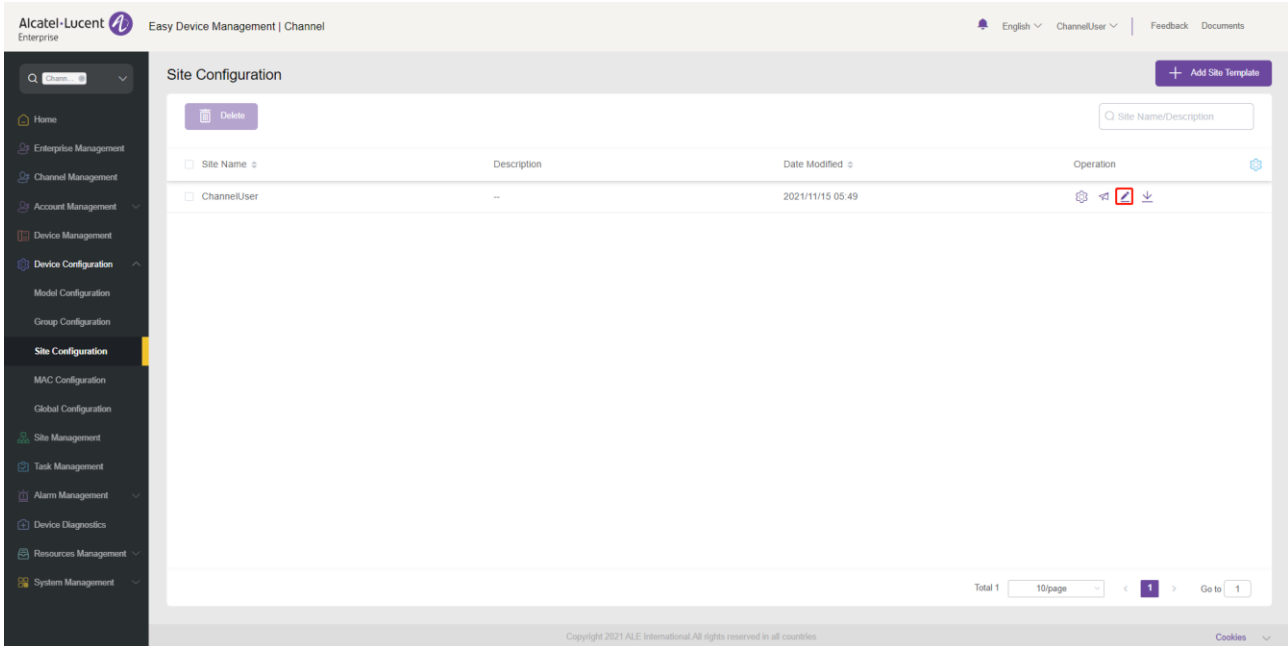
You can manually push this group configuration template to devices. Select a template and click the  button in the **Operation** column to enter the **Push Group Configuration** page.





### 11.3.4 Editing template

You can change the name and description of a template. Click the  button next to the template for editing purpose. The changes take effect immediately.




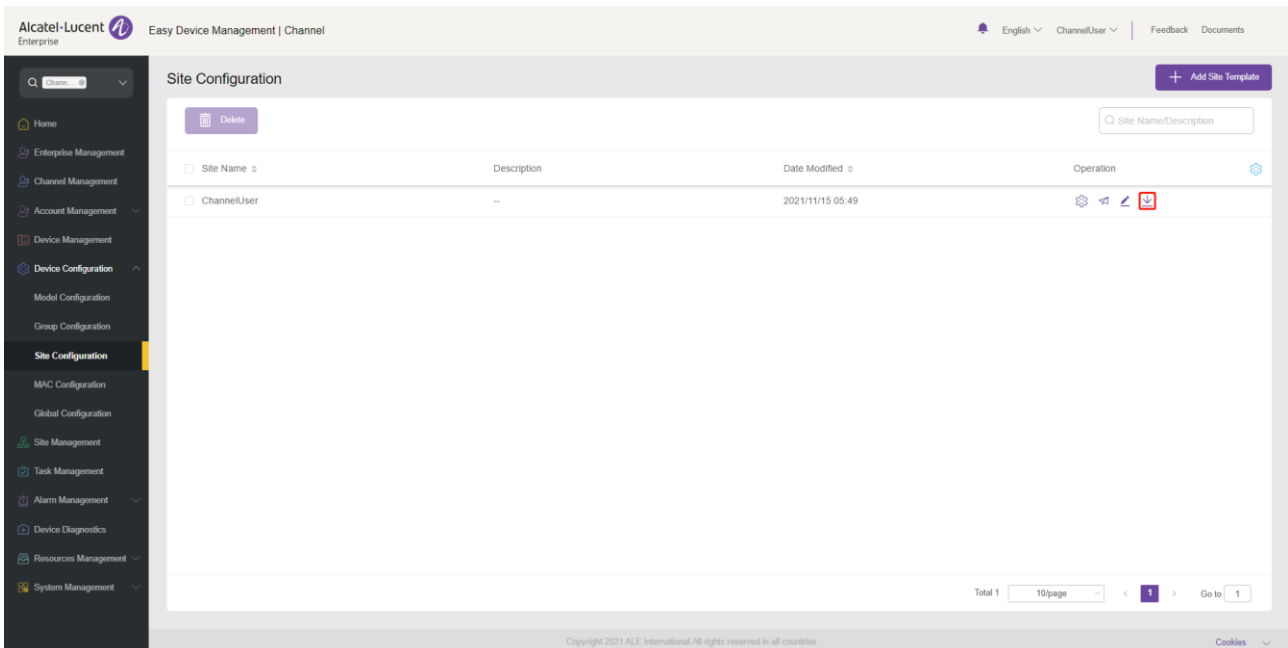
The screenshot displays the 'Site Configuration' interface. On the left, a sidebar menu includes options like Home, Enterprise Management, Channel Management, Account Management, Device Management, and Site Configuration (which is currently selected). The main area shows a table with the following data:

| Site Name    | Description | Date Modified    | Operation                  |
|--------------|-------------|------------------|----------------------------|
| Channel/User | --          | 2021/11/15 05:49 | [Edit] [Delete] [Download] |

At the bottom of the table, there is a pagination control showing 'Total 1', '10/page', and 'Go to 1'. The footer of the page includes the copyright notice 'Copyright 2021 ALE International. All rights reserved in all countries' and a 'Cookies' link.

### 11.3.5 Downloading configuration file

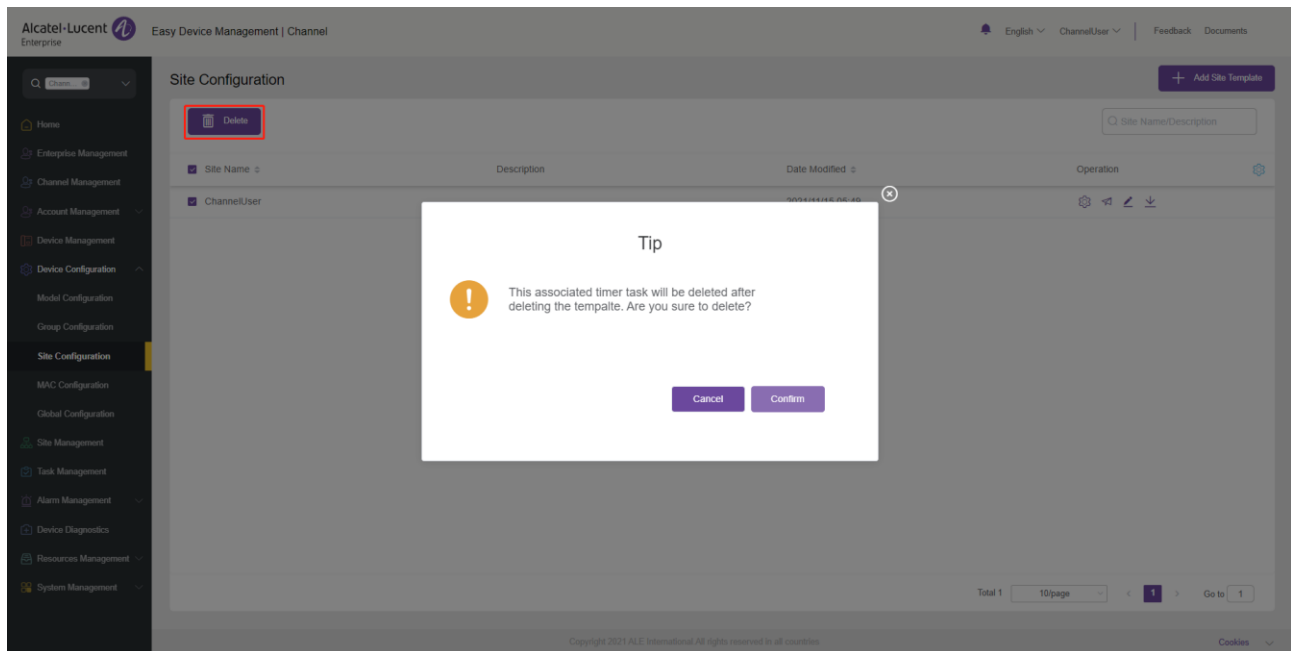
You can download the latest configuration file of the current site template at any time. Click the  button next to the template to download the configuration file.



This screenshot is identical to the one above, showing the 'Site Configuration' page. It highlights the 'Download' icon (a red square with a white download symbol) in the 'Operation' column of the table row for 'Channel/User'.

### 11.3.6 Deleting template

You can also delete any site template at any time. Select the template you want to delete, and then click the **Delete** button at the top. After you confirm the deletion, the configuration file for the template will be deleted.

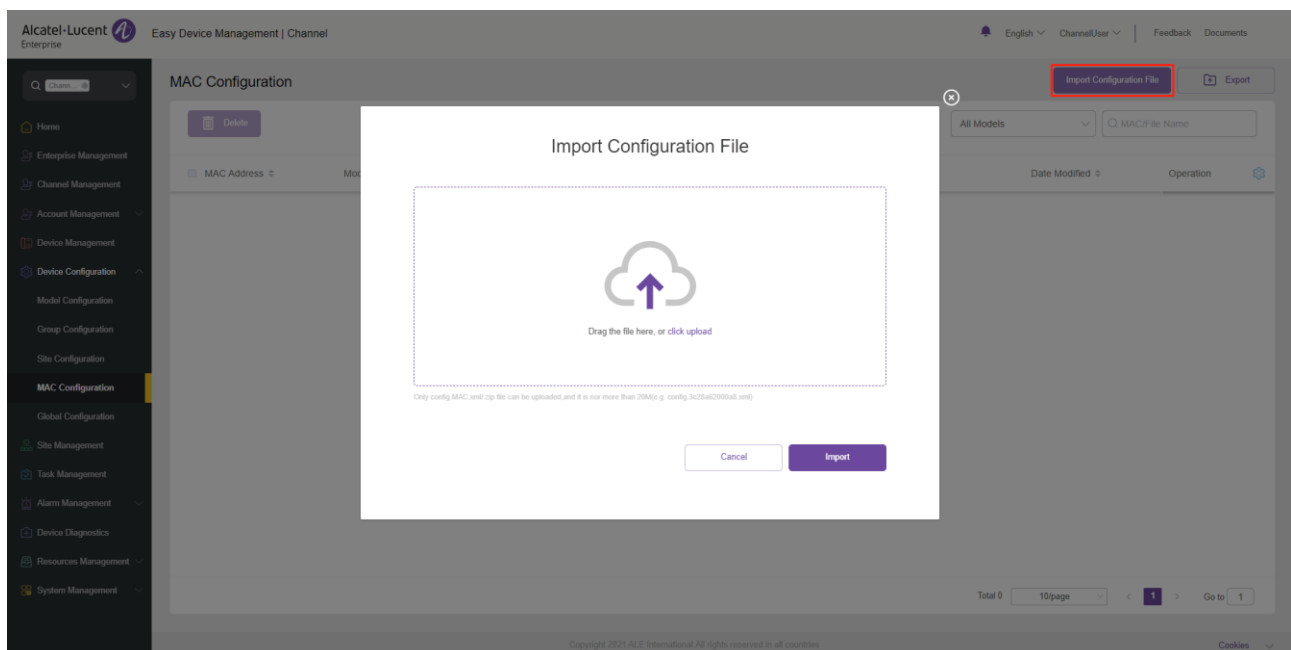


## 11.4 Configuring device by MAC address

You can customize a configuration file for a device and upload it to EDM to replace the existing configuration file.

### 11.4.1 Importing configuration file

You can upload a custom configuration file and push it to the device. EDM supports uploading an individual configuration file or a package file. An individual configuration file must be in the format of config.MAC.xml, for example, config.3c28a62008e9.xml. If there are multiple configuration files, you need to place them in a folder and compress them into a zip file, for example, config.zip.



1. Click the **Import Configuration File** button in the upper-right corner to go to the **Import Configuration File** page.

2. Drag a custom configuration file or zip file to this window or click "**click upload**".
3. After the file is uploaded, click the **Import** button to save the file.

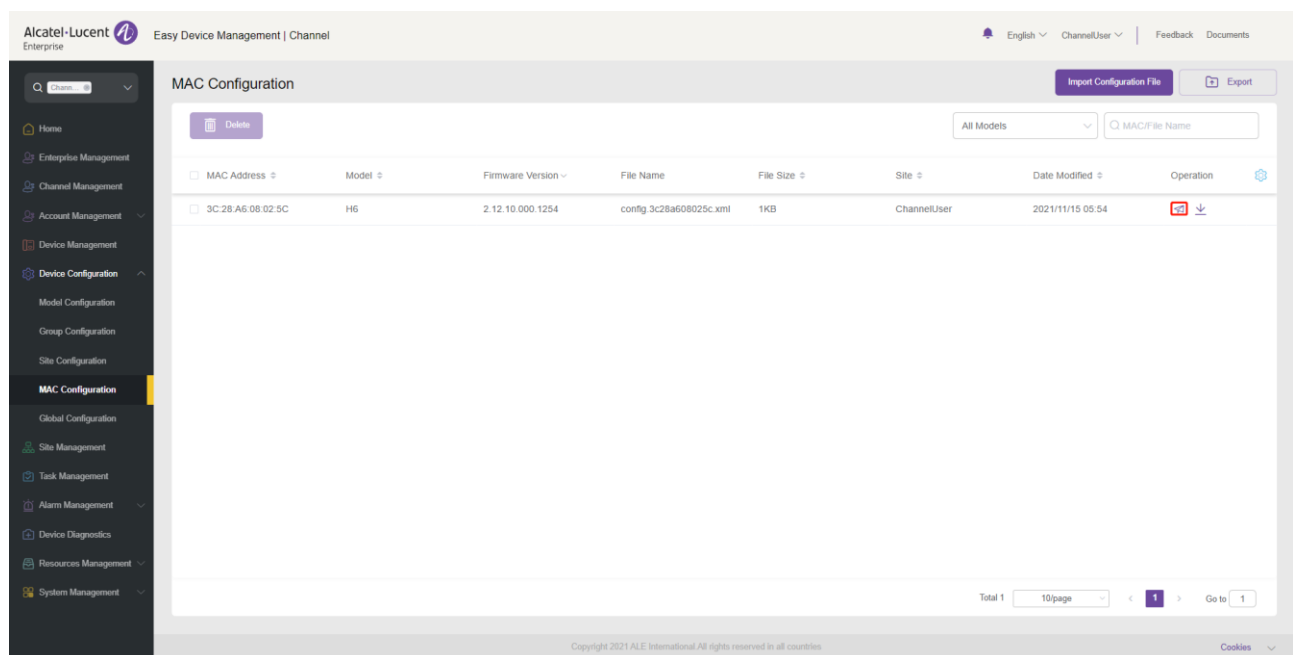
**Note:**

- Ensure that the format of the file to be uploaded is correct. Otherwise, the import will fail.
- Ensure that the MAC address of the device to which the file is uploaded is correct. Otherwise, the import will fail.
- Ensure that the size of the file to be uploaded is less than 20 MB. Otherwise, the import will fail.
- If the current list already has a configuration file for this MAC address, the existing configuration file will be overwritten.

### 11.4.2 Pushing updates manually

You can manually push this group configuration template to devices.


Select a template and click the  button in the **Operation** column to update the site configuration template.



### 11.4.3 Exporting configuration file

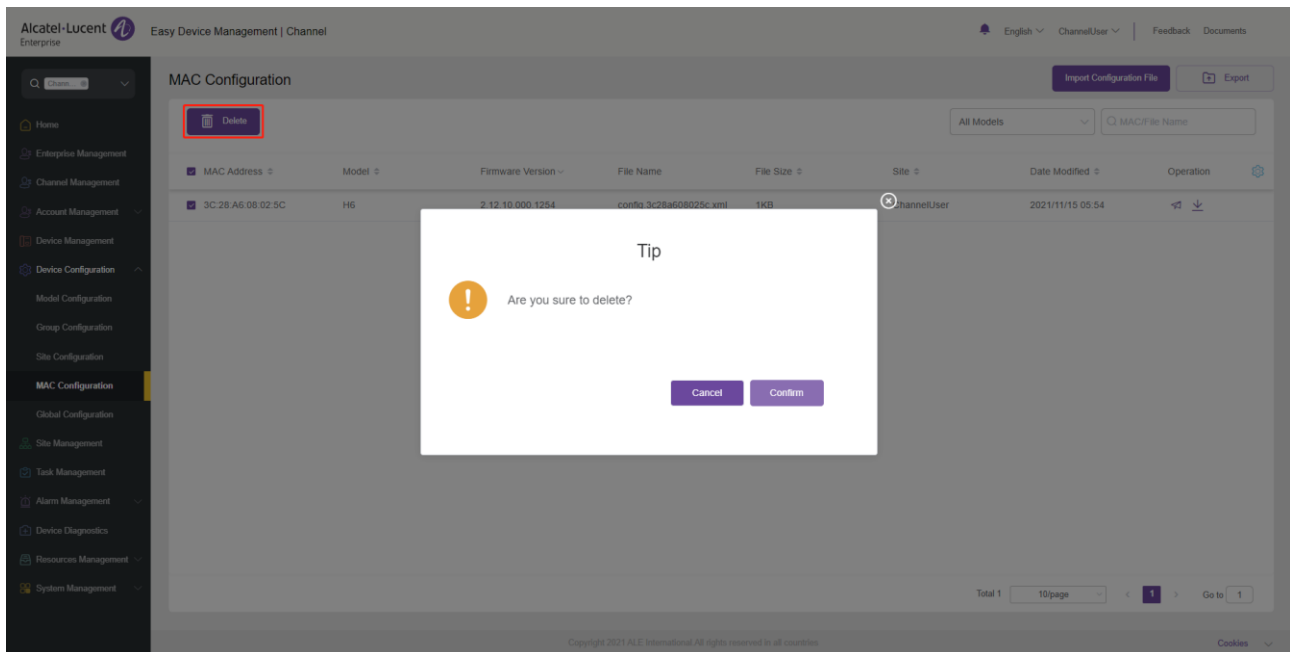
Click the **Export** button in the upper-right corner. All the configuration files will be compressed into a zip file named ALL MAC config.zip and downloaded directly to your local PC.

#### 11.4.4 Downloading configuration file

You can download the latest configuration file of the current site template at any time. Click the  button in the **Operation** column to download configuration files.

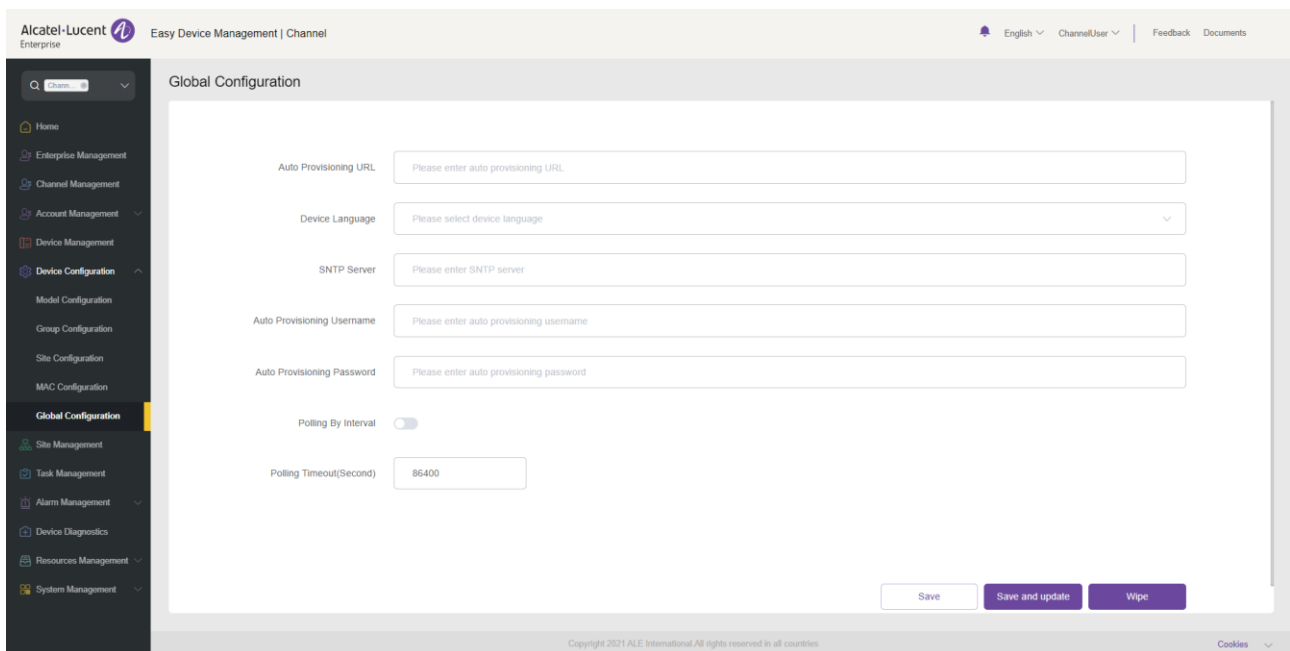
#### 11.4.5 Deleting configuration file

You can also delete any site template at any time. Select the template you want to delete, and then click the **Delete** button in the top left corner. After you confirm the deletion, the configuration file for the template will be deleted.



## 11.5 Global configuration

The configuration items on the **Global Configuration** page are available to all devices of the current user. All the devices of the current user can obtain the global configuration parameters when EDM pushes global configuration or actively requests configuration files. You can edit, reset, save, and push global configuration parameters.

