



ALE Easy Device Management - Cloud

Enterprise 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

You have configured the URL of option66 or option67 on the DHCP server in advance: <https://edm.aledevice.com/dm.xml>. 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 device.

5. Getting started

5.1 User activation

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

Hello, EnterpriseUser

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:

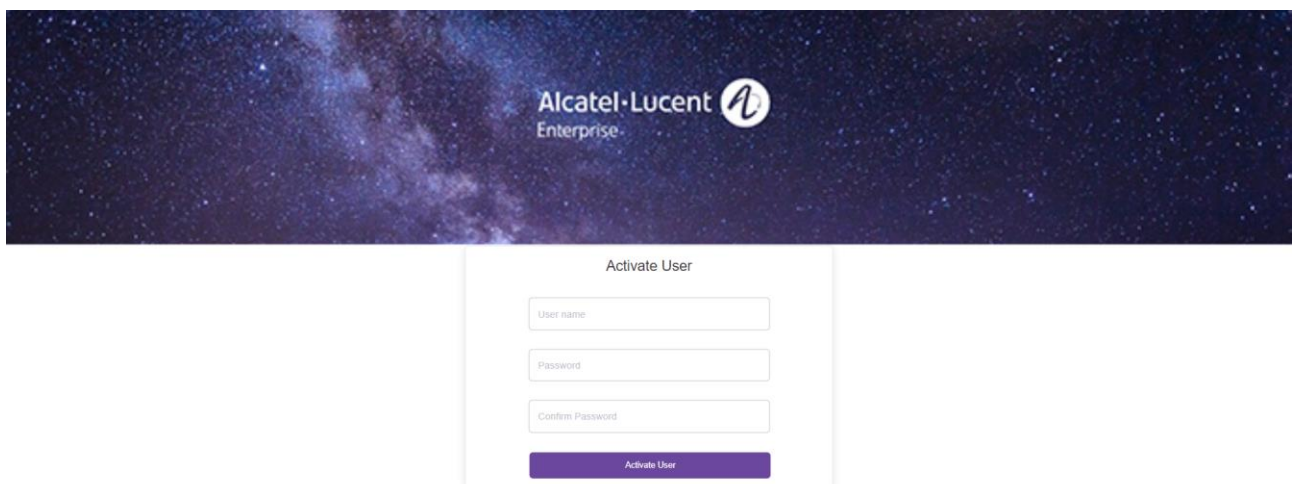
<https://edim.aledevice.com/#/modifyPassword?type=active&id=d94c7c91-c56b-44da-8a47-194adc6e81fa&randomCode=ee9d435745e54b57ae903194a96863e6>

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.



Alcatel-Lucent Enterprise

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 channel service provider to help reset the password.

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

Hello, EnterpriseUser

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:

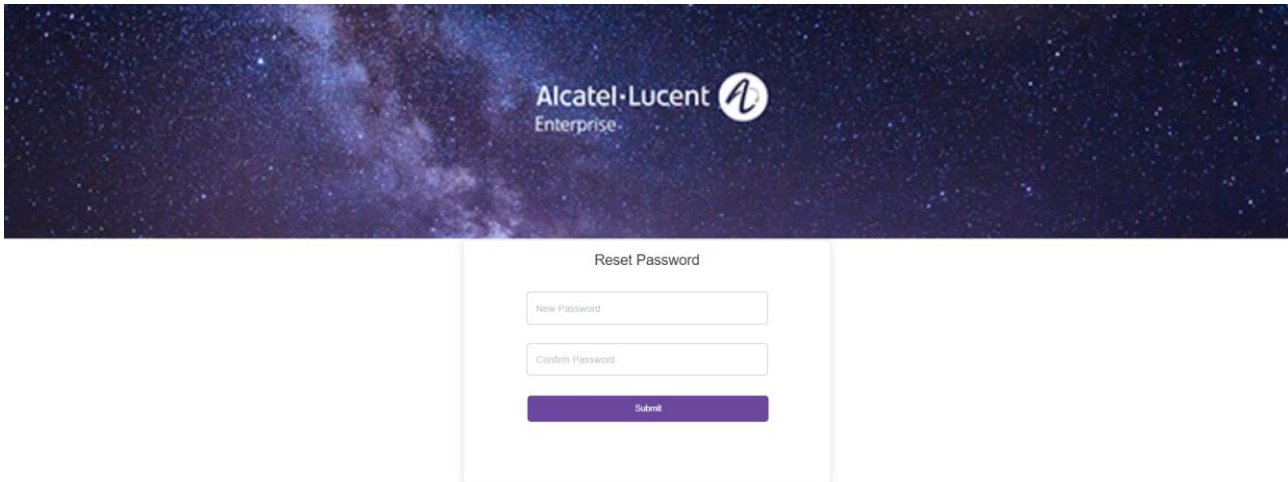
<https://edm.aledevice.com/#/modifyPassword?type=reset&id=d94c7c91-c56b-44da-8a47-194adc6e81fa&randomCode=8a8da7277bd47eaa8a5a7e6a35a4ccf>

This is a system email, please do not reply.

[About Us](#) [Connect Us](#)

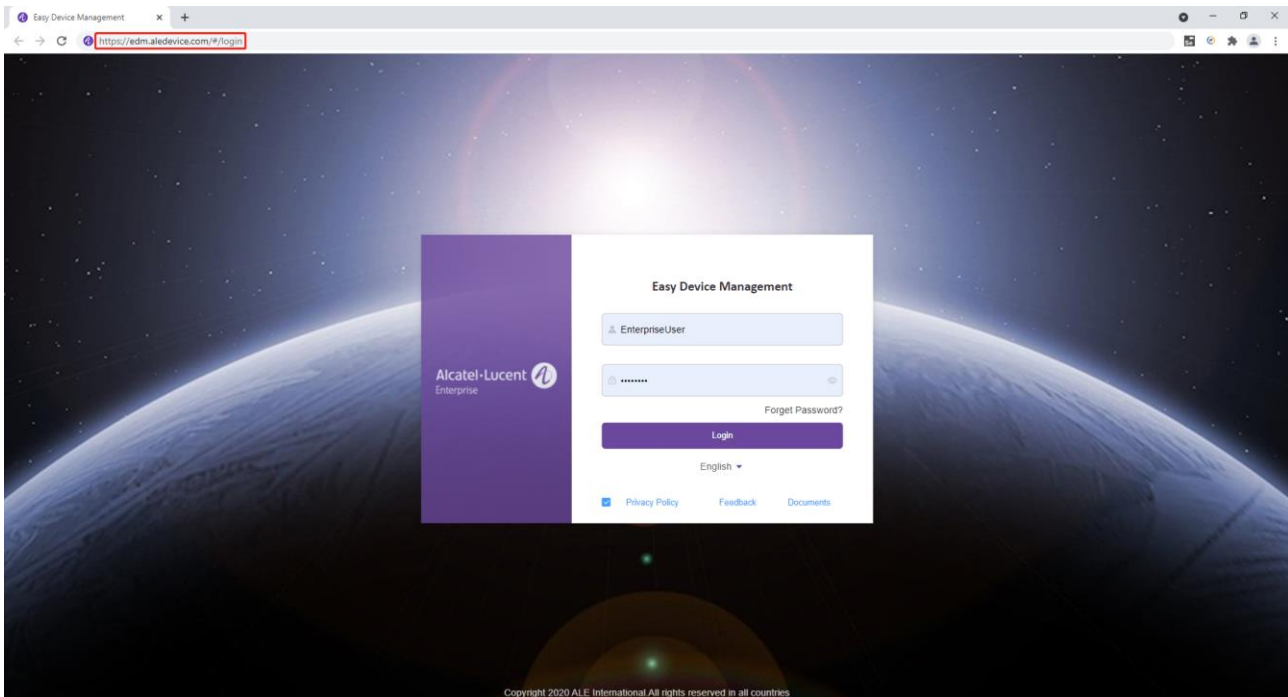
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3. Click **Immediate Reset** or copy the link to your browser and open it. The **Reset Password** page is displayed. Enter your new password and configuration, and then click **Submit** to finish password reset.

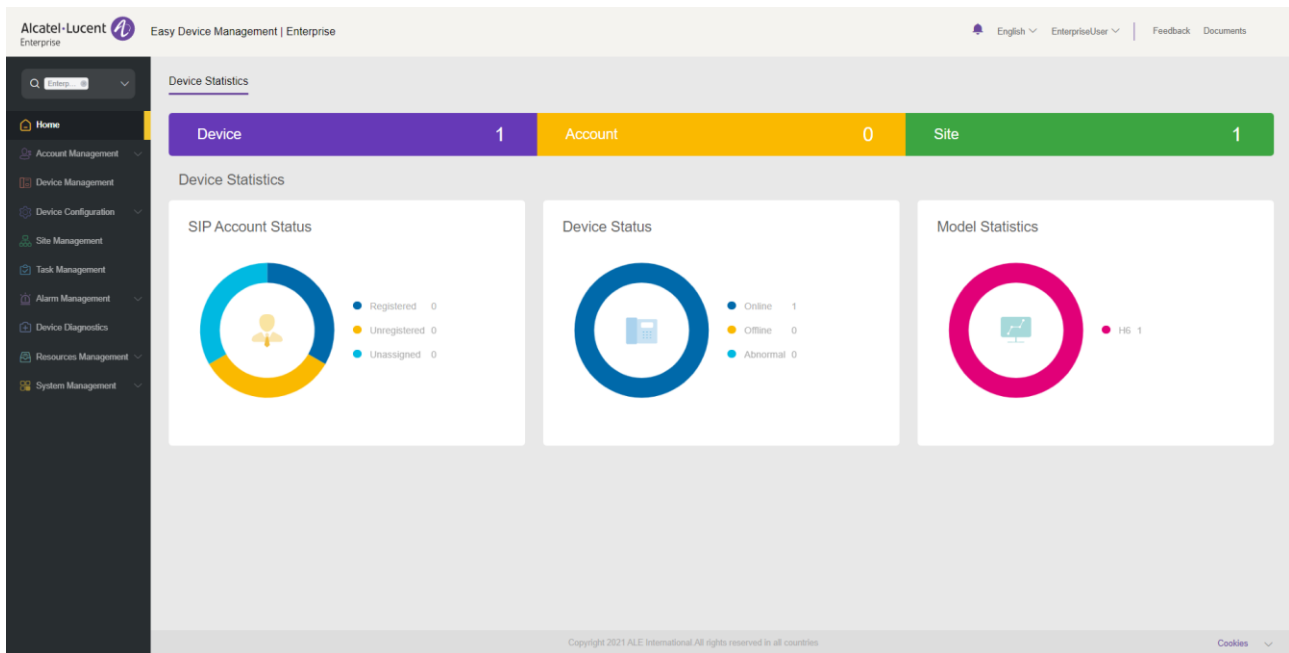


5.3 Log into EDM

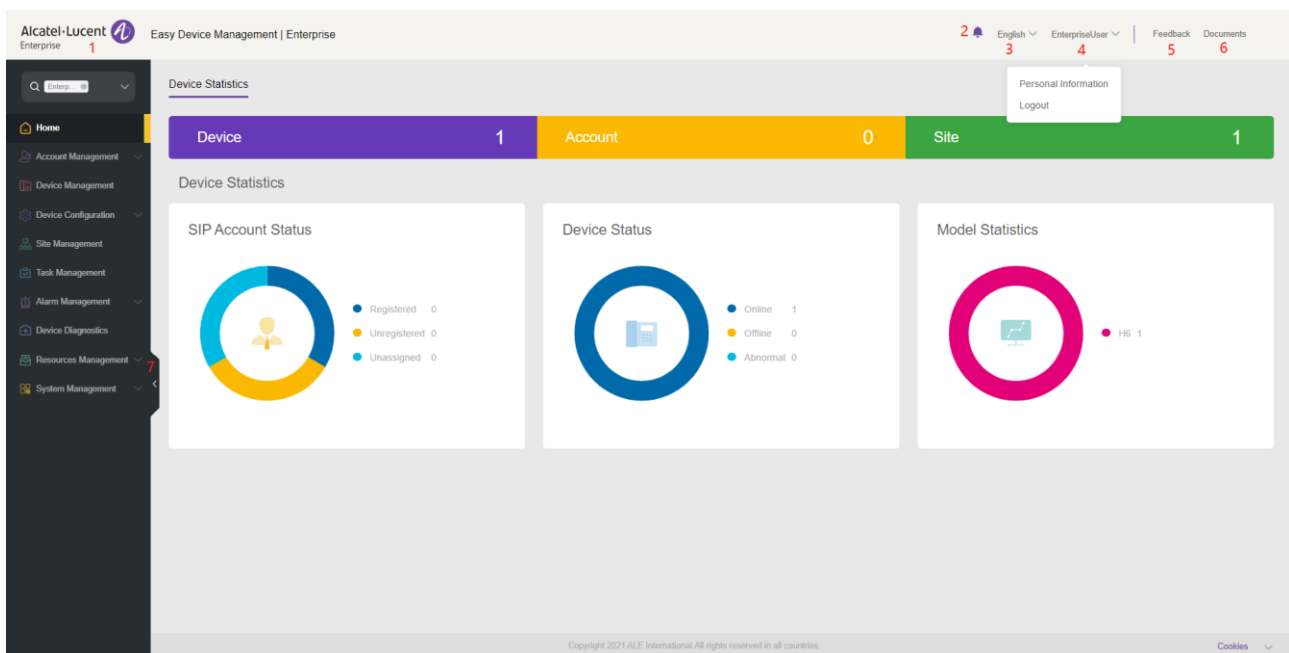
1. Enter <https://edm.aledevice.com> in your browser.



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



5.4 Global functions

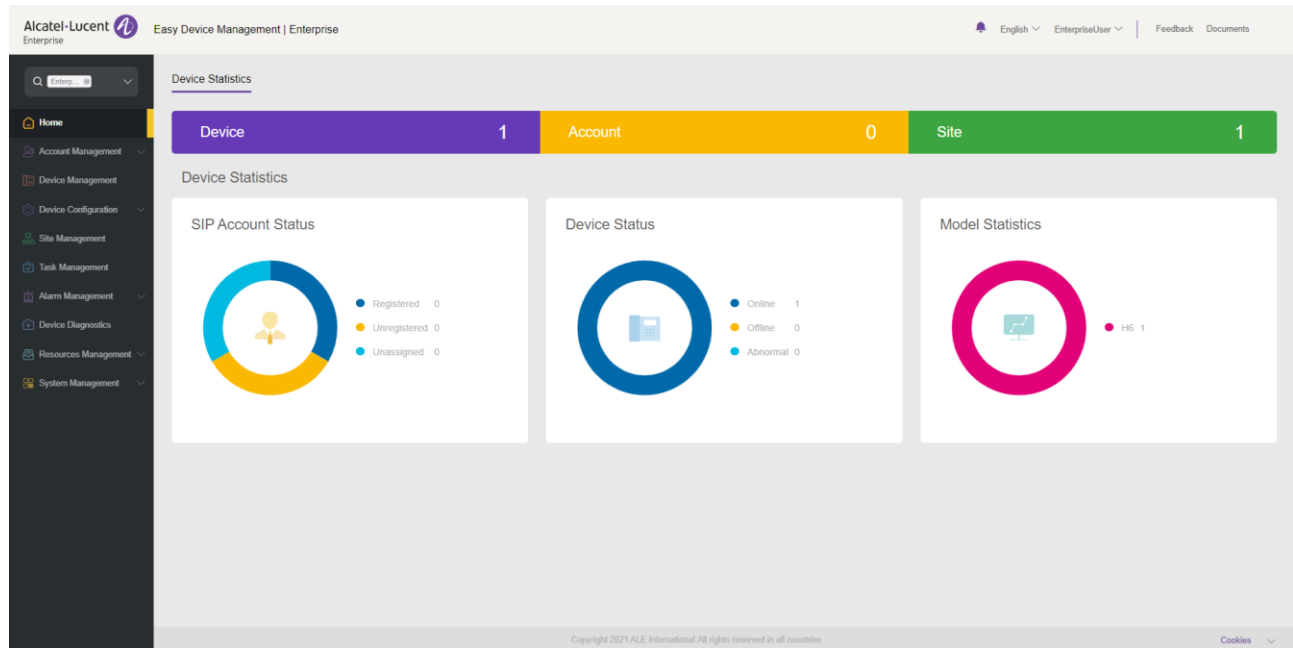


Contents	Description
1	You can easily return to the Home page from any other page.
2	Displays unread alarms and alarm type.
3	Select a language.
4	Edit personal information and exit the system.

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.

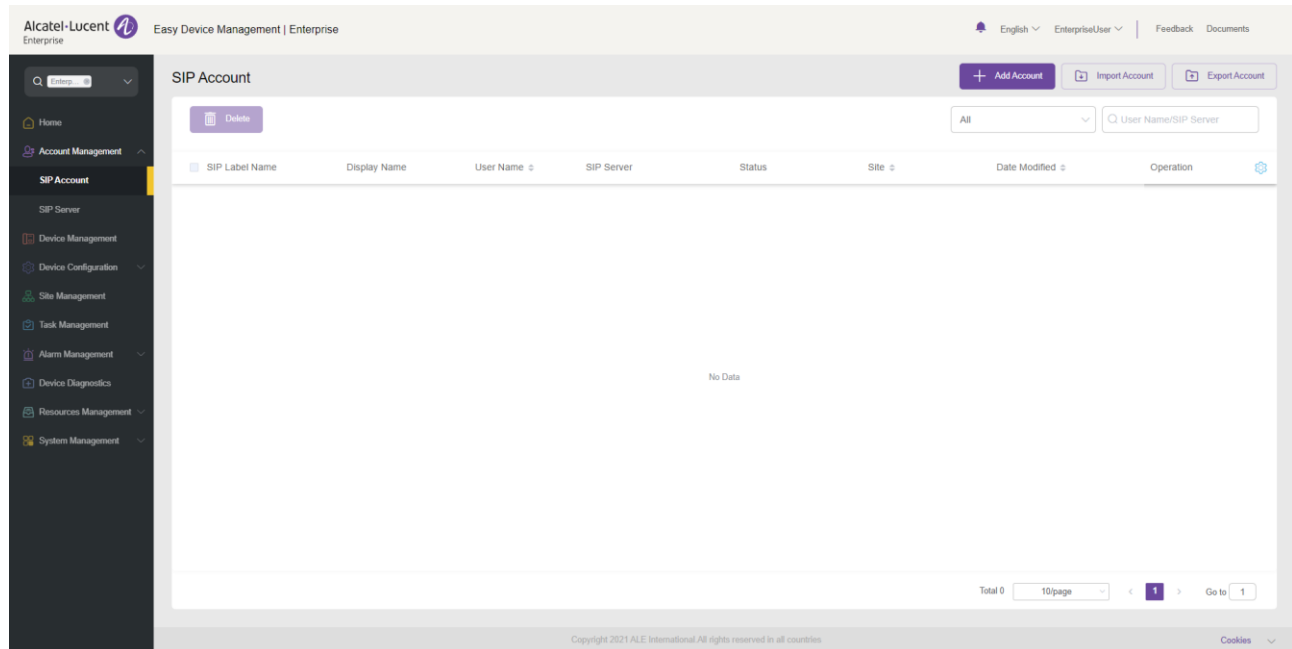



Contents	Description
Site Selection	The Home page displays the information of the selected site.
Device	Displays the total number of devices in the selected site.
Account	Displays the total number of SIP accounts in the selected site.
Site	Displays the total number of selected sites.
SIP Account Status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

7. Account management

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

7.1 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>Registered: The device using this account is successfully registered.</p> <p>Unregistered: The device using this account is not registered.</p> <p>Unassigned: 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.


7.1.1 Adding account

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

The screenshot displays the 'SIP Account / Add Account' configuration page in the Alcatel-Lucent EDM Enterprise application. The page features a sidebar with navigation links and a main content area with the following fields:

- SIP Label Name:** Text input field with placeholder 'Please enter SIP label name, maximum 128 characters'.
- Display Name:** Text input field with placeholder 'Please enter display name, maximum 128 characters'.
- * User Name:** Text input field with placeholder 'Please enter user name, maximum 128 characters'.
- Register Name:** Text input field with placeholder 'Please enter register name, maximum 128 characters'.
- Password:** Text input field with placeholder 'Please enter password, maximum 128 characters'.
- * SIP Server:** Dropdown menu with placeholder 'Please Select SIP Server' and a '+' icon to add a new server.
- Assign Device:** Three dropdown menus for 'Select Model', 'Select Device', and 'Select Account', each with a '-' icon.
- + Add Device:** A button to add a new device.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom right.

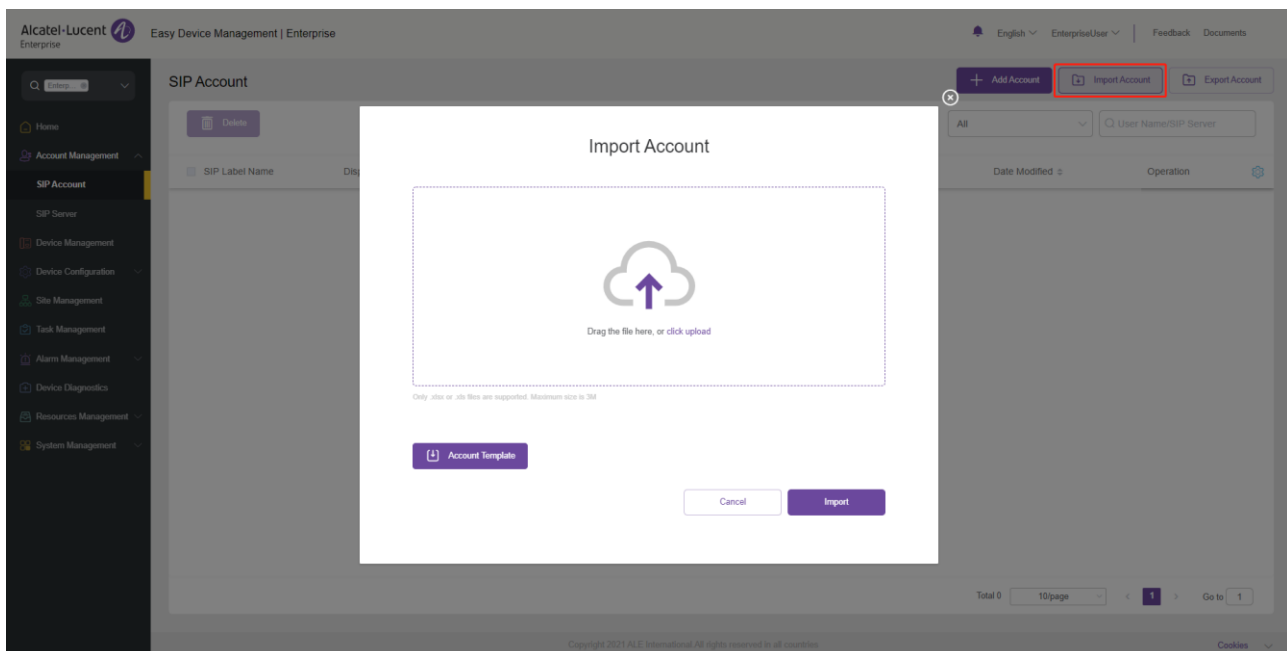
Contents	Description
SIP Label Name	The name currently displayed on the LED screen of the phone.
Display Name	The caller ID displayed when a SIP phone user makes a call (this function needs to be supported by the SIP server). The configuration contents will be contained in the From , Contact , and P-Preferred-Identity 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>Note: 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>Select Model: (Mandatory) Select the device model to which the SIP account is assigned.</p> <p>Select Device: (Mandatory) Select the MAC/device to which the SIP account is assigned.</p> <p>Select Account: (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>
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7.1.2 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.

7.1.3 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.

7.1.4 Editing account

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

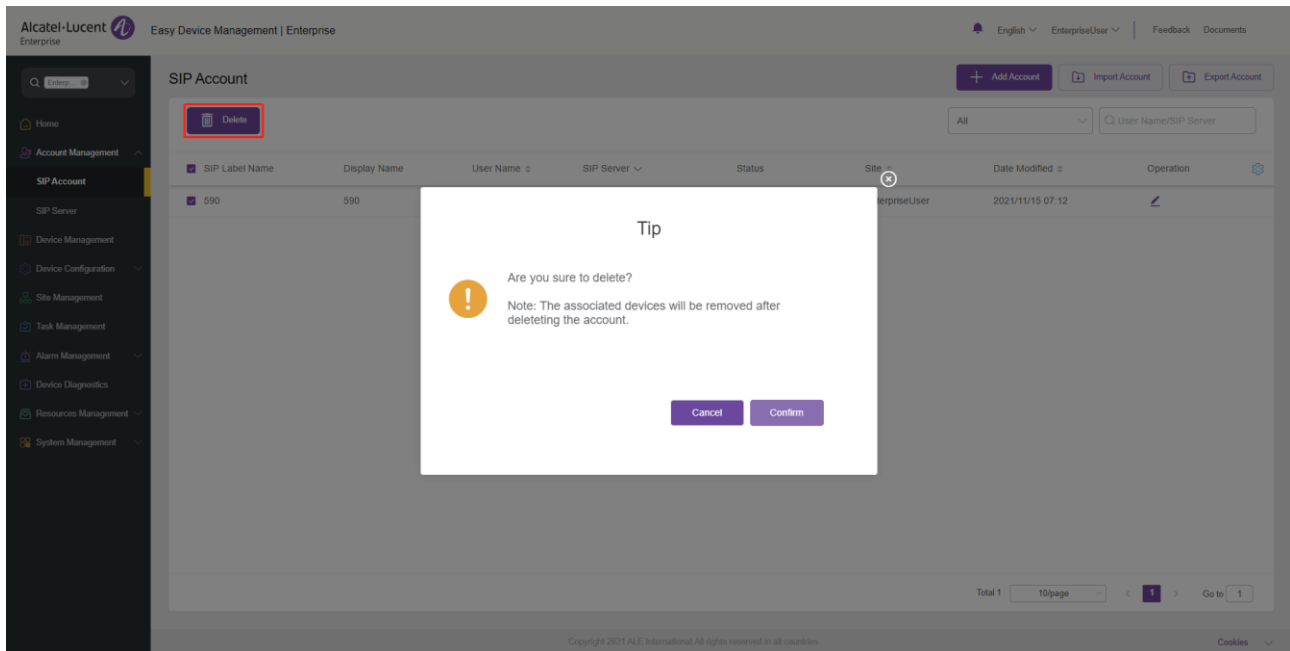
1. On the **SIP Account** page, click the  button next to the account to go to the editing page.
2. Click the **Save** button to save your change.

Note:

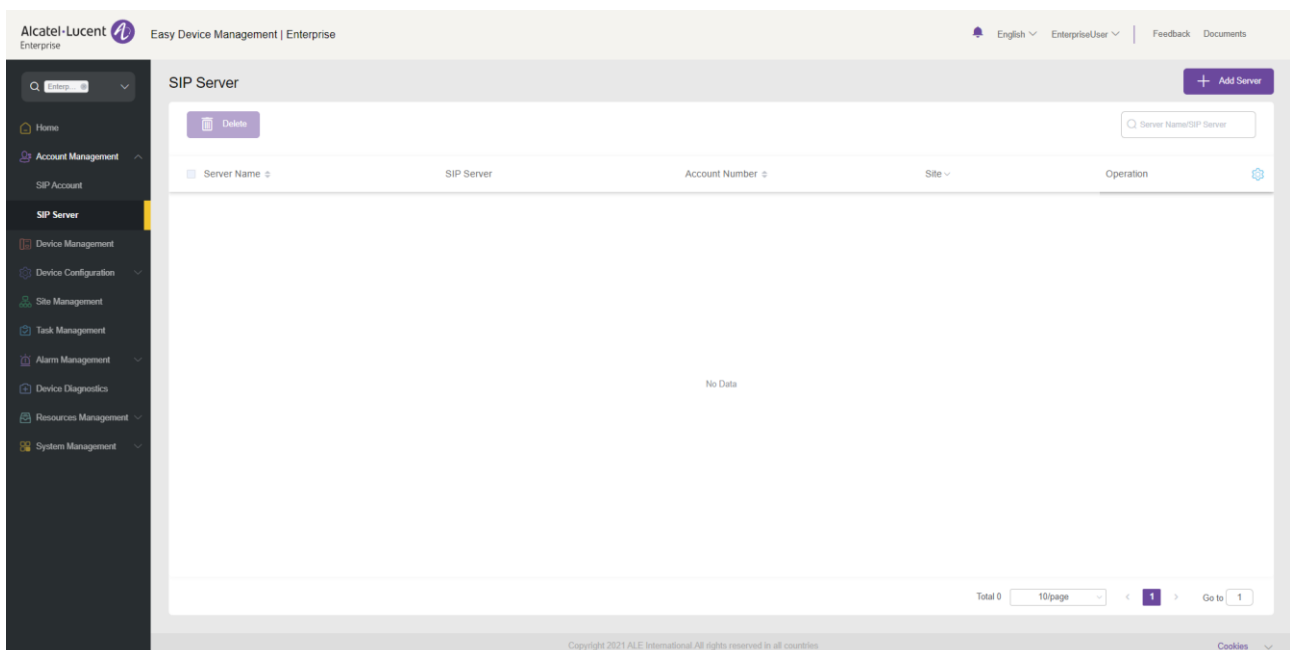
- If a device goes offline, the account information will be updated only when the device goes online.

7.1.5 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.



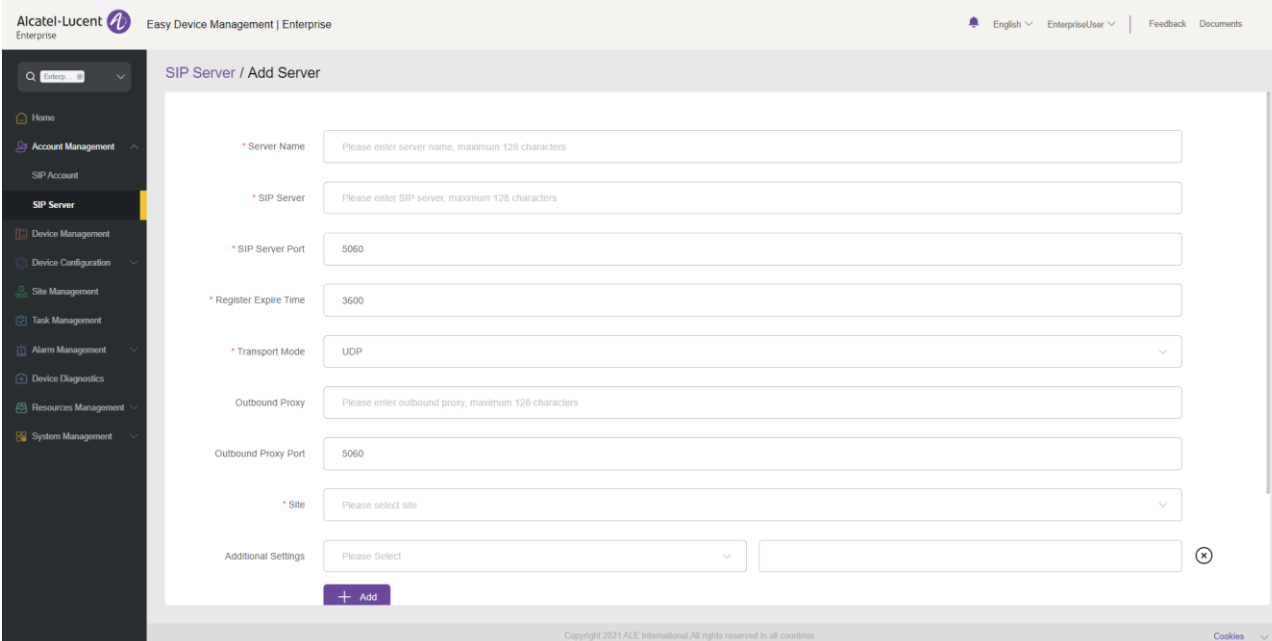
7.2 SIP server



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.


7.2.1 Adding SIP server



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.

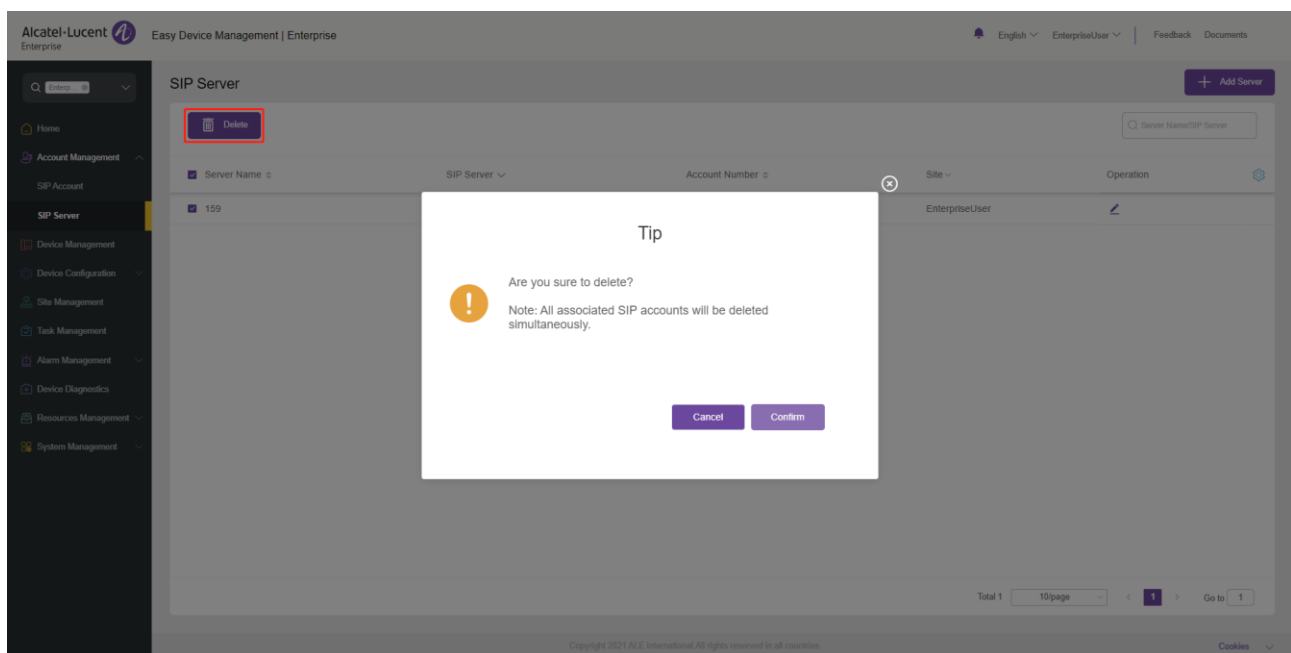
Site	Select the site to which the SIP server belongs.
Additional Settings	You can add other custom fields. Some custom fields are valid only for certain device models.

7.2.2 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.

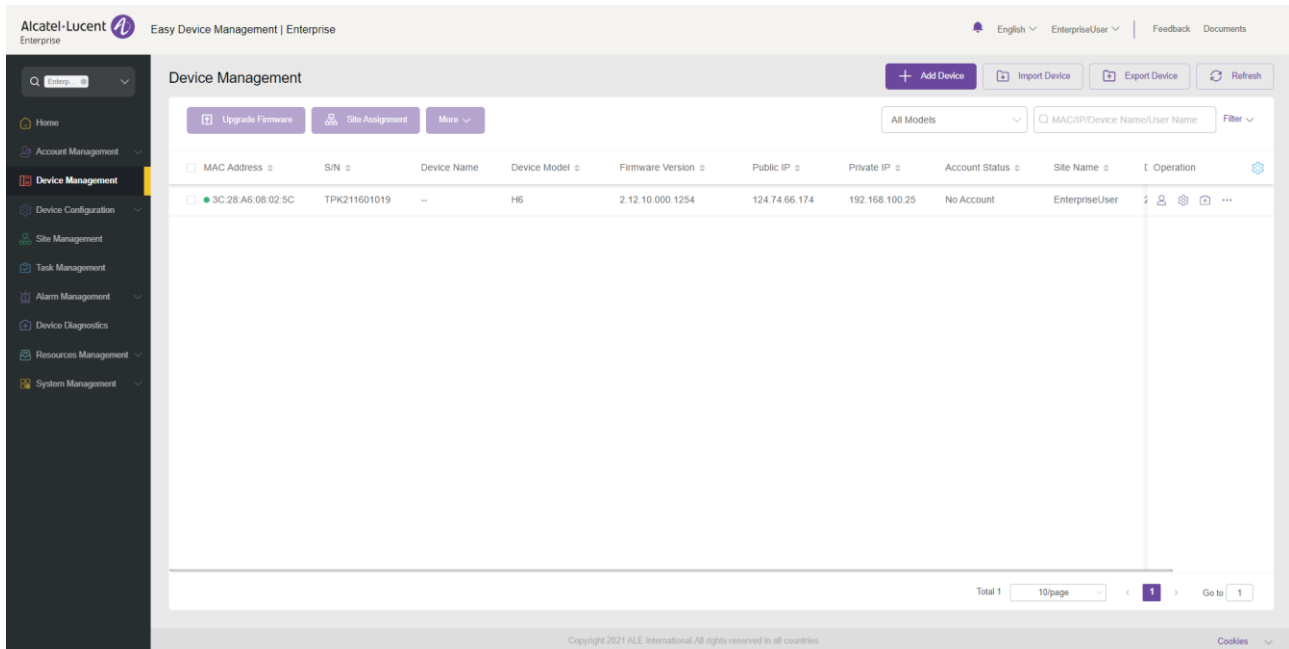
7.2.3 Deleting SIP server

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



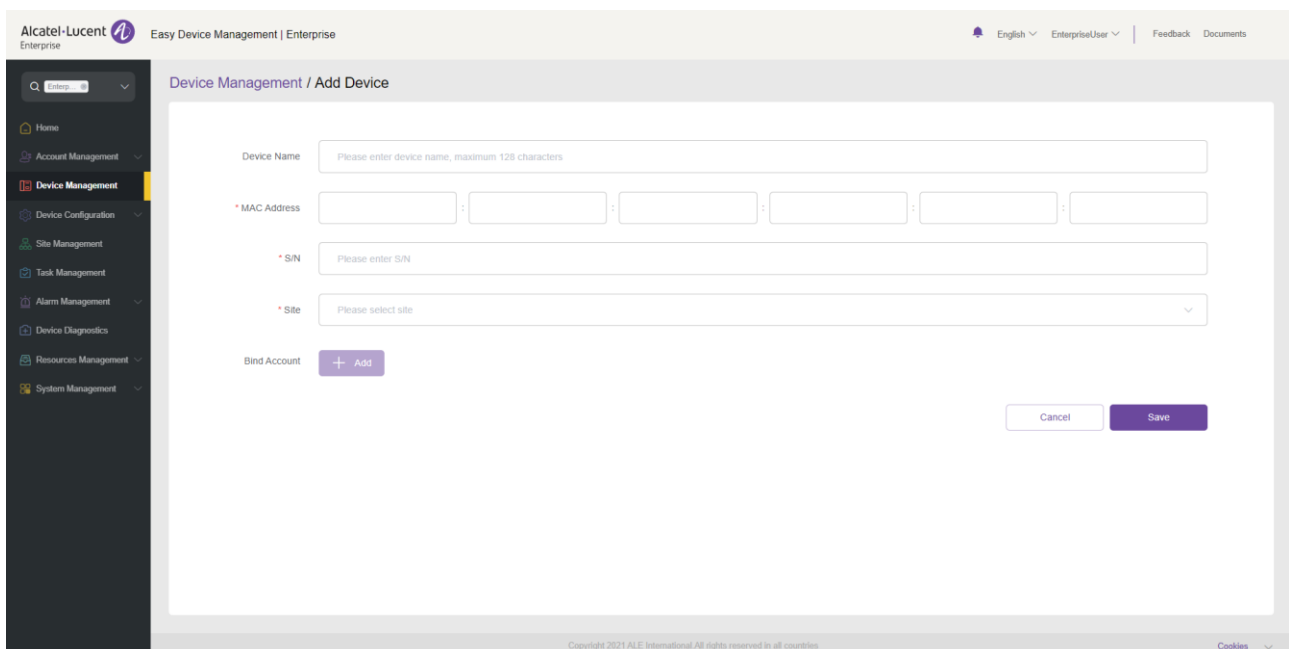
8. Device management

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.



8.1 Adding device

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



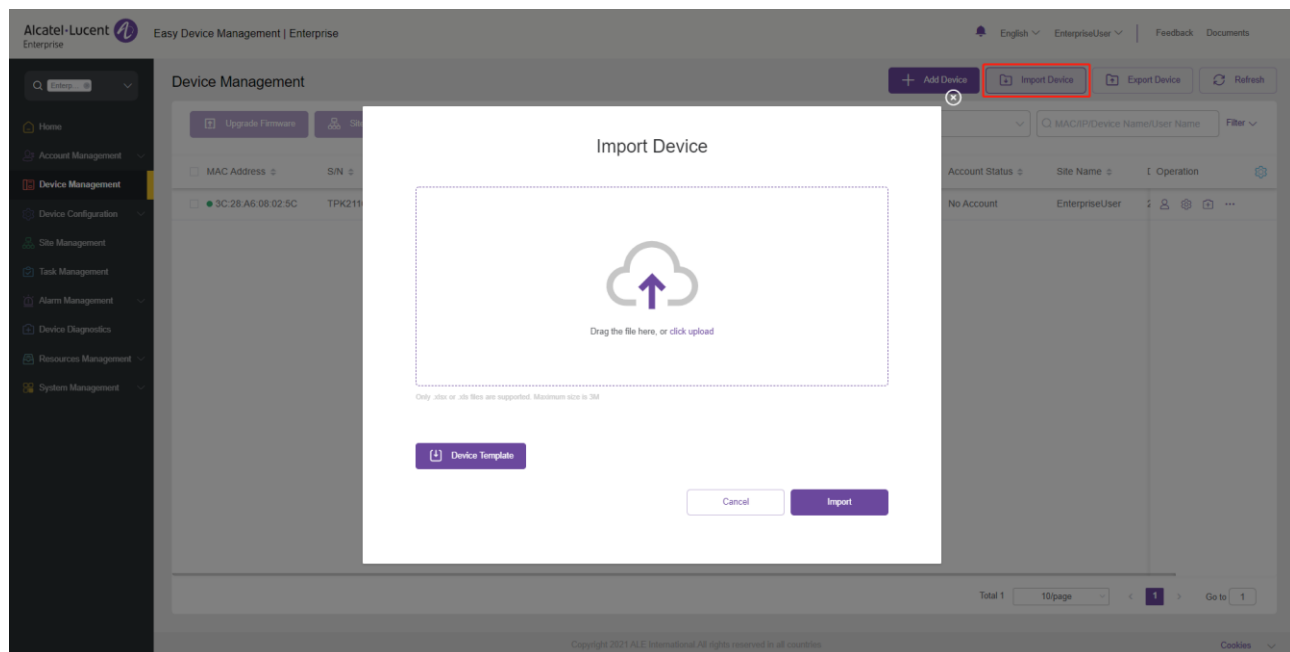
Note:

- Ensure that the added device has been added to the EDM library 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.

8.2 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 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 registered name of the SIP account to which Account1/2/3 of this device corresponds. The registered name does not exist on EDM. EDM will automatically add the related SIP account.
Password (1/2/3)	Enter the password of the SIP account to which Account1/2/3 of this device corresponds. The password does not exist on EDM. 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.

8.3 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 are exported by default.

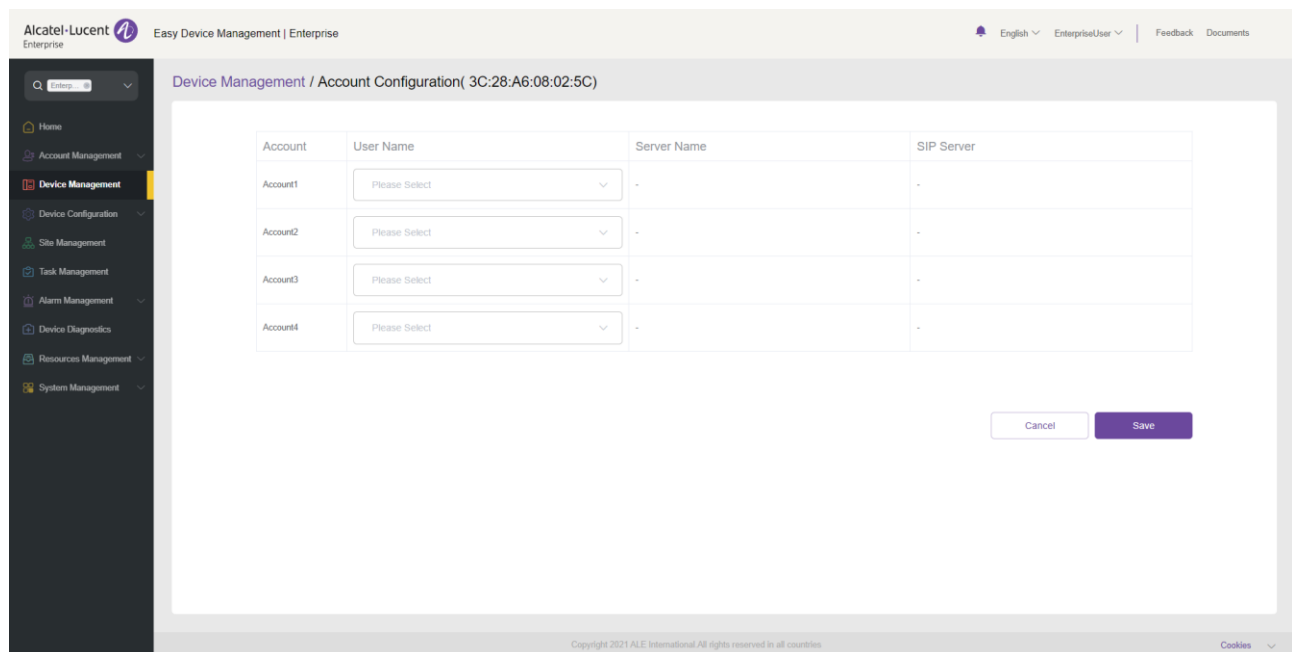
8.4 Refreshing

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.

8.5 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:

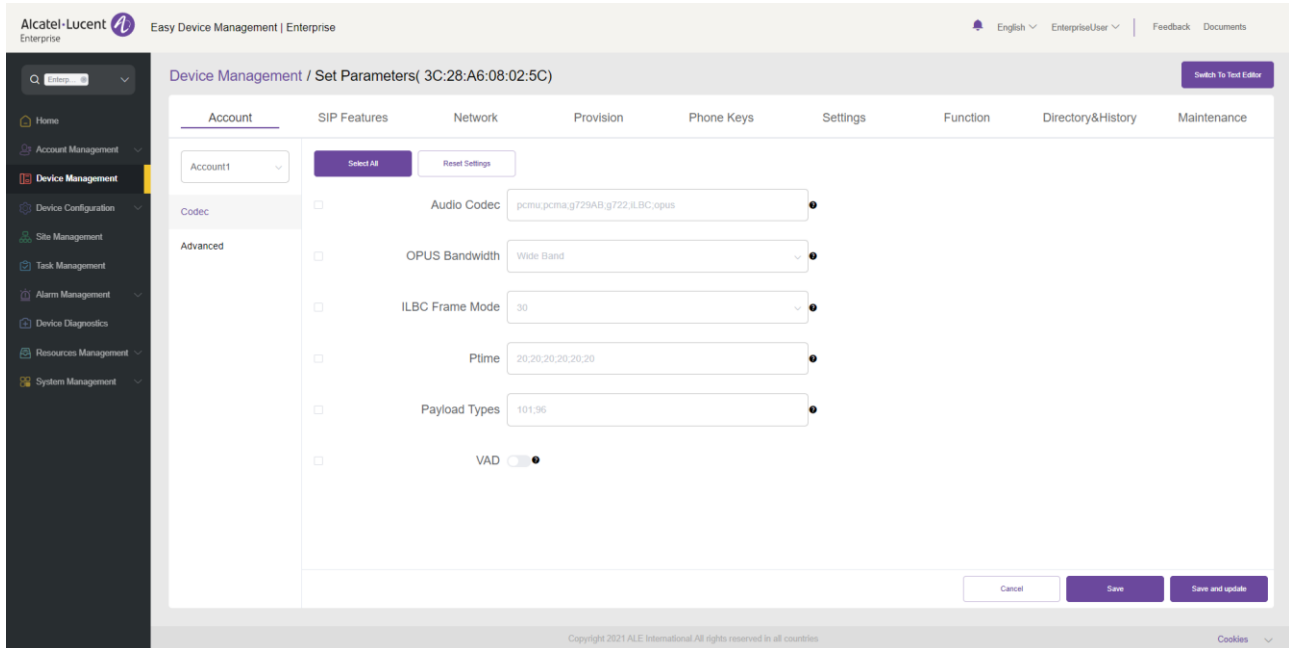
- If the device is not connected to EDM in this case, the configuration will not be synchronized immediately. EDM will synchronize the account configuration next time the device goes online.

- 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.

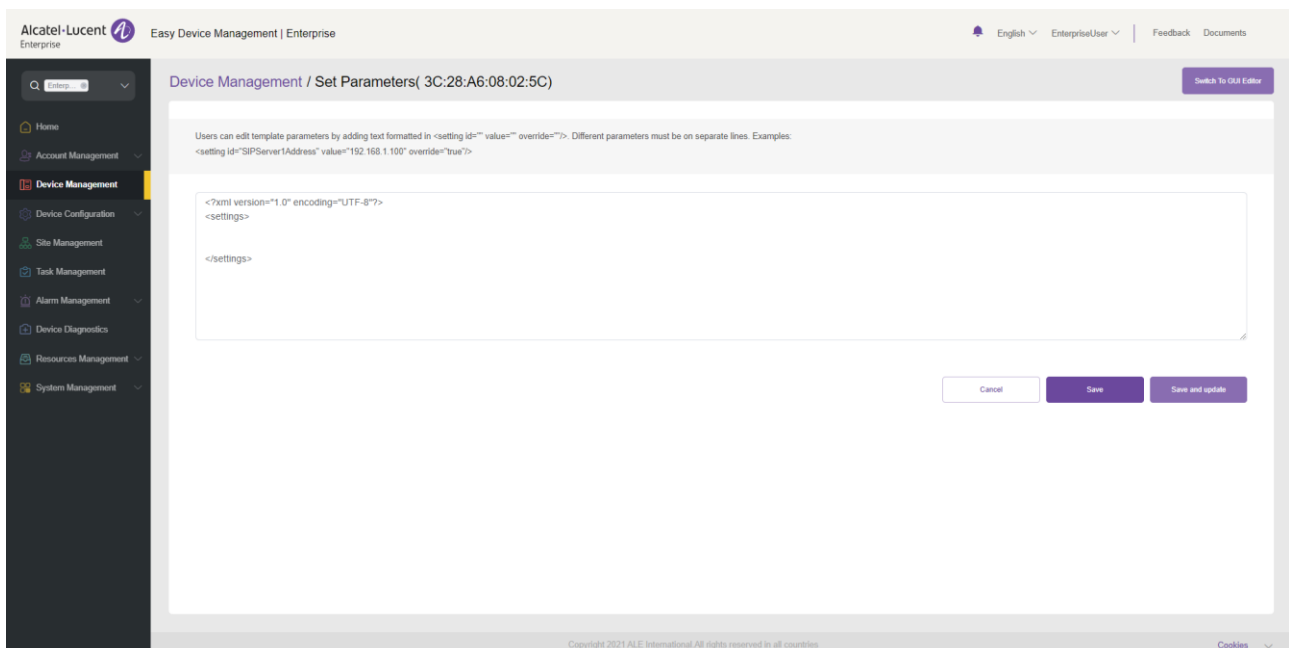
8.6 Modifying device configuration parameters

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"/>`.

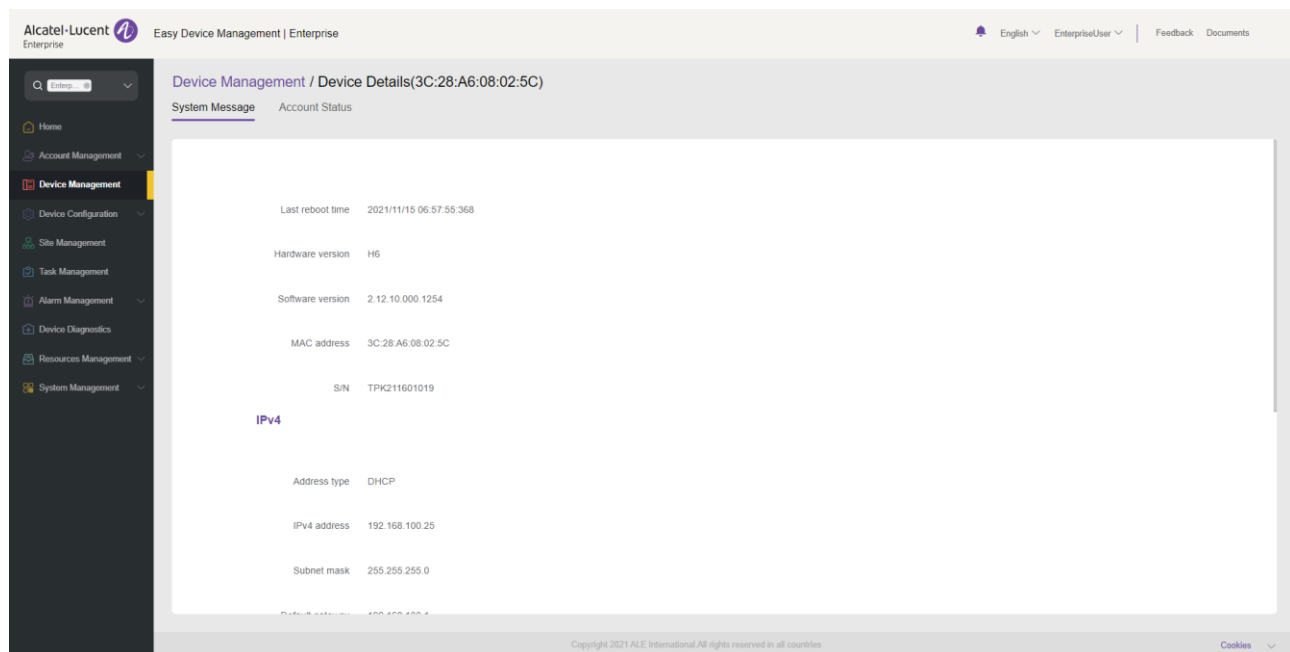
- You can enter the latest parameters supported by the device. The text editor allows you to configure parameters that cannot be set on the Settings page.
- 3. Click **Save**. EDM will save only the configuration of the device.
- 4. Click **Save and update**. EDM will save the configuration of the device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

8.7 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.



Note:

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

8.8 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**.

8.9 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.

8.10 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.

8.11 Viewing task history

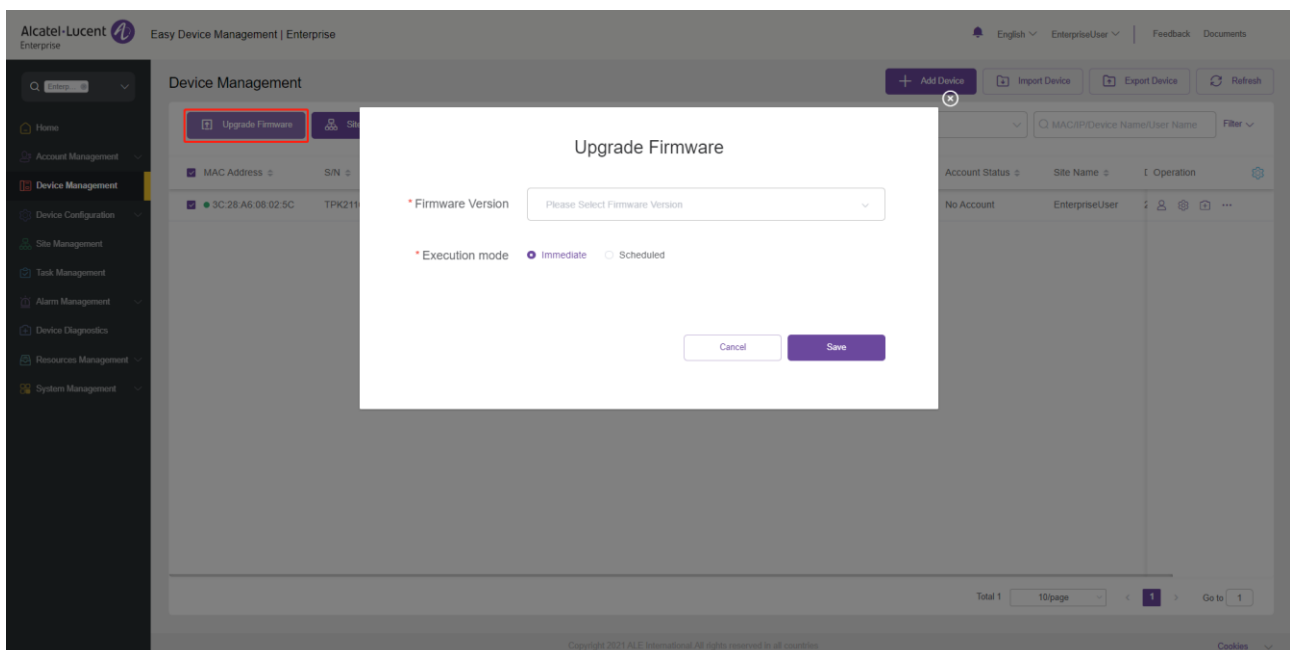
You can view the task history on the EDM platform, including real-time and scheduled tasks.

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.