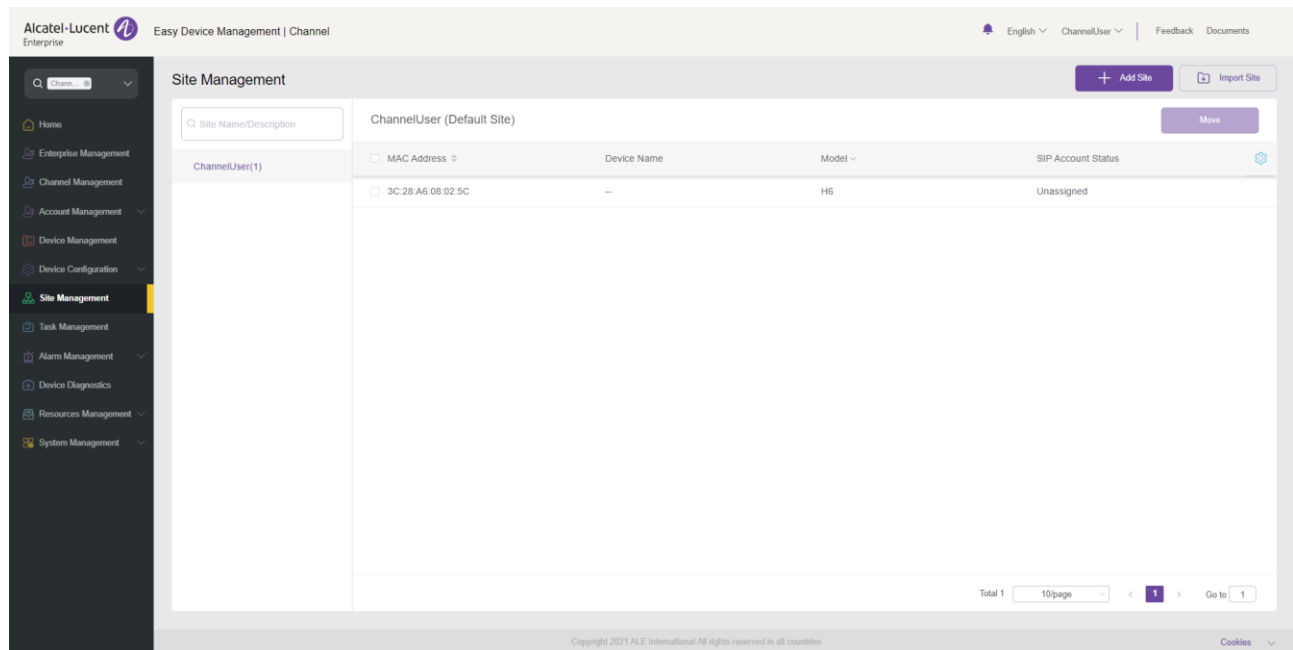


| Contents              | Description                                                                                                                                                                                                                                                                                      |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Auto Provisioning URL | <p>Enter the auto provisioning URL.</p> <p>After <b>Auto Provisioning URL</b> is configured, when EDM pushes global configuration or the device actively requests configuration files, the parameter "<b>DeviceEdmEnable = false</b>" is acquired to disable the EDM function on the device.</p> |

|                            |                                       |
|----------------------------|---------------------------------------|
| Device Language            | Select the device language.           |
| SNTP Server                | Enter the SNTP server address.        |
| Auto Provisioning Username | Enter the auto provisioning username. |
| Auto Provisioning Password | Enter the auto provisioning password. |
| Polling By Interval        | Enable or disable periodic update.    |
| Polling Timeout (Second)   | Enter the periodic update interval.   |

## 12. Site management

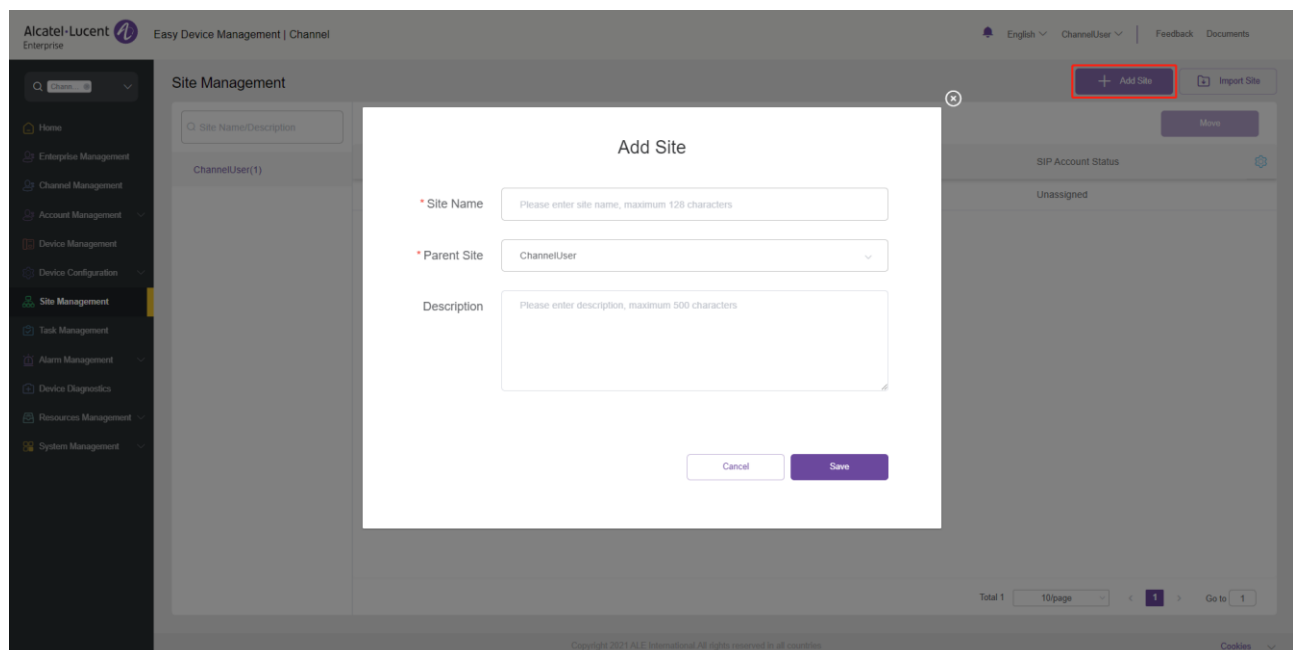
You can manage devices by site and classify devices by department, location, and network condition.



### 12.1 Adding site


You can add a site at any time.

1. If you click the **Add Site** button in the upper-right corner, the following window will appear:



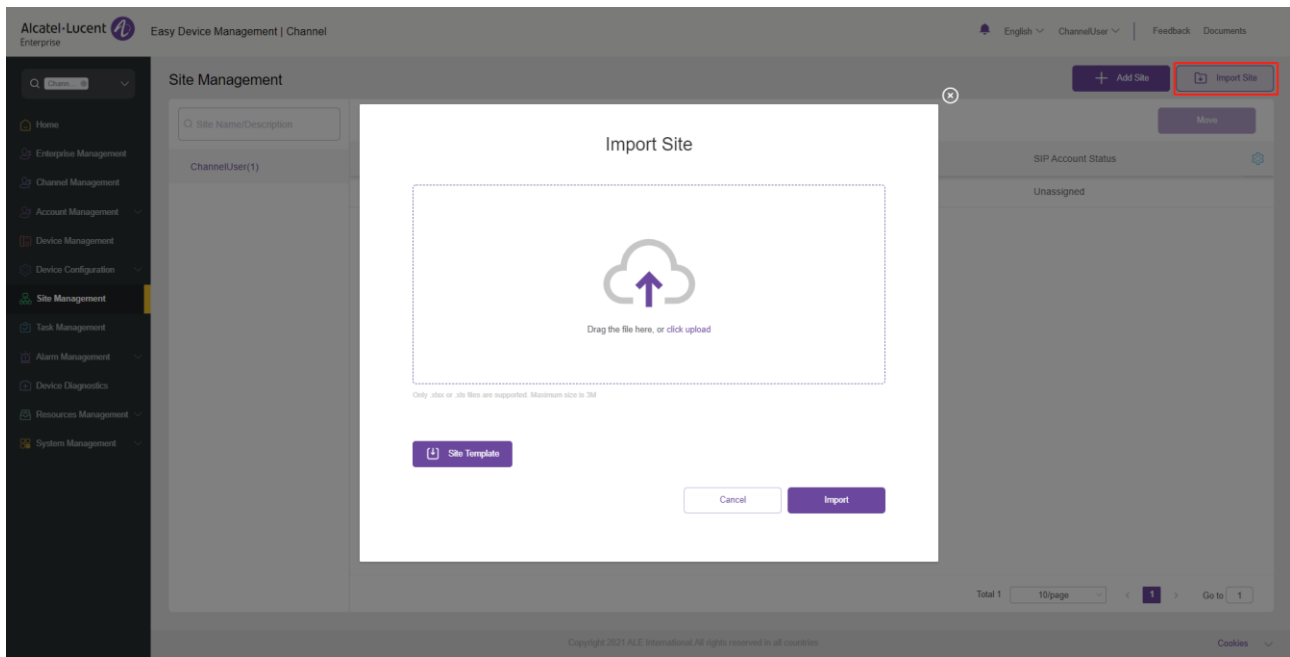
| Contents    | Description                                                  |
|-------------|--------------------------------------------------------------|
| Site Name   | (Mandatory) Enter a site name. The site name must be unique. |
| Parent Site | Select the parent site of this site.                         |

|             |                                            |
|-------------|--------------------------------------------|
| Description | Enter a detailed description of this site. |
|-------------|--------------------------------------------|

- You can also select a site and click the  button next to the site to add child sites of this site.

## 12.2 Importing site

To enable you to add sites in batches, you can click the **Import Site** button in the upper-right corner. The following window is displayed and you can import sites in batches.




- If no site template file is available, click **Site Template** to download a template file. Fill in the correct site information as required and save the file. For example:

| *Site Name            | Description  |
|-----------------------|--------------|
| Shanghai/SiteA        | Level 2 site |
| Shanghai/SiteA/SiteAA | Level 3 site |
| Shanghai/SiteB        | Level 2 site |
| Shanghai/SiteB/SiteBB | Level 3 site |


- Drag the site file to the specified area of the **Import Site** window. Click the **Import** button to upload the file and import it into all sites. You can view the sites you have imported on the **Site Management** page.

## 12.3 Editing site

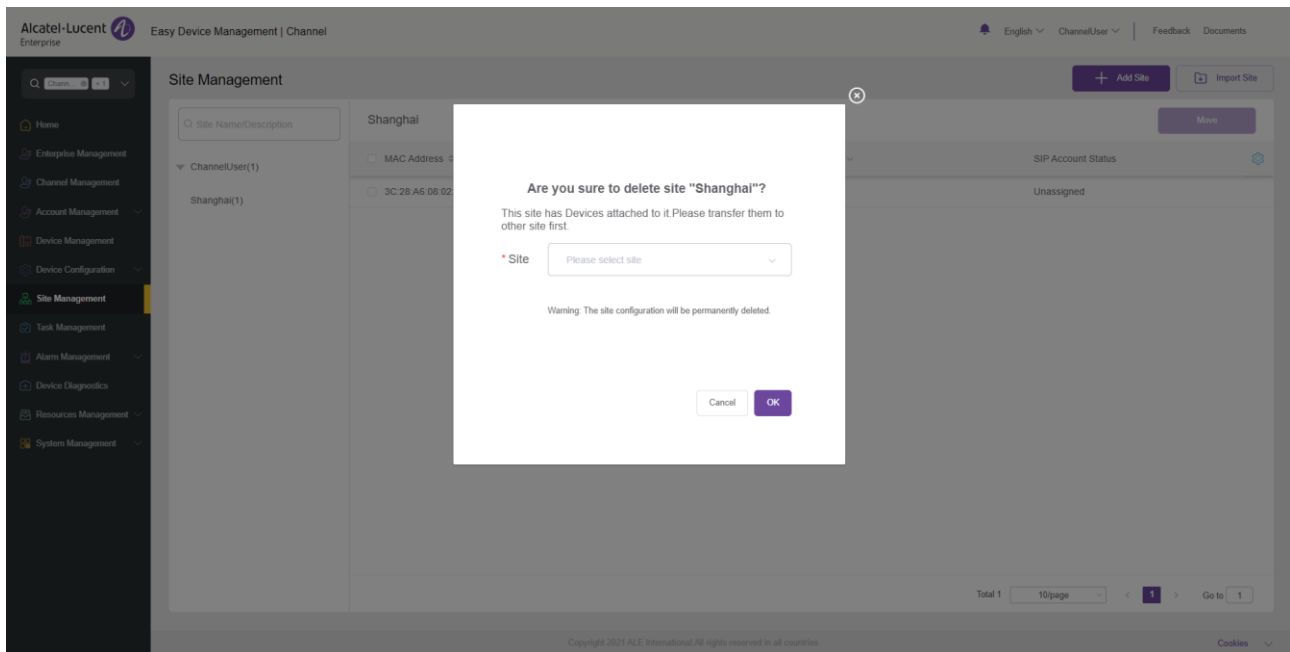
You can edit an existing site. You can edit a site by selecting it and clicking the  button next to it.

## 12.4 Deleting site

### 12.4.1 Site with data association


If there is data (SIP server, device, configuration, and customer firmware) associated with the site you want to delete, click the button on the right  of the site to open the data migration page.

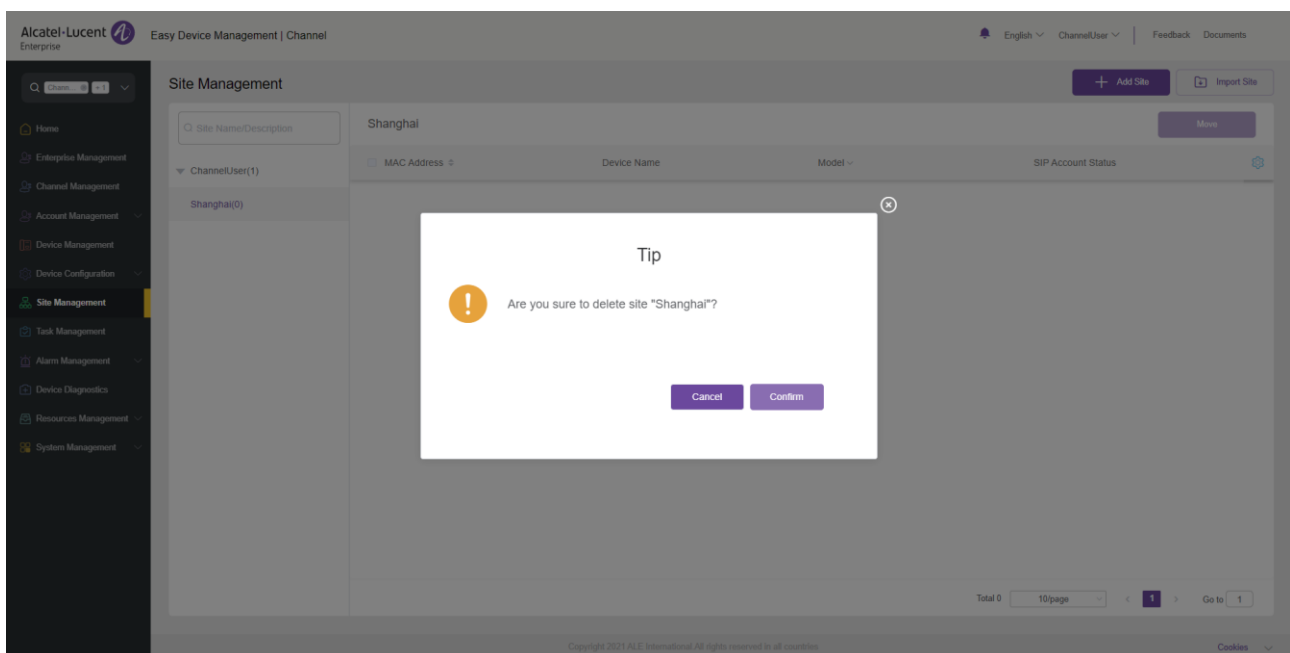




Select a new site and click the **OK** button. The site will be permanently deleted and the data will be migrated to the new site.

#### 12.4.2 Site without data association

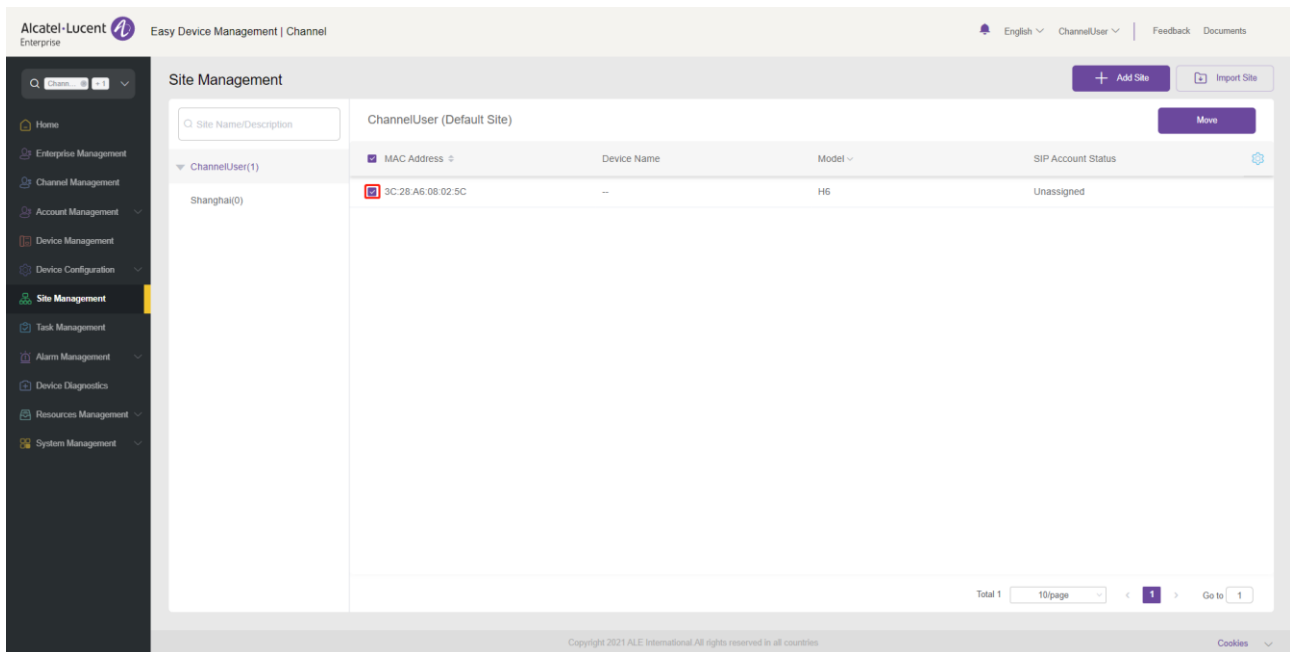
If no data is associated with the site you want to delete, you can click the button on the right  to delete the site. After you confirm the deletion, the selected site will be permanently deleted.



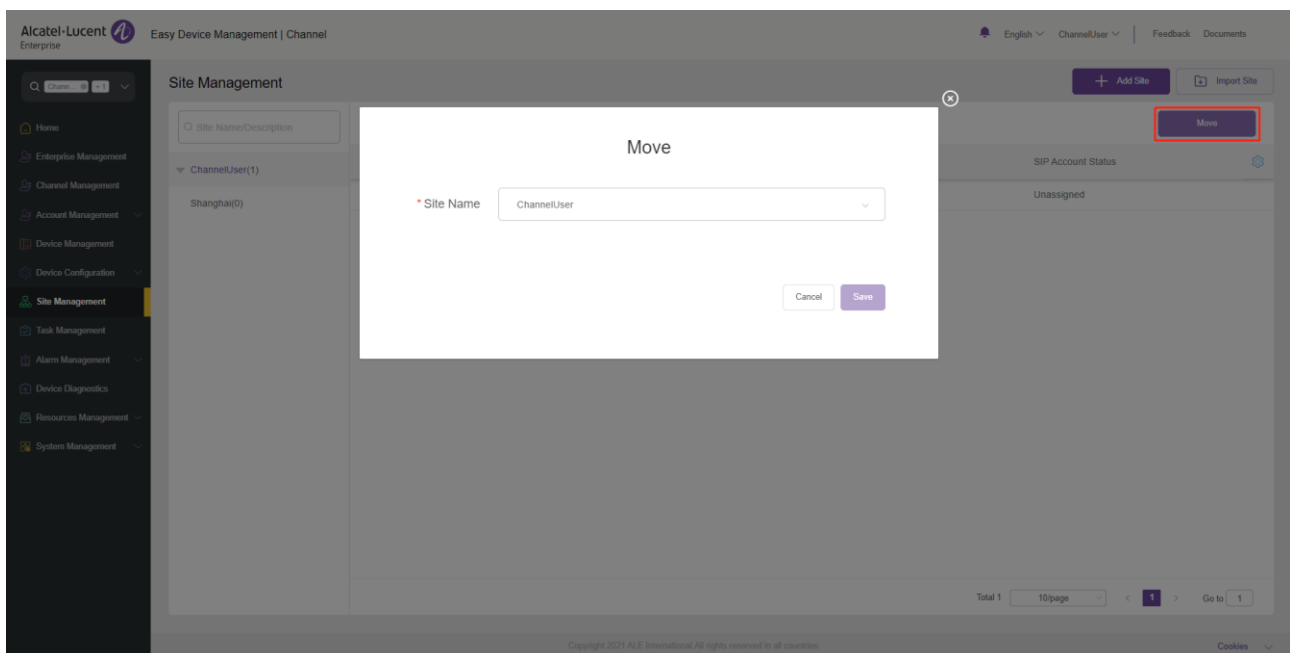
### 12.5 Moving site

You can move one or more devices to another site.

1. Select the device you want to move.

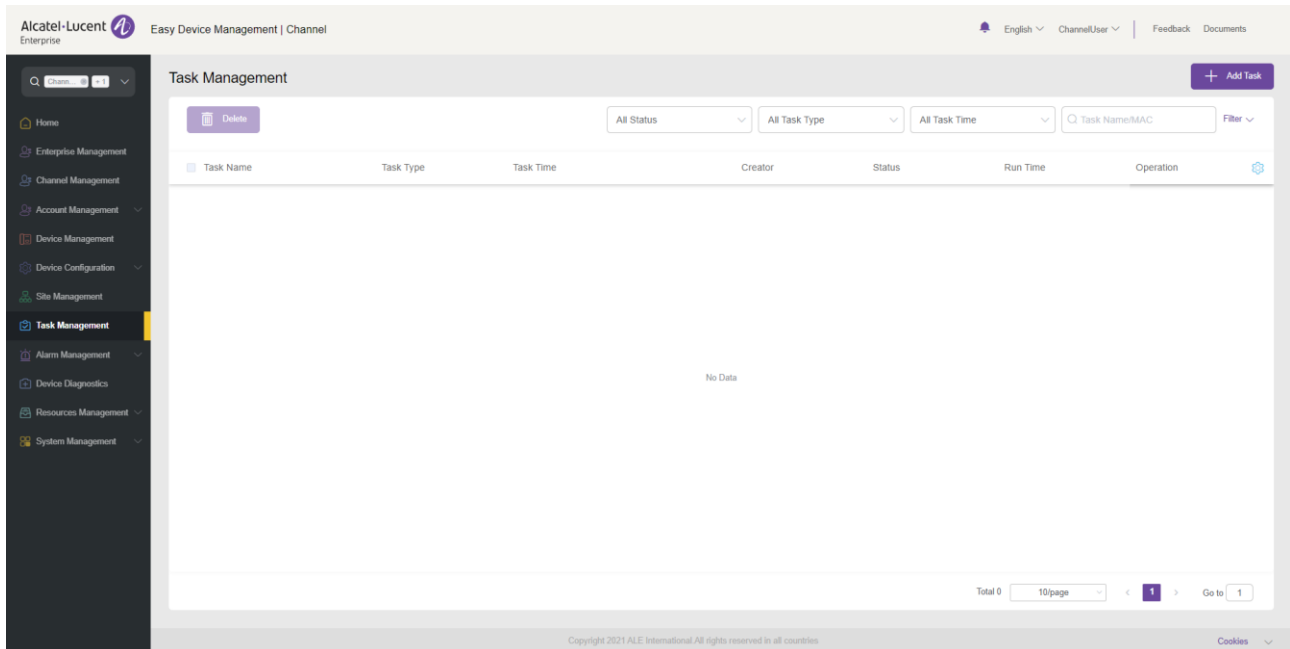


2. Click the **Move** button in the upper-right corner, select the target site from the site drop-down list box, and click **Save**. Then, the device is moved to the target site.