8.12 Upgrading firmware

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

1. In the device list, select device(s) 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.

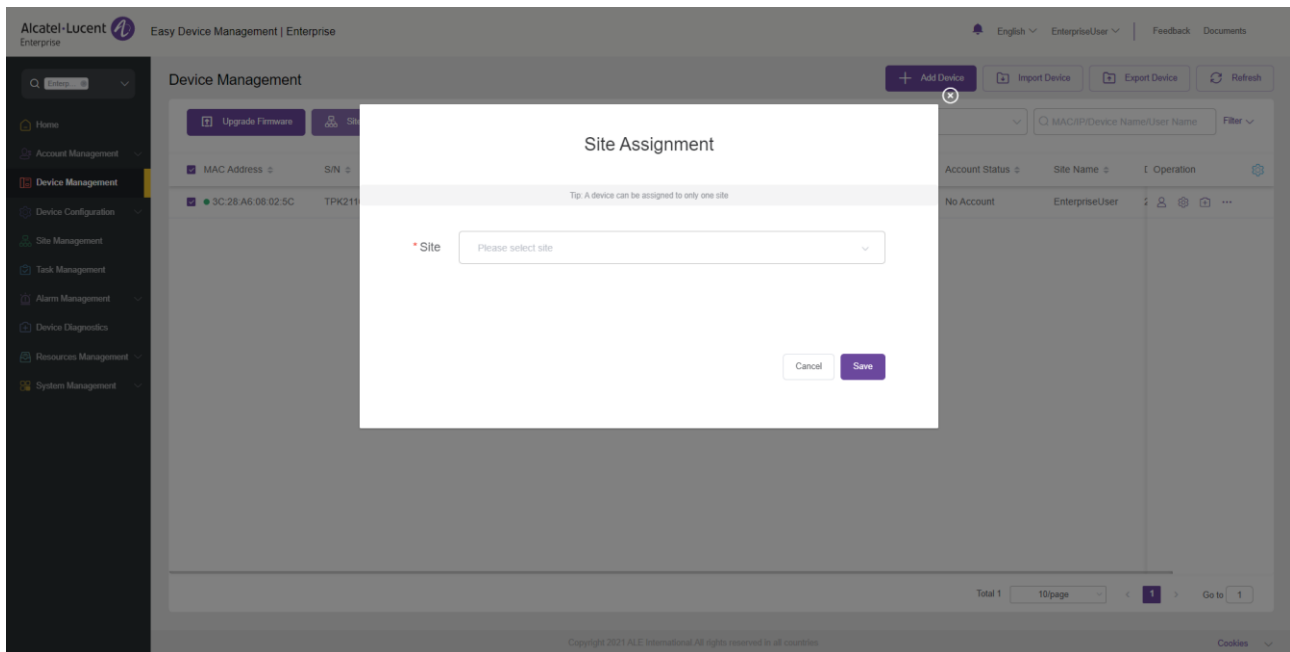
Note:

- 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.

8.13 Assigning site

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

1. In the device list, select device(s) 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.

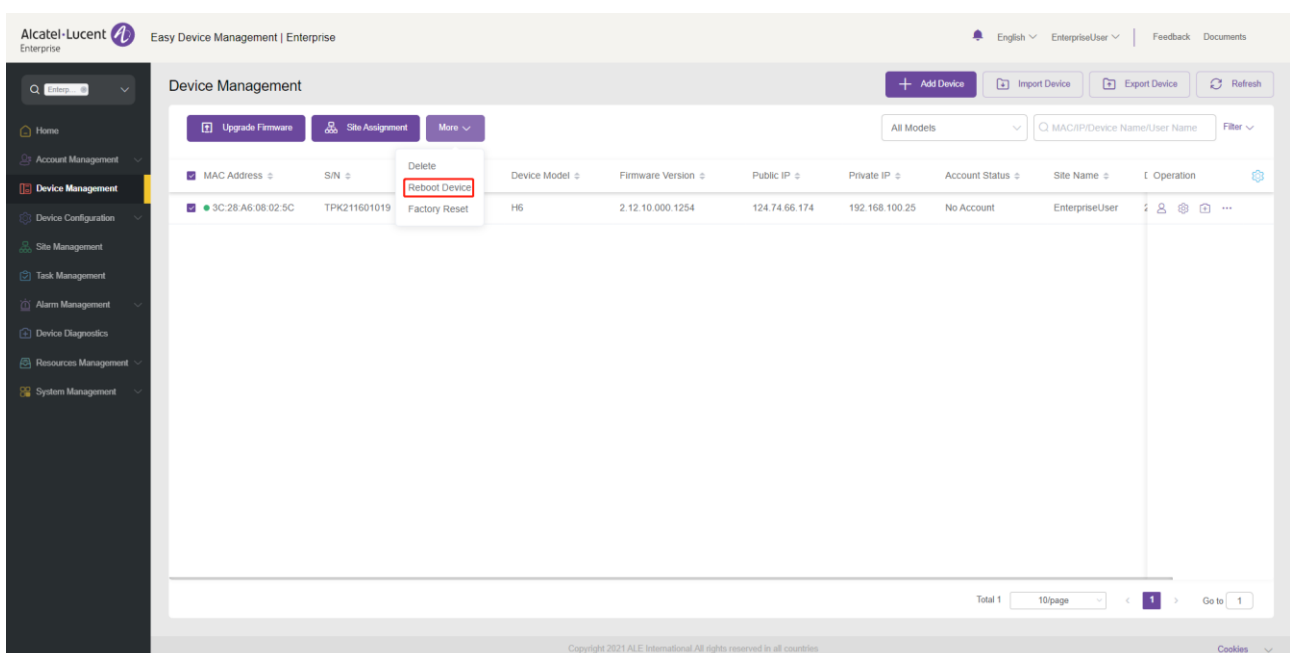
Note:

- A device can belong to only one site.

8.14 Rebooting device

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

1. In the device list, select device(s) and click **More > Reboot Device** at the top of the page.



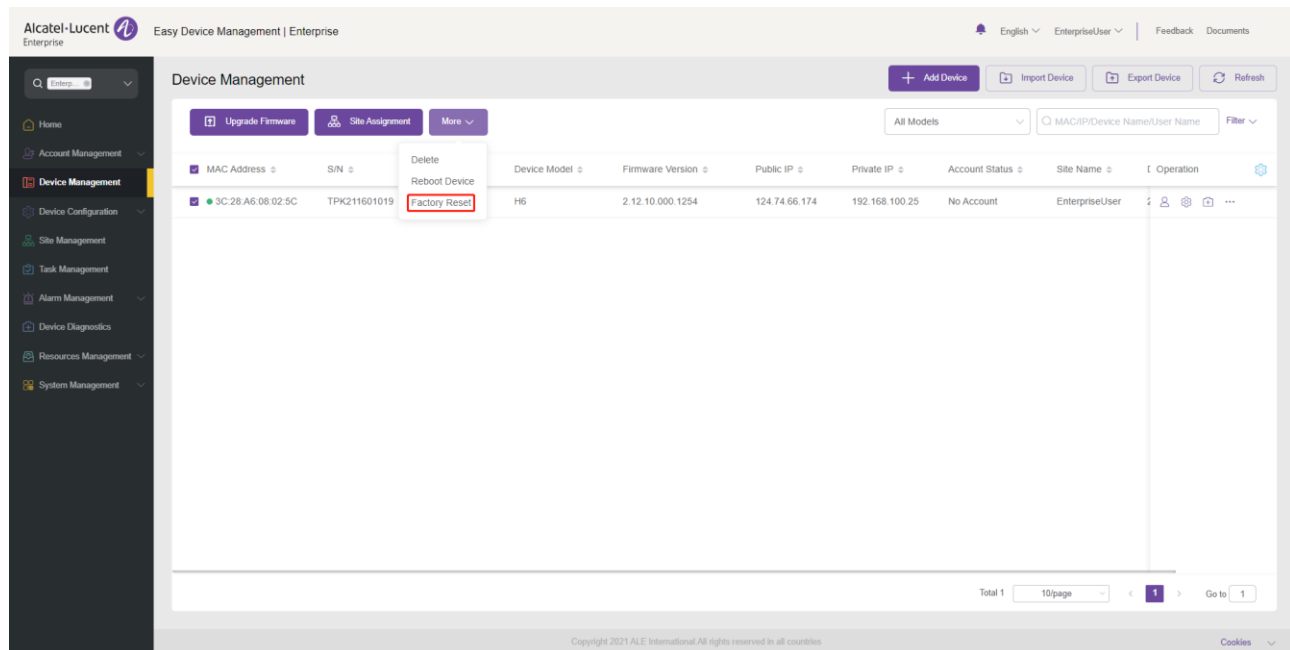
2. Select **Execution mode: Immediate** or **Scheduled**. You can schedule the execution at a future time.

- After you click **Save**, a task is generated. You can view the execution result on the **Task Management** page.

8.15 Restoring factory settings

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

- In the device list, select device(s) and click **More > Factory Reset** at the top of the page.



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

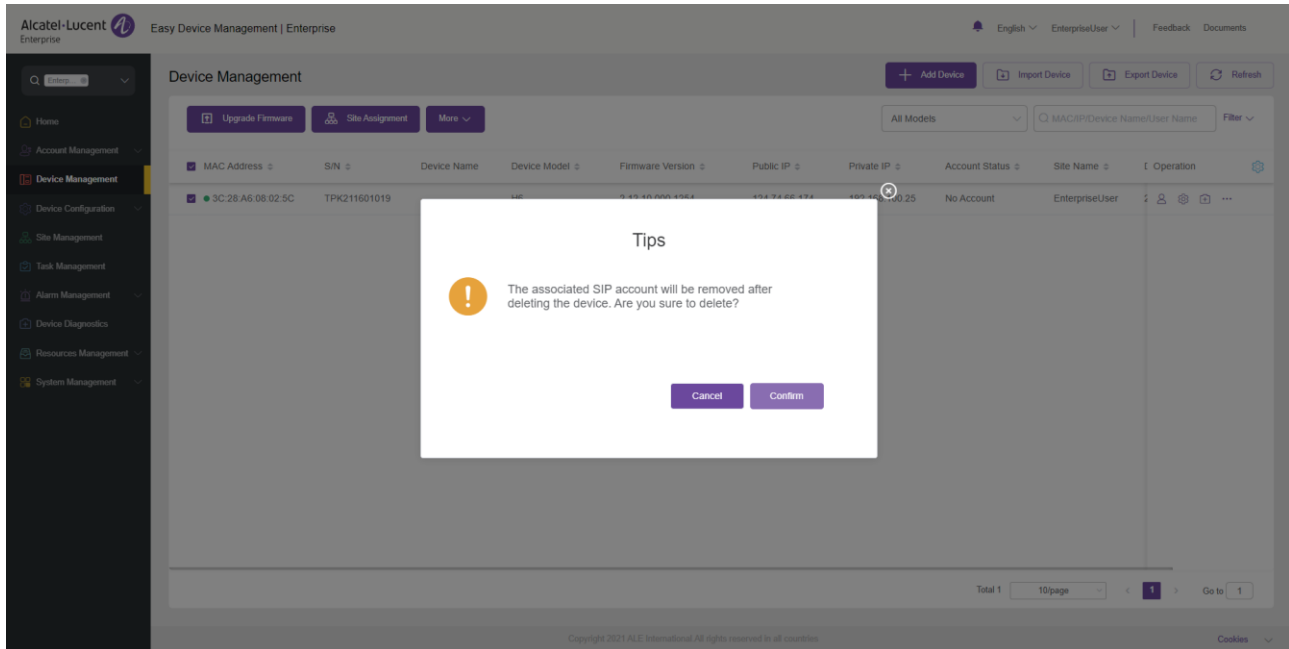
Note:

- 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.

8.16 Deleting device

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

1. In the device list, select one or more 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.



9. 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.

9.1 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.

9.1.1 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.

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".

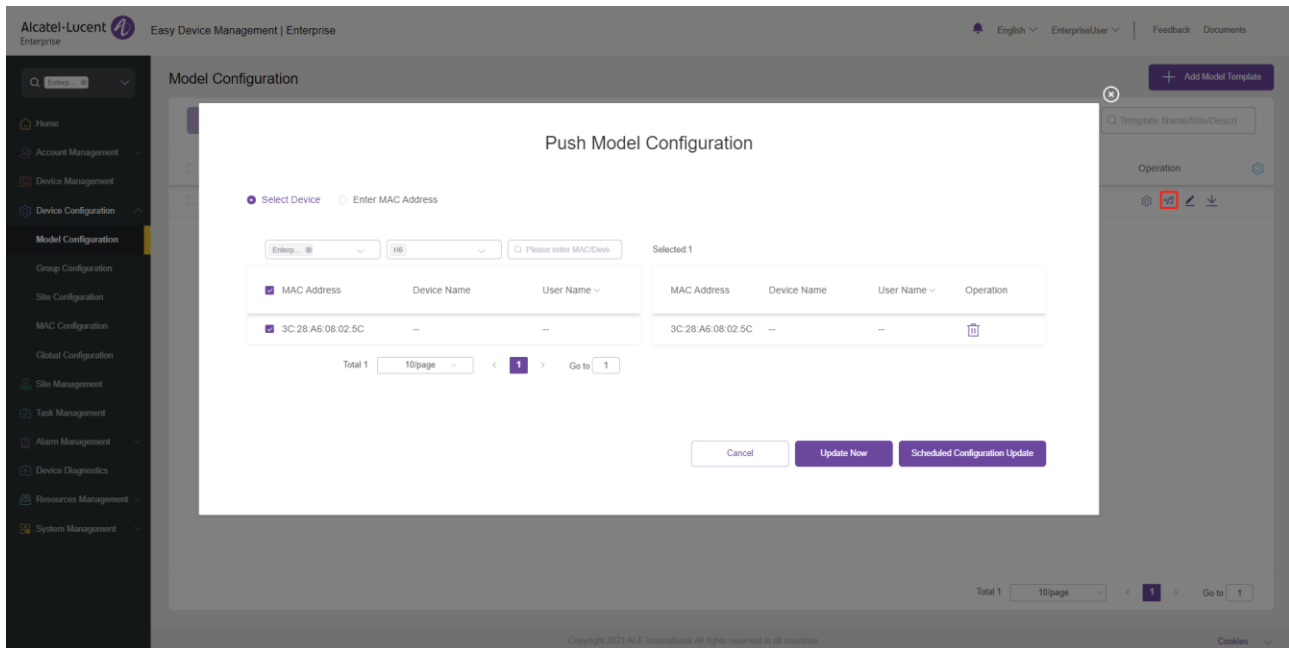
9.1.2 Modifying model template parameters

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


Template Name	Model	Site	Description	Date Modified	Operation
H6	H6	EnterpriseUser	--	2021/11/15 07:20	  

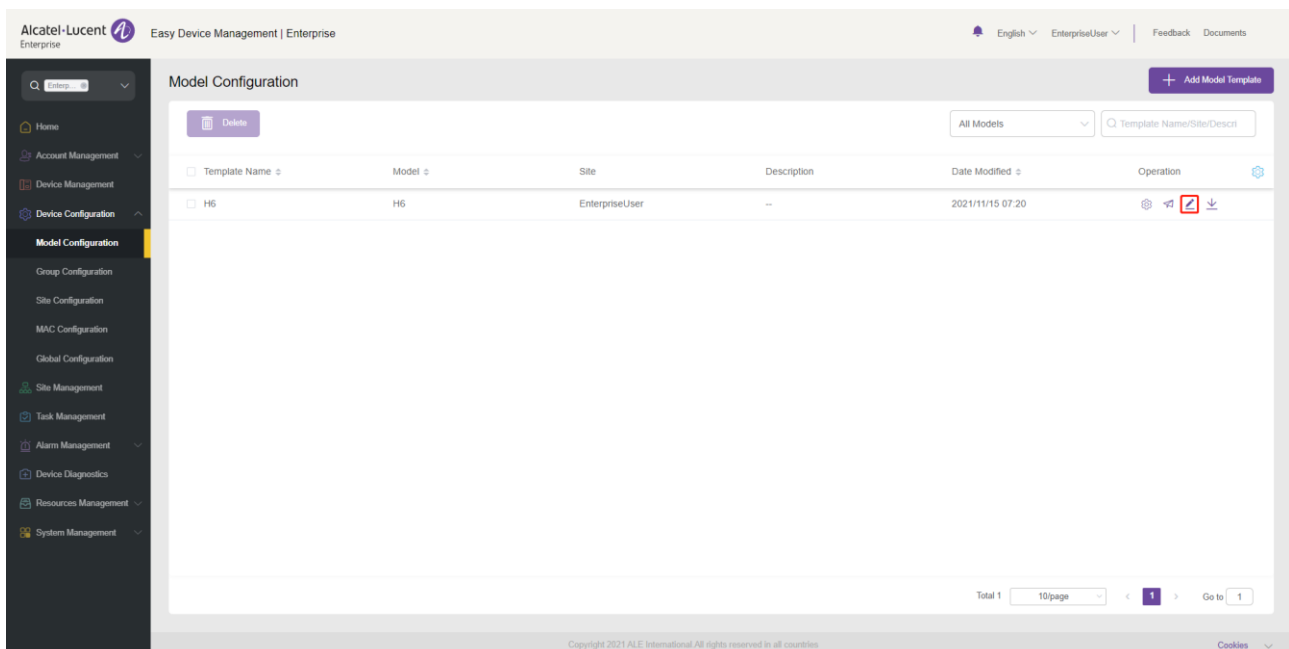
9.1.3 Pushing updates manually

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.




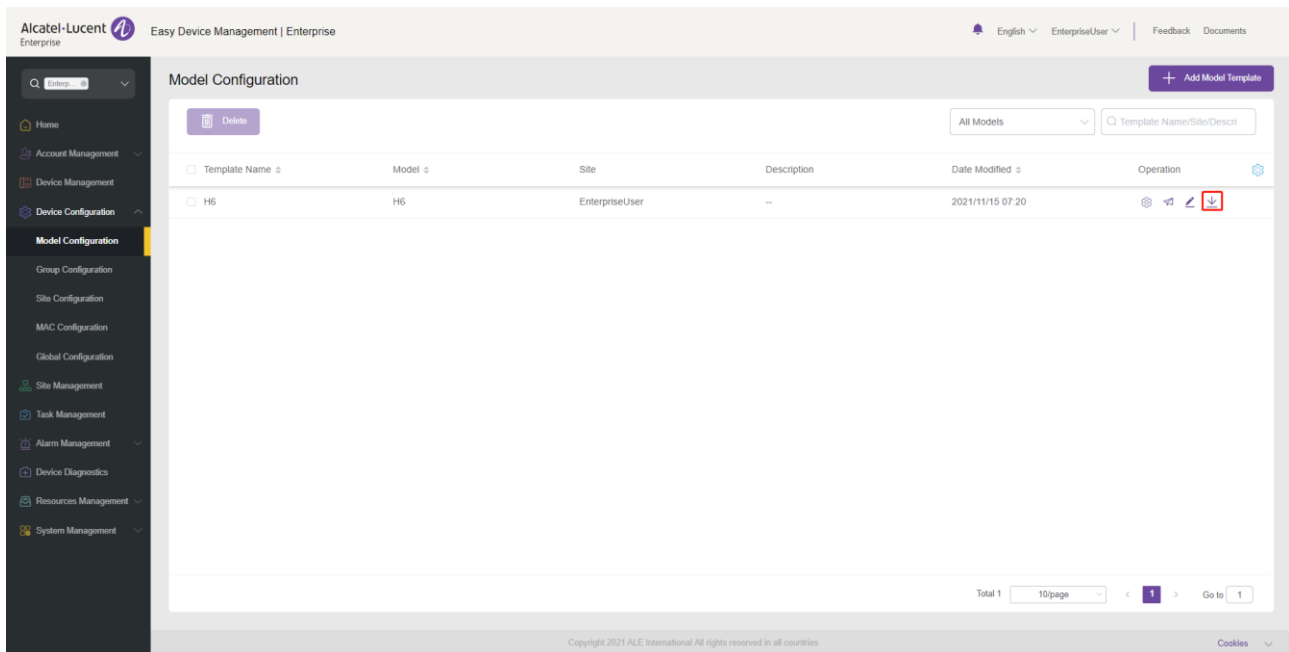
9.1.4 Editing template

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.



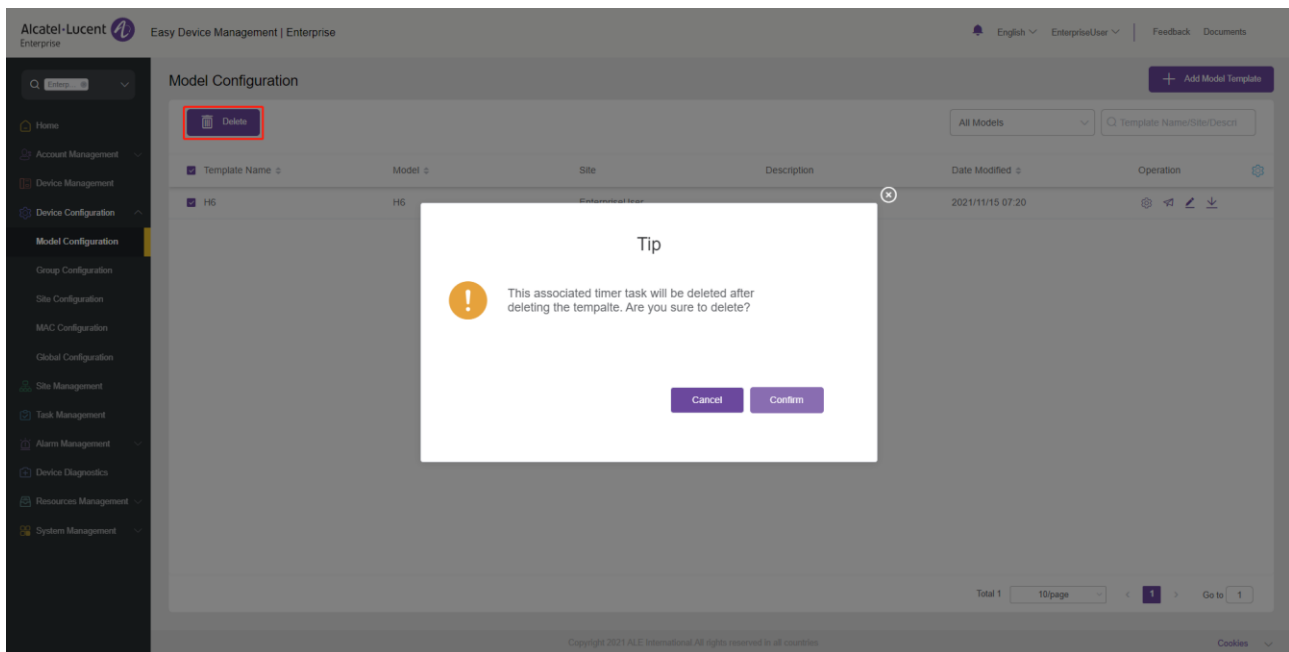
9.1.5 Downloading configuration file

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.



9.1.6 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.



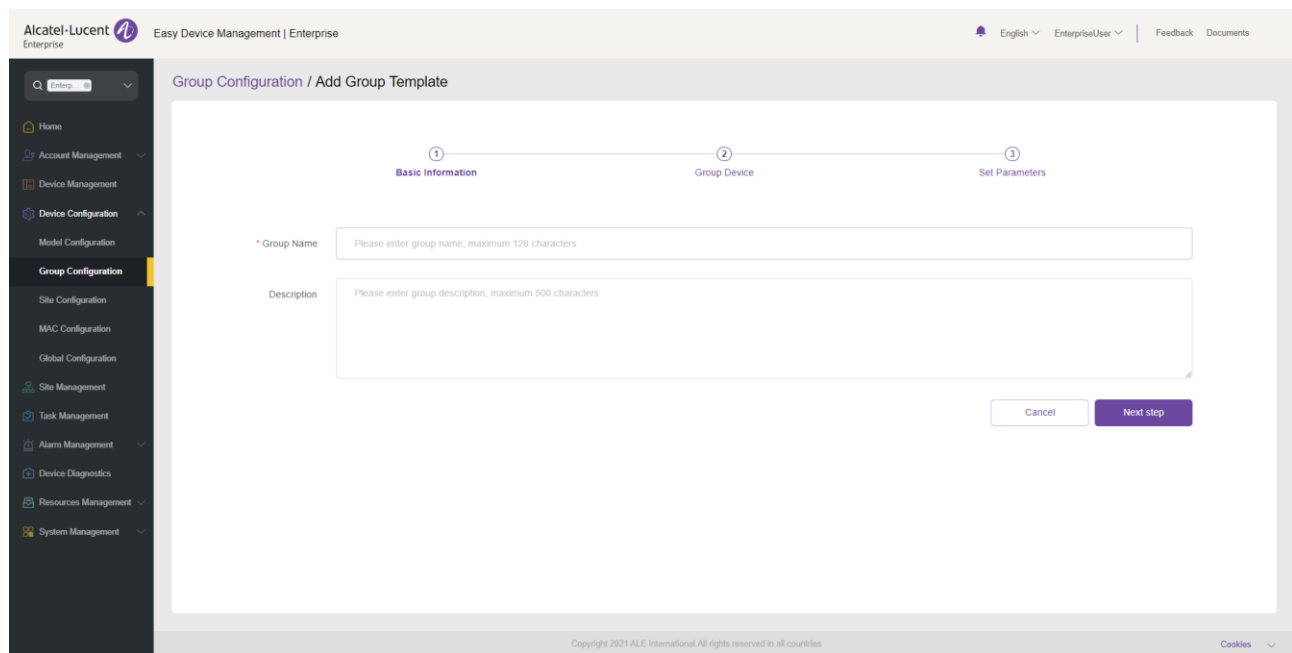
9.2 Configuring device by group

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.

9.2.1 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..



Alcatel-Lucent Enterprise Easy Device Management | Enterprise

Group Configuration / Add Group Template

1 Basic Information 2 Group Device 3 Set Parameters

* Group Name Please enter group name, maximum 128 characters

Description Please enter group description, maximum 500 characters

Cancel Next step

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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.

Alcatel-Lucent Enterprise Easy Device Management | Enterprise

Group Configuration / Add Group Template

1 Basic Information 2 Group Device 3 Set Parameters

Select Device Enter MAC Address

Enter... H3G +5 Please enter MAC/Device Name Selected 0

MAC Address	Device Name	Model	User Name	Operation
3C28A608025C		H6		No Data

Total 1 10/page 1 Go to 1

Supports copy/pasting from spreadsheet columns. Use commas and line breaks as separators.

Cancel Last step Next step

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- **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.

Alcatel-Lucent Enterprise Easy Device Management | Enterprise

Group Configuration / Add Group Template

1 Basic Information 2 Group Device 3 Set Parameters

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

Account1 Select All Reset Settings

Codec

Advanced

Audio Codec pcmu,pcma,g729AB,g722,ILBC,opus

OPUS Bandwidth Wide Band

ILBC Frame Mode 30

Ptime 20,20,20,20,20,20

Payload Types 101,96

VAD

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- 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.

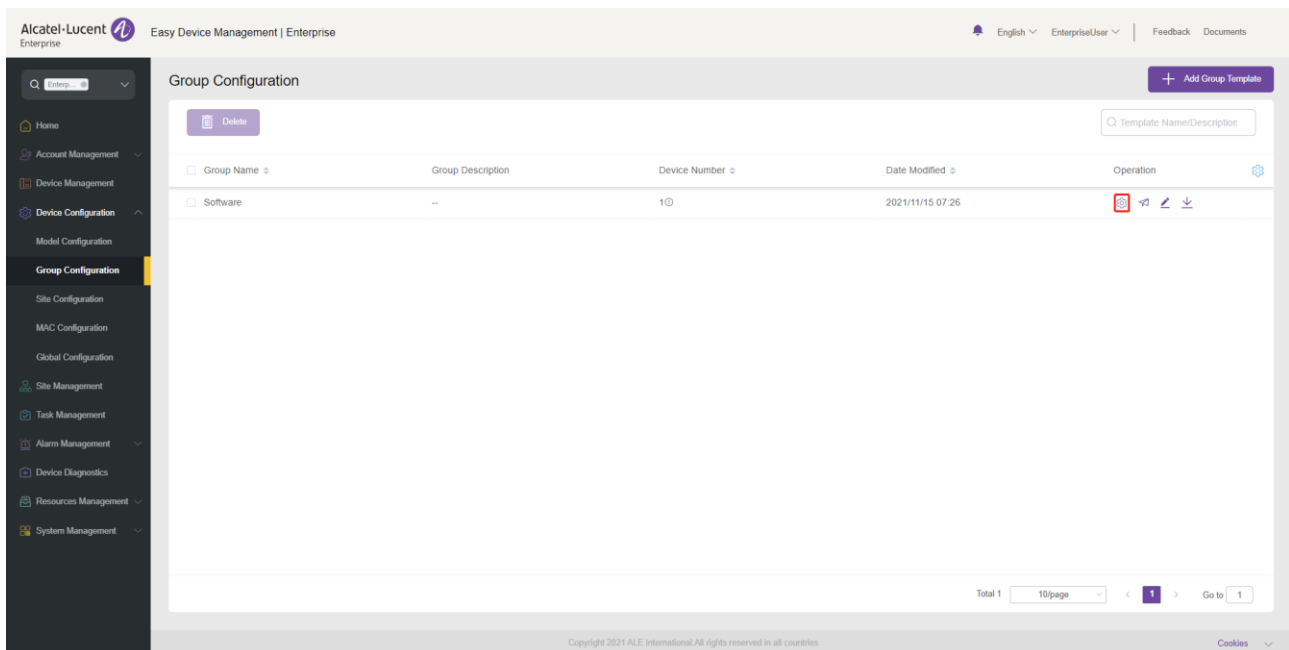
- After the configuration is complete, if you click the **Save** button, EDM will save the configuration only. If you click **Save and update**, EDM will save the configuration and push the configuration to relevant devices.

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".

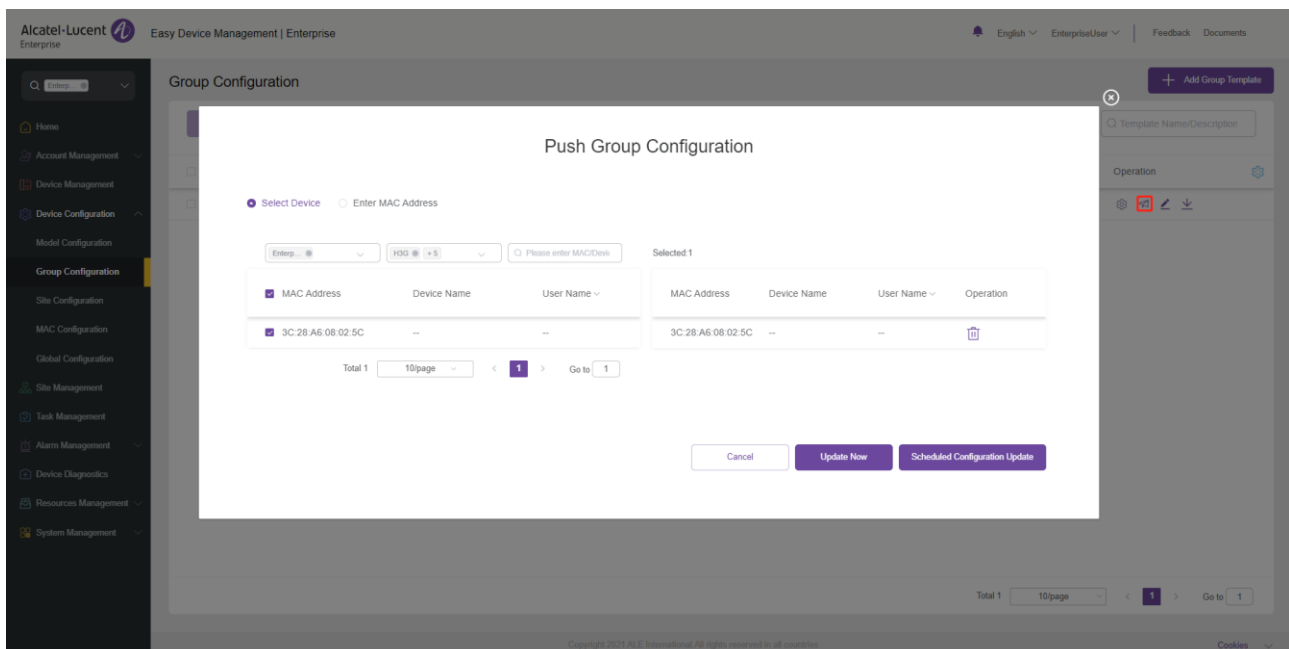
9.2.2 Modifying group template parameters

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.




9.2.3 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.



9.2.4 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.

Alcatel-Lucent Enterprise Easy Device Management | Enterprise

Group Configuration


Template Name/Description

Group Name	Group Description	Device Number	Date Modified	Operation
Software	--	10	2021/11/15 07:26	

Total 1 10/page < 1 > Go to 1

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9.2.5 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.

Alcatel-Lucent Enterprise Easy Device Management | Enterprise

Group Configuration

Template Name/Description

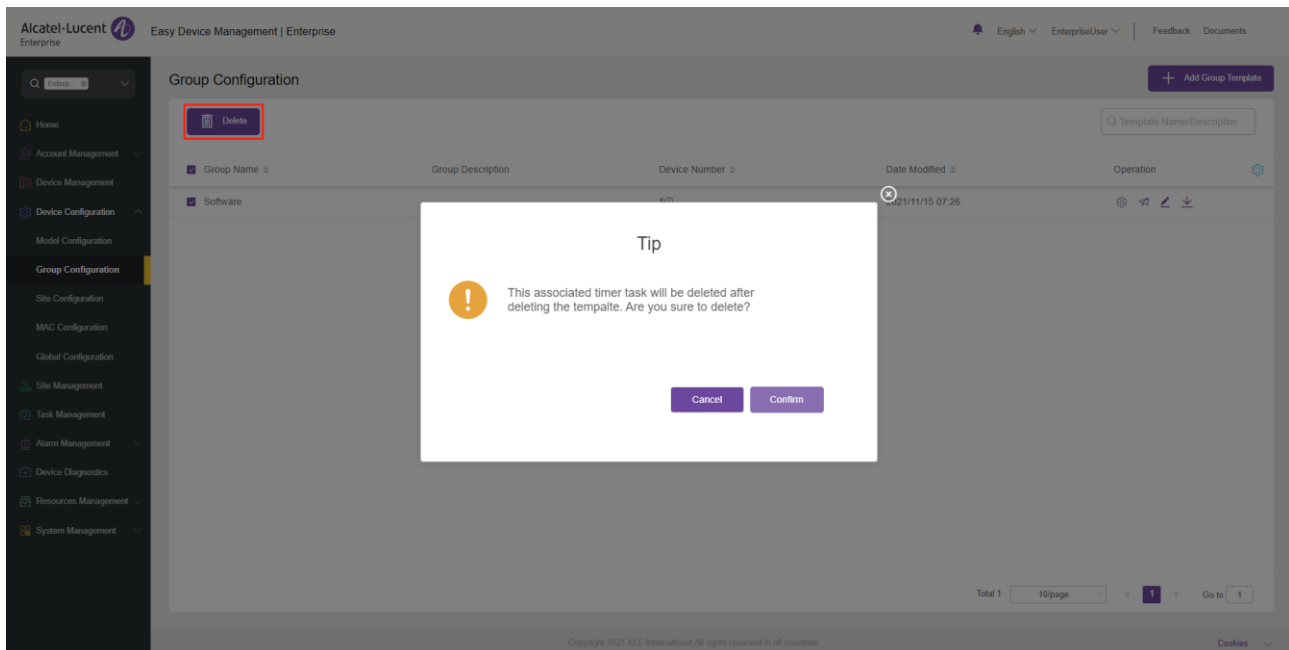
Group Name	Group Description	Device Number	Date Modified	Operation
Software	--	10	2021/11/15 07:26	

Total 1 10/page < 1 > Go to 1

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9.2.6 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.



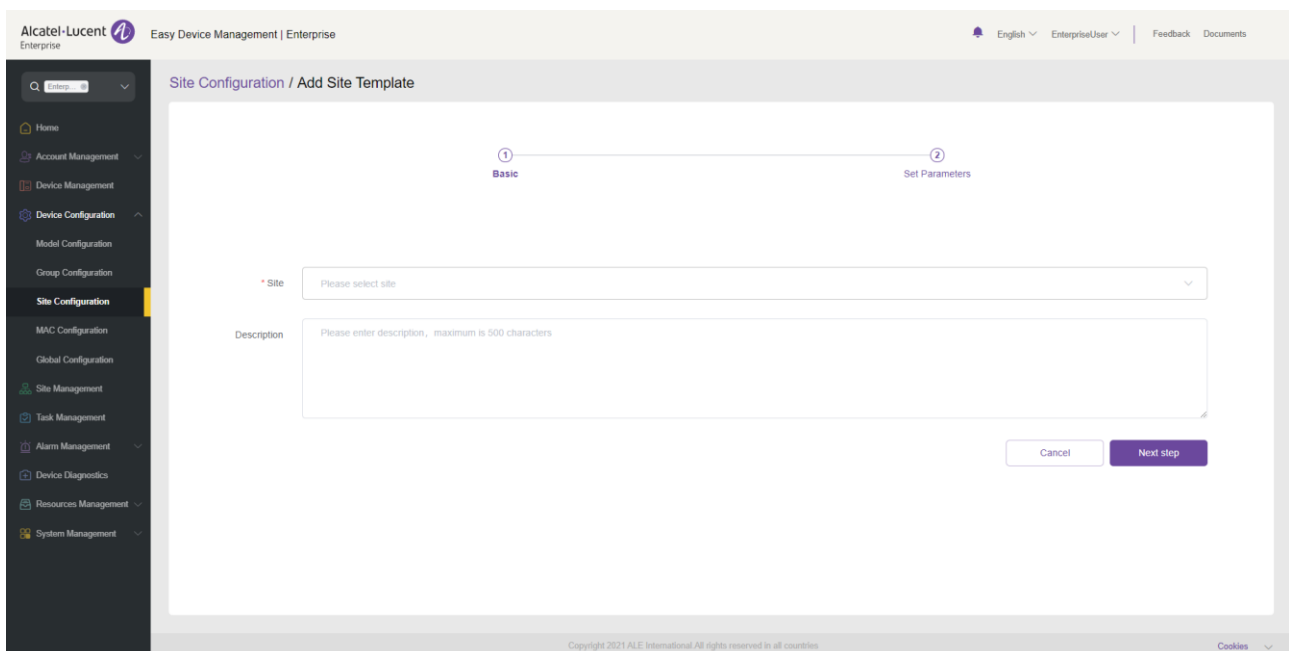
9.3 Configuring device by site

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. In addition, you can view the site templates you have created, and modify configuration parameters, push configuration files, and download configuration files based on sites.

9.3.1 Adding site template

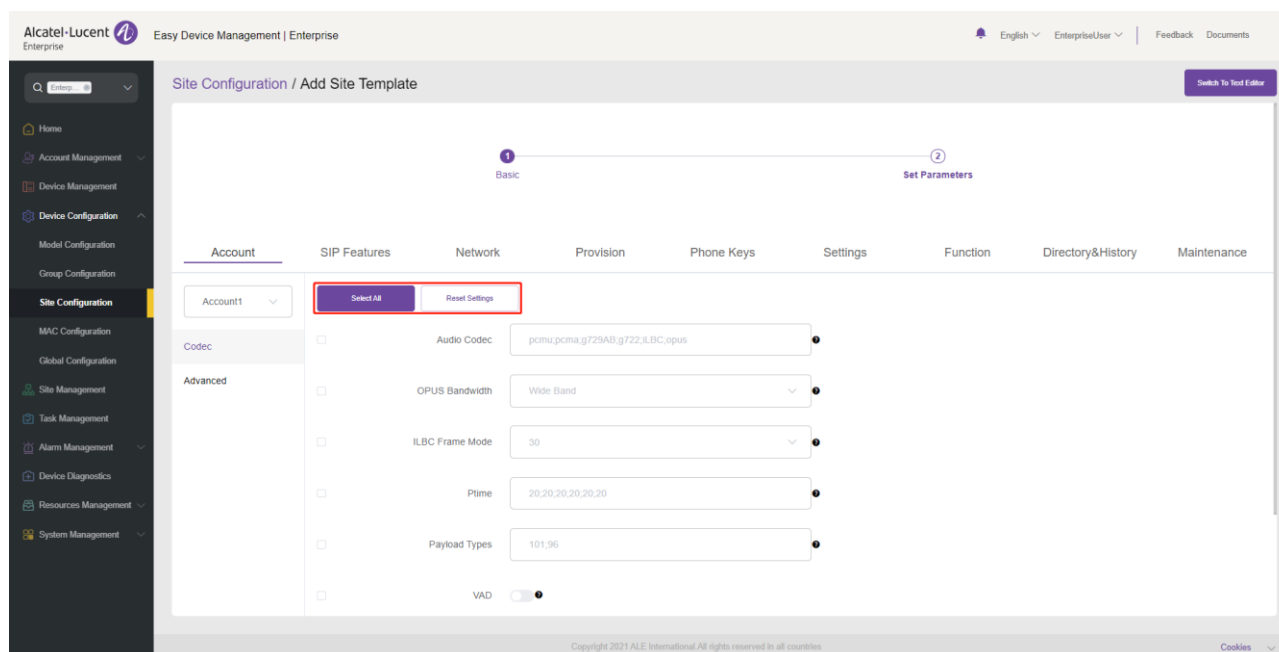
You can add a site template on the **Site Configuration** page where necessary. You can also create a unified site template in advance for any new devices added in the future.

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 | Enterprise

Site Configuration / Add Site Template

Basic 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 | Enterprise

Site Configuration / Add Site Template

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

Account1 Select All Reset Settings

Codec

Advanced

Audio Codec pcmu,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

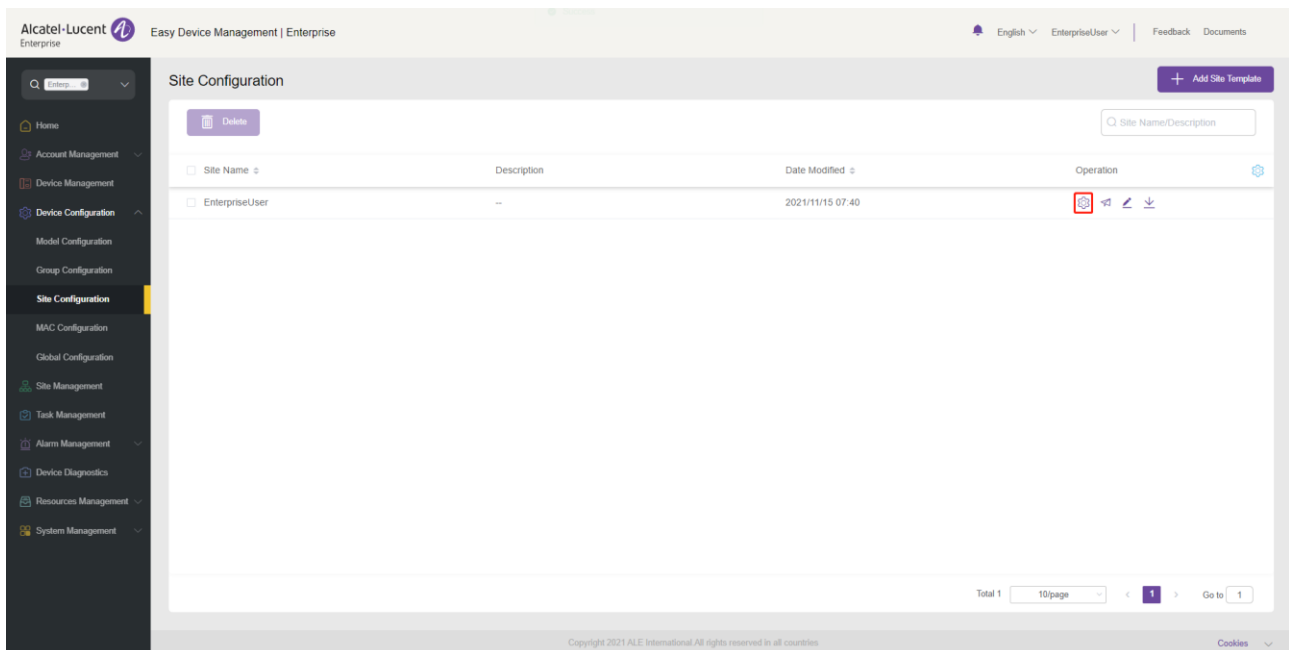
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Note:

- 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".

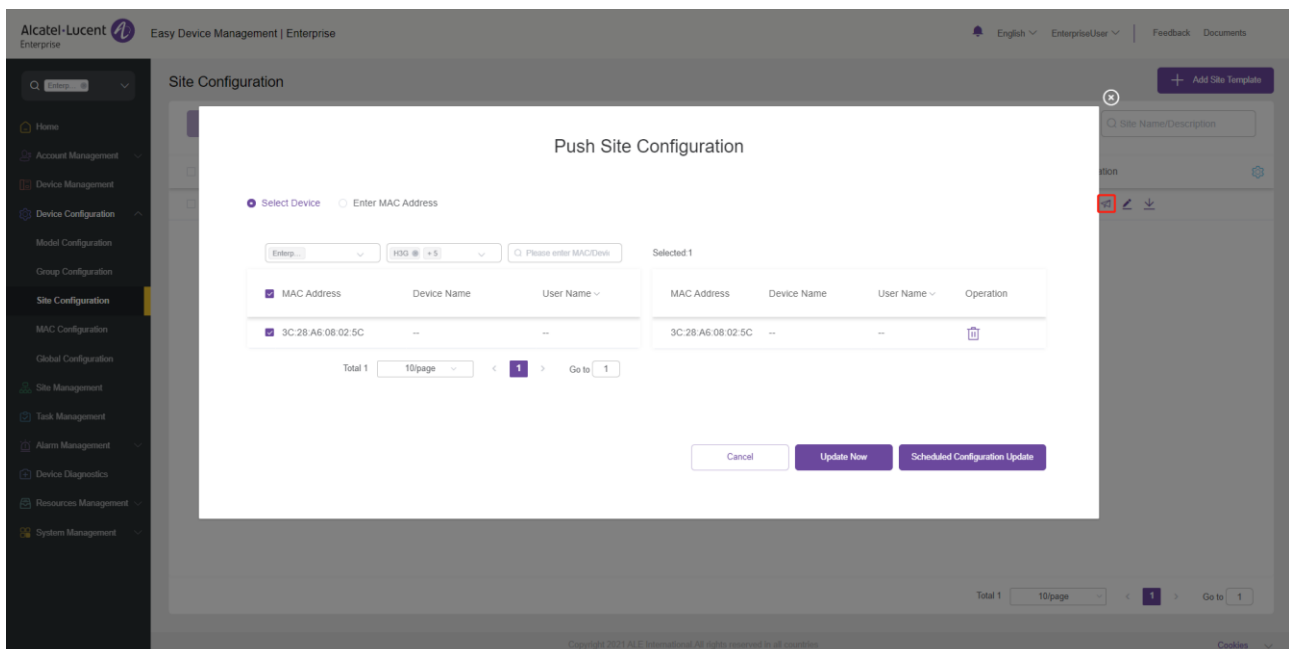
9.3.2 Modifying site template parameters

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.




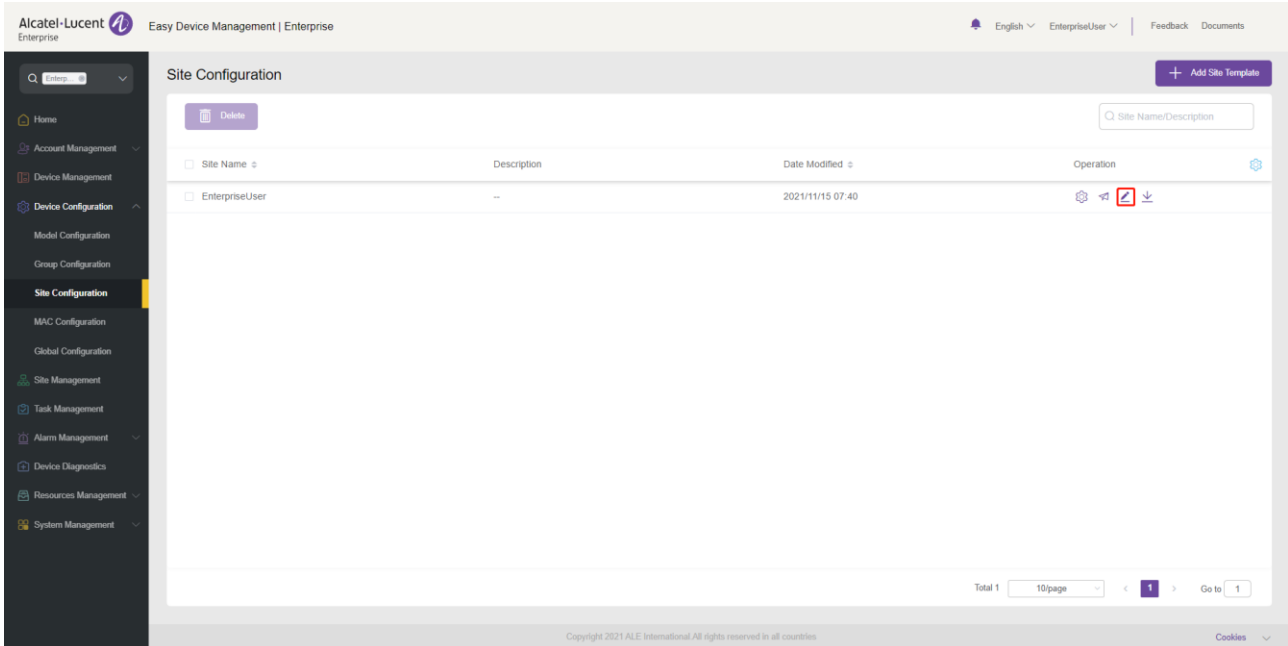
9.3.3 Pushing updates manually

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.




9.3.4 Editing template

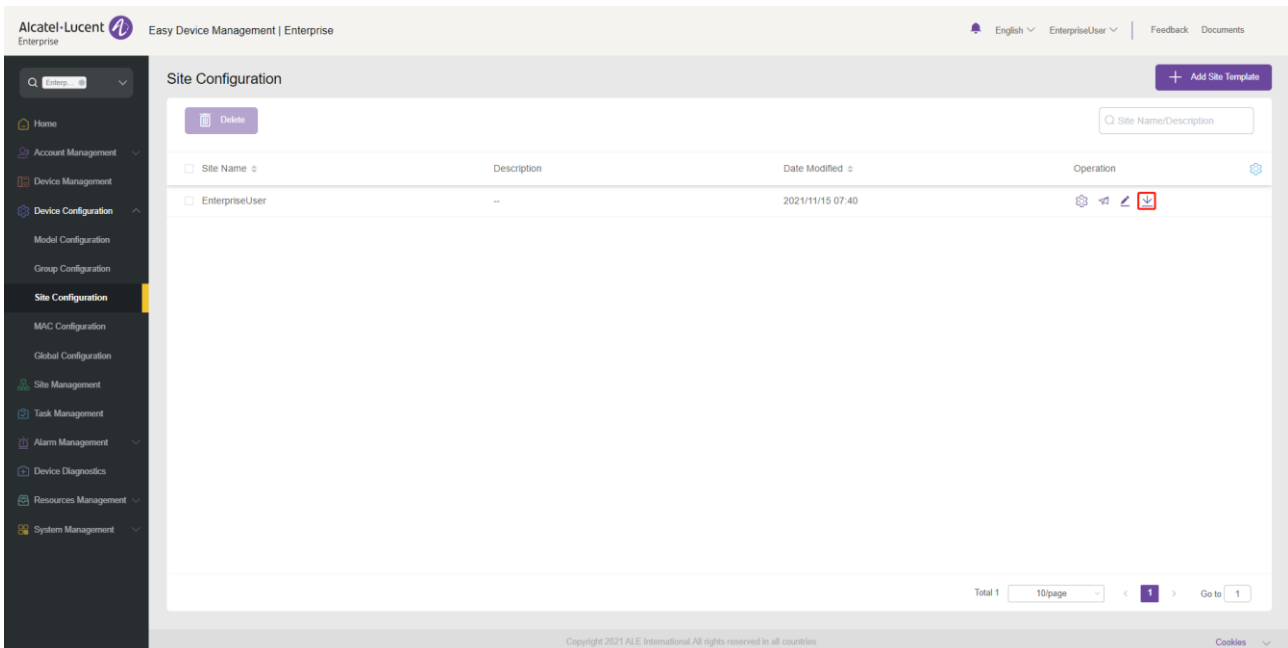
You can change the name and description of a template. Click the  button next to the template for editing purpose. The changes take effect immediately.



The screenshot shows the 'Site Configuration' page in the Alcatel-Lucent Easy Device Management | Enterprise interface. The left sidebar contains a navigation menu with options like Home, Account Management, Device Management, Device Configuration, Model Configuration, Group Configuration, Site Configuration (highlighted), MAC Configuration, Global Configuration, Site Management, Task Management, Alarm Management, Device Diagnostics, Resources Management, and System Management. The main content area displays a table with the following columns: Site Name, Description, Date Modified, and Operation. A single row is visible with the site name 'EnterpriseUser', description '--', and date '2021/11/15 07:40'. The Operation column for this row contains three icons: a gear (configure), a pencil (edit), and a download arrow (download). Above the table is a search bar labeled 'Site Name/Description' and a '+ Add Site Template' button. Below the table is a pagination bar showing 'Total 1', '10/page', and 'Go to 1'. The footer includes the copyright notice 'Copyright 2021 ALE International. All rights reserved in all countries' and a 'Cookies' link.

9.3.5 Downloading configuration file

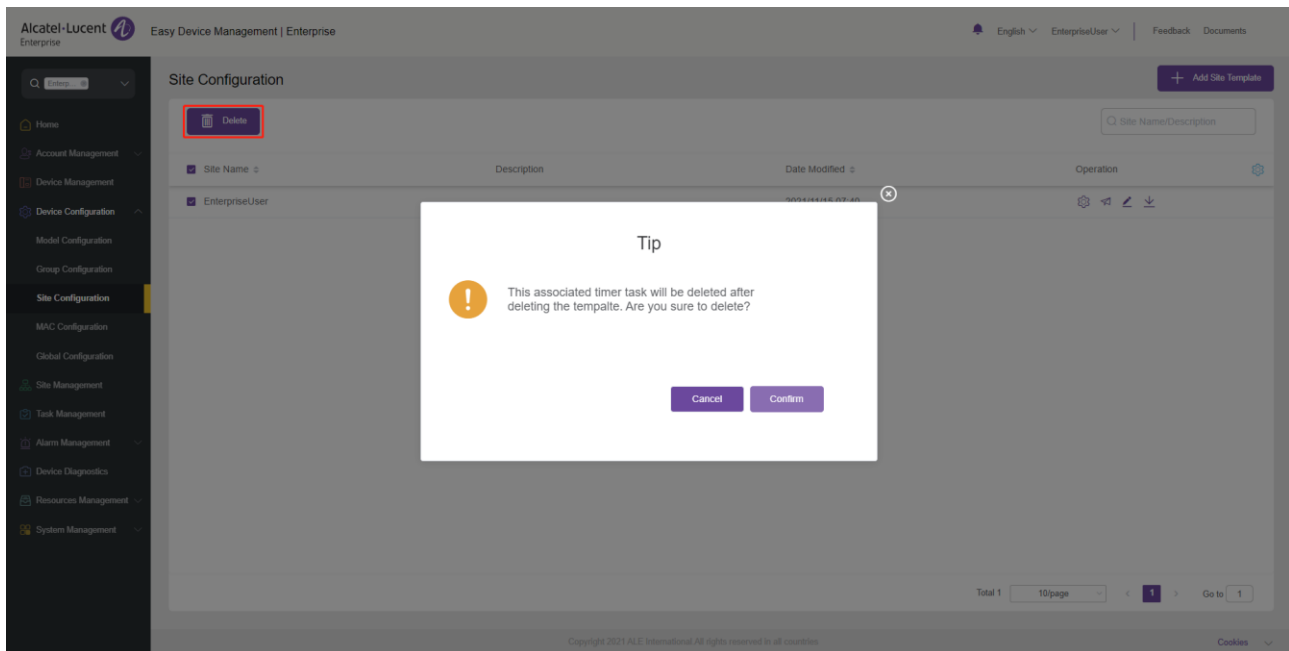
You can download the latest configuration file of the current site template at any time. Click the  button next to the template to download the configuration file.



This screenshot is identical to the one in section 9.3.4, showing the 'Site Configuration' page. It highlights the download arrow icon in the 'Operation' column for the 'EnterpriseUser' template, which is used to download the configuration file.

9.3.6 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.

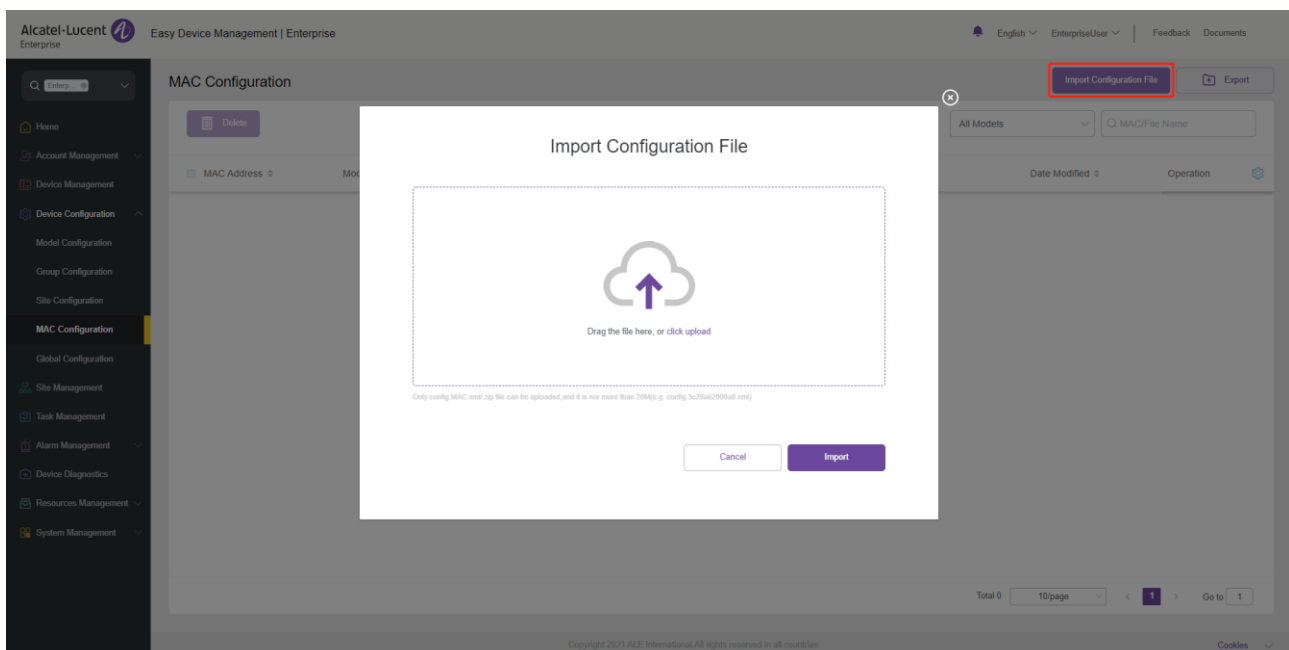


9.4 Configuring device by MAC address

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

9.4.1 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.