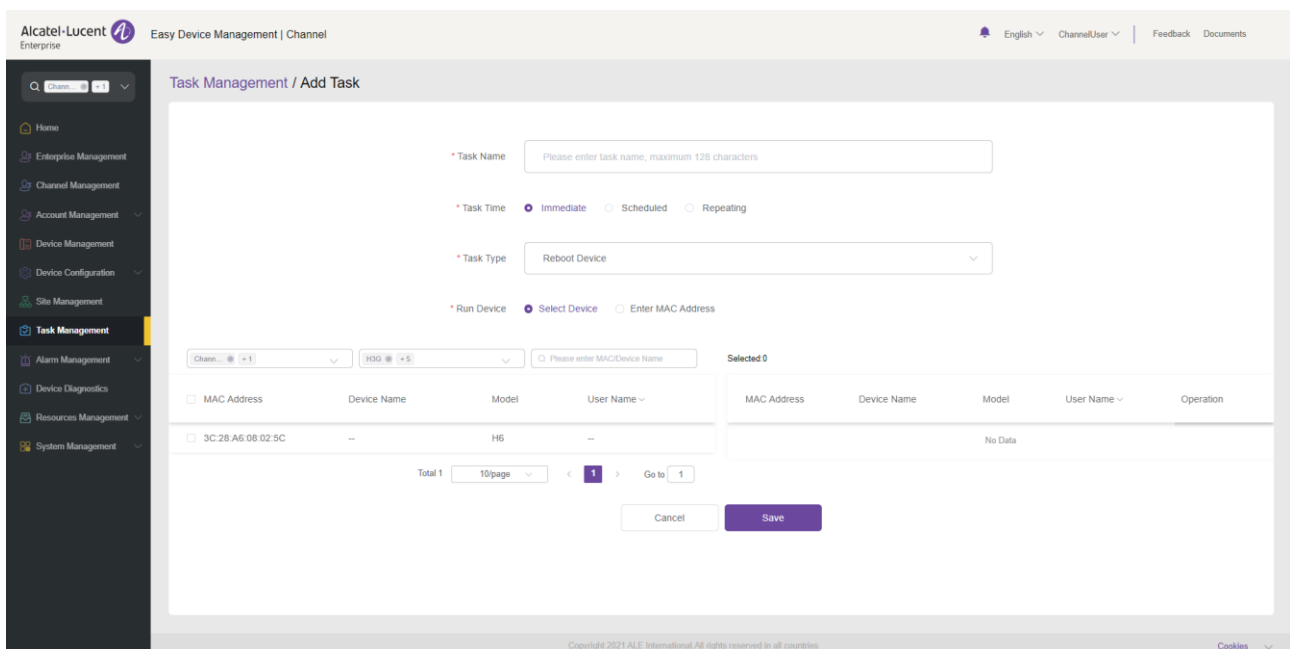
## 13. Task management

On the **Task Management** page, you can view, add, start, cancel, and delete tasks, filter out the tasks to be displayed based on task status, task type, task time, and task execution time, and search for your desired tasks by task name and MAC address.




### 13.1 Adding task

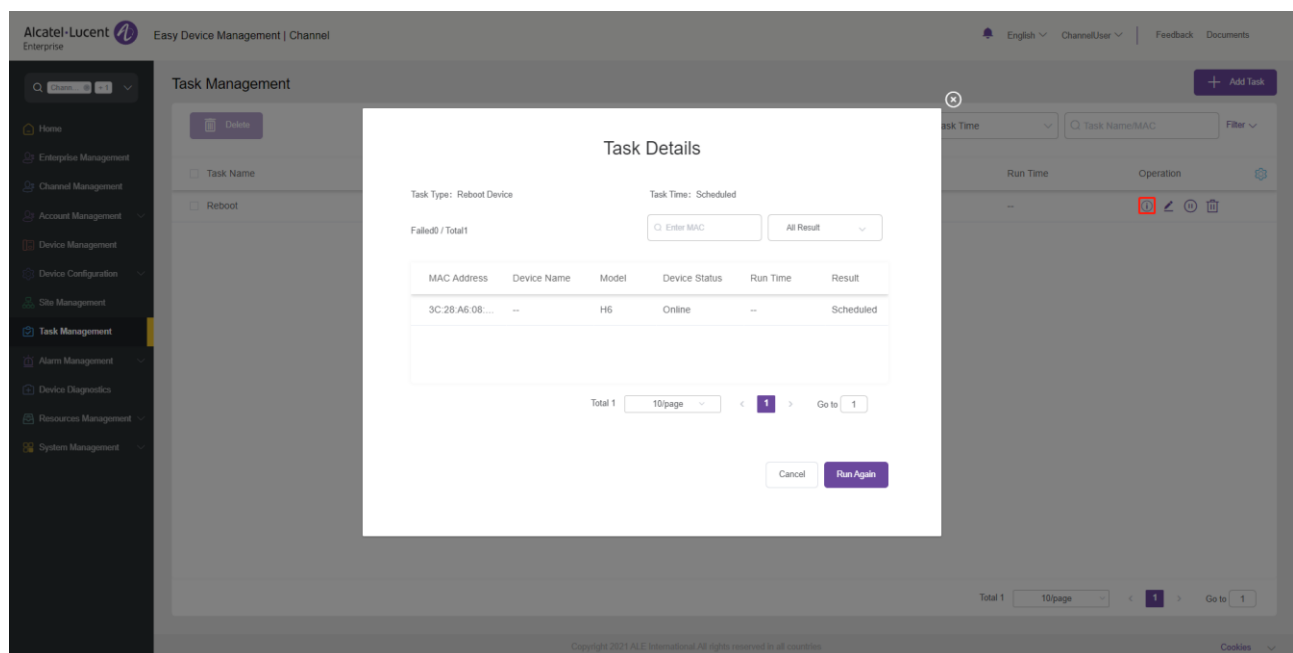
On the **Task Management** page, click the **Add Task** button. The following page will be displayed:



| Contents   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Task Name  | (Mandatory) Set a task name that can be used to identify this task. You can enter a maximum of 64 characters.                                                                                                                                                                                                                                                                                                                                             |
| Task Time  | (Mandatory) Select a task time. The options include <b>Immediate</b> , <b>Scheduled</b> , and <b>Repeating</b> , where <b>Repeating</b> can be <b>Daily</b> , <b>Per Week</b> , or <b>Per Month</b> .                                                                                                                                                                                                                                                     |
| Task Type  | (Mandatory) Select a task type, including <b>Reboot Device</b> , <b>Factory Reset</b> , <b>Upgrade Firmware</b> , <b>Update Configuration</b> (by model), <b>Update Configuration</b> (by group), <b>Update Configuration</b> (by site), and <b>Update Global Configuration</b> . If you select <b>Update Configuration</b> (by model, group, or site) from the <b>Task Type</b> drop-down list box, you need to select a specific model, group, or site. |
| Run Device | (Mandatory) Select a device to execute a task. You can select <b>Select Device</b> or <b>Enter MAC Address</b> . You can select devices based on site and model.                                                                                                                                                                                                                                                                                          |

## 13.2 Viewing task execution result

You can click the  button to view the task execution status.



The screenshot shows the Alcatel-Lucent Easy Device Management interface. A modal window titled "Task Details" is open, displaying information for a "Reboot Device" task. The task is scheduled. The modal includes a search bar for "Enter MAC" and a dropdown for "All Result". Below this is a table with the following data:

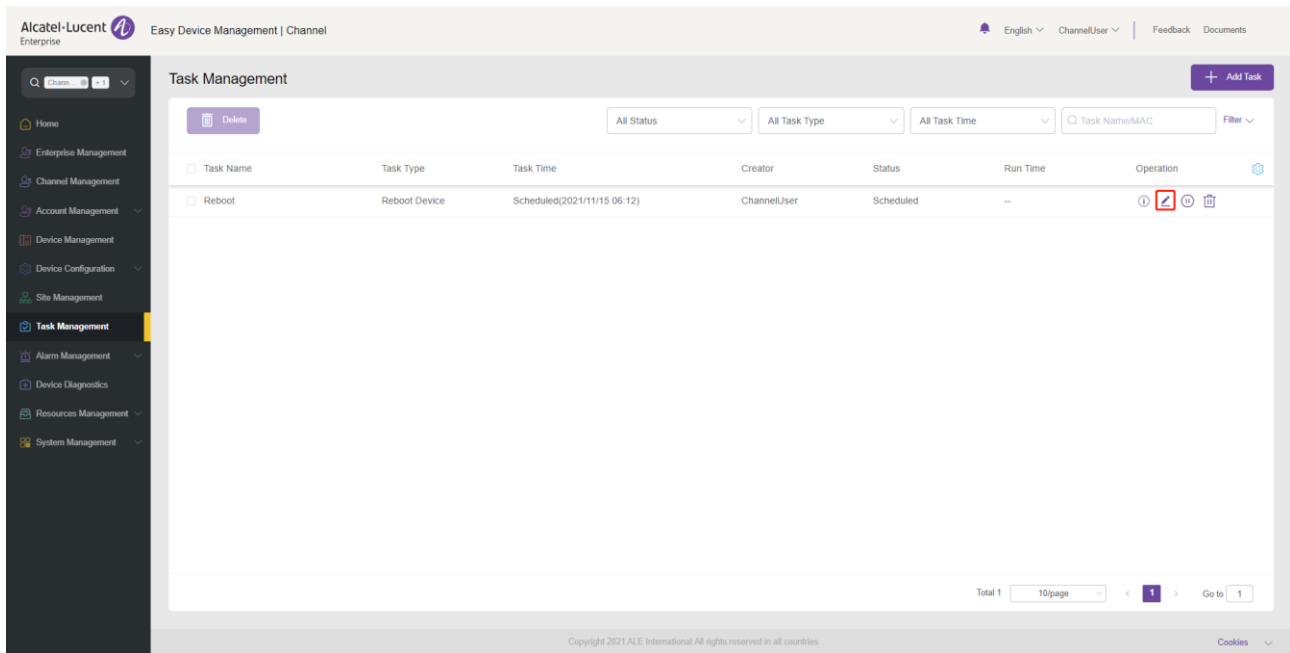
| MAC Address    | Device Name | Model | Device Status | Run Time | Result    |
|----------------|-------------|-------|---------------|----------|-----------|
| 3C:28:A6:08... | -           | H6    | Online        | -        | Scheduled |

The modal also shows pagination controls: "Total 1", "10 page", and "Go to 1". There are "Cancel" and "Run Again" buttons at the bottom.

The **Task Details** page displays all device information, including **MAC Address**, **Device Name**, **Model**, **Device Status**, **Run Time**, and **Result**. You can also search for a device by device status, MAC address, or device name.

## 13.3 Editing task

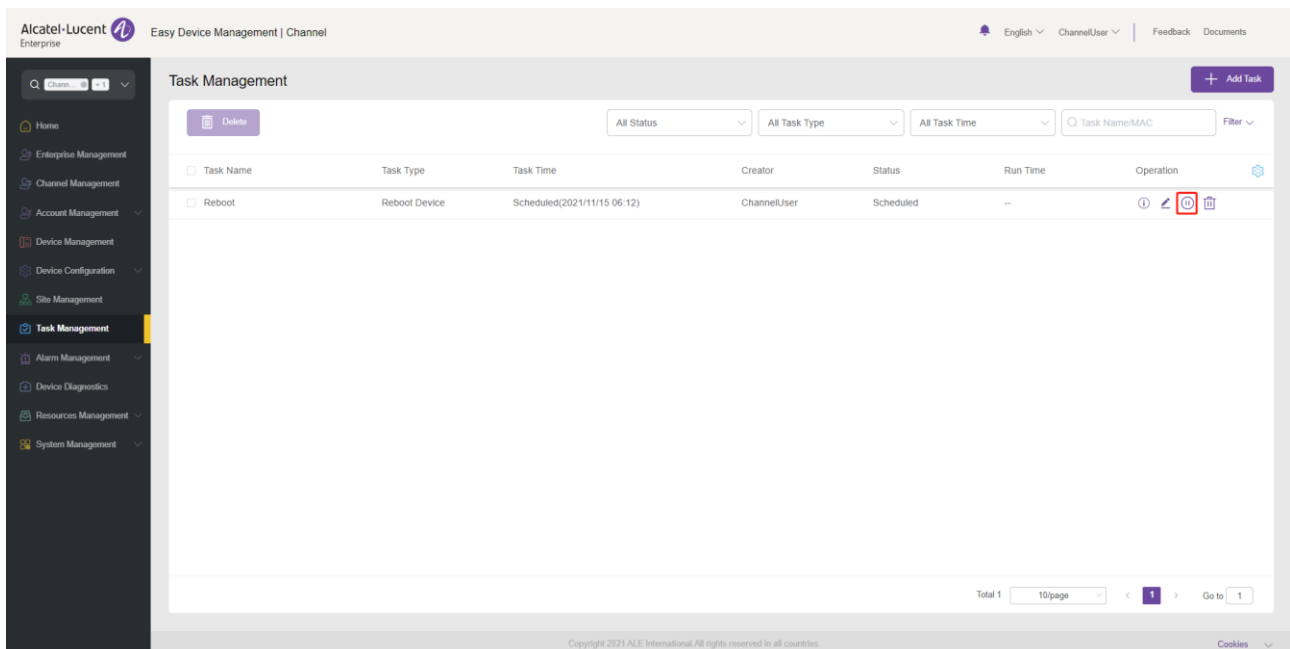
You can edit tasks in scheduled status. Click the  button next to the task to modify the task information.



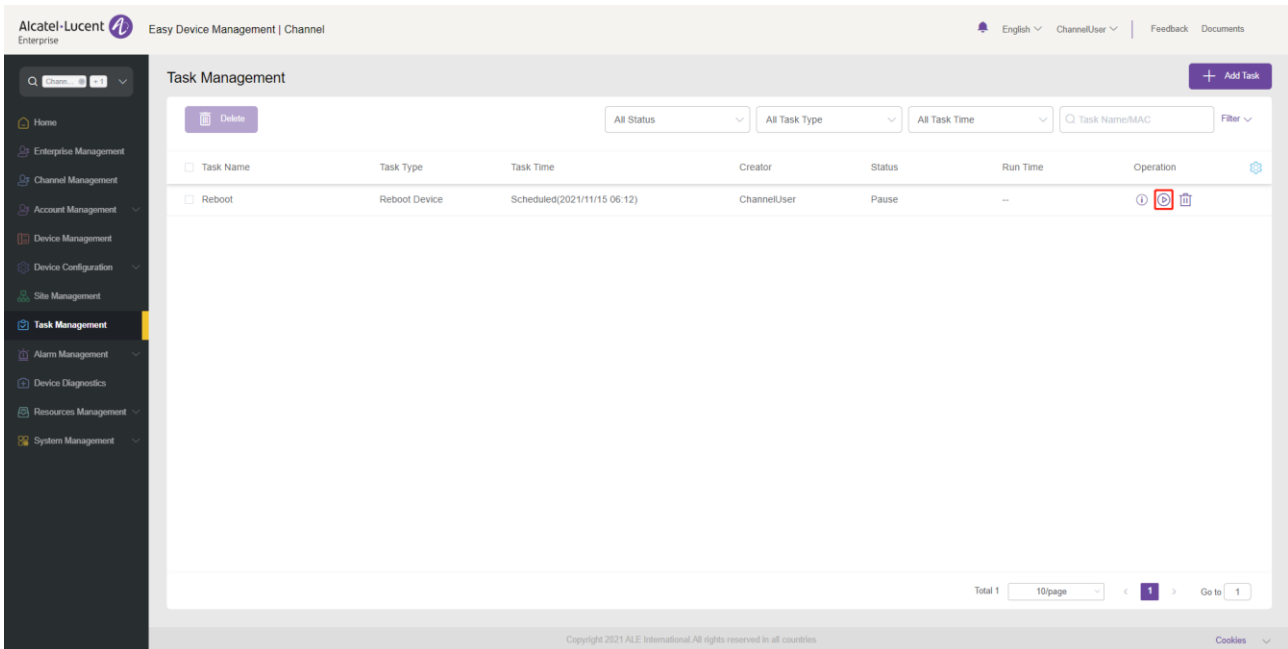
## 13.4 Pausing/starting task

You can pause/start tasks in scheduled status.

To pause a task, click the  button on the right of the task.




To start a task, click the  button on the right of the task.




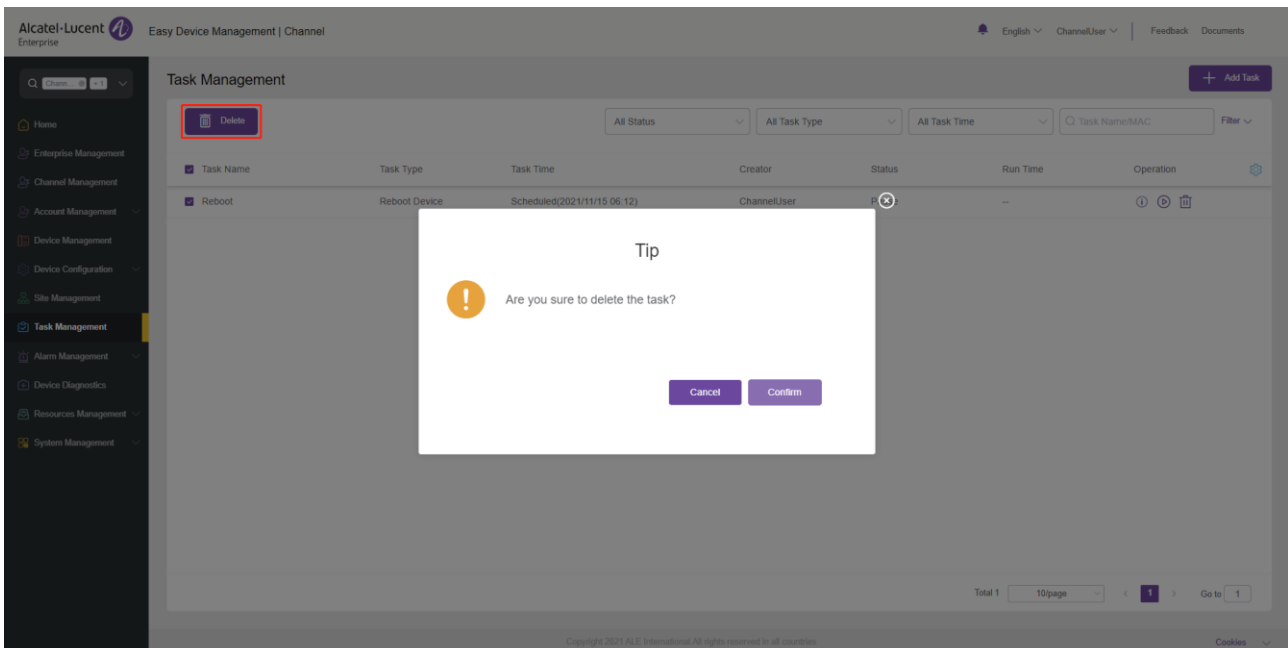
## 13.5 Searching for task

You can search for a task by task name or MAC address.

1. Enter a task name or MAC address in the search text box and press ENTER to trigger the search.
2. Click the  button in the search text box to clear keywords, and press ENTER to search for all tasks.

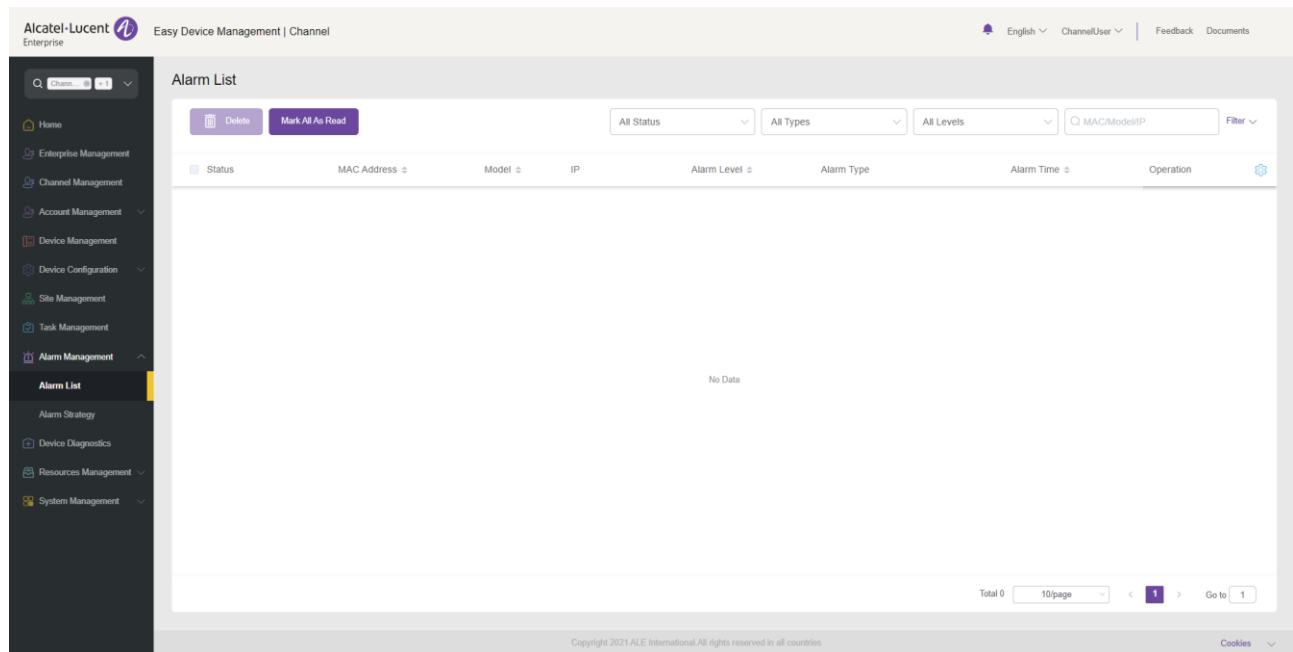
## 13.6 Deleting task

You can click the **Delete** button in the upper-left corner or the  button on the right of the task to delete the selected task(s). After you confirm the deletion, the selected tasks will be permanently deleted. You can delete tasks individually or in batches.




## 14. Alarm management

### 14.1 Alarm list

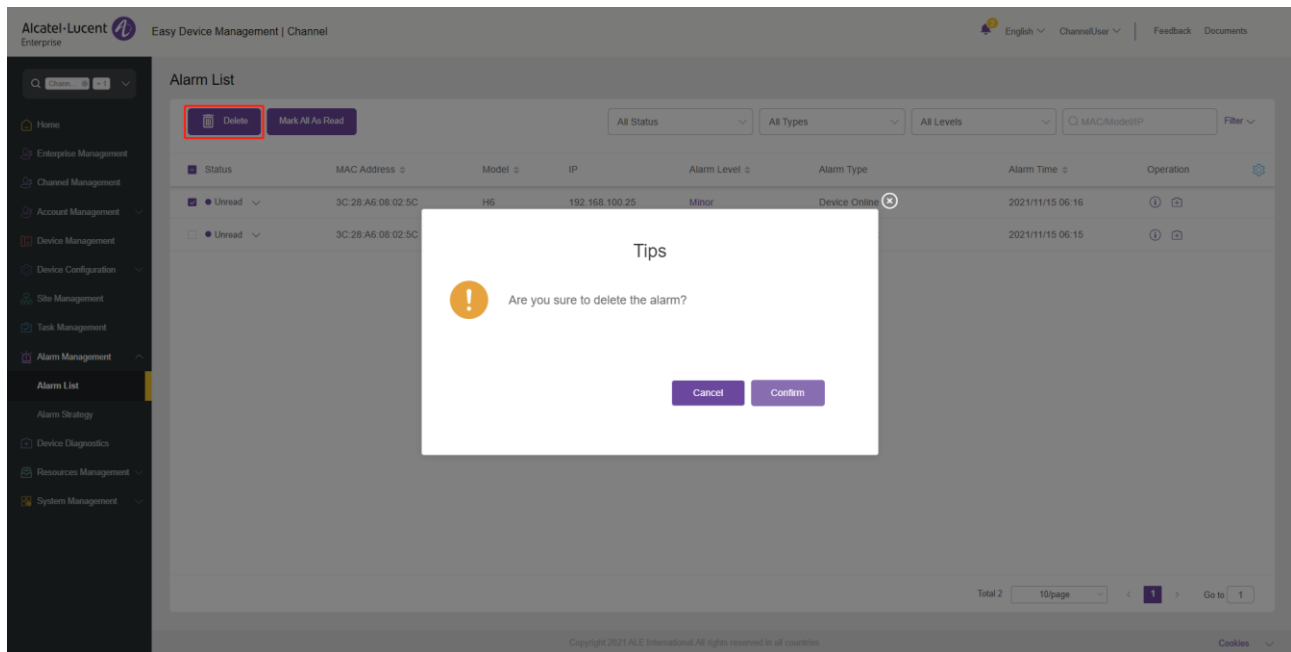


| Display     | Description                                                                                                                                                                                                                                                                          |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status      | <p>Alarm status.</p> <p><b>Solved:</b> An alarm is solved.</p> <p><b>Read:</b> An alarm is read.</p> <p><b>Ignored:</b> An alarm is ignored.</p> <p><b>Unread:</b> An alarm is not read.</p>                                                                                         |
| MAC Address | Specifies the MAC address of the device for which an alarm is generated.                                                                                                                                                                                                             |
| Device Name | Specifies the name of the device for which an alarm is generated.                                                                                                                                                                                                                    |
| Model       | Specifies the model of the device for which an alarm is generated.                                                                                                                                                                                                                   |
| Site        | Specifies the site of the device for which an alarm is generated.                                                                                                                                                                                                                    |
| IP          | Specifies the IP address of the device for which an alarm is generated.                                                                                                                                                                                                              |
| Alarm Level | <p>Indicates an alarm level.</p> <p><b>Critical:</b> Including account registration failure, factory reset, and device offline events.</p> <p><b>Major:</b> Including device reboot and configuration update failure events.</p> <p><b>Minor:</b> Including device online event.</p> |
| Alarm Type  | <p>Indicates an alarm type.</p> <p>Including account registration failure, factory reset, device offline, device reboot,</p>                                                                                                                                                         |

|               |                                                                                                                                |
|---------------|--------------------------------------------------------------------------------------------------------------------------------|
|               | configuration update failure, and device online.                                                                               |
| Alarm Time    | Indicates the time when an alarm is generated.                                                                                 |
| Operation     | Displays alarm details and diagnoses the device for which an alarm is generated.                                               |
| Custom fields | Click the  button to show/hide custom fields. |

### 14.1.1 Deleting alarm

You can click the **Delete** button in the upper-left corner to delete alarms. After you confirm the deletion, the selected alarms will be permanently deleted. You can delete alarms individually or in batches.



### 14.1.2 Marking all as read


You can click the **Mark All As Read** button in the upper-left corner to mark all unread alarms as read alarms.

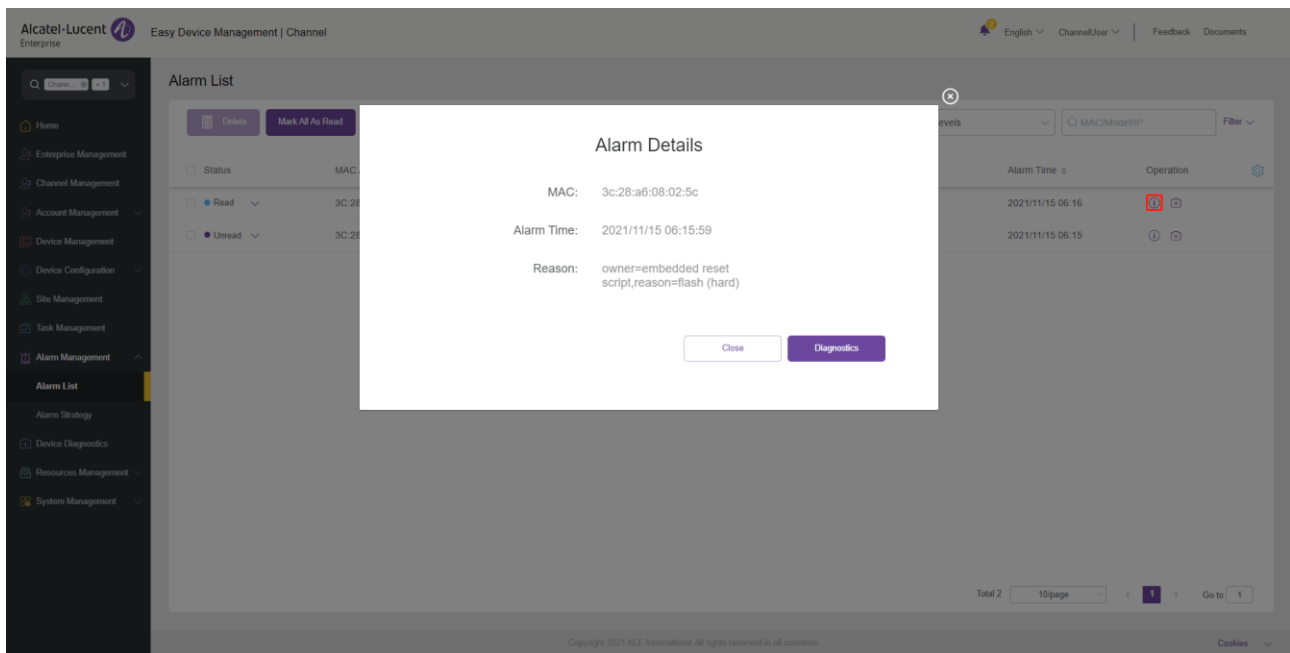
### 14.1.3 Exporting alarm

You can export all alarms at any time. On the **Alarm List** page, click the **Export** button in the upper-right corner to export alarm information, such as MAC address, alarm level, and alarm type.

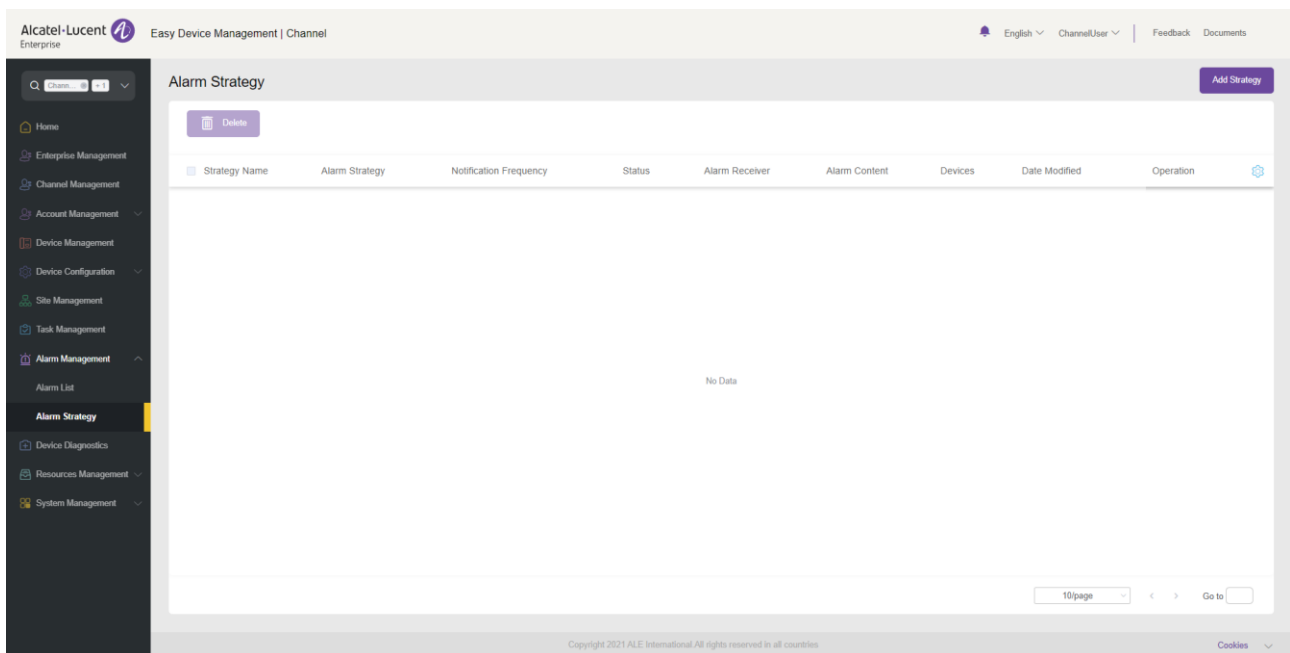


### 14.1.4 Diagnosing device


Click the  button on the right of the alarm or the **Diagnostics** button on the **Alarm Details** page to diagnose the device for which an alarm is generated.



### 14.2 Alarm strategy



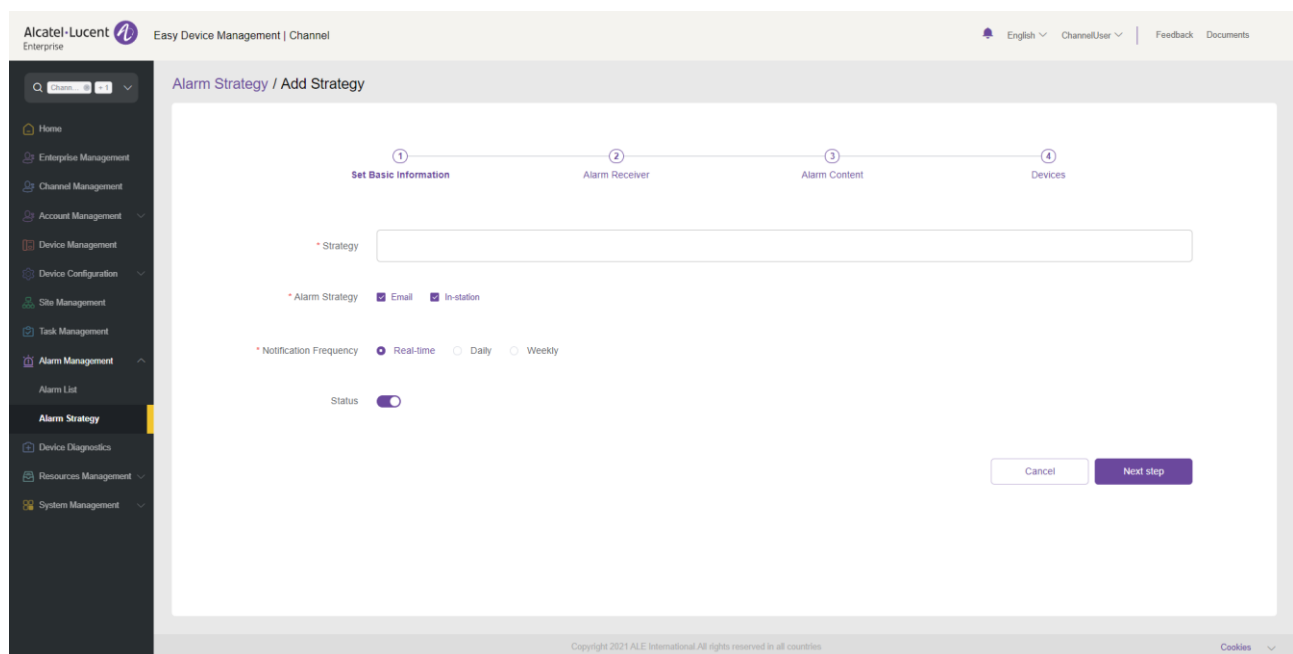
| Display                | Description                                       |
|------------------------|---------------------------------------------------|
| Strategy Name          | Specifies the name of an alarm strategy.          |
| Alarm Strategy         | Specifies the notification method of an alarm.    |
| Notification Frequency | Specifies the notification frequency of an alarm. |

|                |                                                                                                                                |
|----------------|--------------------------------------------------------------------------------------------------------------------------------|
| Status         | Specifies the status of an alarm strategy.                                                                                     |
| Alarm Receiver | Specifies the receiver of an alarm.                                                                                            |
| Alarm Content  | Specifies the content of an alarm.                                                                                             |
| Devices        | Specifies the devices included in an alarm strategy.                                                                           |
| Date Modified  | Specifies the time when an alarm strategy was last modified.                                                                   |
| Operation      | Edit an alarm strategy.                                                                                                        |
| Custom fields  | Click the  button to show/hide custom fields. |

### 14.2.1 Adding strategy

Click the **Add Strategy** button to enter the **Add Strategy** page. There are 4 steps to add a strategy.

#### 1. Set basic information.



| Contents               | Description                                                                                                                                                                                                                                                                                                                                         |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Strategy               | (Mandatory) Enter the name of a strategy.                                                                                                                                                                                                                                                                                                           |
| Alarm Strategy         | (Mandatory) Select at least one notification method for a strategy.<br><b>Email:</b> The system notifies the receiver of an alarm by email.<br><b>In-station:</b> The system notifies the receiver of an alarm by an in-station message.                                                                                                            |
| Notification Frequency | Select at least one notification frequency for the strategy.<br><b>Real-time:</b> The system notifies the receiver of an alarm immediately.<br><b>Daily:</b> The system notifies the receiver of all unread alarms at 23:59 (system time) every day.<br><b>Weekly:</b> The system notifies the receiver of all unread alarms at 23:59 (system time) |

|        |                                                                                                                                    |
|--------|------------------------------------------------------------------------------------------------------------------------------------|
|        | every Sunday.                                                                                                                      |
| Status | <p>Enable/Disable an alarm strategy.</p> <p><b>On:</b> Enable an alarm strategy.</p> <p><b>Off:</b> Disable an alarm strategy.</p> |

## 2. Select an alarm receiver.

Alcatel-Lucent Enterprise Easy Device Management | Channel

English ChannelUser Feedback Documents

Alarm Strategy / Add Strategy

1 Set Basic Information 2 Alarm Receiver 3 Alarm Content 4 Devices

Search Name/Email Selected 0

| Name        | Email            | Operation |
|-------------|------------------|-----------|
| ChannelUser | user@channel.com | No Data   |

Total 1 10/page < 1 > Go to 1

Cancel Last step Next step

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Alarm emails and in-station messages will be sent to the selected receivers. You can select the master account and its sub-accounts as receivers.

## 3. Select alarm content.

Alcatel-Lucent Enterprise Easy Device Management | Channel

English ChannelUser Feedback Documents

Alarm Strategy / Add Strategy

1 Set Basic Information 2 Alarm Receiver 3 Alarm Content 4 Devices

☐ Critical ☐ Account Registration Failed ☐ Factory Reset ☐ Device Offline

☐ Major ☐ Device Reboot ☐ Update Configuration Failed

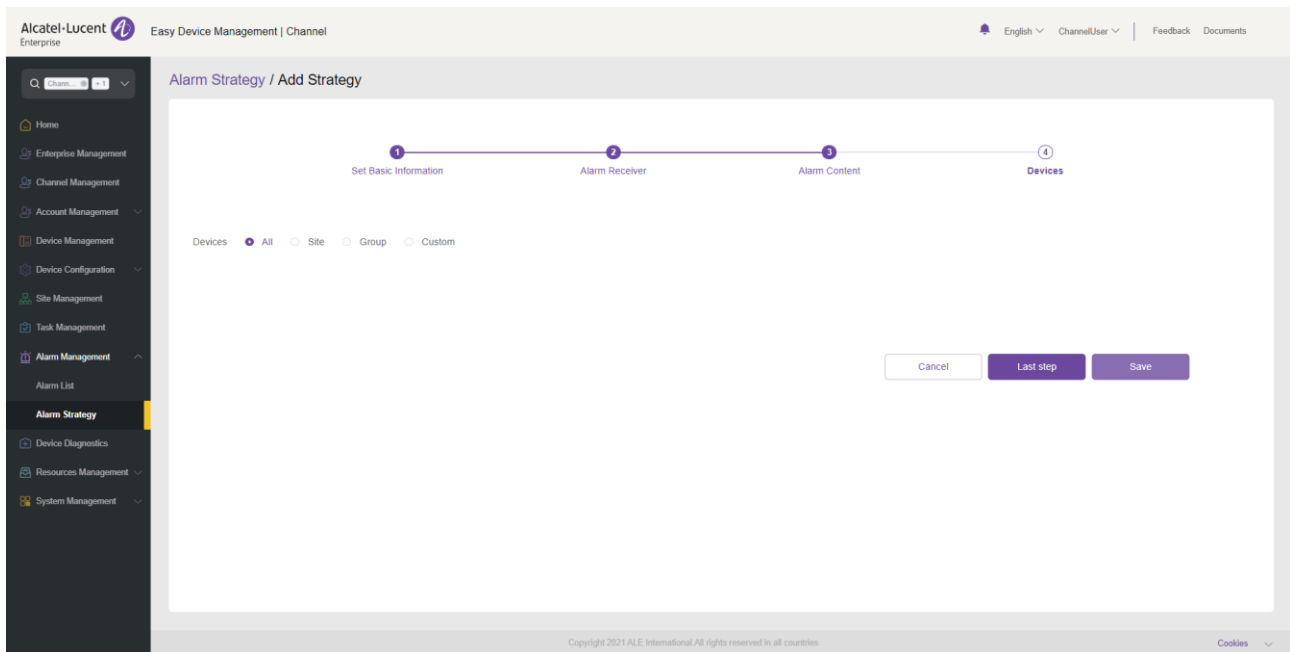
☐ Minor ☐ Device Online

Cancel Last step Next step

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The system records the selected alarm content.

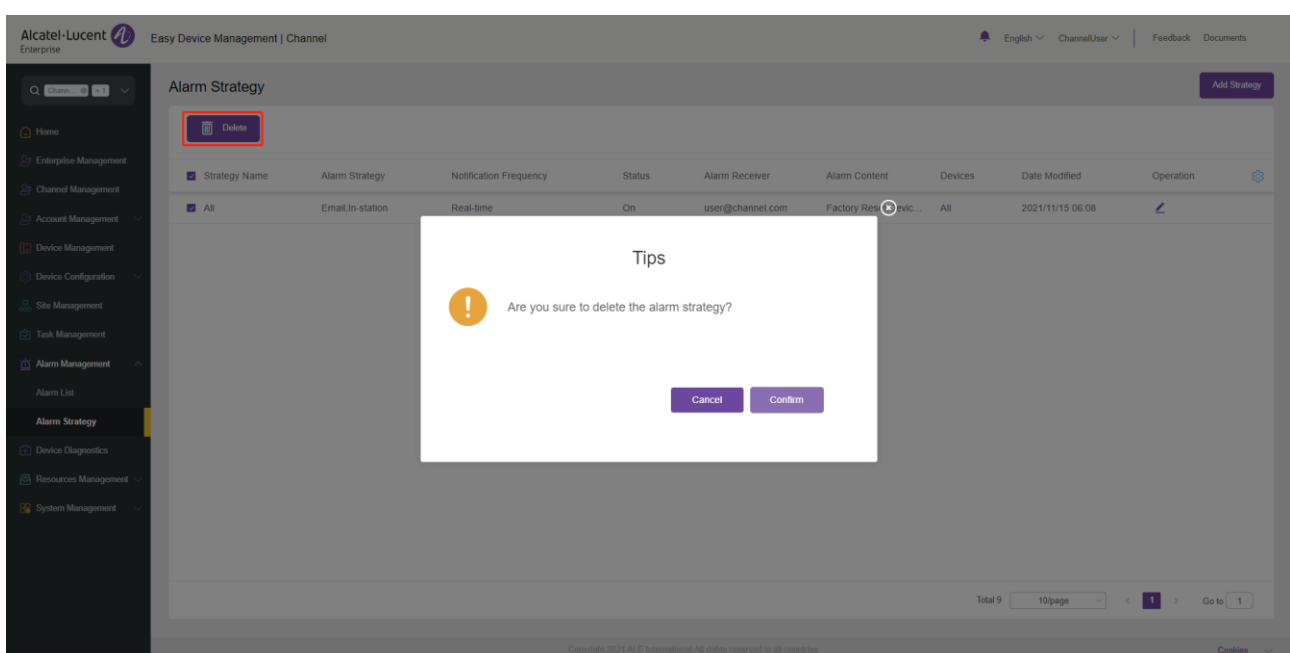
## 4. Select devices included in a strategy.



| Option | Description                                                     |
|--------|-----------------------------------------------------------------|
| All    | All of the user's devices are included in the strategy.         |
| Site   | All devices in the selected site are included in the strategy.  |
| Group  | All devices in the selected group are included in the strategy. |
| Custom | All selected devices are included in the strategy.              |

### 14.2.2 Deleting alarm strategy

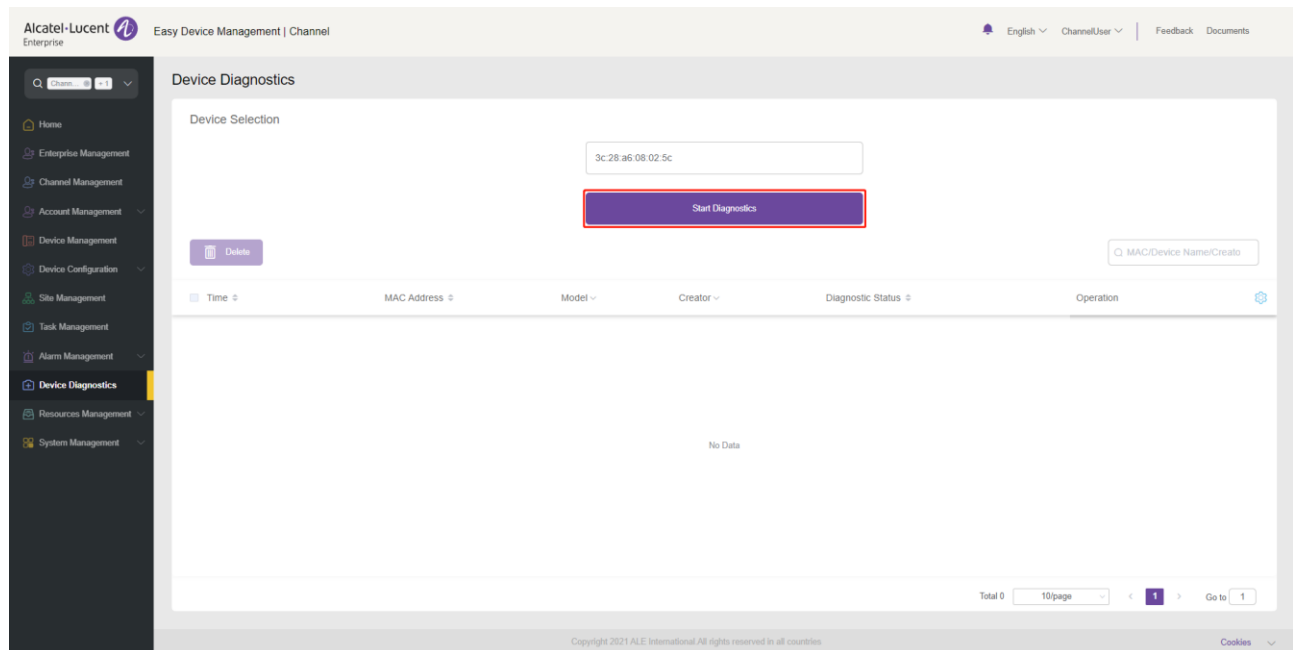
You can click the **Delete** button in the upper-left corner to delete alarm strategies. After you confirm the deletion, the selected alarm strategies will be permanently deleted. You can delete alarm strategies individually or in batches.