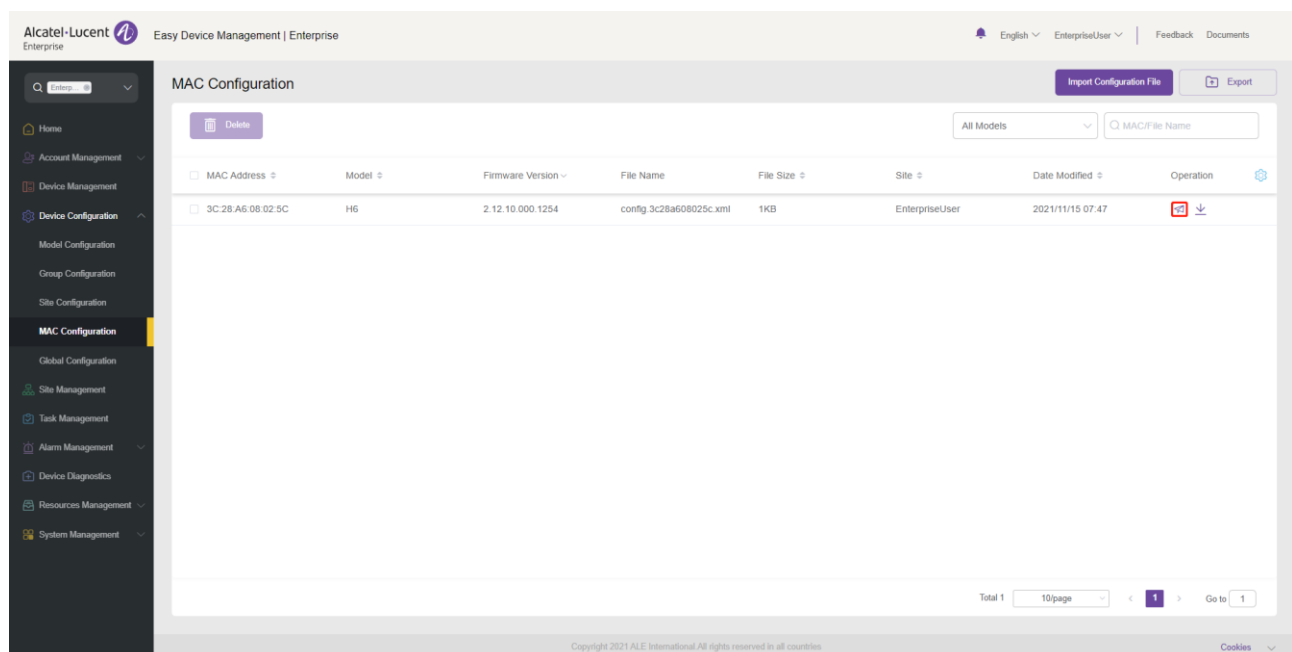
Note:

- 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.

9.4.2 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.



9.4.3 Exporting configuration file

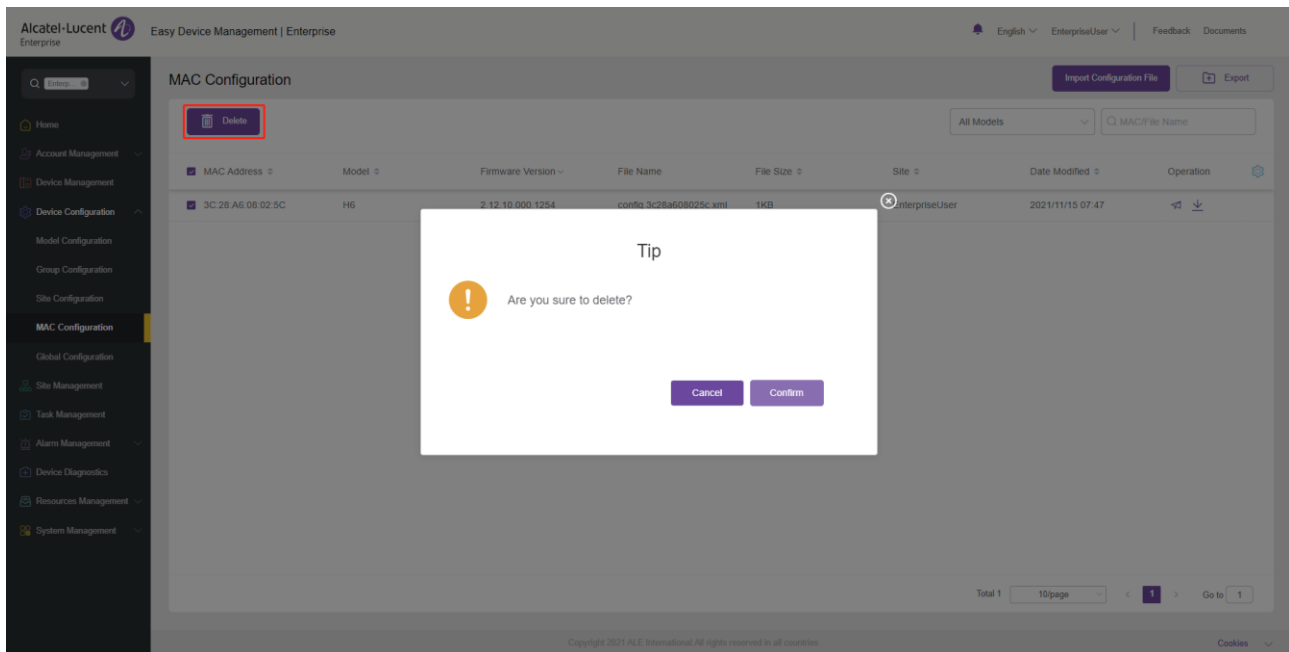
Click the **Export** button in the upper-right corner. All the configuration files will be compressed into a zip file named ALL MAC config.zip and downloaded directly to your local PC.

9.4.4 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.

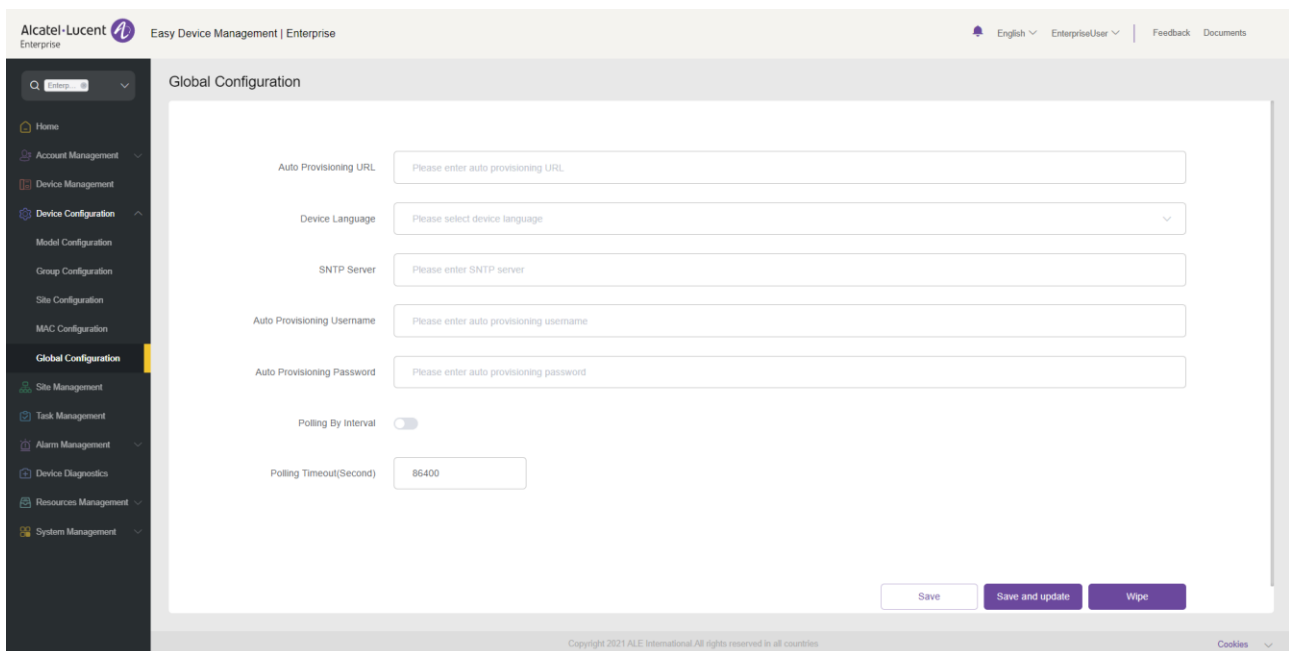
9.4.5 Deleting configuration file

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.



9.5 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.

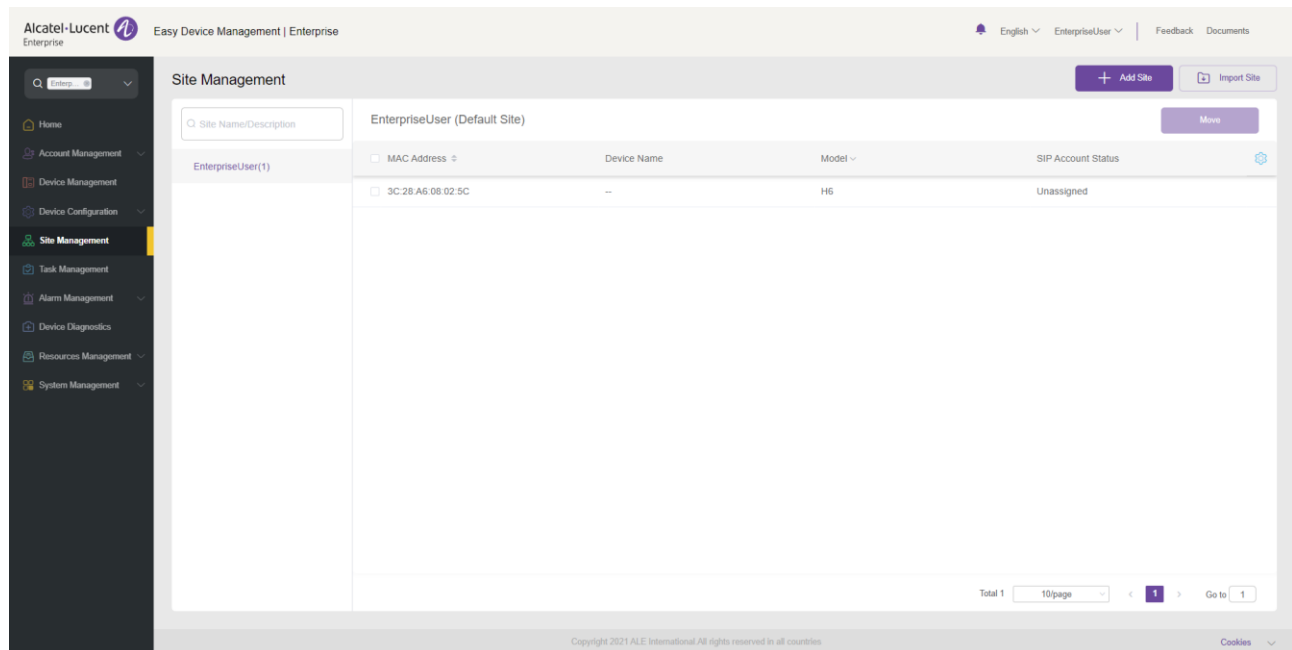


Contents	Description
Auto Provisioning URL	<p>Enter the auto provisioning URL.</p> <p>After Auto Provisioning URL is configured, when EDM pushes global configuration or the device actively requests configuration files, the parameter "DeviceEdmEnable = false" is acquired to disable the EDM function on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

10. Site management

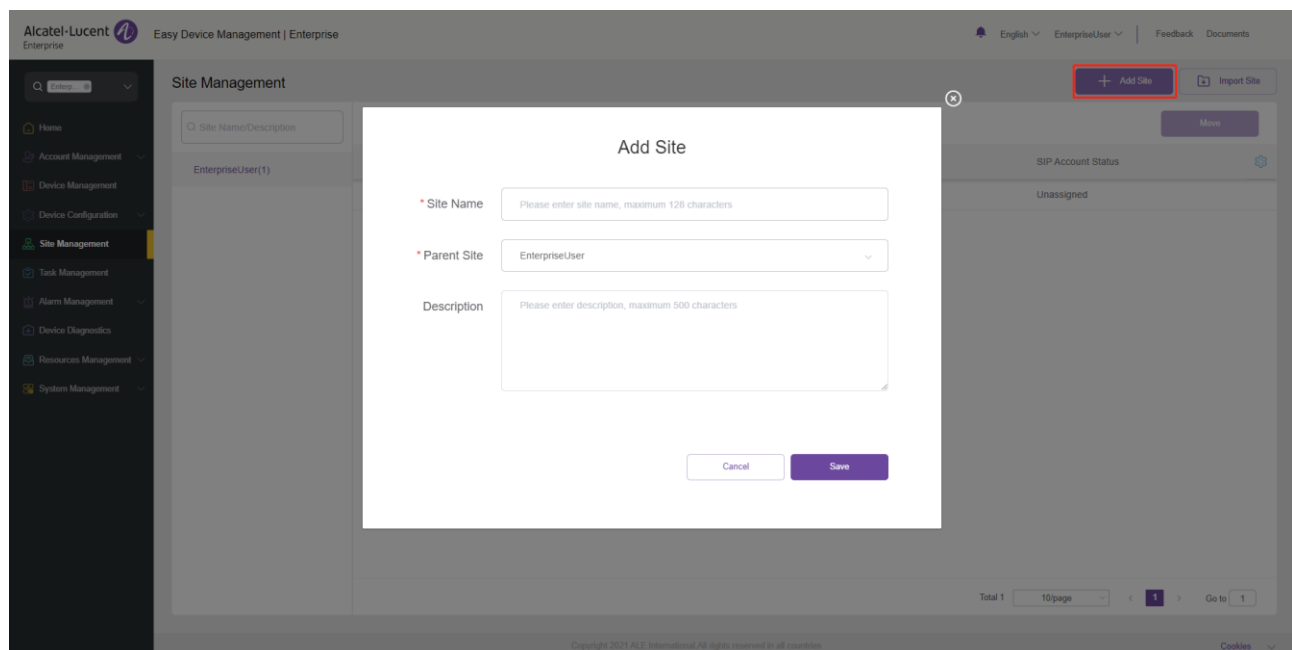
You can manage devices by site and classify devices by department, location, and network condition.



10.1 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:



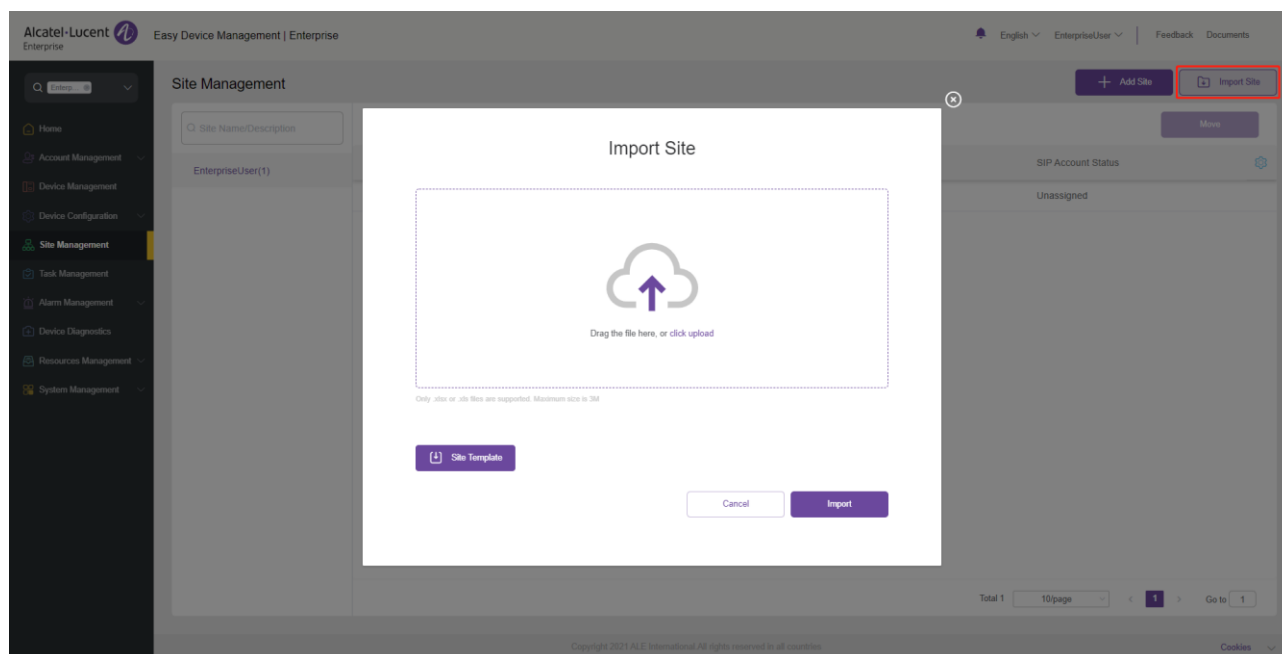
Contents	Description
Site Name	(Mandatory) Enter a site name. The site name must be unique.
Parent Site	Select the parent site of this site.

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.

10.2 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	Level 1 site
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.

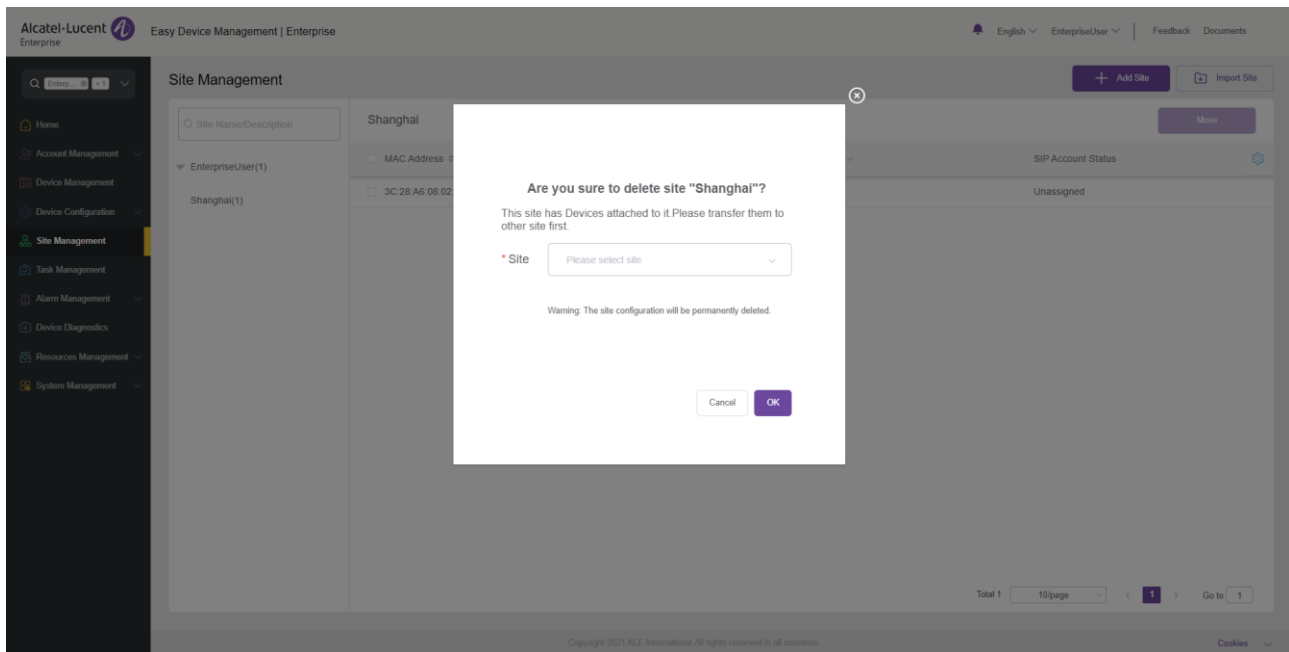
10.3 Editing site

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

10.4 Deleting site


10.4.1 Site with data association

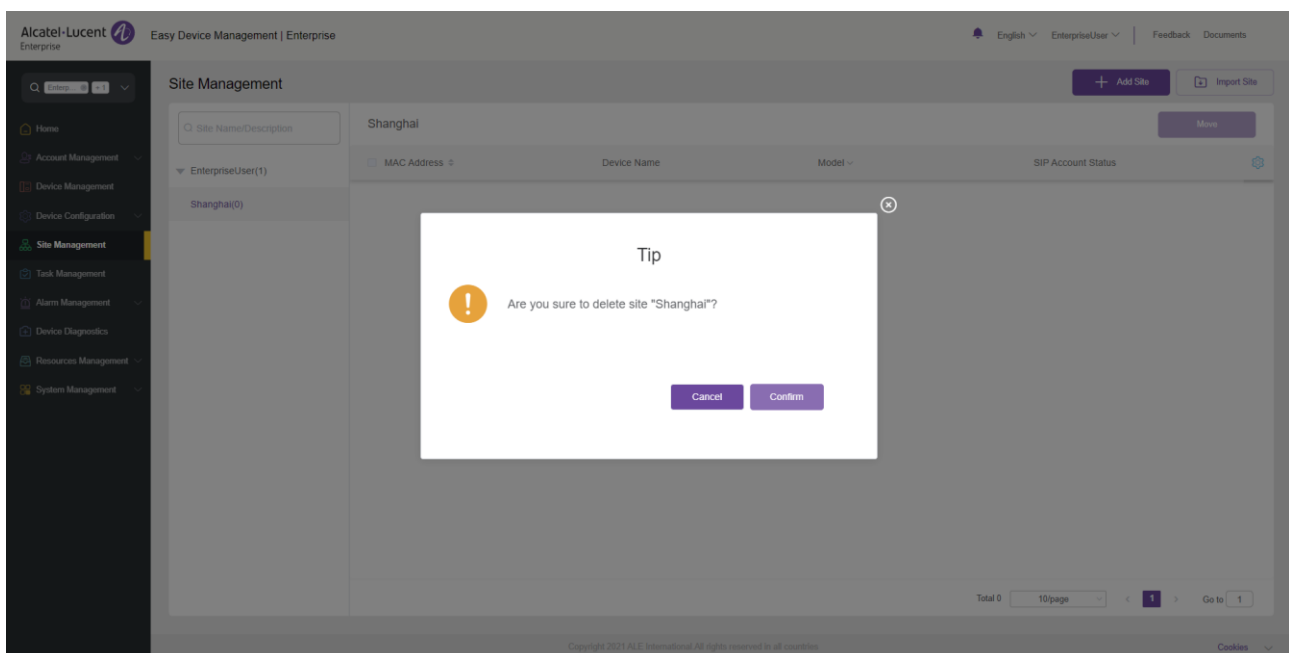
If there is data (SIP server, device, configuration, and customer firmware) associated with the site you want to delete, click the button  on the right of the site to open the data migration page.



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.

10.4.2 Site without data association

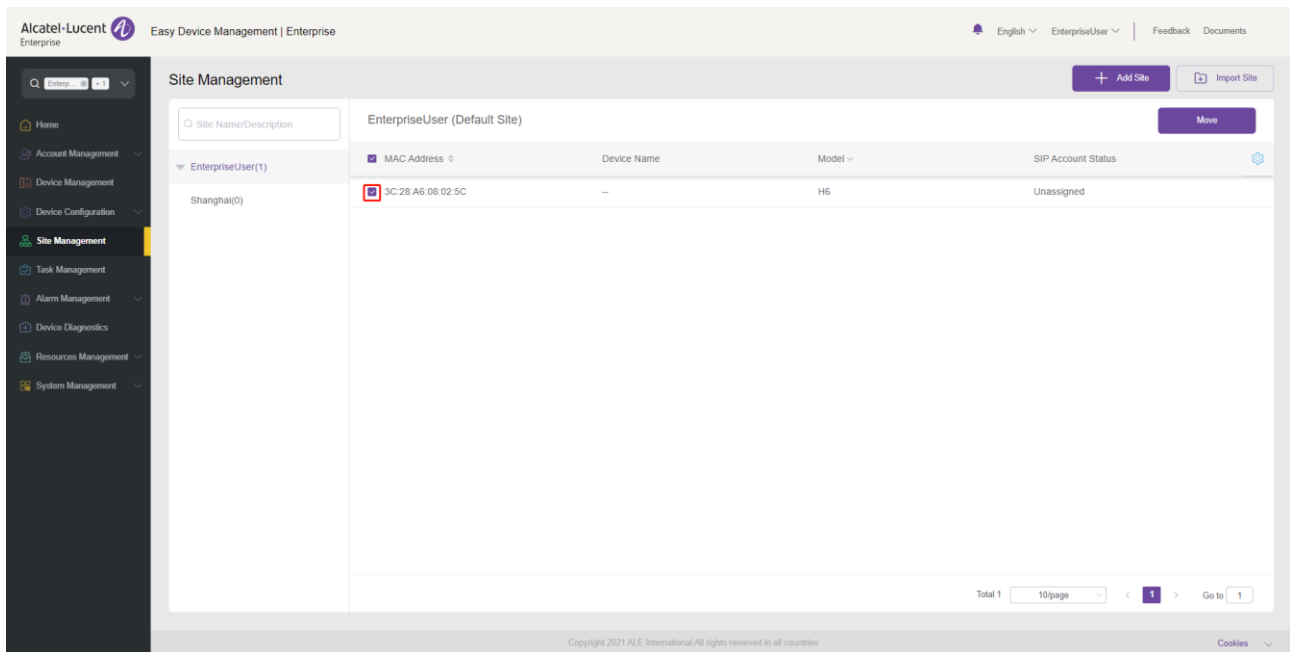
If no data is associated with the site you want to delete, you can click the button  on the right to delete the site. After you confirm the deletion, the selected site will be permanently deleted.



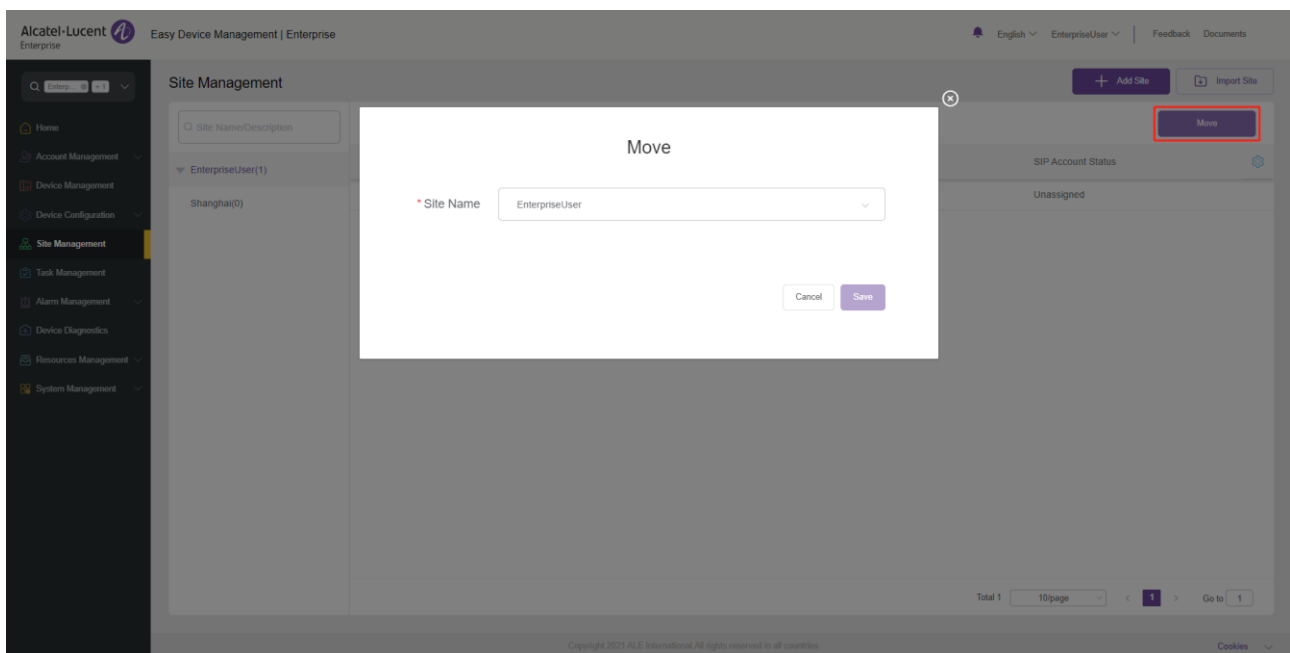
10.5 Moving site

You can move one or more devices to another site.