## 15. Device diagnostics

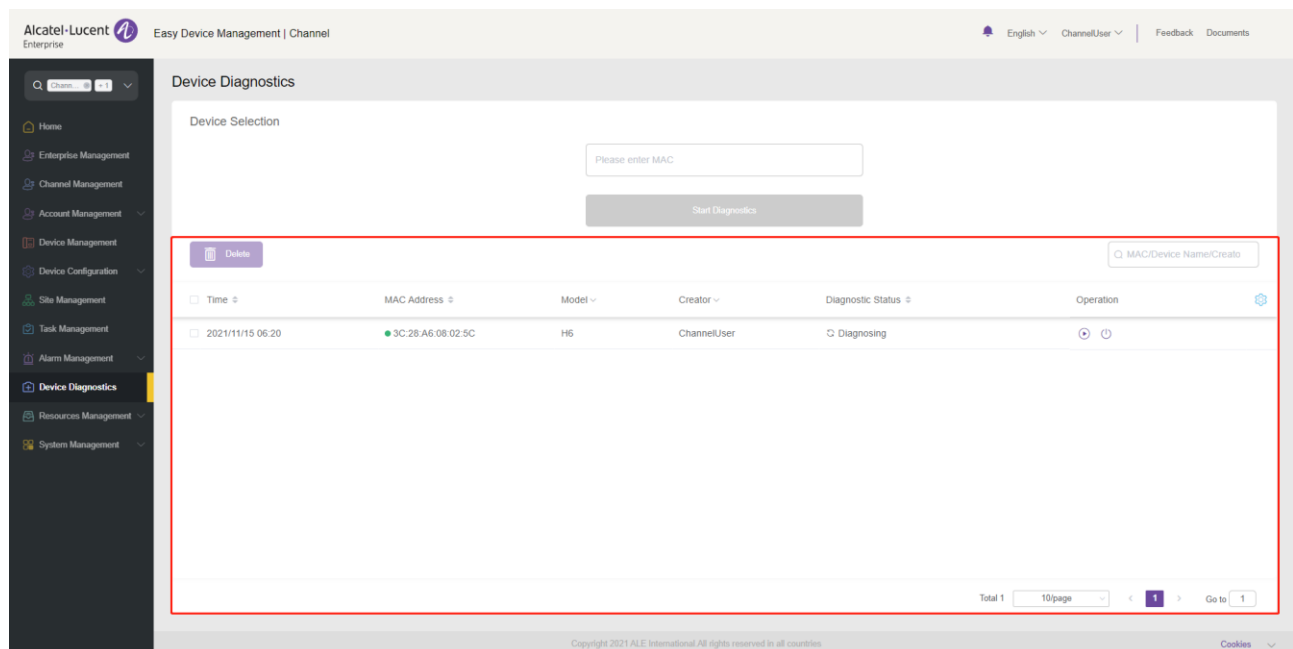
### 15.1 Starting diagnostics

Enter the MAC address of a device and click the **Start Diagnostics** button. The diagnostics details page is displayed and you can start device diagnostics.




### 15.2 Diagnostic activity

You can view all diagnostic records on this page.

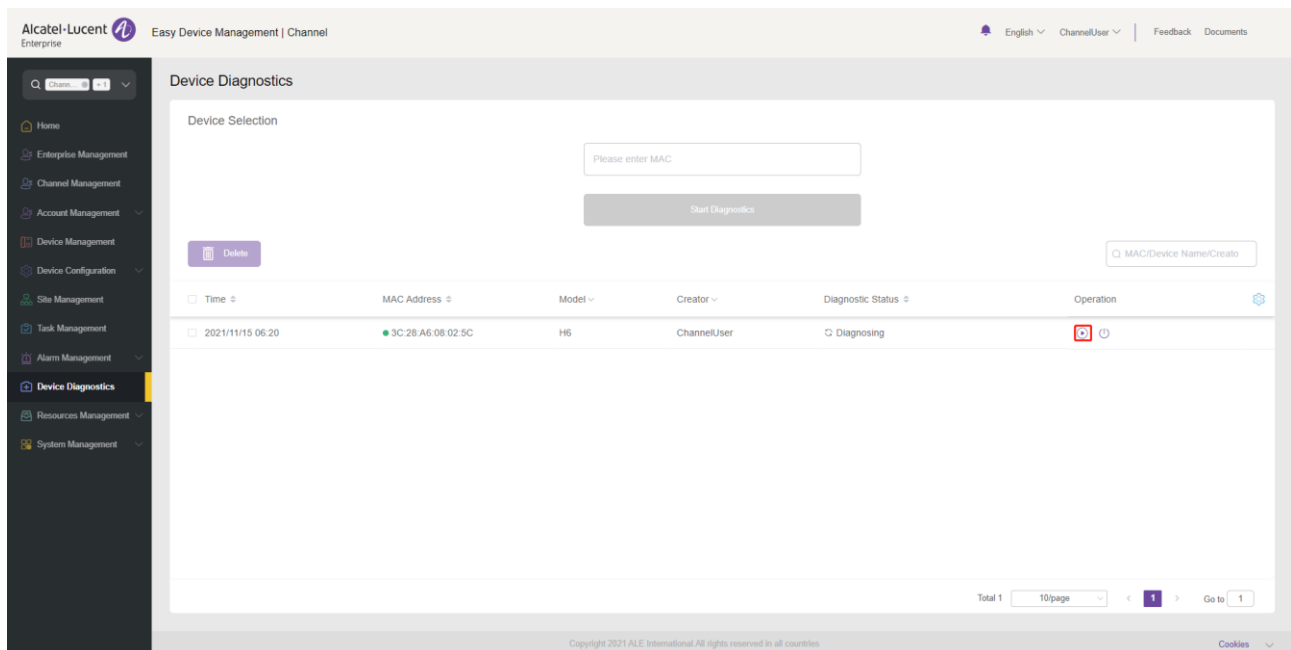


| Display | Description                                |
|---------|--------------------------------------------|
| Time    | Indicates the time when diagnostics start. |

|                   |                                                                                                                                                |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| MAC Address       | Specifies the MAC address of the diagnosed device.                                                                                             |
| Device Name       | Specifies the name of the diagnosed device.                                                                                                    |
| Model             | Specifies the model of the diagnosed device.                                                                                                   |
| Site              | Specifies the site of the diagnosed device.                                                                                                    |
| User              | Specifies the creator of the diagnostic.                                                                                                       |
| Diagnostic Status | Indicates the status of the diagnostic.<br><b>Completed:</b> The diagnostic is completed.<br><b>Diagnosing:</b> The diagnostic is in progress. |
| Operation         | End diagnostic, resume diagnostic, view diagnostic details, and diagnose again.                                                                |
| Custom fields     | Click the  button to show/hide custom fields.                 |

### 15.3 Device diagnostics

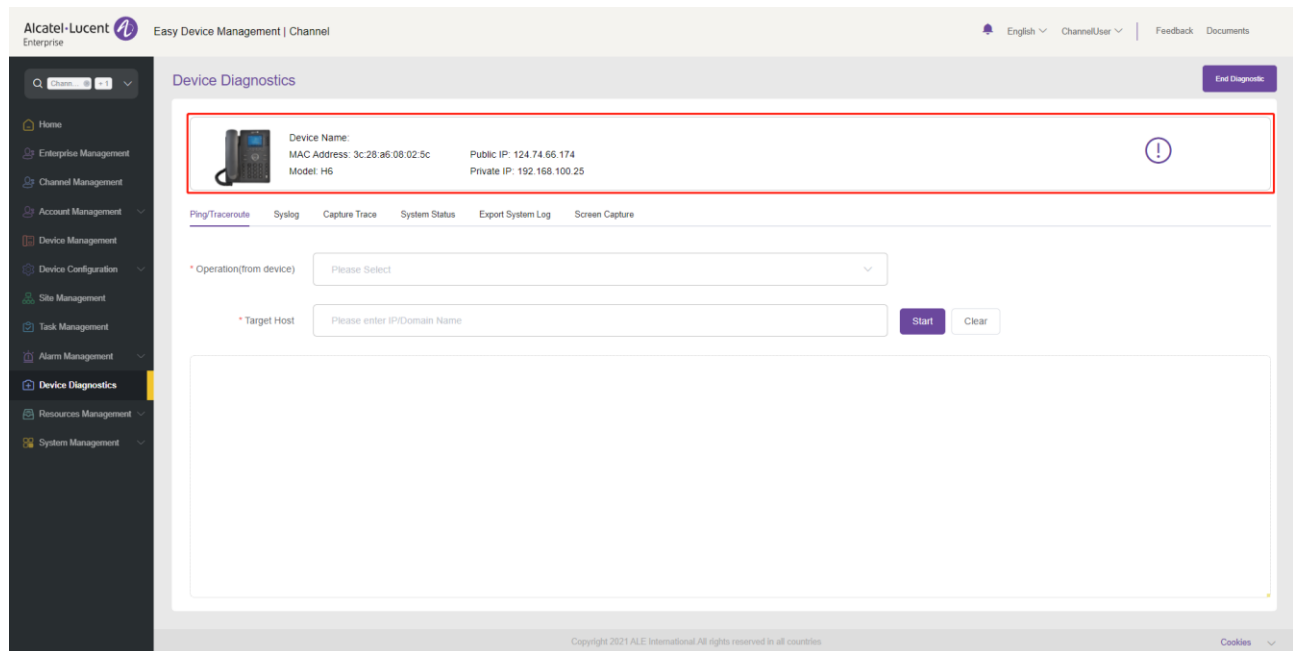
Click the  button to go to the corresponding **Device Diagnostics** page.



The screenshot displays the 'Device Diagnostics' page in the Alcatel-Lucent Easy Device Management interface. The sidebar on the left contains navigation links: Home, Enterprise Management, Channel Management, Account Management, Device Management, Device Configuration, Site Management, Task Management, Alarm Management, **Device Diagnostics** (highlighted), Resources Management, and Systems Management. The top header shows 'Alcatel-Lucent Enterprise', 'Easy Device Management | Channel', and user details 'English', 'ChannelUser', 'Feedback', and 'Documents'. The main content area is titled 'Device Diagnostics' and includes a 'Device Selection' section with a 'Please enter MAC' input field and a 'Start Diagnostics' button. Below this is a table with columns: Time, MAC Address, Model, Creator, Diagnostic Status, and Operation. The table contains one row with the following data: Time: 2021/11/15 06:20, MAC Address: 3C:28:A6:08:02:5C, Model: H6, Creator: ChannelUser, Diagnostic Status: Diagnosing, and Operation: (with a red stop icon and a refresh icon). At the bottom right, there is a pagination bar showing 'Total 1', '10/page', and 'Go to 1'. The footer includes 'Copyright 2021 ALE International. All rights reserved in all countries' and a 'Cookies' link.

### 15.3.1 Device information

This area displays basic information about the diagnosed device, including device name, MAC address, model, public IP address, and private IP address.



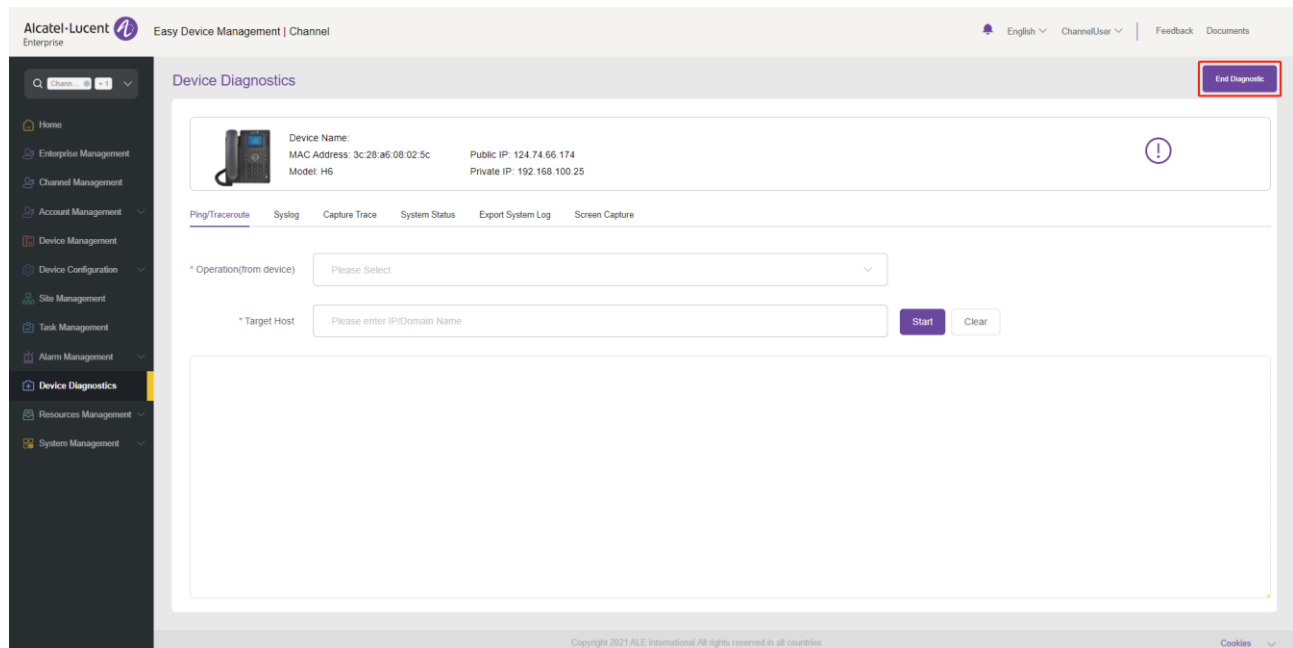
The screenshot shows the 'Device Diagnostics' page in the Alcatel-Lucent Easy Device Management interface. The left sidebar contains a navigation menu with options like Home, Enterprise Management, Channel Management, Account Management, Device Management, Device Configuration, Site Management, Task Management, Alarm Management, Device Diagnostics (highlighted), Resources Management, and System Management. The main content area is titled 'Device Diagnostics' and features a red-bordered box containing the following information:

- Device Name:** H6
- MAC Address:** 3c:28:a6:08:02:5c
- Model:** H6
- Public IP:** 124.74.66.174
- Private IP:** 192.168.100.25

Below this box, there are tabs for 'Ping/Traceroute', 'Syslog', 'Capture Trace', 'System Status', 'Export System Log', and 'Screen Capture'. The 'Ping/Traceroute' tab is active, showing a form with a dropdown for 'Operation(from device)' and a text input for 'Target Host'. There are 'Start' and 'Clear' buttons. At the bottom right of the main content area, there is an 'End Diagnostic' button.

### 15.3.2 Ending diagnostic

You can click the **End Diagnostic** button in the upper-right corner to end the diagnostic and output the diagnostic result.



This screenshot is identical to the one above, showing the 'Device Diagnostics' page. The 'End Diagnostic' button in the upper-right corner of the main content area is highlighted with a red border, indicating where the user should click to end the diagnostic.

### 15.3.3 Ping/Traceroute

Click the **Ping/Traceroute** tab to enter the **Ping/Traceroute** page.

The screenshot shows the 'Device Diagnostics' section of the Alcatel-Lucent Easy Device Management interface. The 'Ping/Traceroute' tab is selected and highlighted with a red box. The interface displays device information (Device Name, MAC Address, Model, Public IP, Private IP) and a warning icon. Below the device info, there are input fields for 'Operation(from device)' and 'Target Host', both with 'Please Select' and 'Please enter IP/Domain Name' placeholders respectively. There are 'Start' and 'Clear' buttons next to the 'Target Host' field. A large empty box is provided for the results of the operation. The left sidebar contains various management options, and the top bar shows the user is logged in as 'ChannelUser'.

| Contents               | Description                                                   |
|------------------------|---------------------------------------------------------------|
| Operation(from device) | Select the operation you want to perform: Ping or Traceroute. |
| Target Host            | Enter the address of the target host.                         |

Click the **Start** button on the right of **Target Host**. The corresponding Ping or Traceroute information will be displayed in the window below.

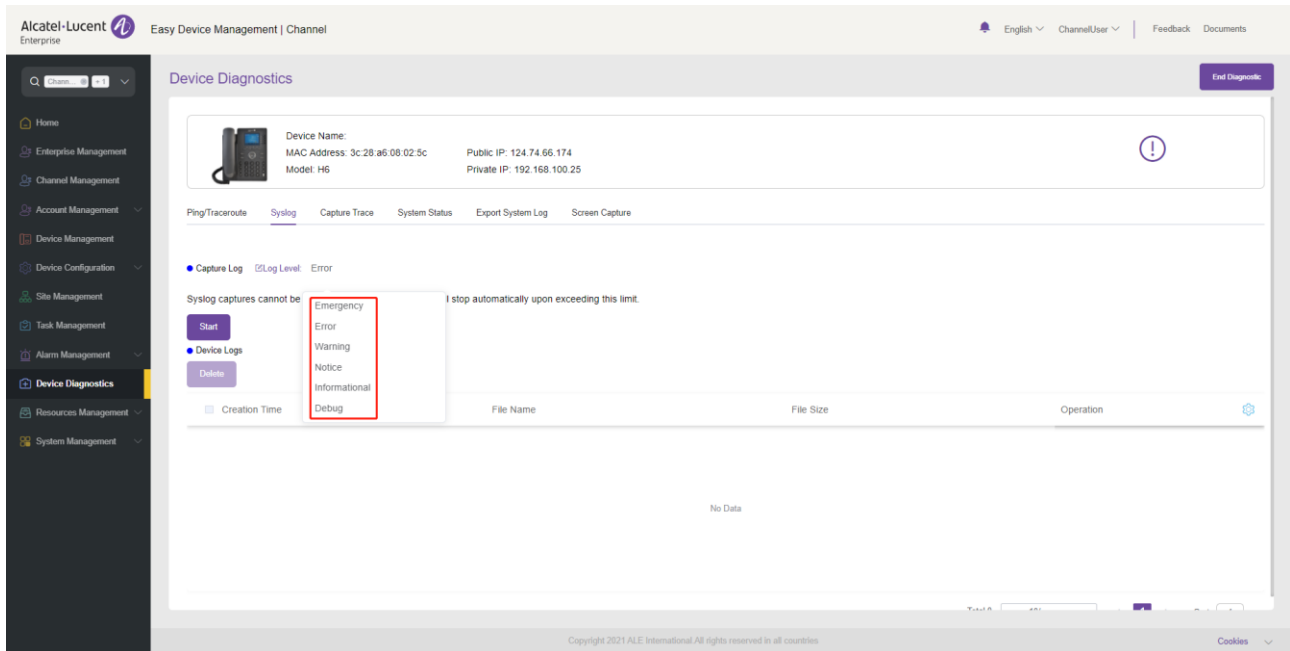
### 15.3.4 Syslog

Click the **Syslog** tab to enter the **Syslog** page.

The screenshot shows the 'Device Diagnostics' section of the Alcatel-Lucent Easy Device Management interface. The 'Syslog' tab is selected and highlighted with a red box. The interface displays device information and a warning icon. Below the device info, there are tabs for 'Ping/Traceroute', 'Syslog', 'Capture Trace', 'System Status', 'Export System Log', and 'Screen Capture'. The 'Syslog' tab is active, showing a 'Capture Log' section with a 'Log Level' dropdown set to 'Error'. A note states: 'Syslog captures cannot be more than 100 M. The capture will stop automatically upon exceeding this limit.' There are 'Start' and 'Delete' buttons. Below this, there is a table with columns: 'Creation Time', 'File Name', 'File Size', and 'Operation'. The table is currently empty, showing 'No Data'. The left sidebar and top bar are consistent with the previous screenshot.



You can click the **Log Level** button to modify the log level. There are 6 log levels, including **Emergency**, **Error**, **Warning**, **Notice**, **Informational**, and **Debug**.

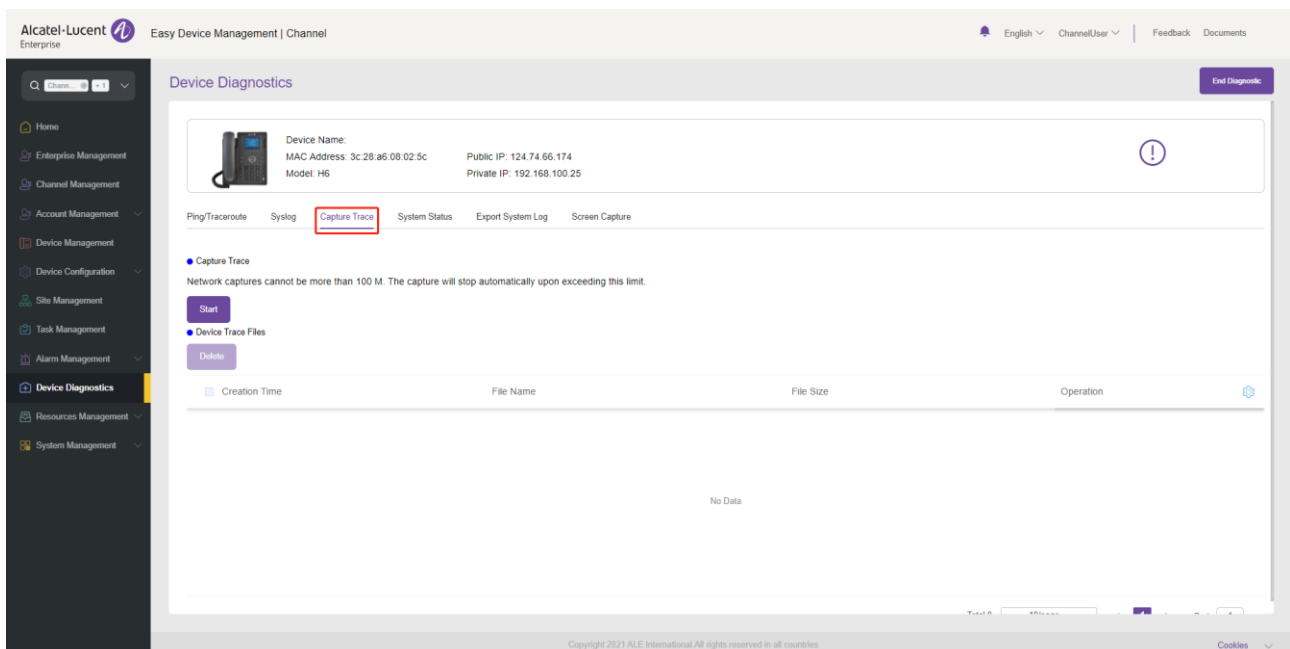


Click the **Start** button to capture logs.

Capture stops when you click the **End** button or the system detects that the size of the log files reaches 100 MB. The log files you just captured are recorded in the window below, and you can download or delete them.

### 15.3.5 Capturing trace

Click the **Capture Trace** tab to enter the **Capture Trace** page.