1. Select the device you want to move.

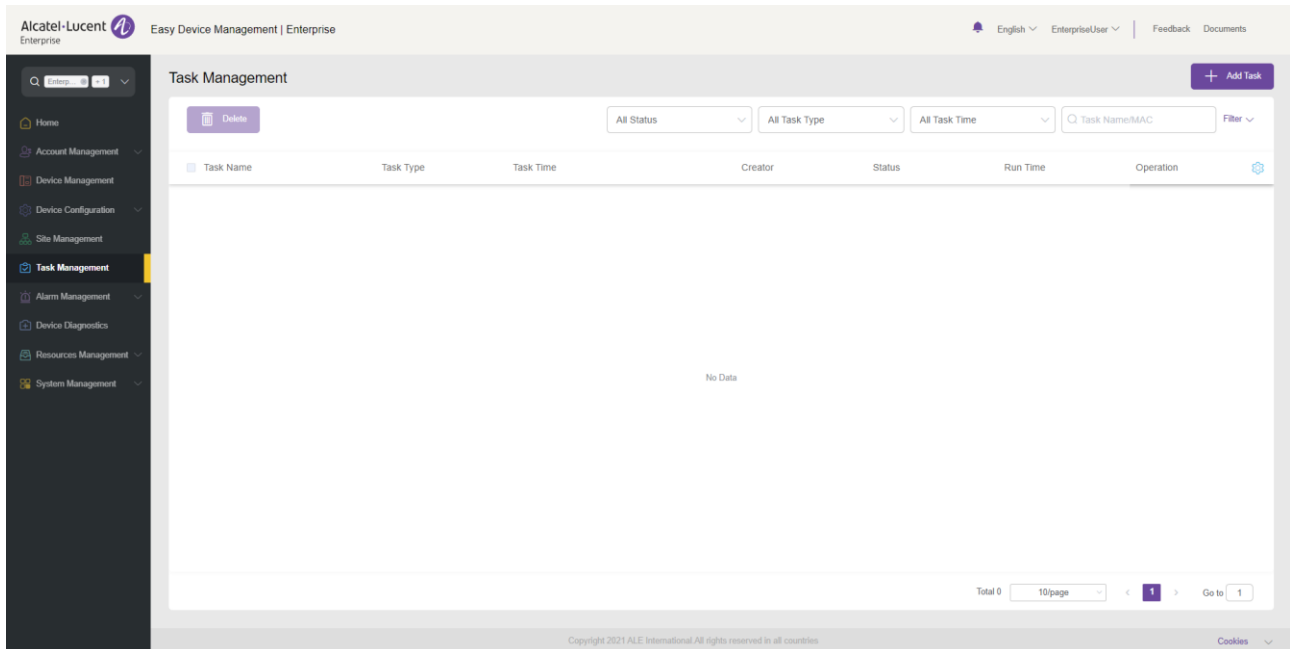


- Click the **Move** button in the upper-right corner, select the target site from the site drop-down list box, and click **Save**. Then, the device is moved to the target site.



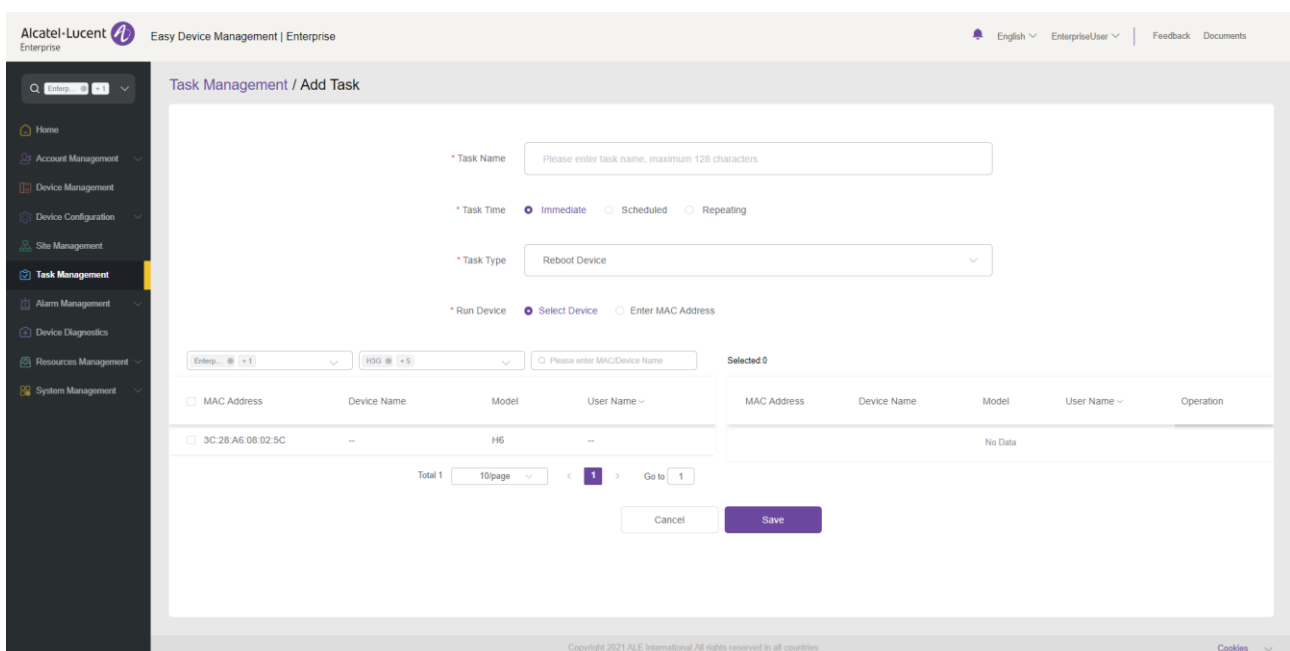
11. Task management

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.



11.1 Adding task


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

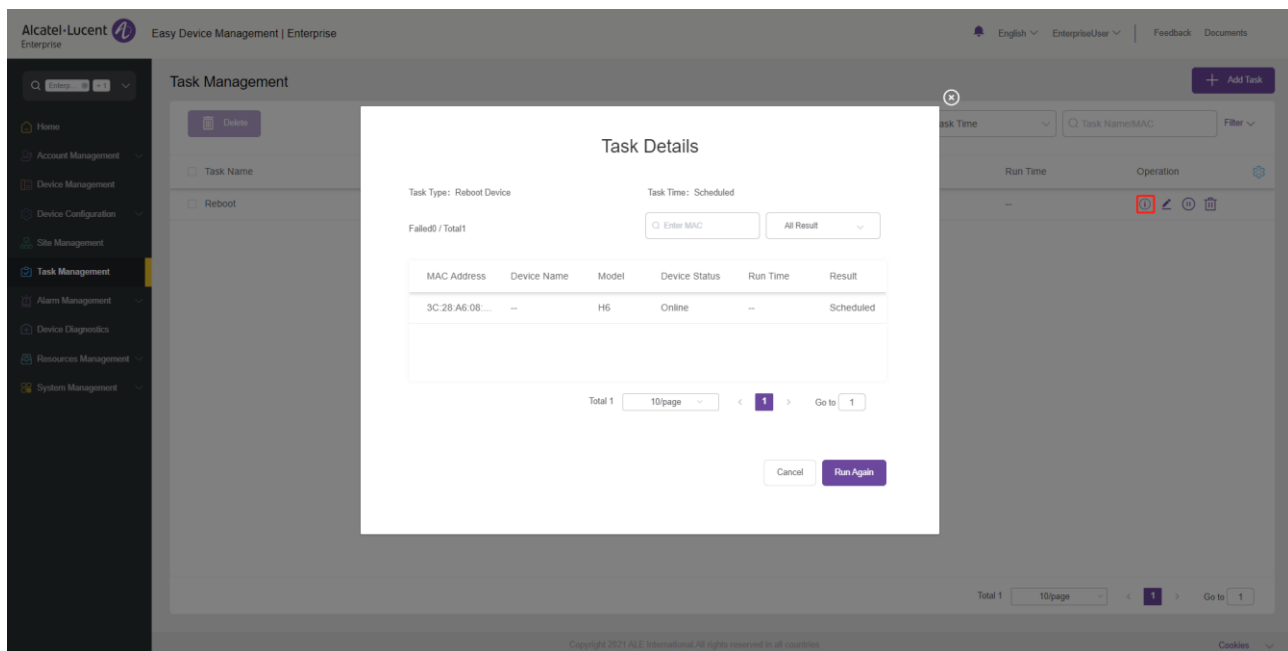


Contents	Description
Task Name	(Mandatory) Set a task name that can be used to identify this task. You can enter a maximum of 64 characters.

Task Time	(Mandatory) Select a task time. The options include Immediate , Scheduled , and Repeating , where Repeating can be Daily , Per Week , or Per Month .
Task Type	(Mandatory) Select a task type, including Reboot Device , Factory Reset , Upgrade Firmware , Update Configuration (by model), Update Configuration (by group), Update Configuration (by site), and Update Global Configuration . If you select Update Configuration (by model, group, or site) from the Task Type 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 Select Device or Enter MAC Address . You can select devices based on site and model.

11.2 Viewing task execution result

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



The screenshot shows the Alcatel-Lucent Easy Device Management Enterprise interface. A modal window titled "Task Details" is open, displaying information for a task named "Reboot Device". The task is scheduled and has a status of "Failed(0) / Total(1)". The modal includes a search bar for "Enter MAC" and a dropdown for "All Result". Below this is a table with the following data:

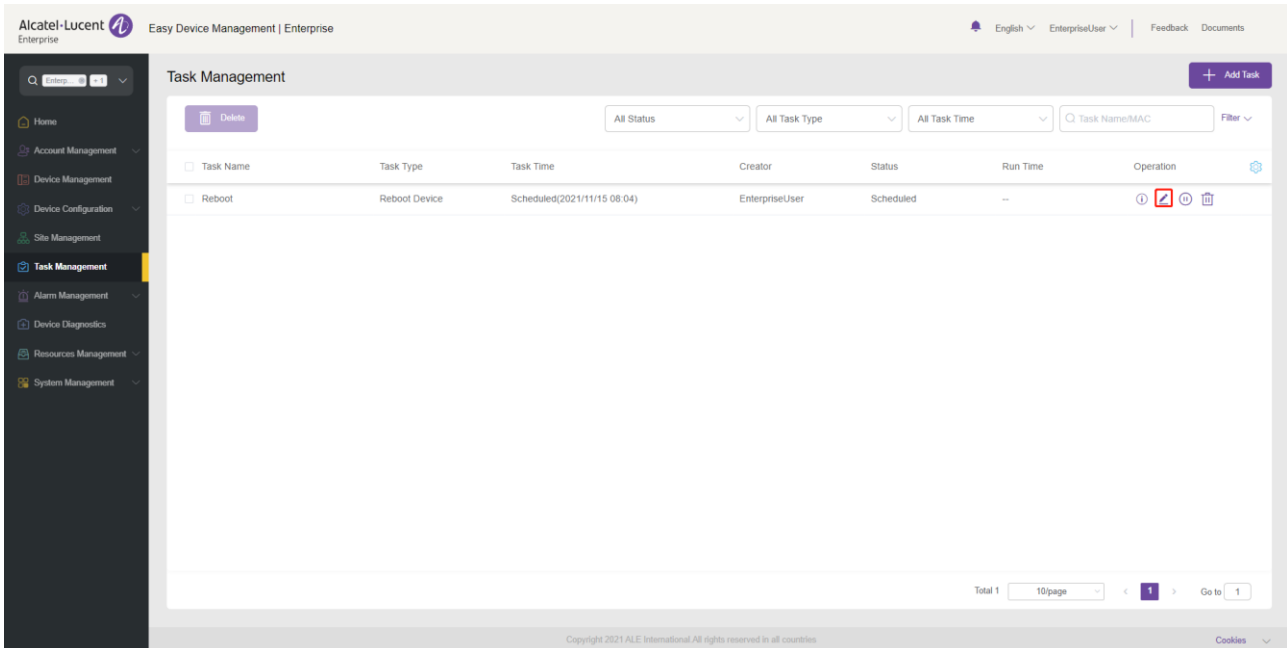
MAC Address	Device Name	Model	Device Status	Run Time	Result
3C 28 A6 08...	--	H5	Online	--	Scheduled

At the bottom of the modal, there is a pagination bar showing "Total 1", "10/page", and "Go to 1". There are also "Cancel" and "Run Again" buttons.

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.

11.3 Editing task

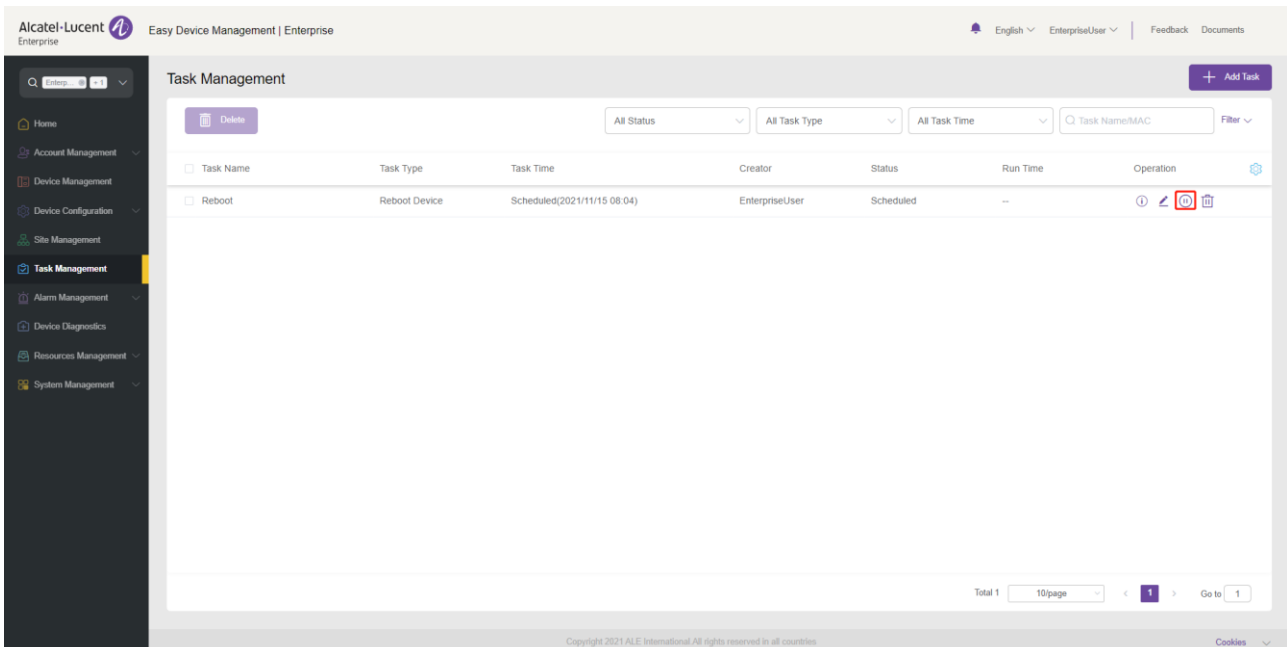
You can edit tasks in scheduled status. Click the  button next to the task to modify the task information.



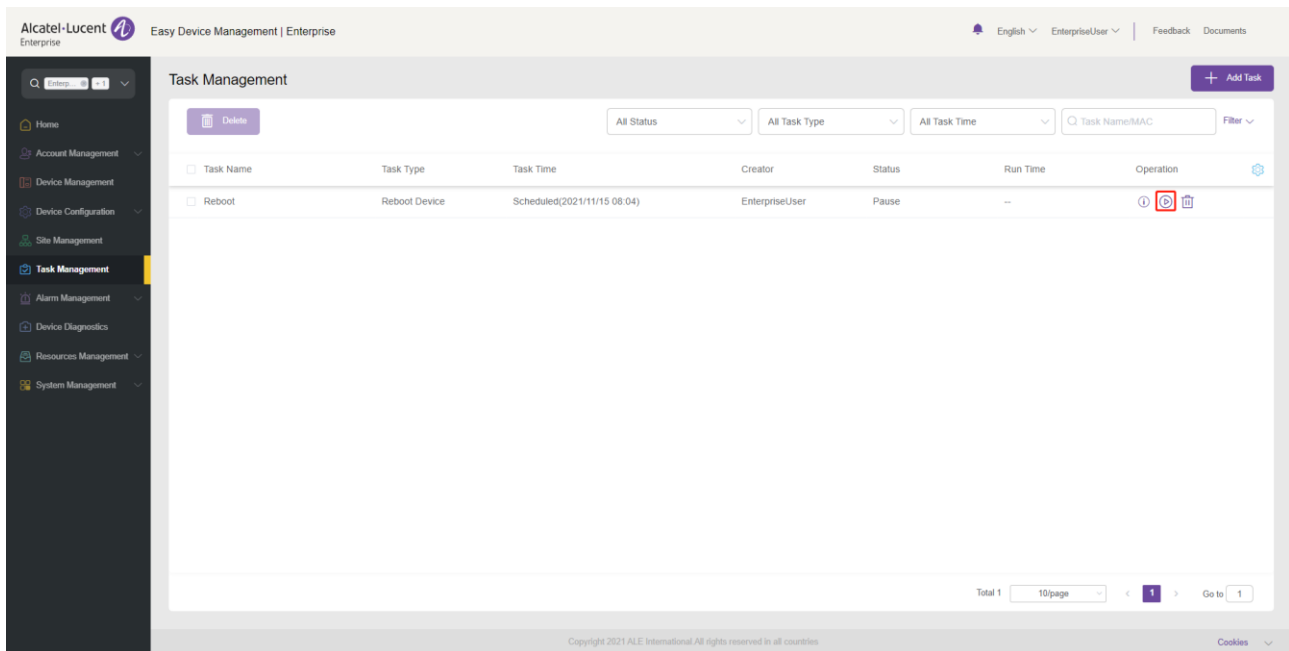
11.4 Pausing/starting task

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.




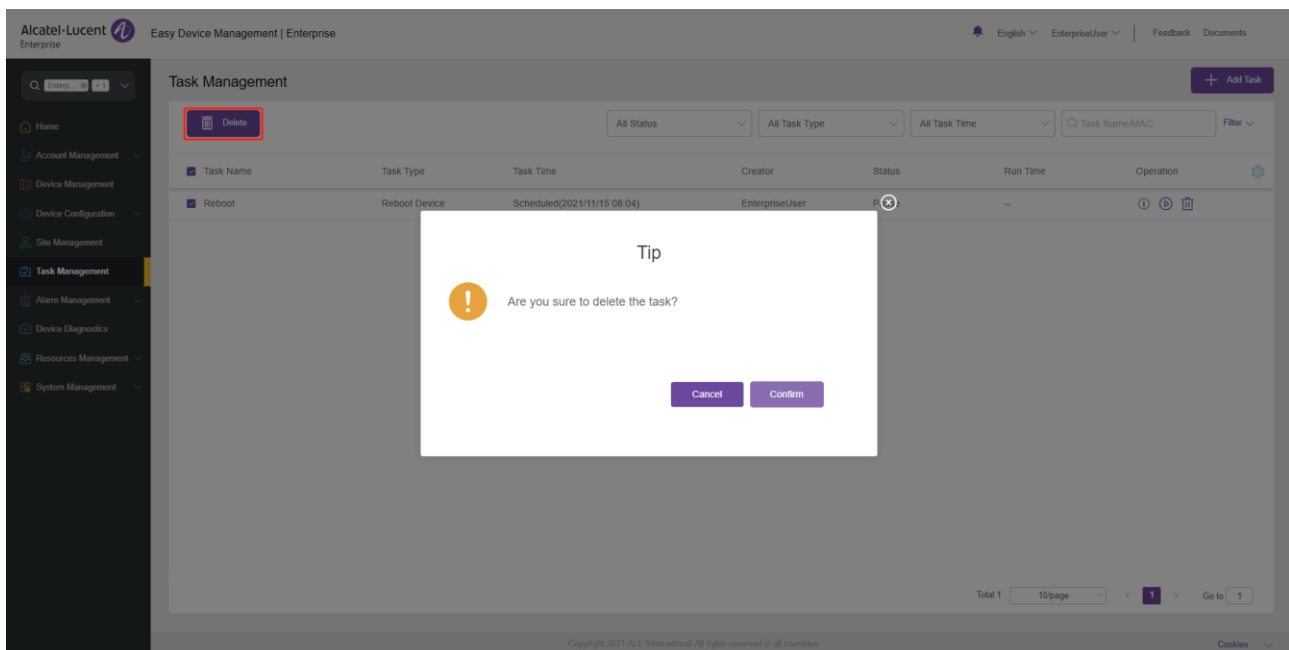
11.5 Searching for task

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.

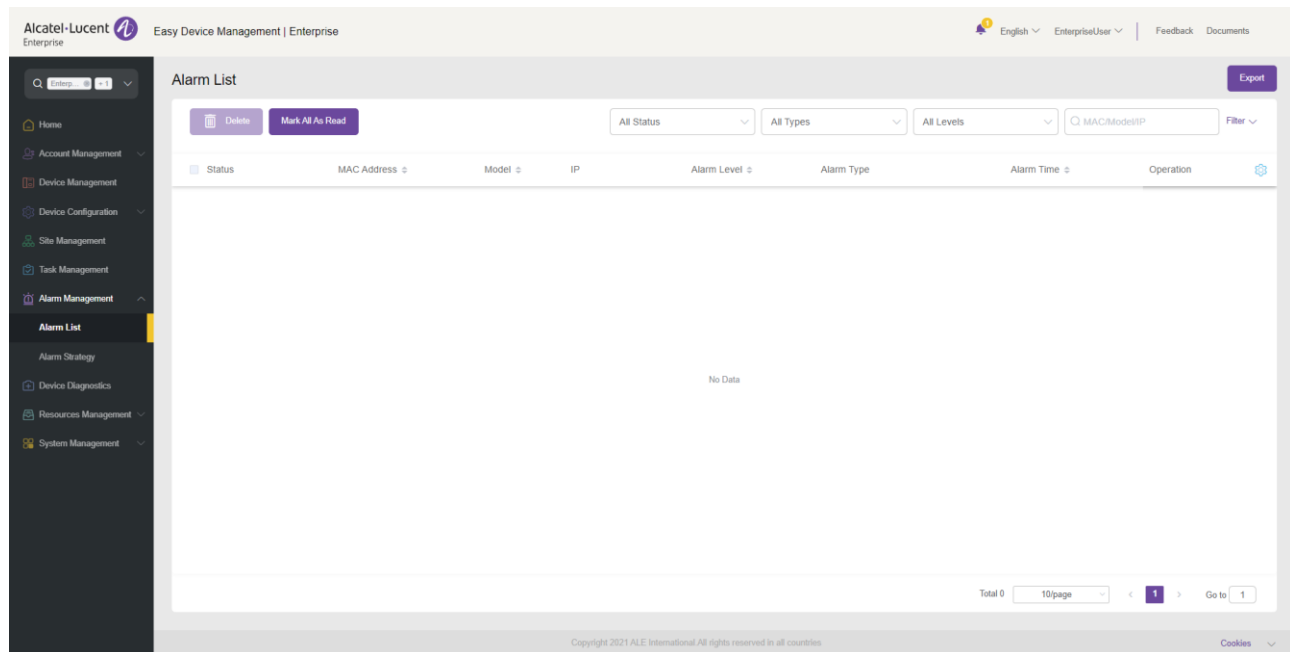
11.6 Deleting task

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.




12. Alarm management

12.1 Alarm list

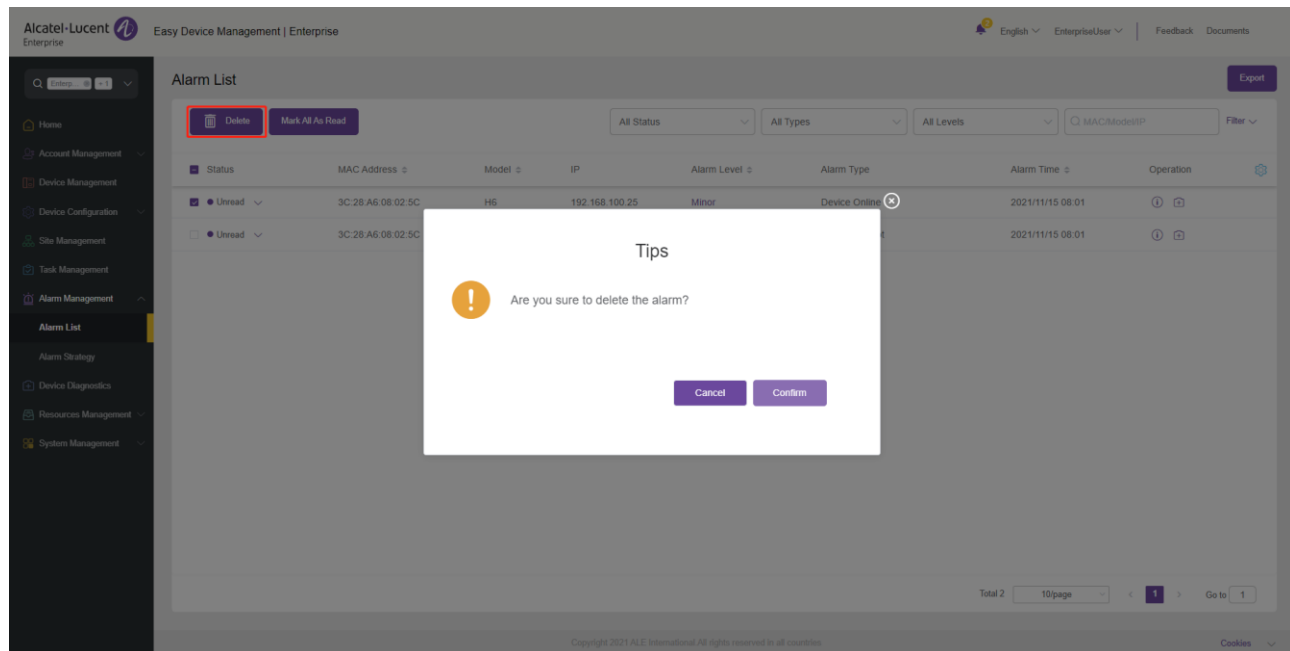


Display	Description
Status	<p>Alarm status.</p> <p>Solved: An alarm is solved.</p> <p>Read: An alarm is read.</p> <p>Ignored: An alarm is ignored.</p> <p>Unread: An alarm is not read.</p>
MAC Address	Specifies the MAC address of the device for which an alarm is generated.
Device Name	Specifies the name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

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.

12.1.1 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.




12.1.2 Marking all as read

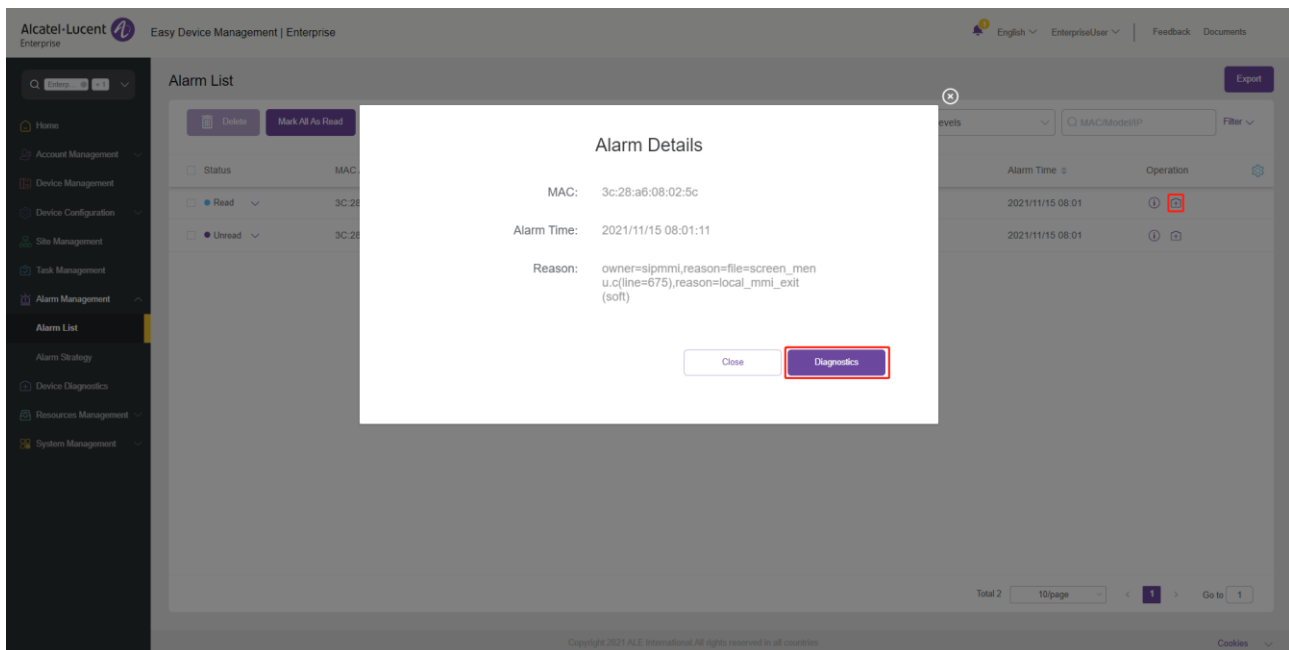
You can click the **Mark All As Read** button in the upper-left corner to mark all unread alarms as read alarms.

12.1.3 Exporting alarm

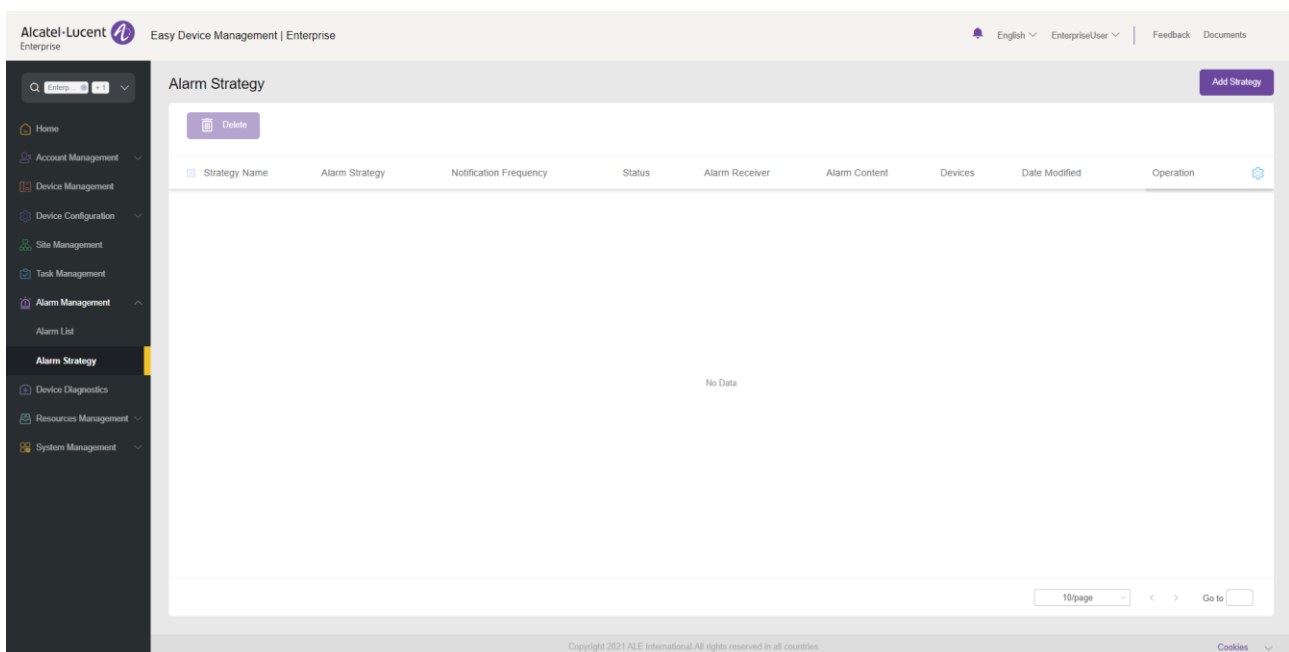
You can export all alarms at any time. On the **Alarm List** page, click the **Export** button in the upper-right corner to export alarm information, such as MAC address, alarm level, and alarm type.

12.1.4 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.



12.2 Alarm Strategy



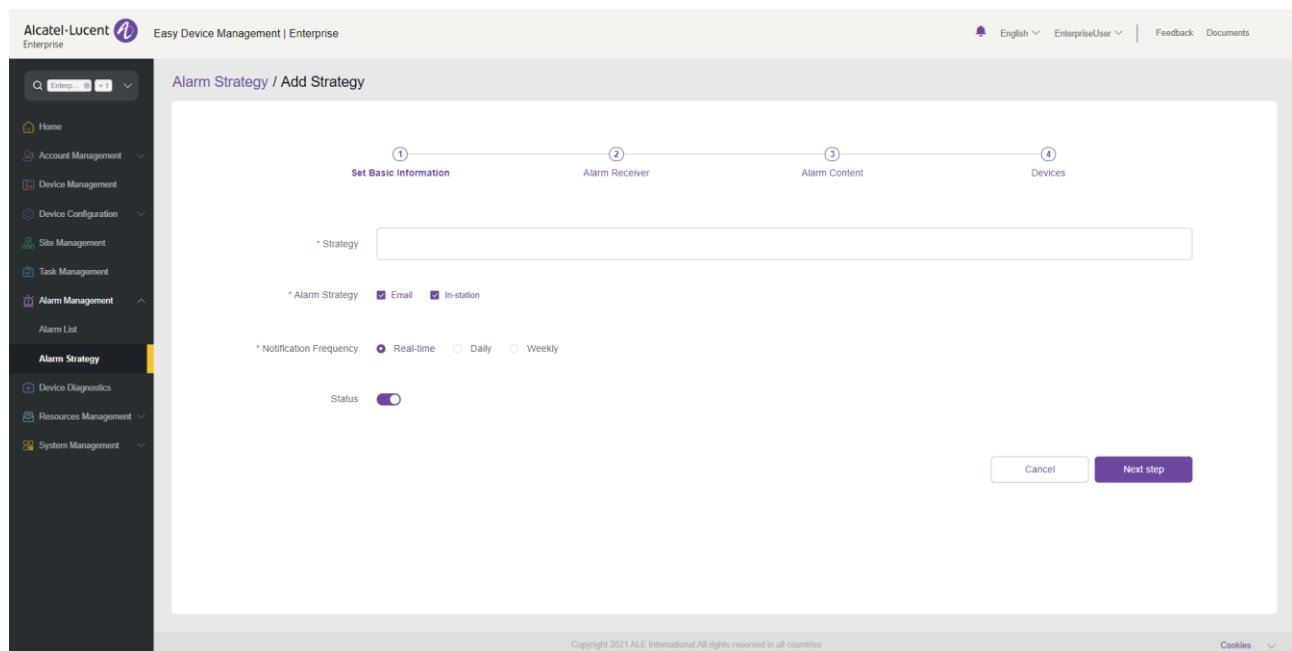
Display	Description
Strategy Name	Specifies the name of an alarm strategy.
Alarm Strategy	Specifies the notification method of an alarm.
Notification Frequency	Specifies the notification frequency of an alarm.
Status	Specifies the status of an alarm strategy.

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.

12.2.1 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. Email: The system notifies the receiver of an alarm by email. In-station: The system notifies the receiver of an alarm by an in-station message.
Notification Frequency	Select at least one notification frequency for the strategy. Real-time: The system notifies the receiver of an alarm immediately. Daily: The system notifies the receiver of all unread alarms at 23:59 (system time) every day. Weekly: 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>On: Enable an alarm strategy.</p> <p>Off: Disable an alarm strategy.</p>
--------	--

2. Select an alarm receiver.

Alcatel-Lucent Enterprise Easy Device Management | Enterprise

English EnterpriseUser 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
EnterpriseUser	user@enterprise.com	

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 | Enterprise

English EnterpriseUser 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

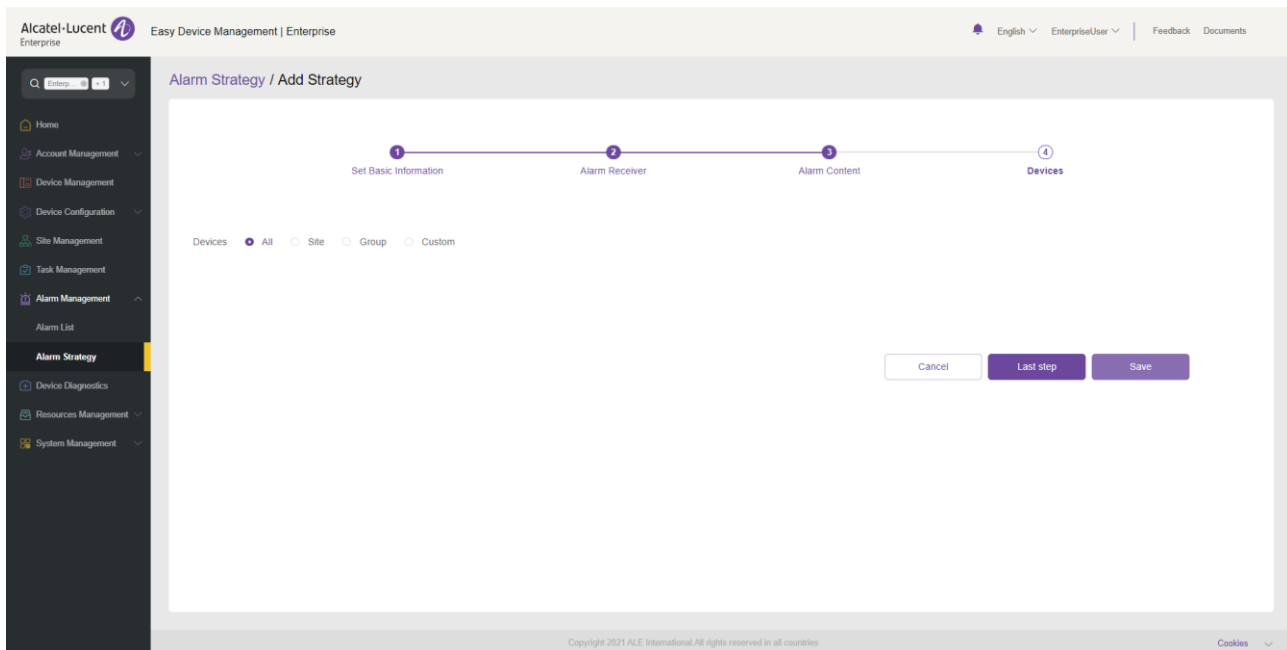
☐ Minor ☐ Device Online

Cancel Last step Next step

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The system records the selected alarm content.

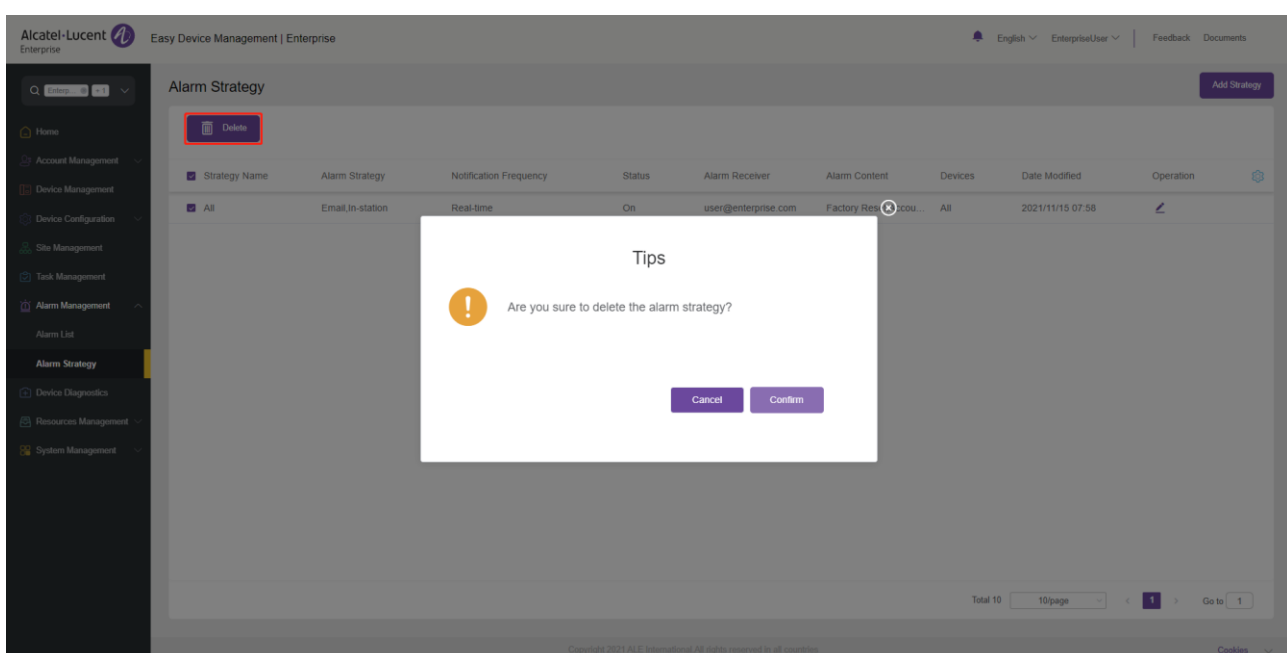
4. Select devices included in a strategy.



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.

12.2.2 Deleting alarm strategy

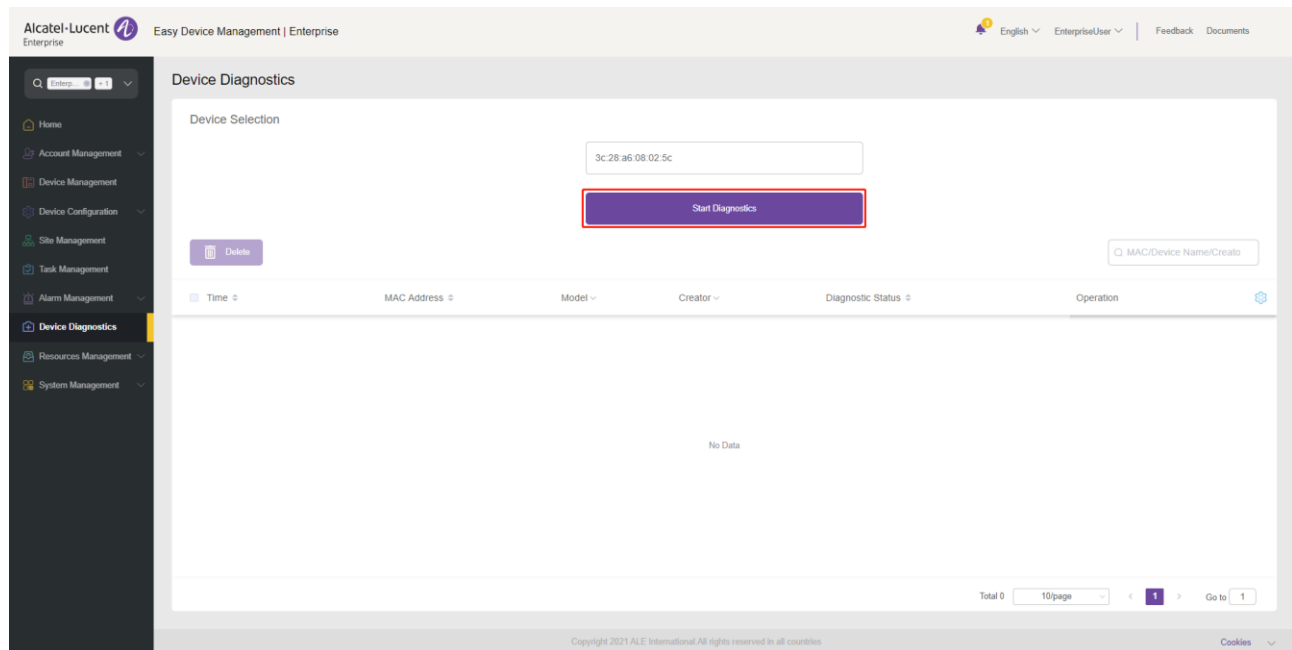
You can click the **Delete** button in the upper-left corner to delete alarm strategies. After you confirm the deletion, the selected alarm strategies will be permanently deleted. You can delete alarm strategies individually or in batches.



13. Device diagnostics

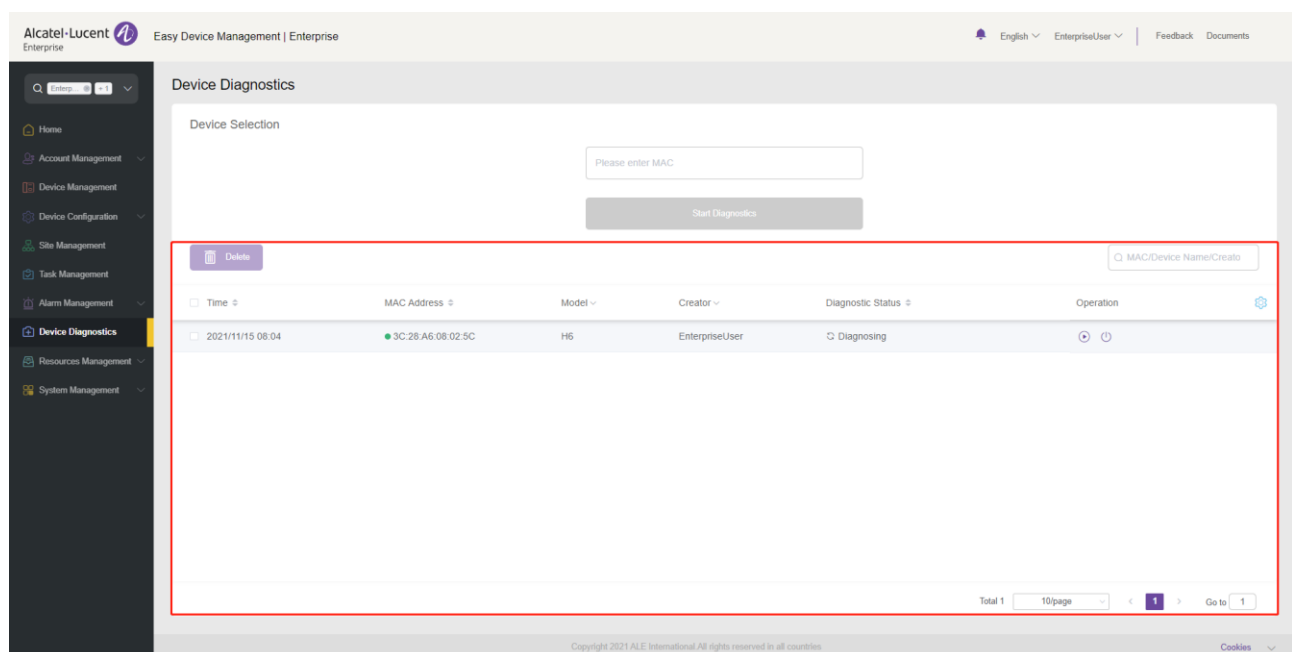
13.1 Starting diagnostics


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.



13.2 Diagnostic activity

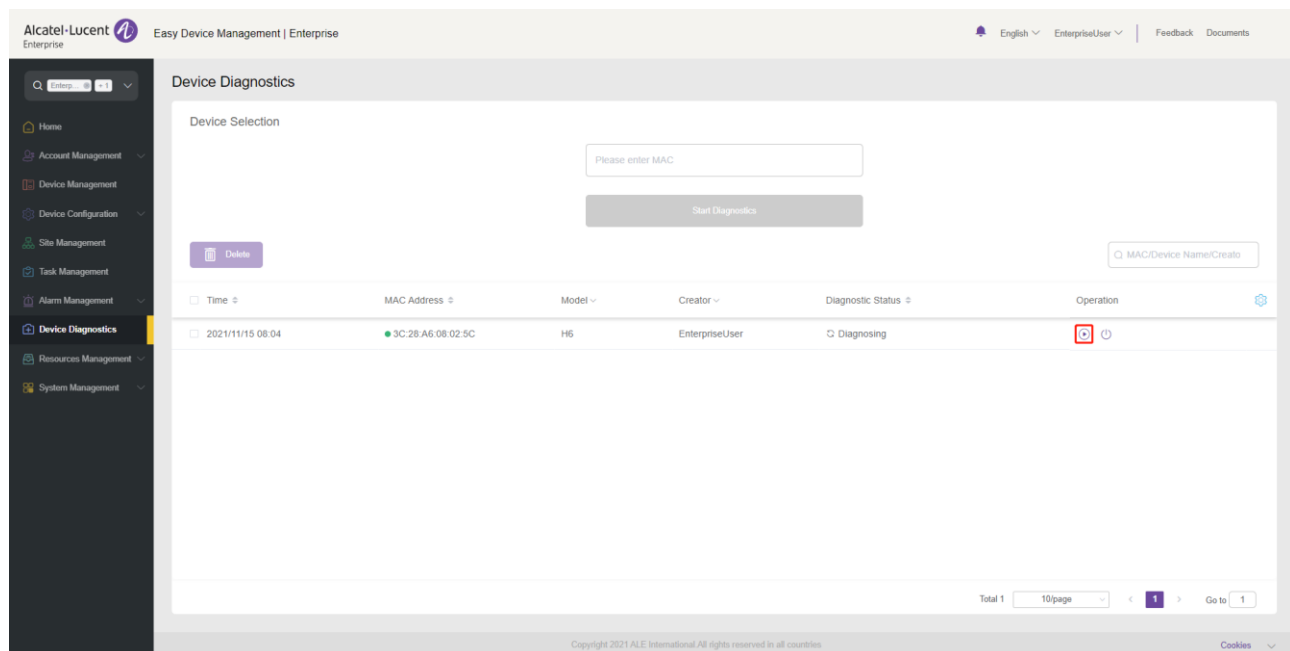
You can view all diagnostic records on this page.




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. Completed: The diagnostic is completed. Diagnosing: 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.

13.3 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 Enterprise interface. The page features a sidebar with navigation links, a top header with user information, and a main content area. The main content area includes a 'Device Selection' section with a text input field for MAC address and a 'Start Diagnostics' button. Below this is a table with columns for Time, MAC Address, Model, Creator, Diagnostic Status, and Operation. The table contains one row of data showing a diagnostic in progress. At the bottom, there is a pagination bar indicating 'Total 1' and '10/page'.

Time	MAC Address	Model	Creator	Diagnostic Status	Operation
2021/11/15 08:04	3C:28:A6:08:02:5C	H6	EnterpriseUser	Diagnosing	

13.3.1 Device information

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

Alcatel-Lucent Enterprise Easy Device Management | Enterprise

English EnterpriseUser Feedback Documents

Device Diagnostics

End Diagnostic

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

Ping/Traceroute Syslog Capture Trace System Status Export System Log Screen Capture

* Operation(from device) Please Select

* Target Host Please enter IP/Domain Name Start Clear

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13.3.2 Ending diagnostic

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

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English EnterpriseUser Feedback Documents

Device Diagnostics

End Diagnostic

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

Ping/Traceroute Syslog Capture Trace System Status Export System Log Screen Capture

* Operation(from device) Please Select

* Target Host Please enter IP/Domain Name Start Clear

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13.3.3 Ping/Traceroute

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

The screenshot shows the 'Device Diagnostics' page for a device named 'H6'. The 'Ping/Traceroute' tab is selected and highlighted with a red box. The page displays device information: Device Name: H6, MAC Address: 3c:28:a6:08:02:5c, Model: H6, Public IP: 124.74.66.174, and Private IP: 192.168.100.25. Below the tabs, there are two input fields: '* Operation(from device)' with a dropdown menu and '* Target Host' with a text input field. To the right of the 'Target Host' field are 'Start' and 'Clear' buttons. A large empty box is provided for the results of the operation.

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

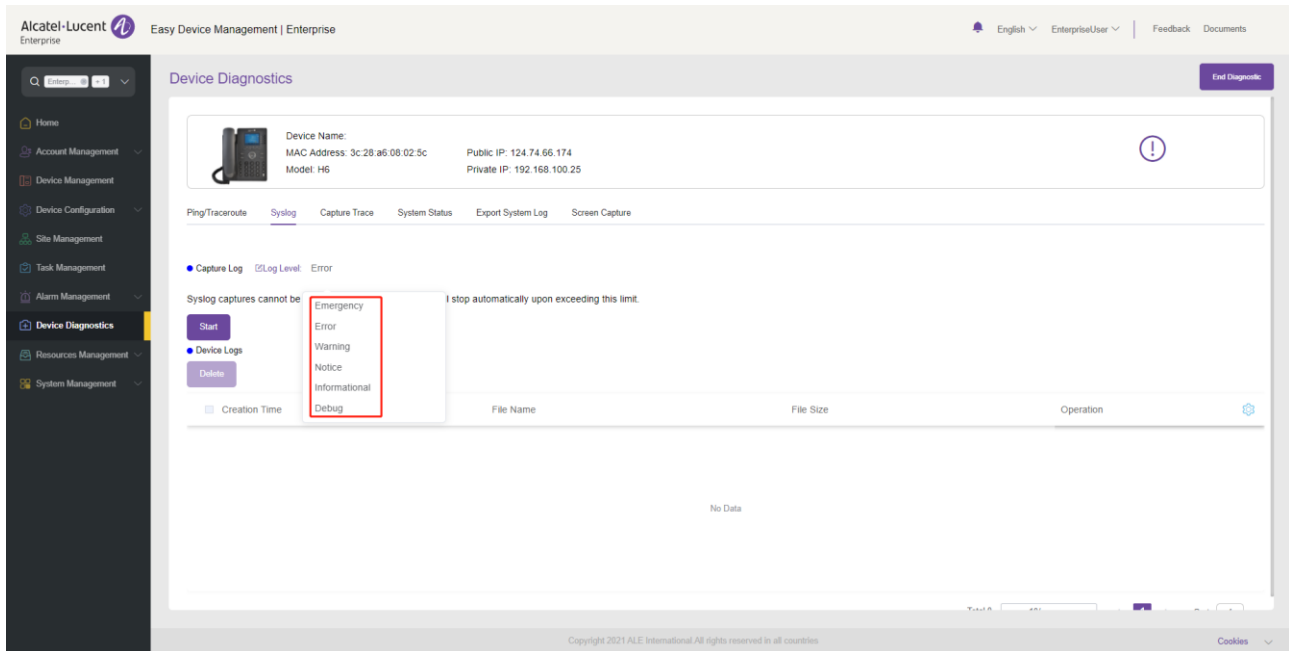
Click the **Start** button on the right of **Target Host**. The corresponding Ping or Traceroute information will be displayed in the window below.

13.3.4 Syslog

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

The screenshot shows the 'Device Diagnostics' page with the 'Syslog' tab selected and highlighted with a red box. The page displays device information: Device Name: H6, MAC Address: 3c:28:a6:08:02:5c, Model: H6, Public IP: 124.74.66.174, and Private IP: 192.168.100.25. Below the tabs, there are two sections: 'Capture Log' with a 'Start' button and 'Device Logs' with a 'Delete' button. A note states: 'Syslog captures cannot be more than 100 M. The capture will stop automatically upon exceeding this limit.' Below these sections is a table with columns: Creation Time, File Name, File Size, and Operation. The table is currently empty, showing 'No Data'.

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**.

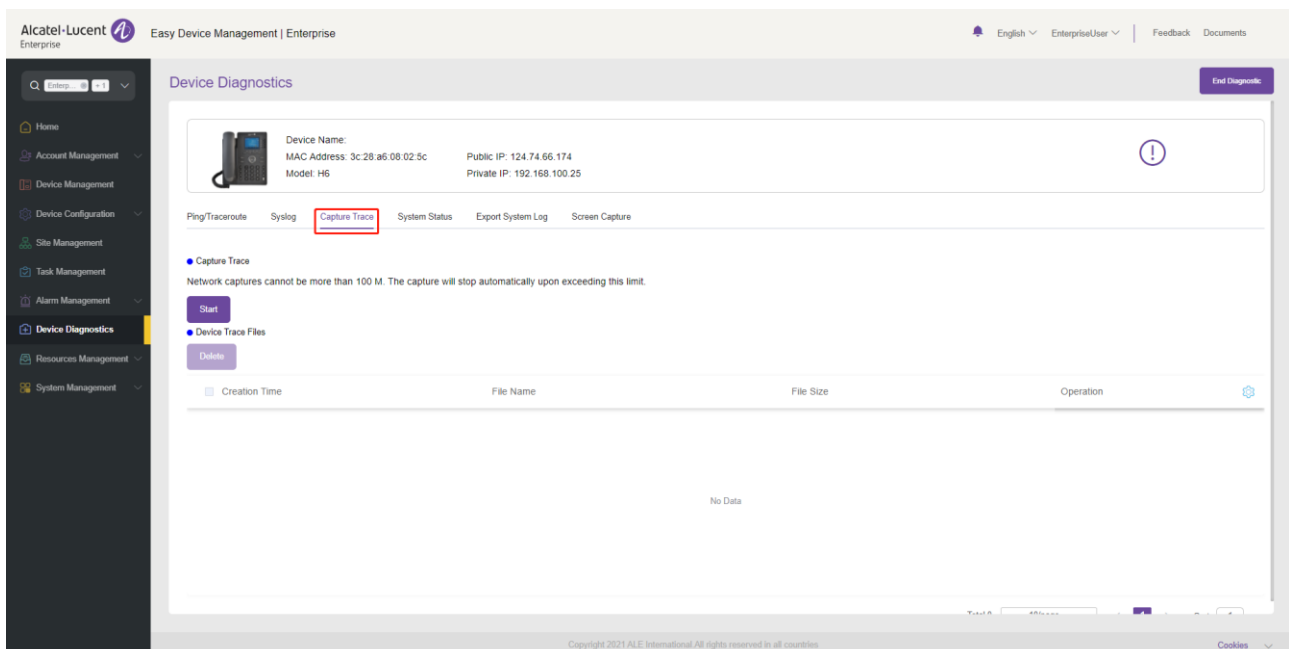


Click the **Start** button to capture logs.

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.