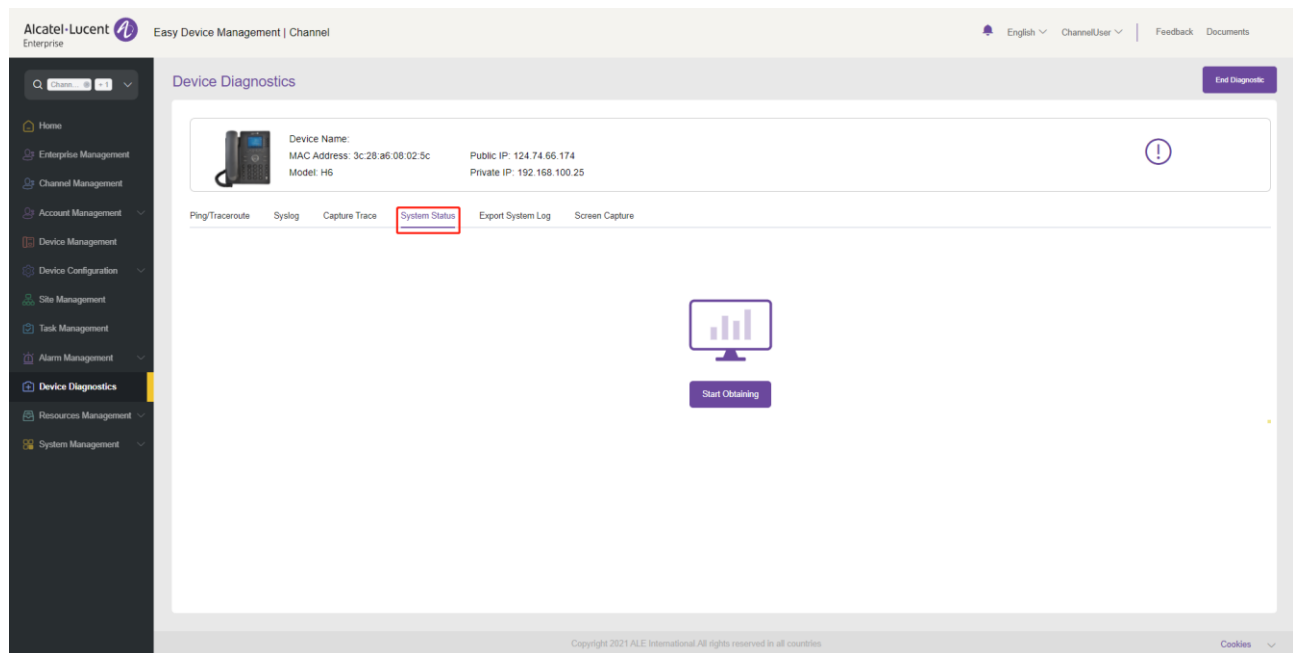


Click the **Start** button to start capturing trace files.

Capture stops when you click the **End** button or the system detects that the size of the trace files reaches 100 MB. The trace files you just captured are recorded in the window below, and you can download or delete them.

### 15.3.6 System status

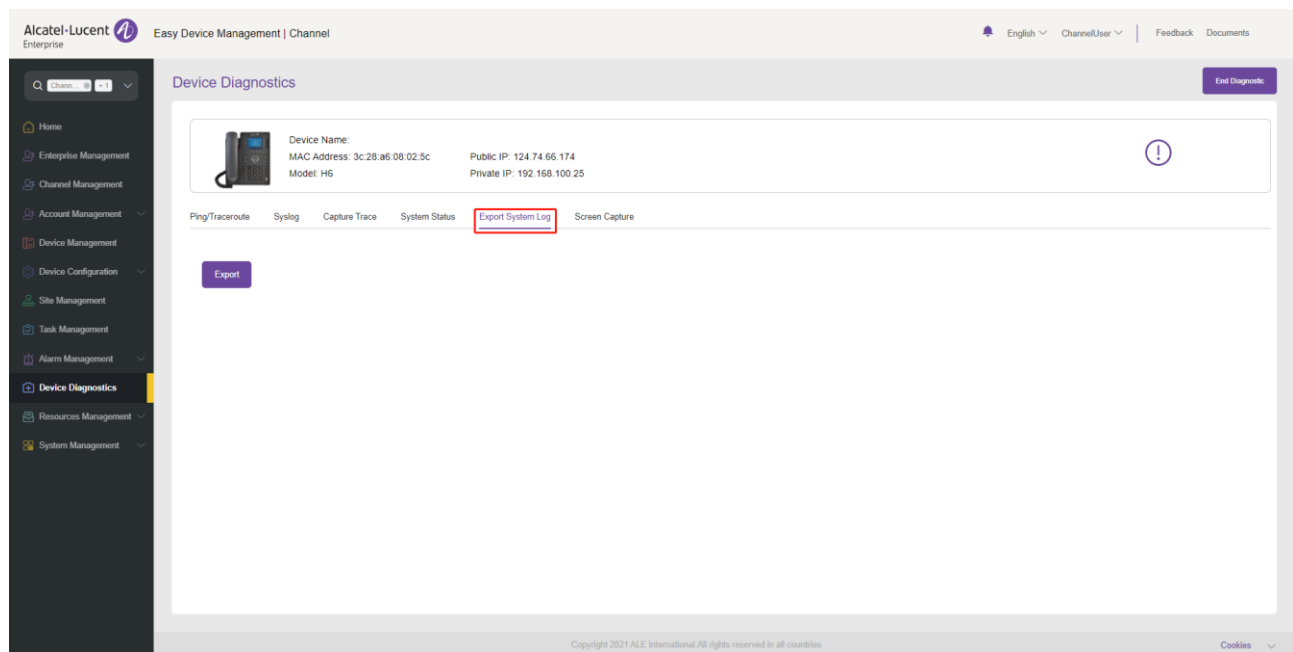
Click the **System Status** tab to enter the **System Status** page.



Click the **Start Obtaining** button to obtain the system status of the device. The window below will display the corresponding system status information.

### 15.3.7 Exporting system log

Click the **Export System Log** tab to enter the **Export System Log** page.



Click the **Export** button to export all logs of the current device.

### 15.3.8 Screen capture

Click the **Screen Capture** tab to enter the **Screen Capture** page.

The screenshot displays the Alcatel-Lucent Easy Device Management (EDM) interface. On the left is a dark sidebar with a search bar and a list of navigation items: Home, Enterprise Management, Channel Management, Account Management, Device Management, Device Configuration, Site Management, Task Management, Alarm Management, **Device Diagnostics** (highlighted), Resources Management, and System Management. The main content area is titled 'Device Diagnostics' and features a top bar with 'End Diagnostic' and a language dropdown. Below this, a device information card shows details for a device named 'H6', including its MAC address, Public IP, and Private IP. A red box highlights the 'Screen Capture' tab in the navigation bar. Under this tab, there are two sections: 'Screen Capture' with a 'Start' button, and 'Screen Capture Files' with a 'Delete' button. Below these is a table with headers 'Creation Time', 'File Name', 'File Size', and 'Operation'. The table is currently empty, displaying 'No Data'.


Click the **Start** button to capture the screen. The window below will record the image files you just captured.

## 16. Resource file management

### 16.1 Customer firmware

The screenshot shows the 'Firmware' management interface. The 'Official Firmware' tab is active, showing a table of firmware entries. The table has the following data:

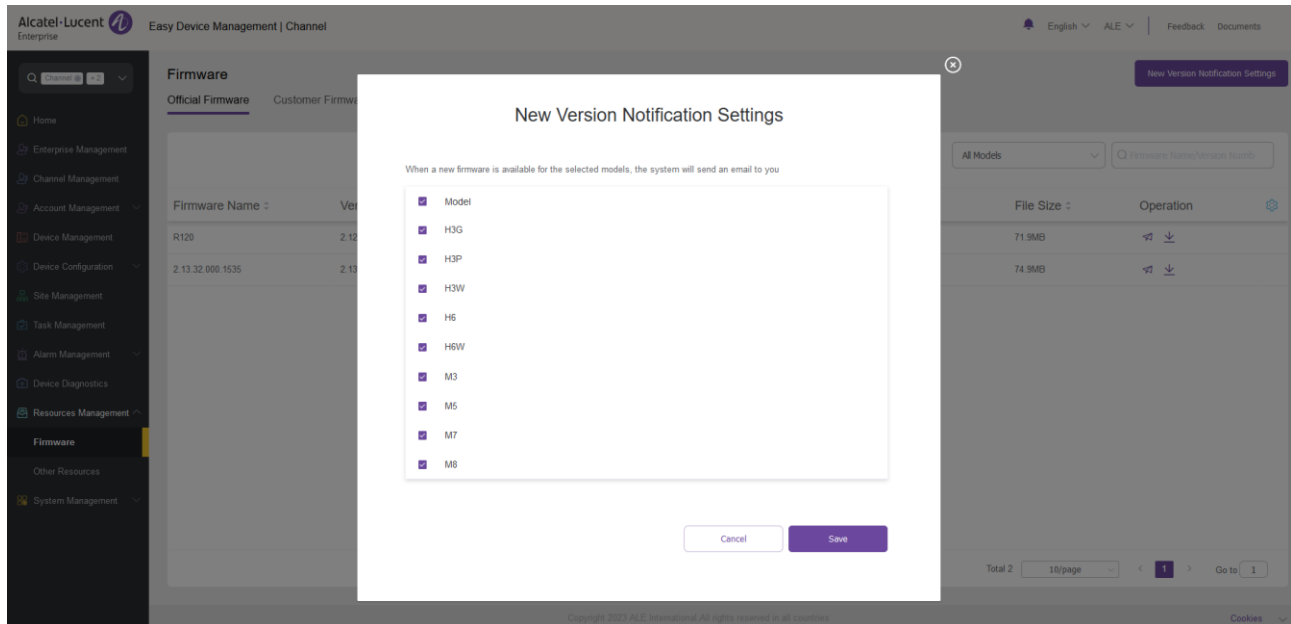
| Firmware Name    | Version Number   | Support Model | Date Modified    | Description      | File Size | Operation                |
|------------------|------------------|---------------|------------------|------------------|-----------|--------------------------|
| R120             | 2.12.77.010.2245 | HOW/H6W       | 2023/02/03 05:37 | 2.12.77.010.2245 | 71.9MB    | [Push] [Edit] [Download] |
| 2.13.32.000.1535 | 2.13.32.000.1535 | MB            | 2023/01/12 08:33 | R135             | 74.9MB    | [Push] [Edit] [Download] |

| Display        | Description                                                                                                                      |
|----------------|----------------------------------------------------------------------------------------------------------------------------------|
| Firmware Name  | Indicates the name of official firmware.                                                                                         |
| Version Number | Indicates the version number of official firmware.                                                                               |
| Support Model  | Indicates the device models supported by official firmware.                                                                      |
| Last Updated   | Indicates the time when the official firmware was last updated.                                                                  |
| Description    | Specifies the description of official firmware.                                                                                  |
| File Size      | Indicates the file size of official firmware.                                                                                    |
| Operation      | Push, edit, and download the official firmware.                                                                                  |
| Custom fields  | Click the  button to show/hide custom fields. |

### 16.1.1 New version notification settings

You can subscribe to the update notification of official firmware.


1. Click the **New Version Notification Settings** button on the upper-right of the page. The **New Version Notification Settings** page is displayed. Select the models you want to subscribe to and click the **Save** button.

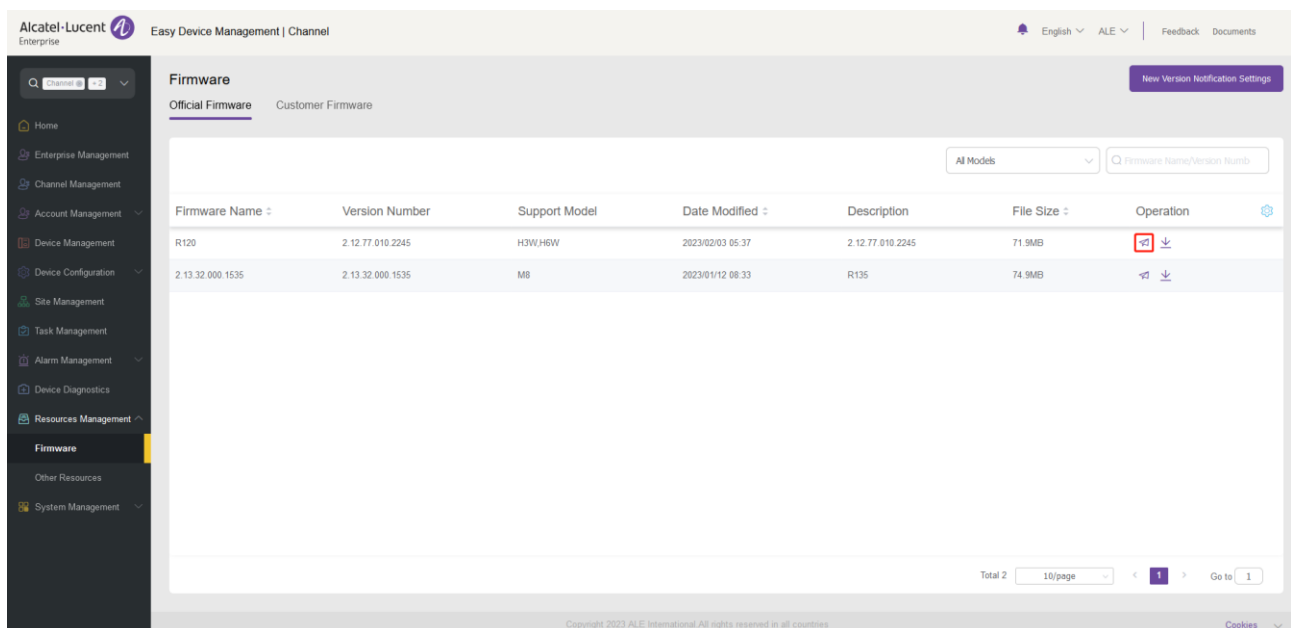


When new official firmware is available for your selected models, the system will send an email to inform you.

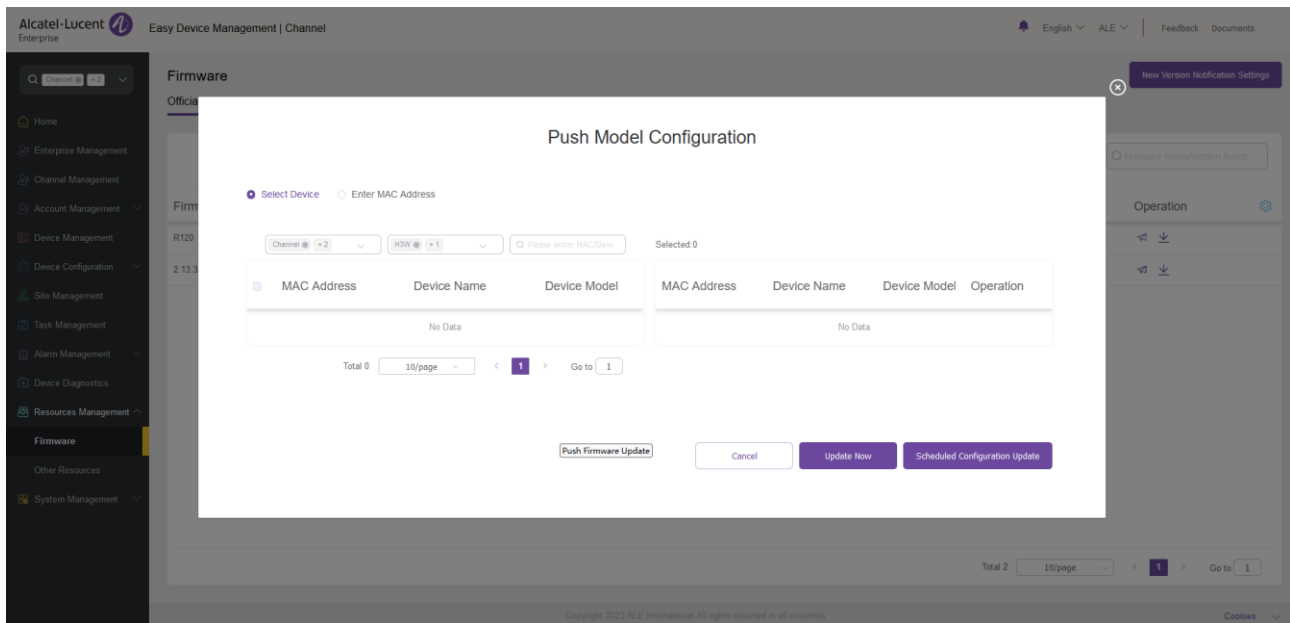
### 16.1.2 Pushing official firmware updates

You can manually push this firmware version to devices.

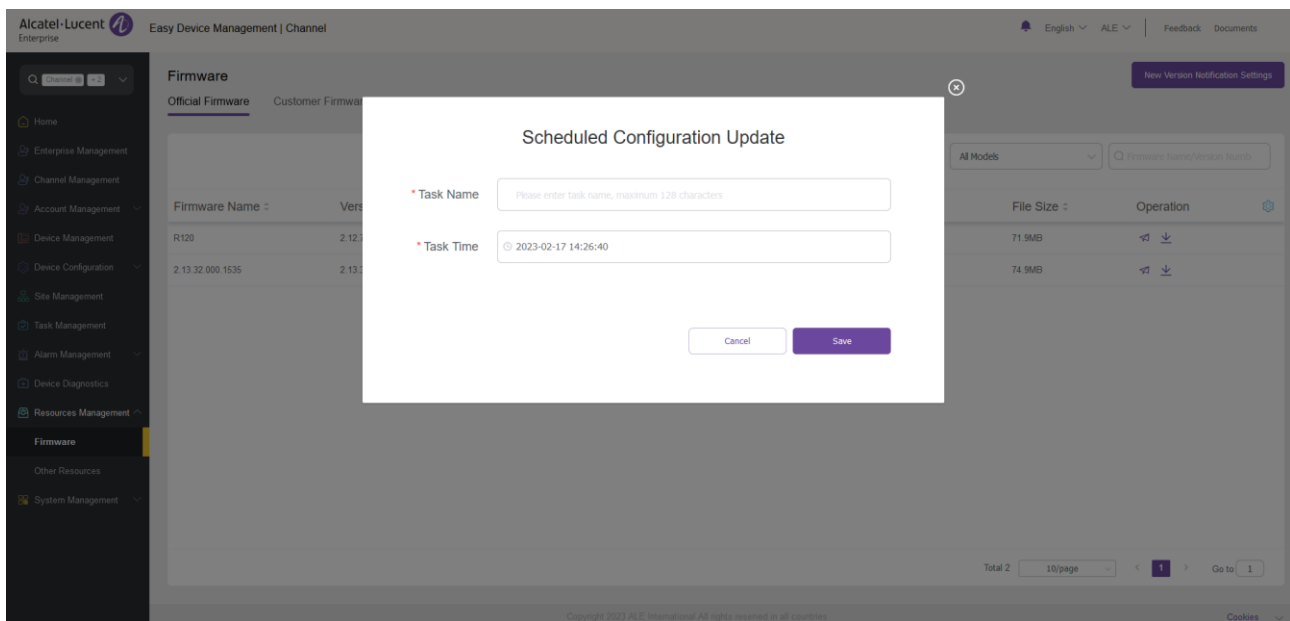
1. Select a firmware version and click the  button on the right.




2. Select devices to which the firmware update is pushed and click the **Update Now** button or the **Scheduled Configuration Update** button.

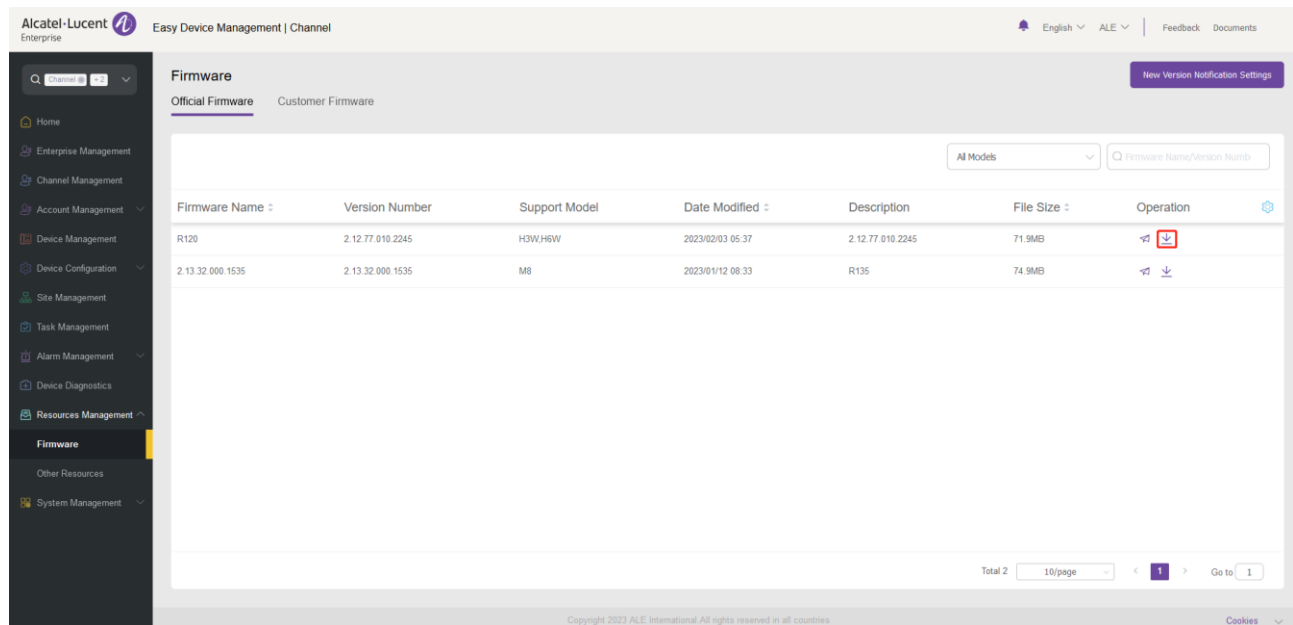


3. If you select **Scheduled Configuration Update**, you need to enter a task name and select the task time.



### 16.1.3 Downloading official firmware



You can click the  button on the right of the firmware to download the firmware.



**Firmware**

Official Firmware Customer Firmware

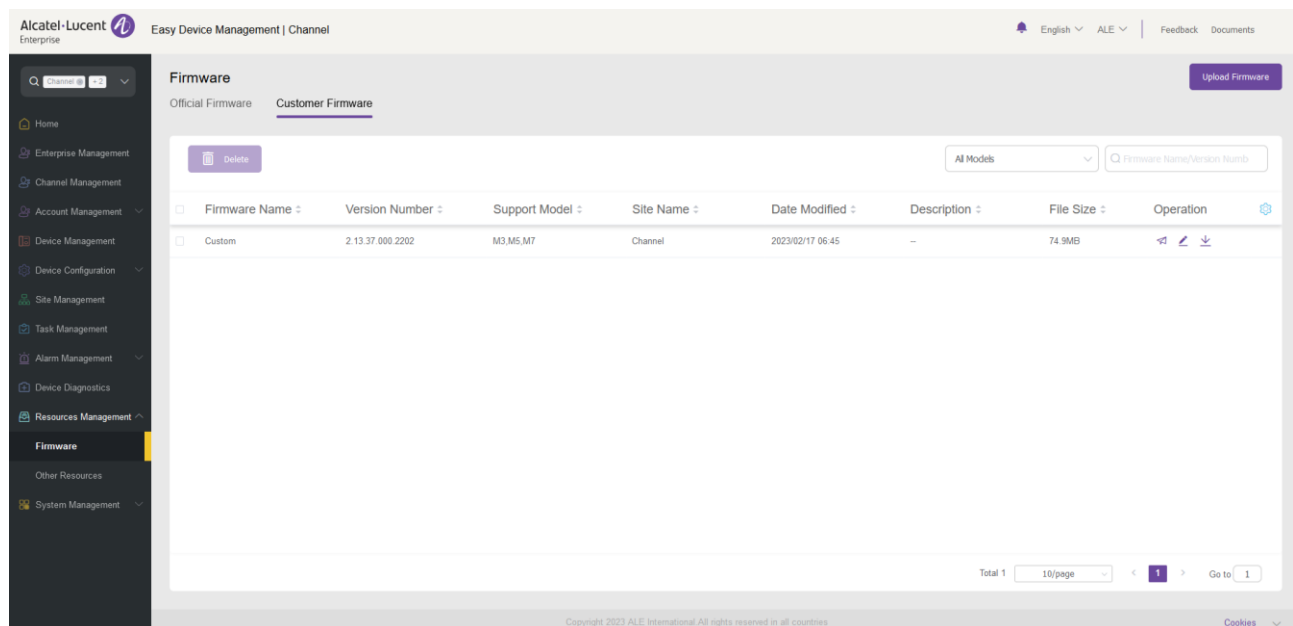
All Models Firmware Name/Version Number

| Firmware Name    | Version Number   | Support Model | Date Modified    | Description      | File Size | Operation                                                                           |
|------------------|------------------|---------------|------------------|------------------|-----------|-------------------------------------------------------------------------------------|
| R120             | 2.12.77.010.2245 | H3W/H6W       | 2023/02/03 05:37 | 2.12.77.010.2245 | 71.9MB    |  |
| 2.13.32.000.1535 | 2.13.32.000.1535 | M8            | 2023/01/12 08:33 | R135             | 74.9MB    |  |

Total 2 10/page 1 Go to 1

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### 16.2 Customer firmware




**Firmware**

Official Firmware Customer Firmware

Delete


All Models Firmware Name/Version Number

| Firmware Name | Version Number   | Support Model | Site Name | Date Modified    | Description | File Size | Operation                                                                             |
|---------------|------------------|---------------|-----------|------------------|-------------|-----------|---------------------------------------------------------------------------------------|
| Custom        | 2.13.37.000.2202 | M3,M5,M7      | Channel   | 2023/02/17 06:45 | -           | 74.9MB    |  |

Total 1 10/page 1 Go to 1

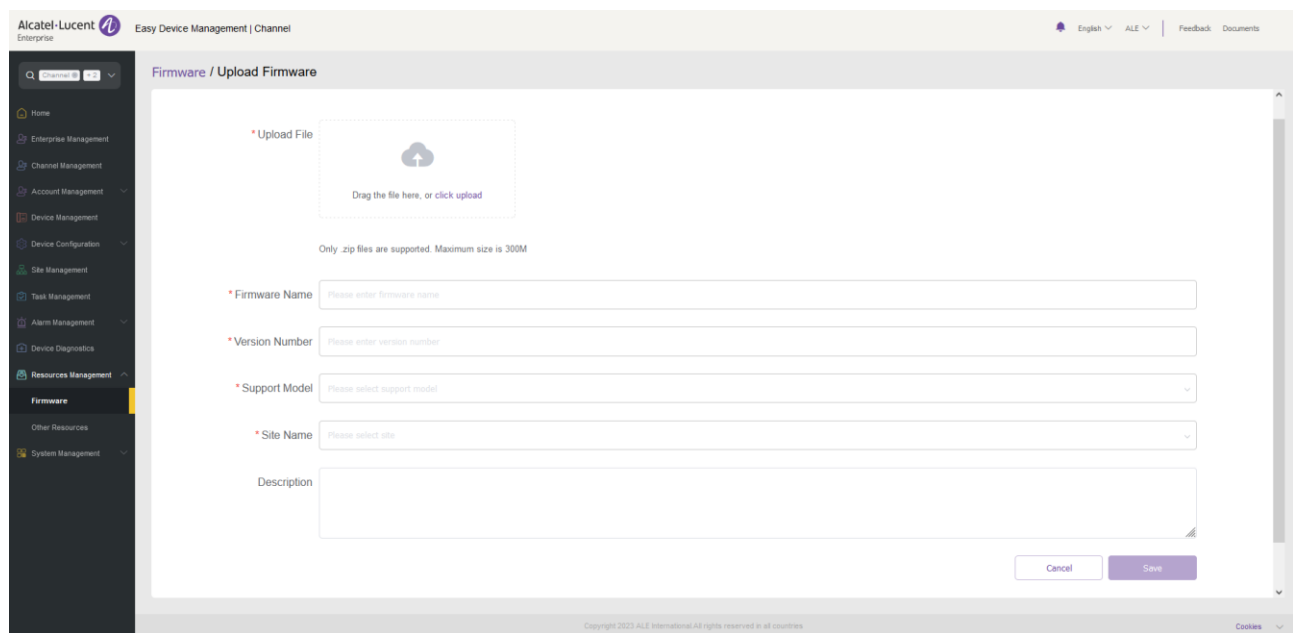
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| Display        | Description                                                     |
|----------------|-----------------------------------------------------------------|
| Firmware Name  | Indicates the name of the customer firmware.                    |
| Version Number | Indicates the version number of the customer firmware.          |
| Support Model  | Indicates the device models supported by the customer firmware. |
| Site Name      | Indicates the site of the customer firmware.                    |
| Date Modified  | Indicates the time when the customer firmware was last updated. |

|               |                                                                                                                                |
|---------------|--------------------------------------------------------------------------------------------------------------------------------|
| Description   | Indicates the description of the customer firmware.                                                                            |
| File Size     | Indicates the file size of the customer firmware.                                                                              |
| Operation     | Push, edit, and download the customer firmware.                                                                                |
| Custom fields | Click the  button to show/hide custom fields. |

### 16.2.1 Uploading customer firmware


Click the **Upload Firmware** button in the upper-right corner, and fill in the following dialog box to upload the firmware.



| Contents       | Description                                                                                                                                                                                                                                                                                                                                                            |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Upload File    | (Mandatory) Upload files from a local directory. Only zip files are supported. If the file name is Myriad-M357_xxx.zip, Halo-H3X6(W)_xxx.zip or Myriad-M8.zip, the system automatically sets the <b>Firmware Name</b> to M3/M5/M7, H3P/H3G/H3W/H6/H6W or M8, <b>Version Number</b> to XXX, and <b>Support Model</b> to “M3, M5, M7”, “H3P, H3G, H3W, H6, H6W” or “M8”. |
| Firmware Name  | (Mandatory) Enter a firmware name.                                                                                                                                                                                                                                                                                                                                     |
| Version Number | (Mandatory) Enter a firmware version number.                                                                                                                                                                                                                                                                                                                           |
| Support Model  | (Mandatory) Select the supported phone models from the drop-down list box.                                                                                                                                                                                                                                                                                             |
| Site           | (Mandatory) Select a site from the drop-down list box.                                                                                                                                                                                                                                                                                                                 |
| Description    | Enter a description of the version.                                                                                                                                                                                                                                                                                                                                    |

### 16.2.2 Pushing customer firmware updates

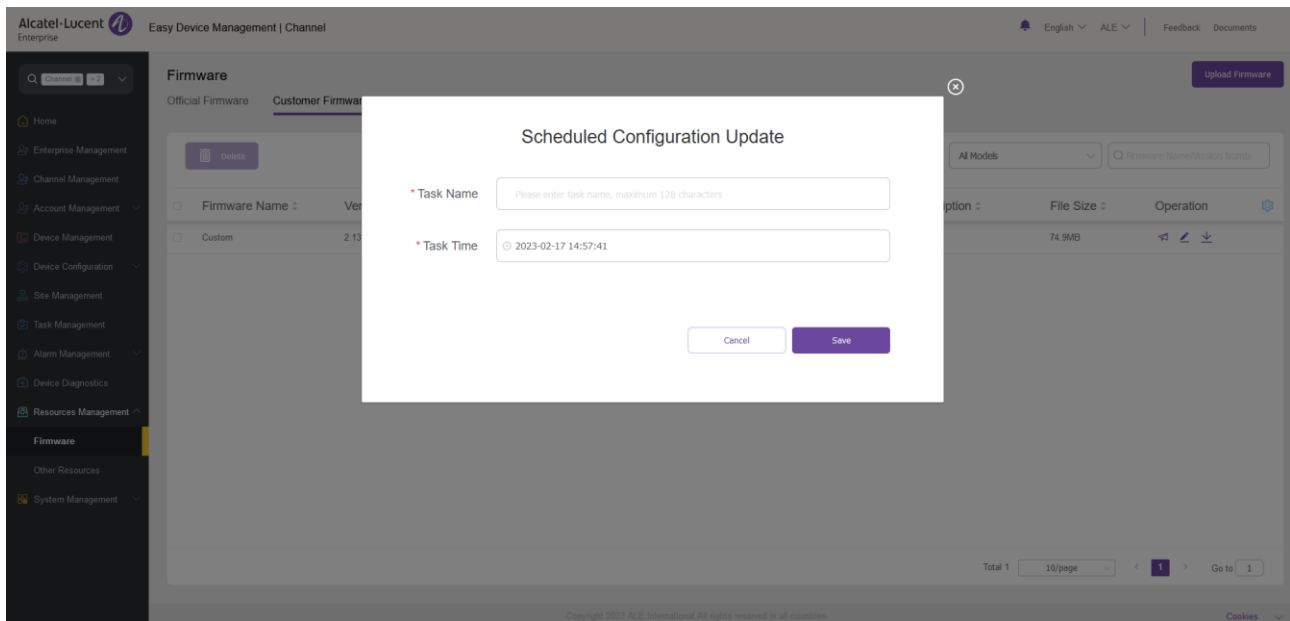
You can manually push this firmware version to devices.

1. Select a firmware version and click the  button on the right.




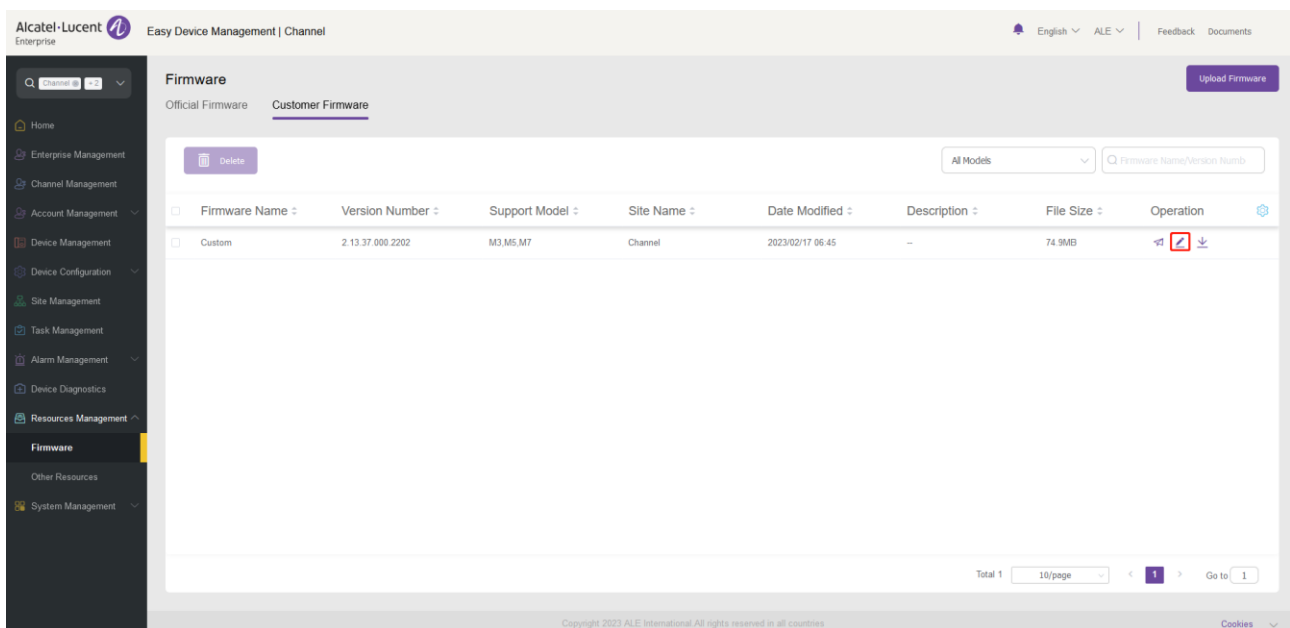
2. Select devices to which the firmware update is pushed and click the **Update Now** button or the **Scheduled Configuration Update** button.

3. If you select **Scheduled Configuration Update**, you need to enter a task name and select the task time.




### 16.2.3 Editing customer firmware

Click the  button next to the firmware for editing purpose. Click the **Save** button to make the changes take effect immediately.



### 16.2.4 Downloading customer firmware

You can click the  button on the right of the firmware to download the firmware.

The screenshot shows the 'Firmware' section of the Alcatel-Lucent Easy Device Management interface. The 'Customer Firmware' tab is selected. A table displays the following data:

| Firmware Name | Version Number   | Support Model | Site Name | Date Modified    | Description | File Size | Operation             |
|---------------|------------------|---------------|-----------|------------------|-------------|-----------|-----------------------|
| Custom        | 2.13.37.000.2202 | M3,M5,M7      | Channel   | 2023/02/17 06:45 | -           | 74.9MB    | [Icons: Edit, Delete] |

A 'Delete' button is located at the top left of the table. The interface also includes a sidebar with navigation options and a top header with user information and language settings.

### 16.2.5 Deleting firmware

Select one or more firmware files, and then click the **Delete** button to delete the selected firmware. After you confirm the deletion, the selected firmware will be permanently deleted. You can delete customer firmware individually or in batches.


The screenshot shows the same 'Firmware' section as the previous image, but with a confirmation dialog box open. The dialog box has a title 'Tip' and contains the following text:

! This operation will permanently delete the file. Do you want to continue?

At the bottom of the dialog box are two buttons: 'Cancel' and 'Confirm'. The 'Delete' button in the background table is highlighted with a red box.

## 16.3 Other resources

### 16.3.1 Uploading ringtones/contacts/wallpapers

| Contents      | Description                                                                                                                          |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Resource Name | Customize a name for the resource file you upload.                                                                                   |
| Resource Type | This value corresponds to the resource type supported by the EDM system.                                                             |
| File Name     | The name of the file you upload.                                                                                                     |
| Site Name     | Select the site you want to upload the file to.                                                                                      |
| Description   | Enter a description for the custom resource.                                                                                         |
| File Size     | Displays the size of the resource file.                                                                                              |
| Date Modified | The time this resource was last modified or uploaded.                                                                                |
| Operation     | Push, edit, or download the resource file.                                                                                           |
| Custom fields | Click  the button to show/hide the custom fields. |

#### Restrictions on the resource files:

1. For files in .xml and .csv formats, they must not exceed 5MB.
2. For files in .png format, they must not exceed 1MB.
3. For files in .wav format, they must not exceed 200KB.

### 16.3.2 Uploading customer's custom resource files

Click the **Upload Files** button in the upper right corner, and fill in the following displayed dialog box to upload the resource file.

Alcatel-Lucent Enterprise Easy Device Management | Channel

English ALE Feedback Documents

Other Resources / Upload Files

\* Upload File

Drag the file here, or click upload

Only .xml, .wav files are supported. Maximum size is 5MB

\* Resource Type: Local Directory

\* Resource Name: Please enter the resource name, maximum 128 characters

\* Site Name: Please select site


Description: Please enter description, maximum 500 characters

Cancel Save

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### 16.3.3 Pushing customer's custom resource file updates

You can manually push resource files uploaded to devices on other sites.

1. Select a resource item and click the  button on the right.










Alcatel-Lucent Enterprise Easy Device Management | Channel

English ALE Feedback Documents

Other Resources

Delete

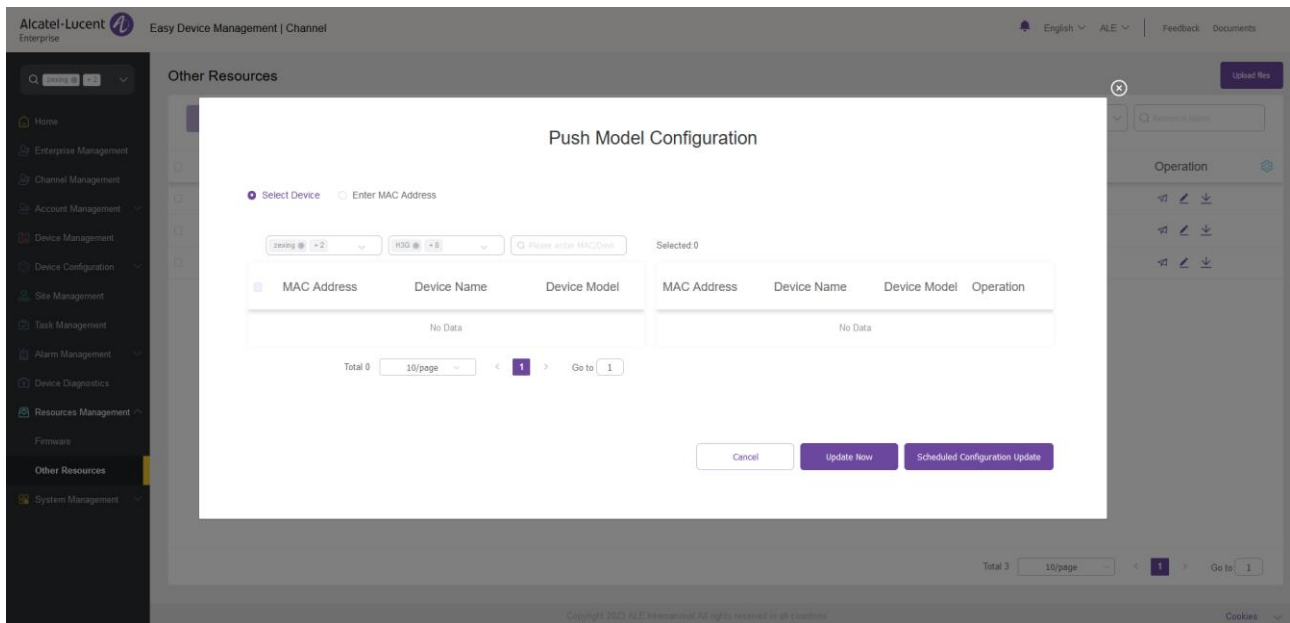
All Types Resource Name

| <input type="checkbox"/> | Resource Name | Resource Type   | File Name     | Site Name | Description | File Size | Date Modified    | Operation                                                                                                                                                                                                                                                         |
|--------------------------|---------------|-----------------|---------------|-----------|-------------|-----------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Directory     | Local Directory | Directory.xml | zexing    | --          | 3KB       | 2023/02/14 02:57 |    |
| <input type="checkbox"/> | Ring          | Ring tone       | classic.wav   | zexing    | --          | 112KB     | 2023/02/14 02:55 |    |
| <input type="checkbox"/> | Wallpaper     | Wallpaper       | Flower.png    | zexing    | --          | 439.3KB   | 2023/02/14 02:53 |    |

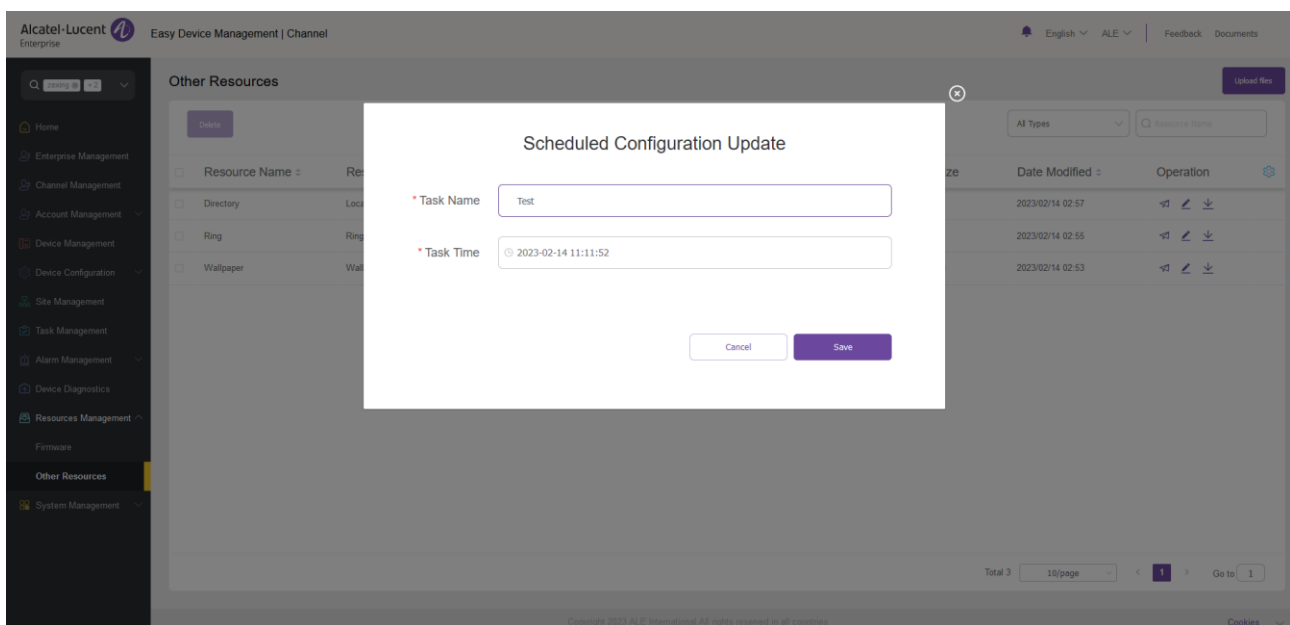
Total 3 10/page < 1 > Go to 1

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2. Select devices to which the resource file is to be pushed and click the **Update Now** button or the **Scheduled Configuration Update** button.



- If you select **Scheduled Configuration Update**, you need to enter a task name and select the task time.



### 16.3.4 Editing uploaded resource files

Click the  button on the right to edit the file and click **Save** to make the changes take effect immediately.

Alcatel-Lucent Enterprise Easy Device Management | Channel

English ALE Feedback Documents

Home Enterprise Management Channel Management Account Management Device Management Device Configuration Site Management Task Management Alarm Management Device Diagnostics Resources Management Firmware Other Resources System Management

Other Resources

Delete

All Types Resource Name

| Resource Name | Resource Type   | File Name     | Site Name | Description | File Size | Date Modified    | Operation |
|---------------|-----------------|---------------|-----------|-------------|-----------|------------------|-----------|
| Directory     | Local Directory | Directory.xml | zexing    | --          | 3KB       | 2023/02/14 02:57 |           |
| Ring          | Ring tone       | classic.wav   | zexing    | --          | 112KB     | 2023/02/14 02:55 |           |
| Wallpaper     | Wallpaper       | Flower.png    | zexing    | --          | 439.3KB   | 2023/02/14 02:53 |           |

Total 3 10/page 1 Go to 1

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### 16.3.5 Downloading uploaded resource files

Click the button on the right to download the file immediately.

Alcatel-Lucent Enterprise Easy Device Management | Channel

English ALE Feedback Documents

Home Enterprise Management Channel Management Account Management Device Management Device Configuration Site Management Task Management Alarm Management Device Diagnostics Resources Management Firmware Other Resources System Management

Other Resources

Delete

All Types Resource Name

| Resource Name | Resource Type   | File Name     | Site Name | Description | File Size | Date Modified    | Operation |
|---------------|-----------------|---------------|-----------|-------------|-----------|------------------|-----------|
| Directory     | Local Directory | Directory.xml | zexing    | --          | 3KB       | 2023/02/14 02:57 |           |
| Ring          | Ring tone       | classic.wav   | zexing    | --          | 112KB     | 2023/02/14 02:55 |           |
| Wallpaper     | Wallpaper       | Flower.png    | zexing    | --          | 439.3KB   | 2023/02/14 02:53 |           |

Total 3 10/page 1 Go to 1

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### 16.3.6 Deleting uploaded resource files

Select one or more resource files and click **Delete**. After confirming the operation, the resource files you selected will be deleted permanently. You can delete resources files one by one or in batches.

Alcatel-Lucent Enterprise Easy Device Management | Channel

English ALE Feedback Documents

Home Enterprise Management Channel Management Account Management Device Management Device Configuration Site Management Task Management Alarm Management Device Diagnostics Resources Management Firmware Other Resources System Management

Other Resources

Delete

Upload file

All Types

Resource Name Resource Type File Name Site Name Description File Size Date Modified Operation

| Resource Name | Resource Type   | File Name | Site Name | Description | File Size | Date Modified    | Operation |
|---------------|-----------------|-----------|-----------|-------------|-----------|------------------|-----------|
| Directory     | Local Directory |           |           |             | 3KB       | 2023/02/14 02:57 |           |
| Ring          | Ring tone       |           |           |             | 112KB     | 2023/02/14 02:55 |           |
| Wallpaper     | Wallpaper       |           |           |             | 439.3KB   | 2023/02/14 02:53 |           |

Tip

This operation will permanently delete the file. Do you want to continue?

Cancel Confirm

Total 3 10/page 1 Go to 1

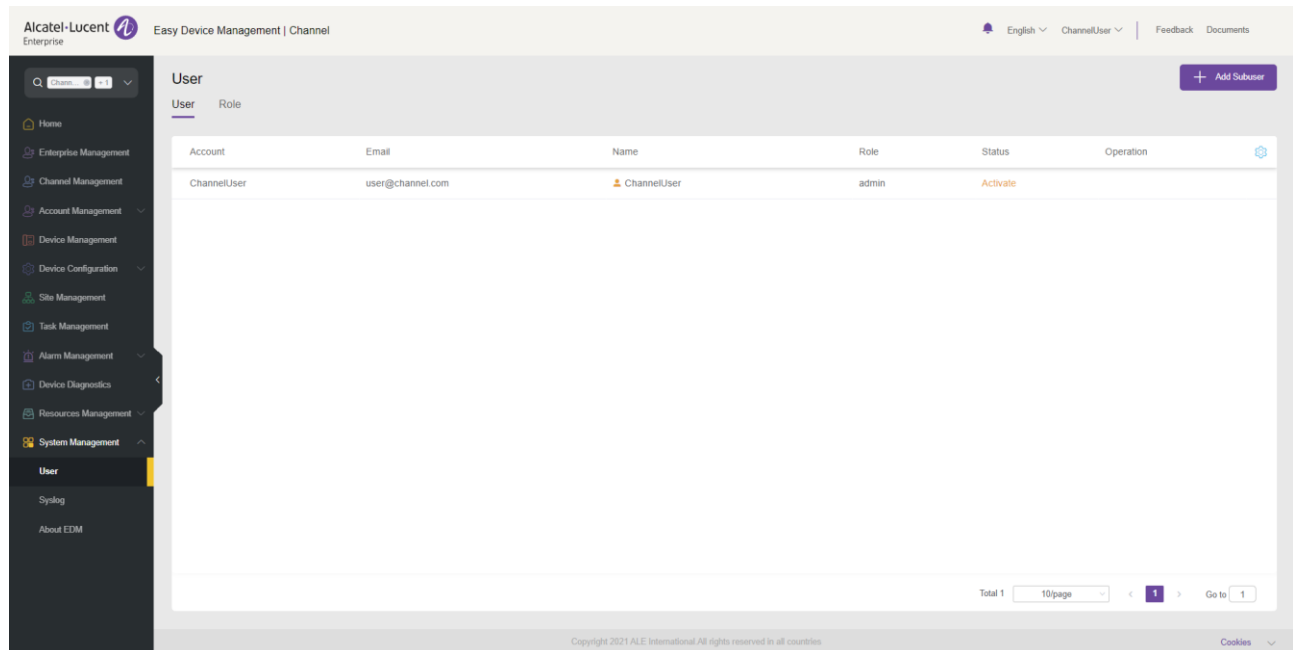
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## 17. System management

### 17.1 User

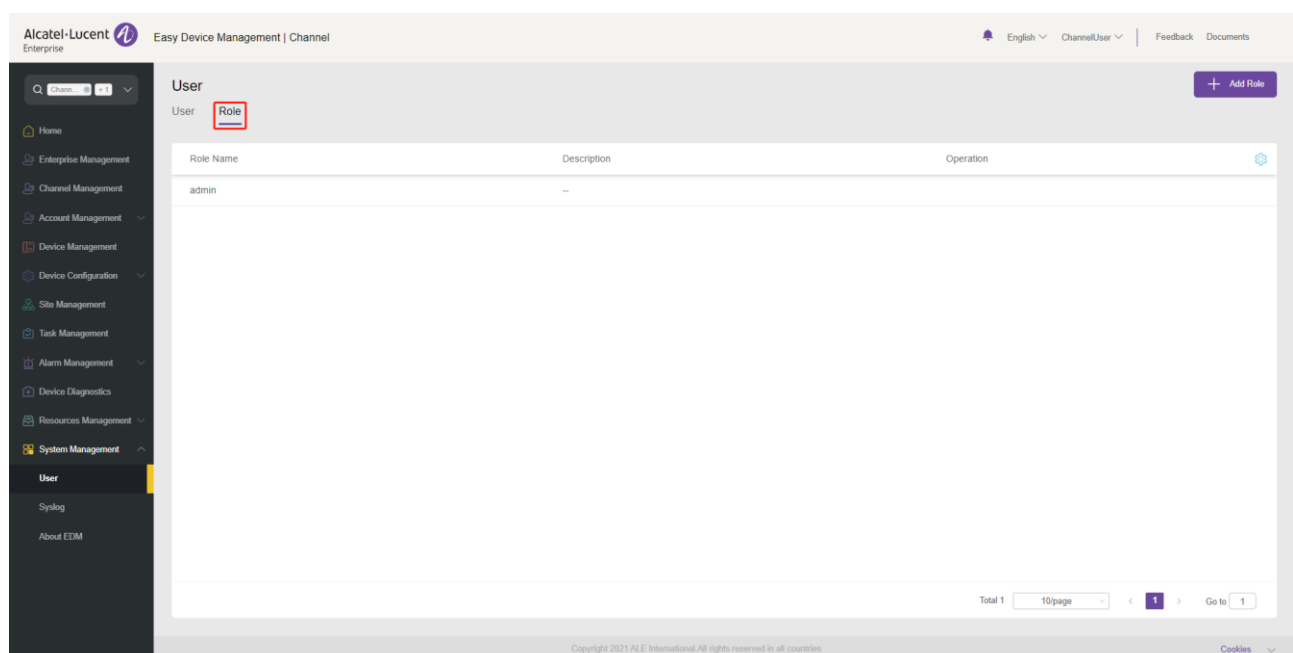
You can customize roles and sub-users to manage the system.



#### 17.1.1 Adding role

You can customize roles and assign them with different function permissions and data permissions. The admin role cannot be modified.


1. Click the **Role** tab in the upper-left corner to switch to the **Role** page, and then click the **Add Role** button in the upper right corner. The **Add Role** page is displayed.





2. On the **Add Role** page, you can select the permissions to grant as needed and click the **Save** button to submit the settings for the role.


| Contents           | Description                                                                                                                                      |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Role Name          | (Mandatory) Enter a role name. The role name must be unique.                                                                                     |
| Description        | Enter a detailed description of this role.                                                                                                       |
| Select Permissions | (Mandatory) Select function permissions and data permissions to grant. You must select at least one function permission and one data permission. |

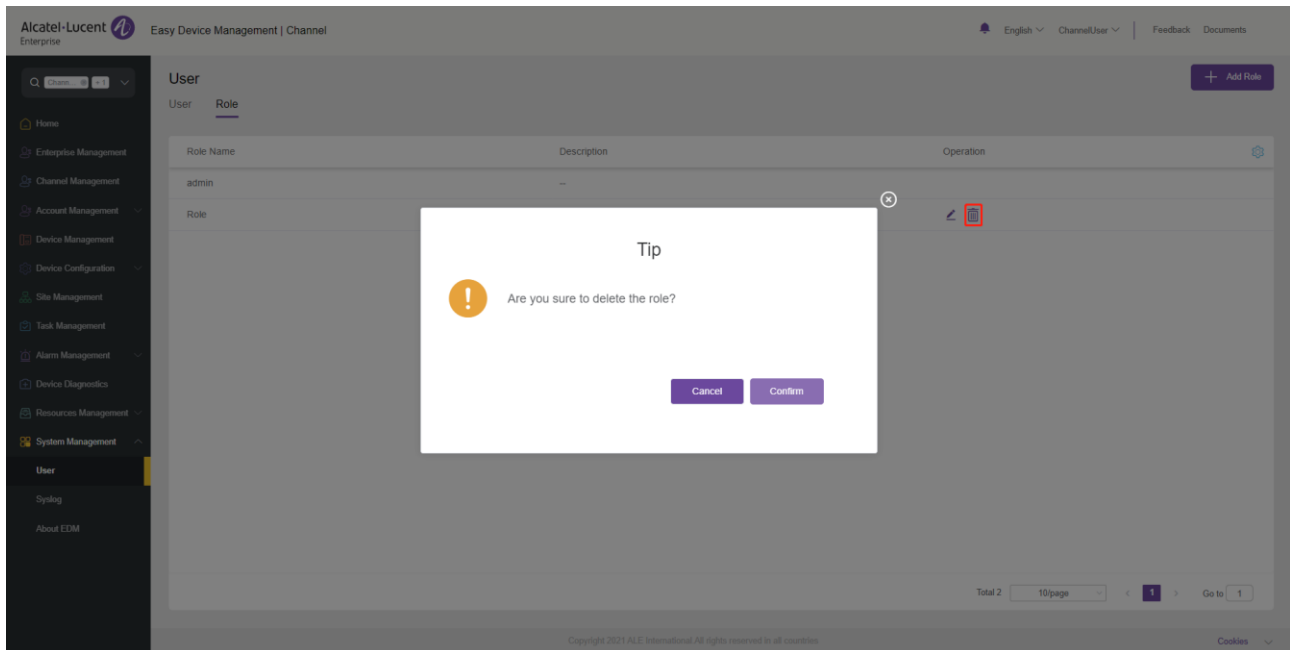
### 17.1.2 Editing role

Click the  button next to a role. The **Edit Role** page is displayed. All the role information can be modified.

| Role Name | Description | Operation                                                                                                                                                                   |
|-----------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| admin     | -           |                                                                                                                                                                             |
| Role      | Role        |   |

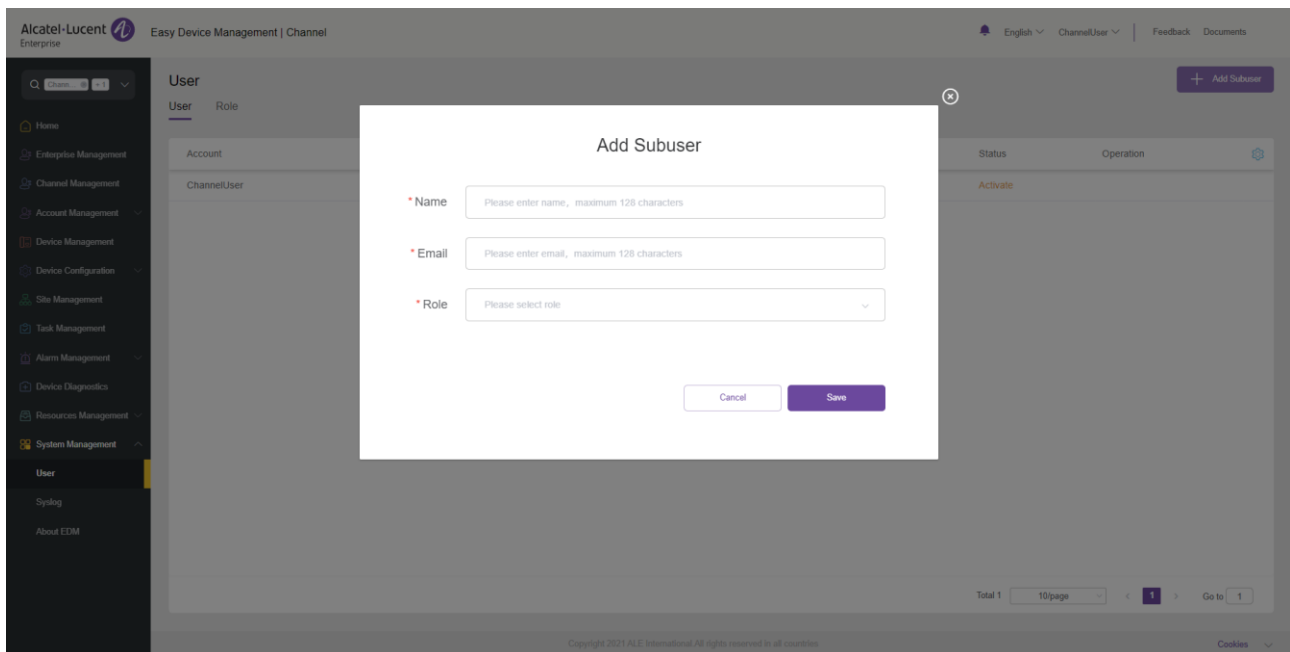
### 17.1.3 Deleting role

You can click the  button next to a role to delete the role. After you confirm the deletion, the selected role will be permanently deleted.



### 17.1.4 Adding subuser

Select the **User** tab and click the **Add Subuser** button in the upper-right corner of the page. The **Add Subuser** page is displayed.




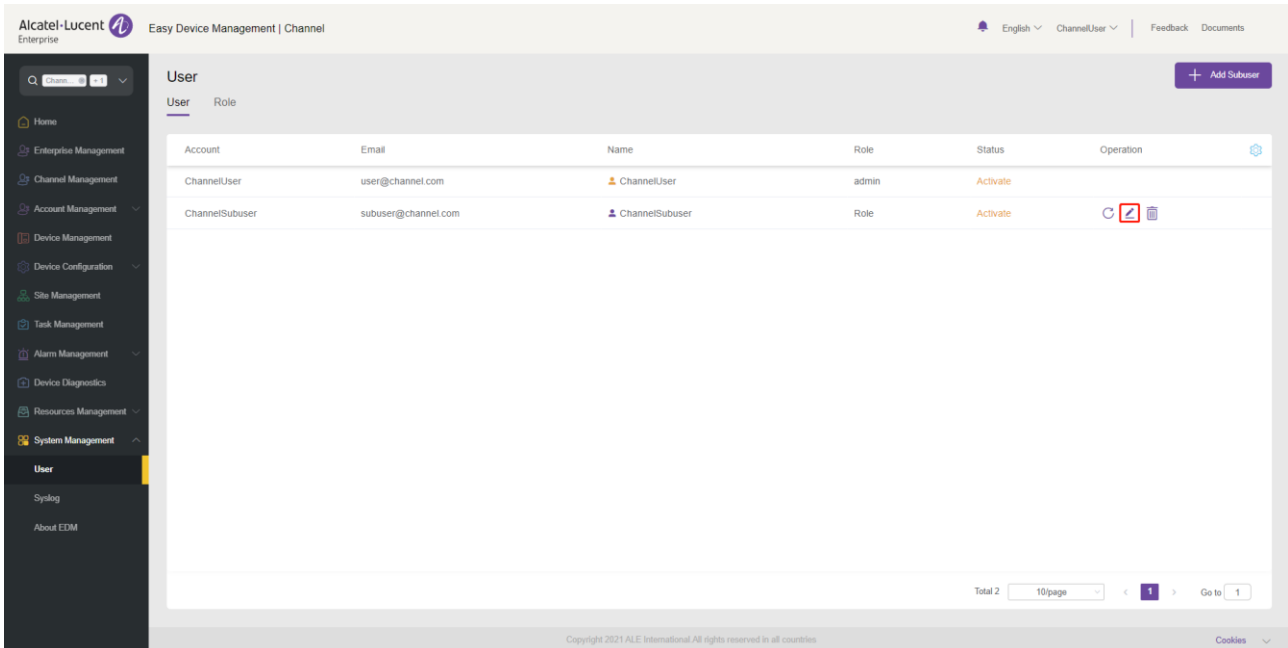
On the **Add Subuser** page, enter the appropriate settings and click the **Save** button to create a subuser. Subusers need to be activated to use.

| Contents     | Description                                                               |
|--------------|---------------------------------------------------------------------------|
| Display Name | (Mandatory) Enter a user name. You can enter a maximum of 128 characters. |


|       |                                                                                                      |
|-------|------------------------------------------------------------------------------------------------------|
| Email | (Mandatory) Enter a user email address. The email address must be unique.                            |
| Role  | (Mandatory) Select a role from the drop-down list box. You cannot assign an admin role to a subuser. |

### 17.1.5 Editing subuser


You can click the  button next to a subuser to modify the configuration for this user.

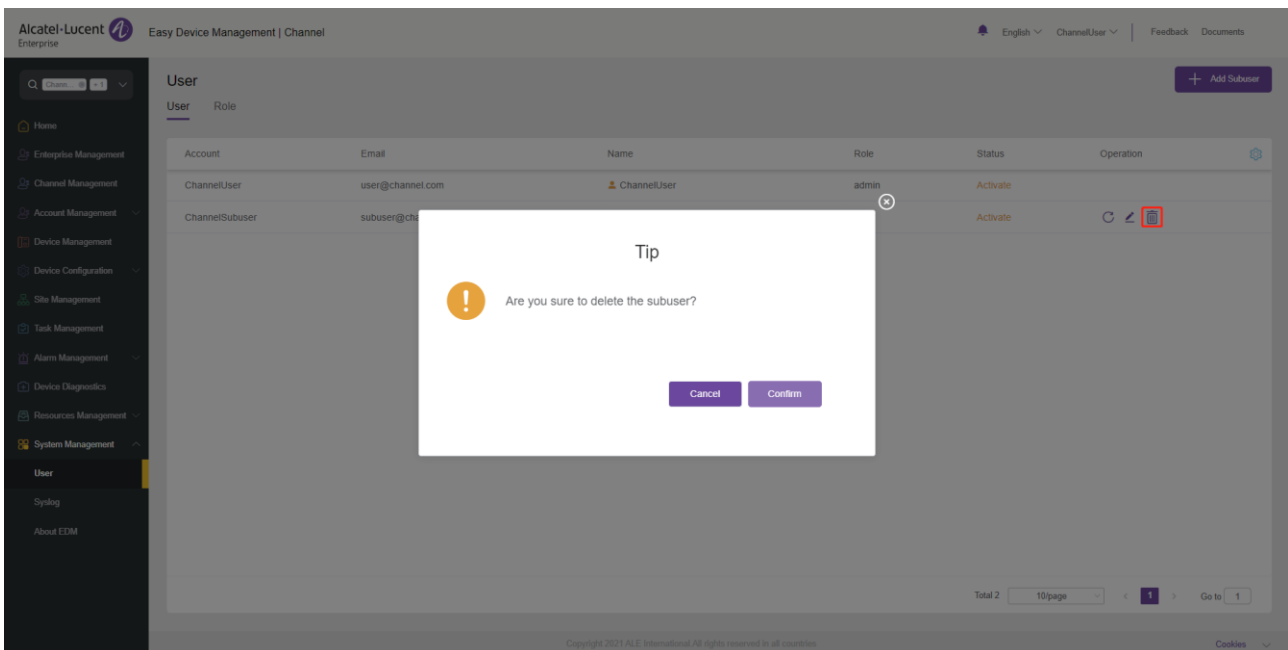


The screenshot shows the 'User' management page in the Alcatel-Lucent Easy Device Management interface. The table displays the following data:

| Account        | Email               | Name           | Role  | Status   | Operation                                                                           |
|----------------|---------------------|----------------|-------|----------|-------------------------------------------------------------------------------------|
| ChannelUser    | user@channel.com    | ChannelUser    | admin | Activate |                                                                                     |
| ChannelSubuser | subuser@channel.com | ChannelSubuser | Role  | Activate |  |

### 17.1.6 Deleting subuser

You can click the  button next to a user to delete the user. After you confirm the deletion, the selected subuser will be permanently deleted.



The screenshot shows the same 'User' management page, but with a confirmation dialog box overlaid. The dialog box contains the following text:

Tip

Are you sure to delete the subuser?

Buttons: Cancel, Confirm

## 17.2 Syslog

The **Syslog** page displays system operation logs. You can filter logs by setting level, operation type, user IP address, and time in the upper-right corner.

**Syslog**

Export Log

All Levels All Operations Q Username/Log Contents/IP Filter

| Username    | Log contents                     | IP Address     | Level  | Operating Time   |
|-------------|----------------------------------|----------------|--------|------------------|
| ChannelUser | Login                            | 195.81.235.190 | Low    | 2021/11/15 06:40 |
| ChannelUser | Logout                           | 195.81.235.190 | Low    | 2021/11/15 06:40 |
| ChannelUser | Login                            | 195.81.235.190 | Low    | 2021/11/15 06:40 |
| ChannelUser | Logout                           | 195.81.235.190 | Low    | 2021/11/15 06:40 |
| ChannelUser | Login                            | 195.81.235.190 | Low    | 2021/11/15 06:40 |
| ChannelUser | Logout                           | 195.81.235.190 | Low    | 2021/11/15 06:40 |
| ChannelUser | Login                            | 195.81.235.190 | Low    | 2021/11/15 06:38 |
| ChannelUser | Logout                           | 195.81.235.190 | Low    | 2021/11/15 06:38 |
| ChannelUser | Send Active Email ChannelSubuser | 195.81.235.190 | Medium | 2021/11/15 06:38 |
| ChannelUser | Save User:ChannelSubuser         | 195.81.235.190 | Medium | 2021/11/15 06:38 |

Total 37 10/page 1 2 3 4 Go to 1

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## 17.3 About EDM

This page displays the version number of the current EDM, and minimum supported firmware version and recommended firmware version of each model.

**About EDM**

System Version  
EDM Version: 1.1.0.1

Supported Models and Firmware

| Model | Minimum Firmware Version | Recommended Firmware Version |
|-------|--------------------------|------------------------------|
| H3G   | 2.12.20                  | 2.12.42.010.2224             |
| H3P   | 2.12.20                  | 2.12.42.010.2224             |
| H3W   | 2.12.77                  | 2.12.77.010.2245             |
| H6    | 2.12.20                  | 2.12.77.010.2245             |
| H6W   | 2.12.77                  | 2.12.77.010.2245             |
| M3    | 2.13.06                  | 2.13.37.000.2202             |
| M5    | 2.13.06                  | 2.13.37.000.2202             |
| M7    | 2.13.06                  | 2.13.37.000.2202             |
| M8    | 2.13.01                  | 2.13.32.000.1535             |

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# ALE Easy Device Management - Cloud

## Channel Administrator Guide

[www.aledevice.com](http://www.aledevice.com)