13.3.5 Capturing trace

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

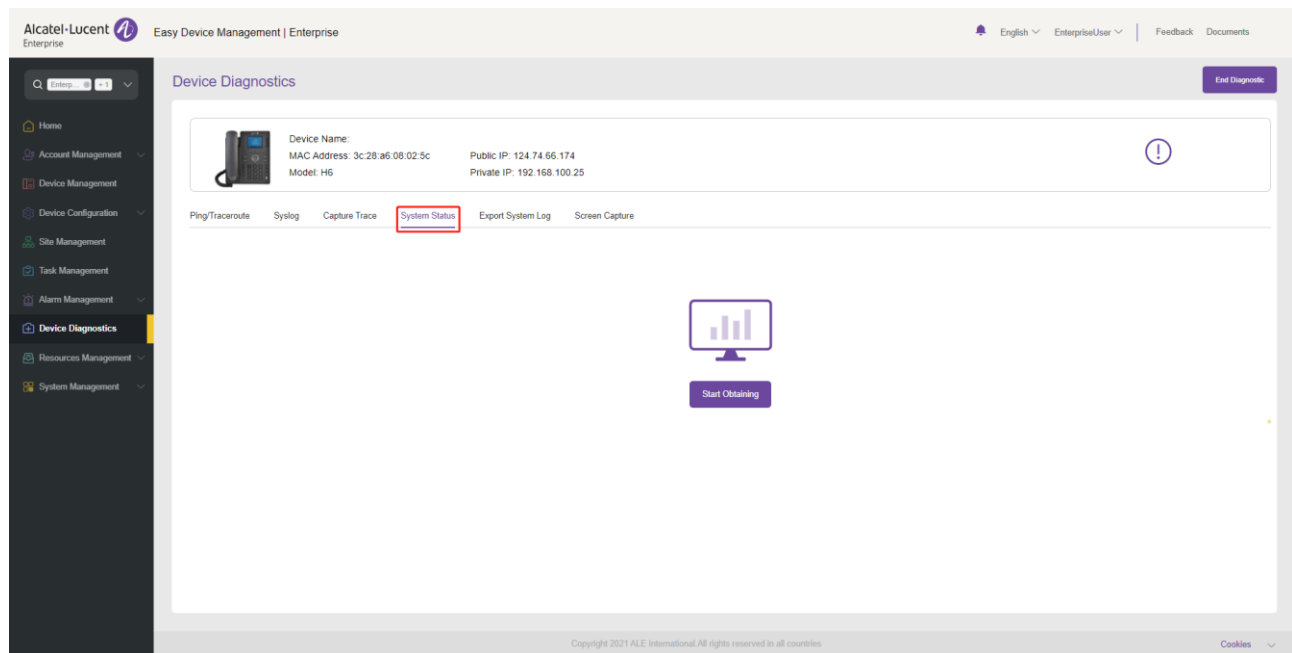


Click the **Start** button to start capturing trace files.

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.

13.3.6 System status

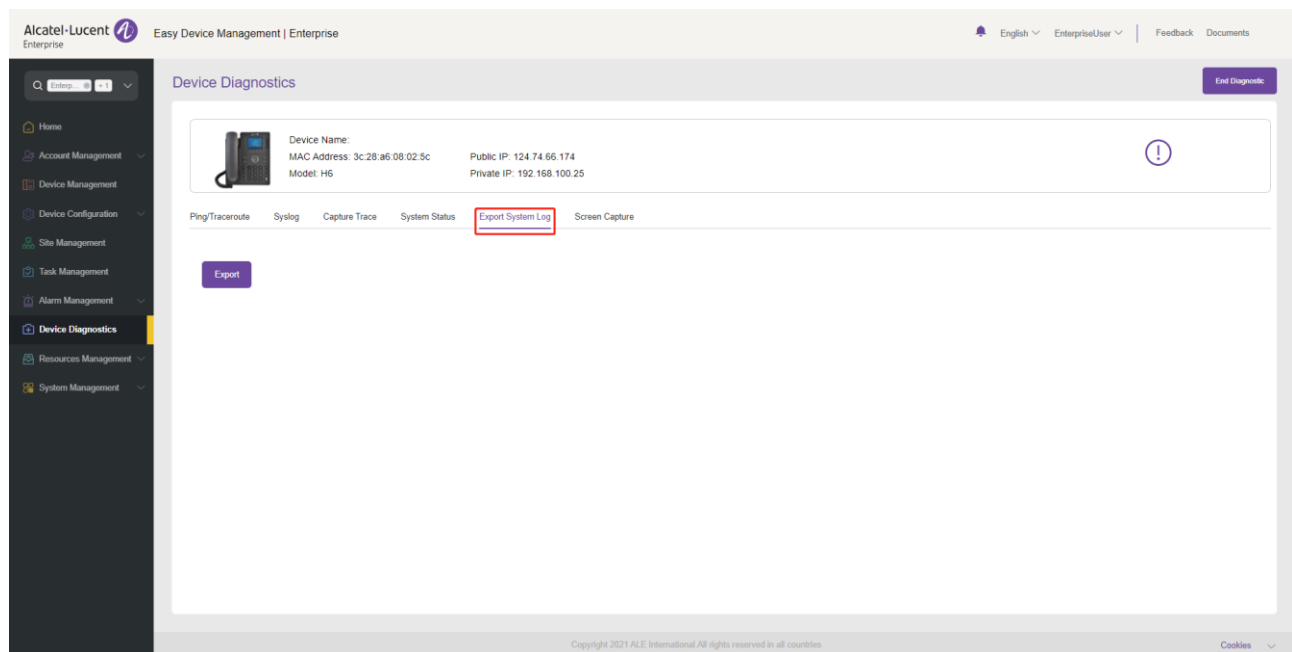
Click the **System Status** tab to enter the **System Status** page.



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

13.3.7 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.

13.3.8 Screen capture

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

Alcatel-Lucent Enterprise Easy Device Management | Enterprise

English EnterpriseUser Feedback Documents

End Diagnostic

Device Diagnostics

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

Ping/Traceroute Syslog Capture Trace System Status Export System Log **Screen Capture**

Screen Capture

Start

Screen Capture Files

Delete

Creation Time	File Name	File Size	Operation
No Data			

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

14. Resource file management

14.1 Official firmware

The screenshot shows the Alcatel-Lucent Easy Device Management (EDM) Enterprise interface. The 'Firmware' section is active, with the 'Official Firmware' tab selected. The table displays the following data:

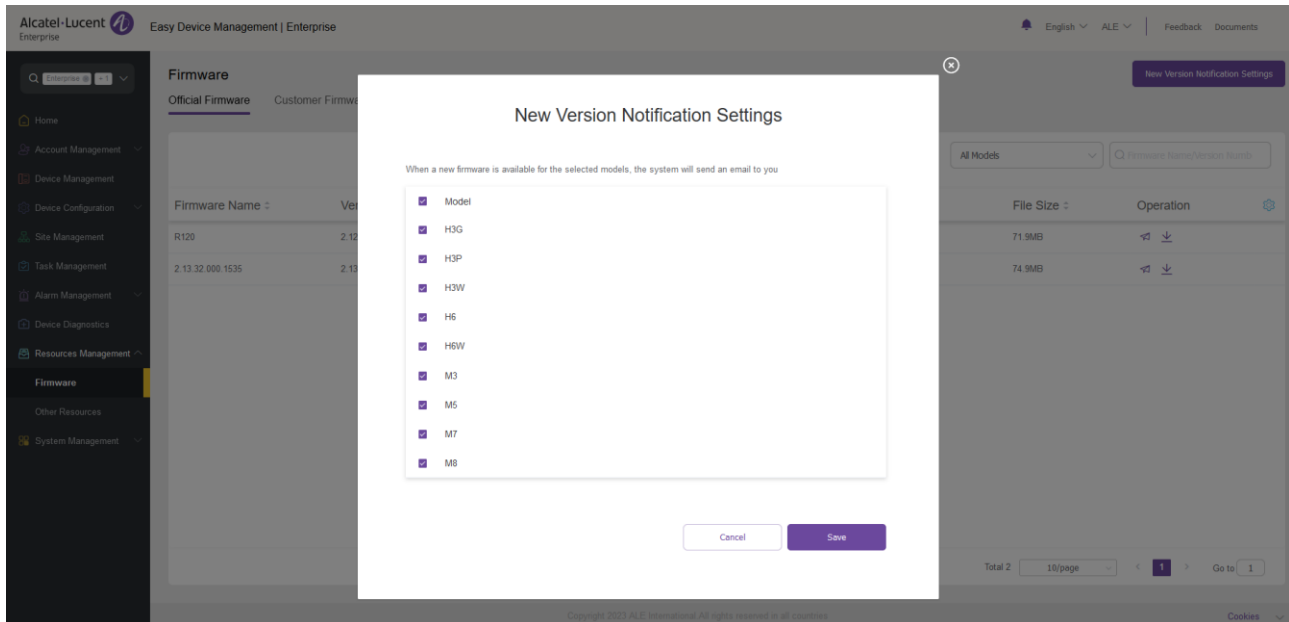
Firmware Name	Version Number	Support Model	Date Modified	Description	File Size	Operation
R120	2.12.77.010.2245	H3W.H6W	2023/02/03 05:37	2.12.77.010.2245	71.9MB	
2.13.32.000.1535	2.13.32.000.1535	M8	2023/01/12 08:33	R135	74.9MB	

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.

14.1.1 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.

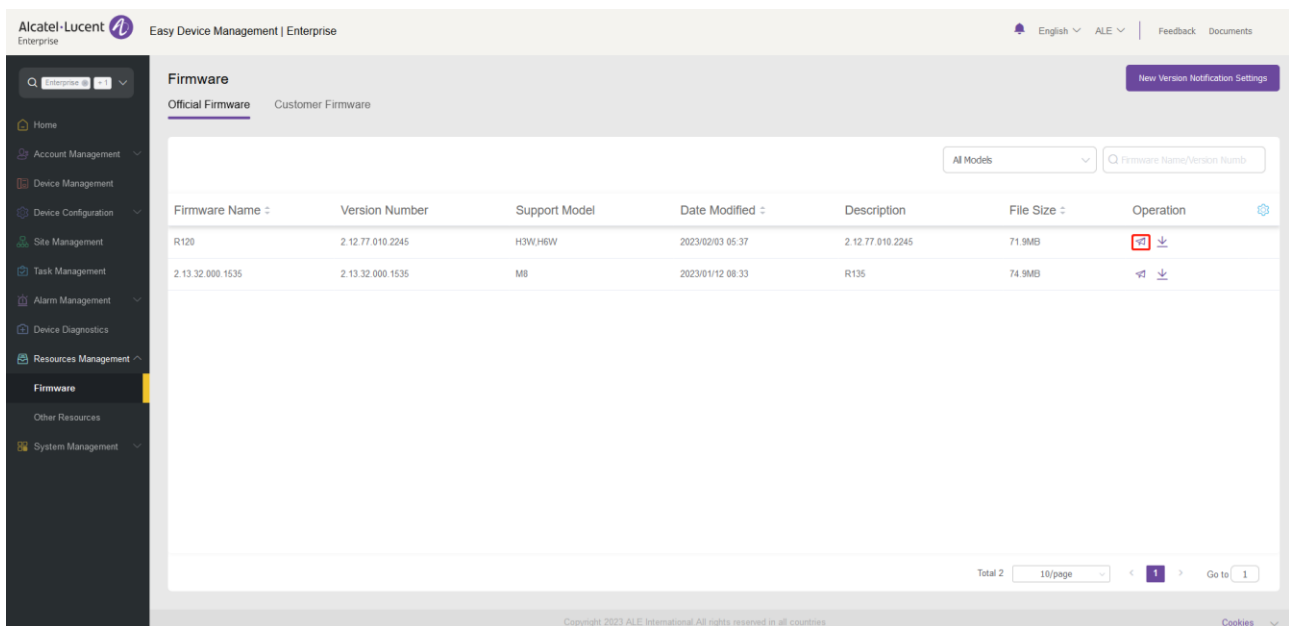


When new official firmware is available for your selected models, the system will send an email to inform you.

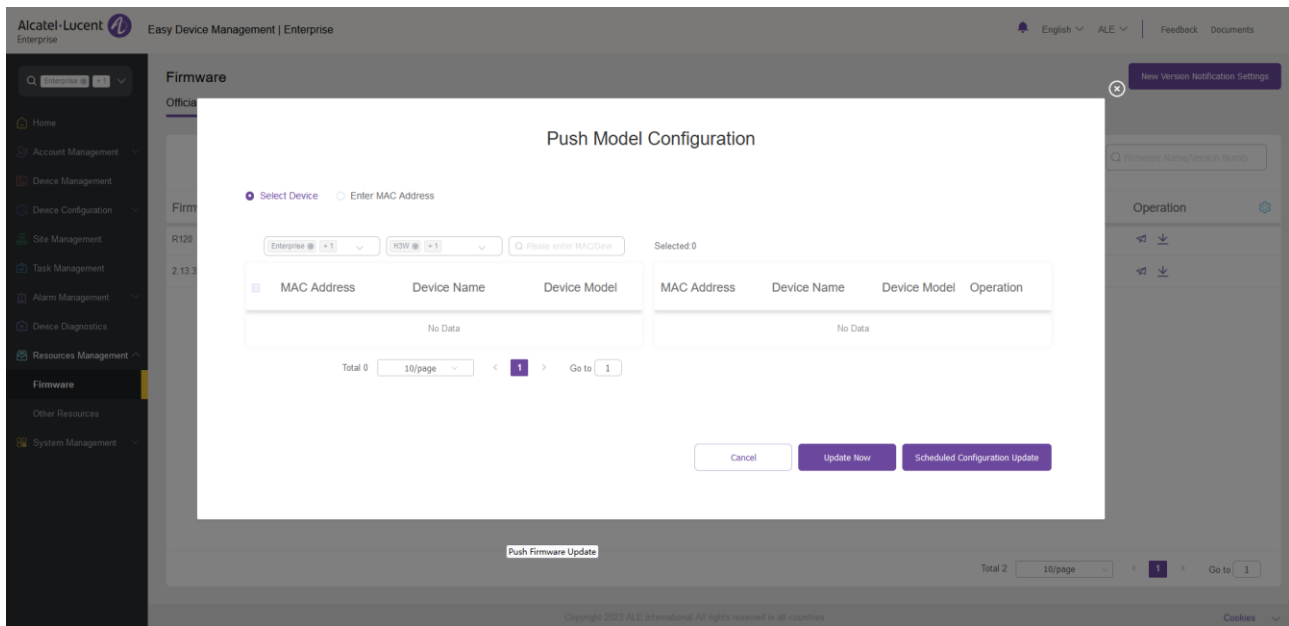
14.1.2 Pushing official firmware updates

You can manually push this firmware version to devices.

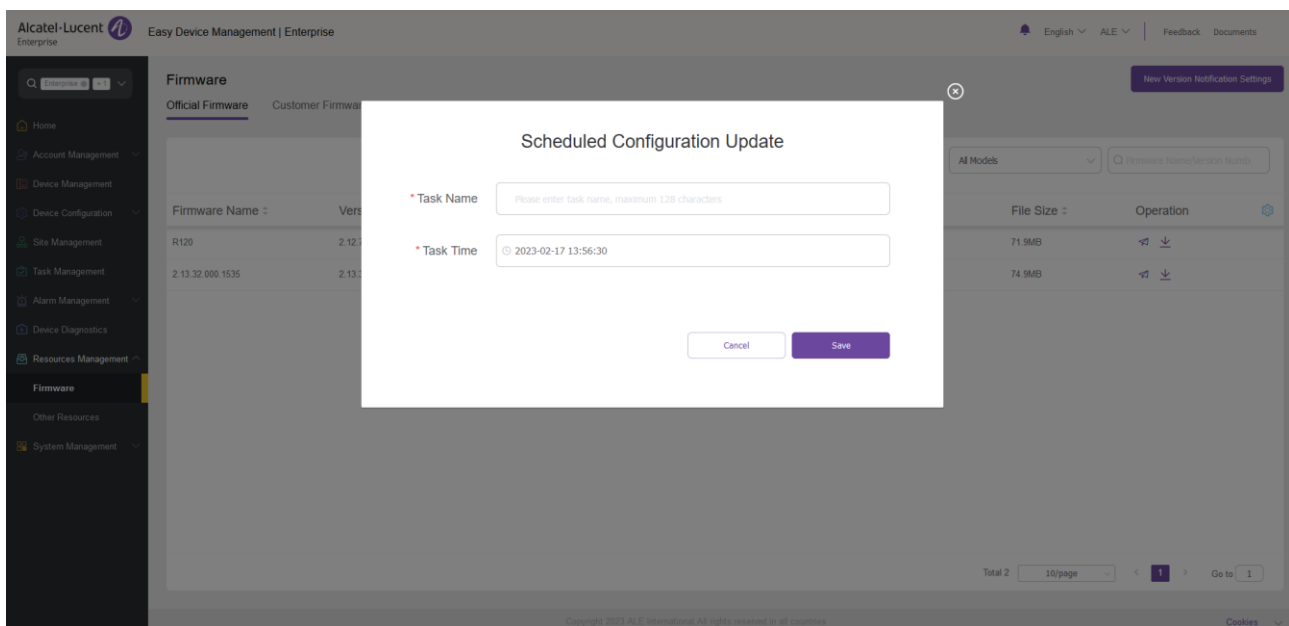
1. Select a firmware version and click the  button on the right.




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

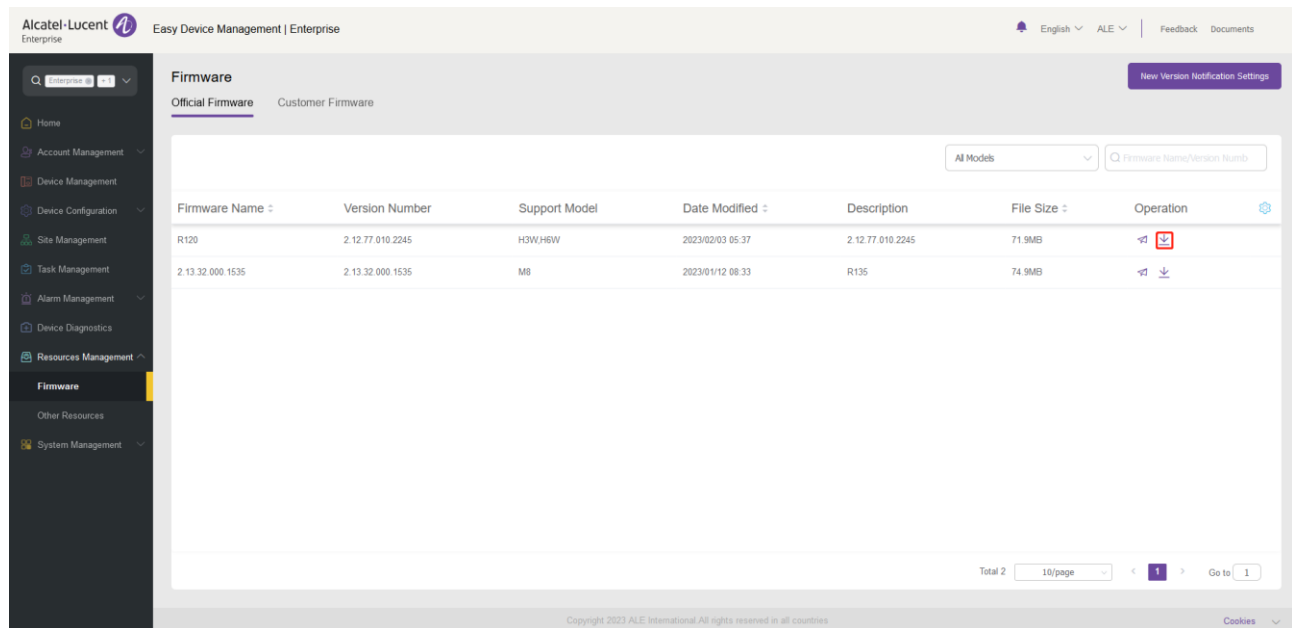


- If you select **Scheduled Configuration Update**, you need to enter a task name and select the task time.



14.1.3 Downloading official firmware

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



Alcatel-Lucent Enterprise Easy Device Management | Enterprise



English ALE Feedback Documents

New Version Notification Settings

Firmware

Official Firmware Customer Firmware

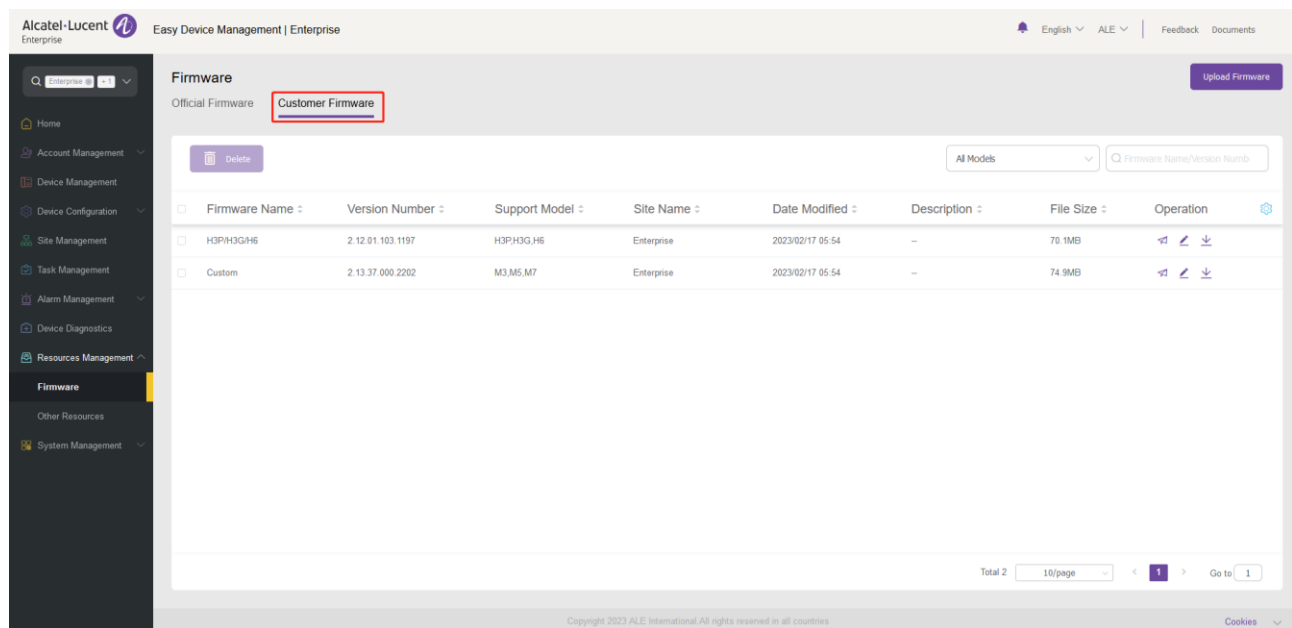
All Models Firmware Name/Version Number

Firmware Name	Version Number	Support Model	Date Modified	Description	File Size	Operation
R120	2.12.77.010.2245	H3WJH6W	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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14.2 Customer firmware



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
English ALE Feedback Documents

Upload 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
H3PH3G/H6	2.12.01.103.1197	H3PH3G/H6	Enterprise	2023/02/17 05:54	-	70.1MB	
Custom	2.13.37.000.2202	M3,M5,M7	Enterprise	2023/02/17 05:54	-	74.9MB	

Total 2 10/page < 1 > Go to 1

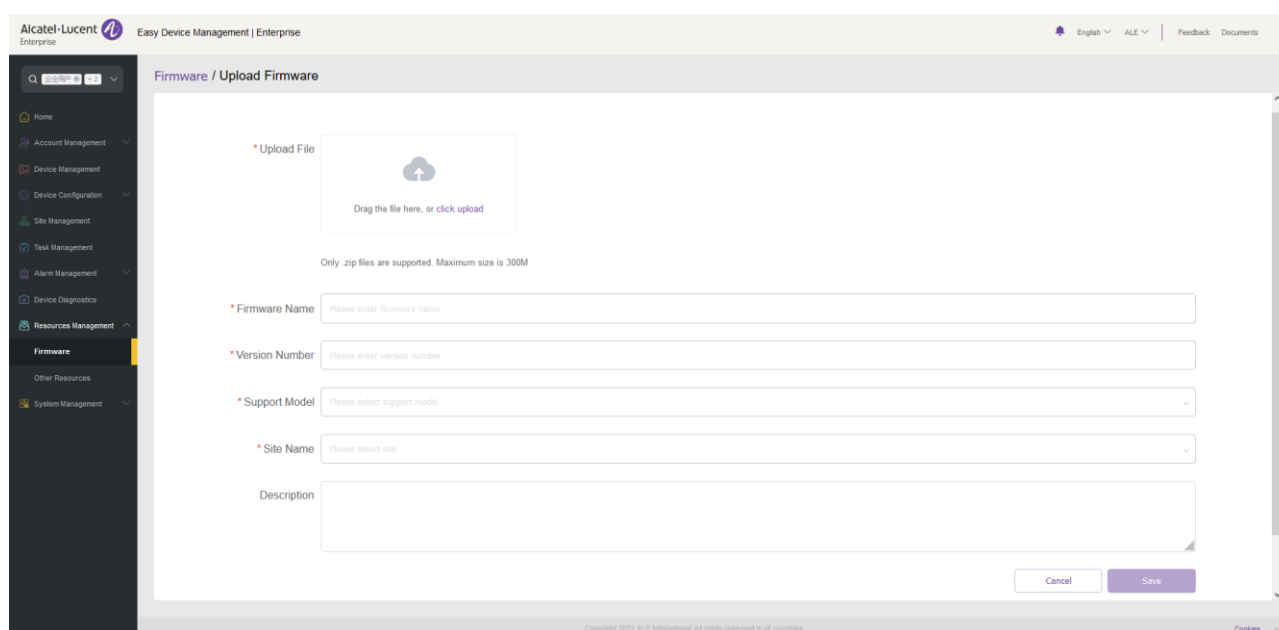
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Display	Description
Firmware Name	Indicates the name of the customer firmware.
Version Number	Indicates the version number of the customer firmware.
Support Model	Indicates the device models supported by the customer firmware.
Site Name	Indicates the 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.

14.2.1 Uploading customer firmware


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

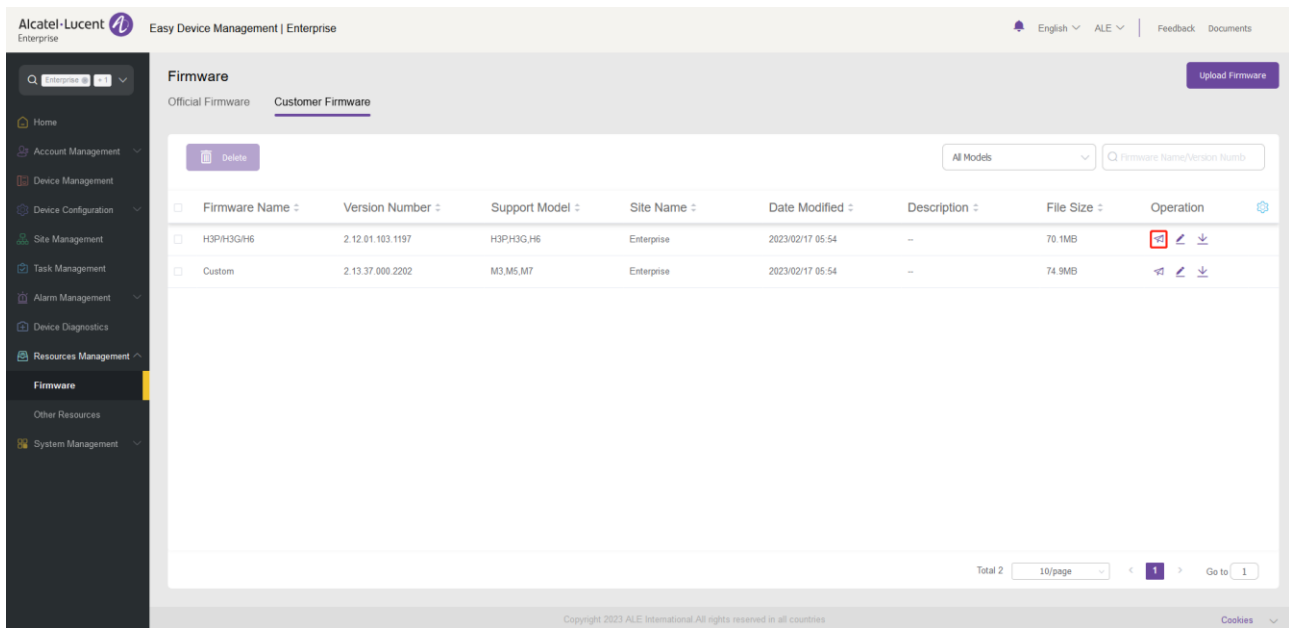


Contents	Description
Upload File	(Mandatory) Upload files from a local directory. Only zip files are supported. If the file name is Myriad-M357_xxx.zip, Halo-H3X6(W)_xxx.zip or Myriad-M8_xxx.zip, the system automatically sets the Firmware Name to M3/M5/M7, H3P/H3G/H6/H3W/H6W or M8, Version Number to XXX, and Support Model to "M3, M5, M7, H3P, H3G, H6, H3W, 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.

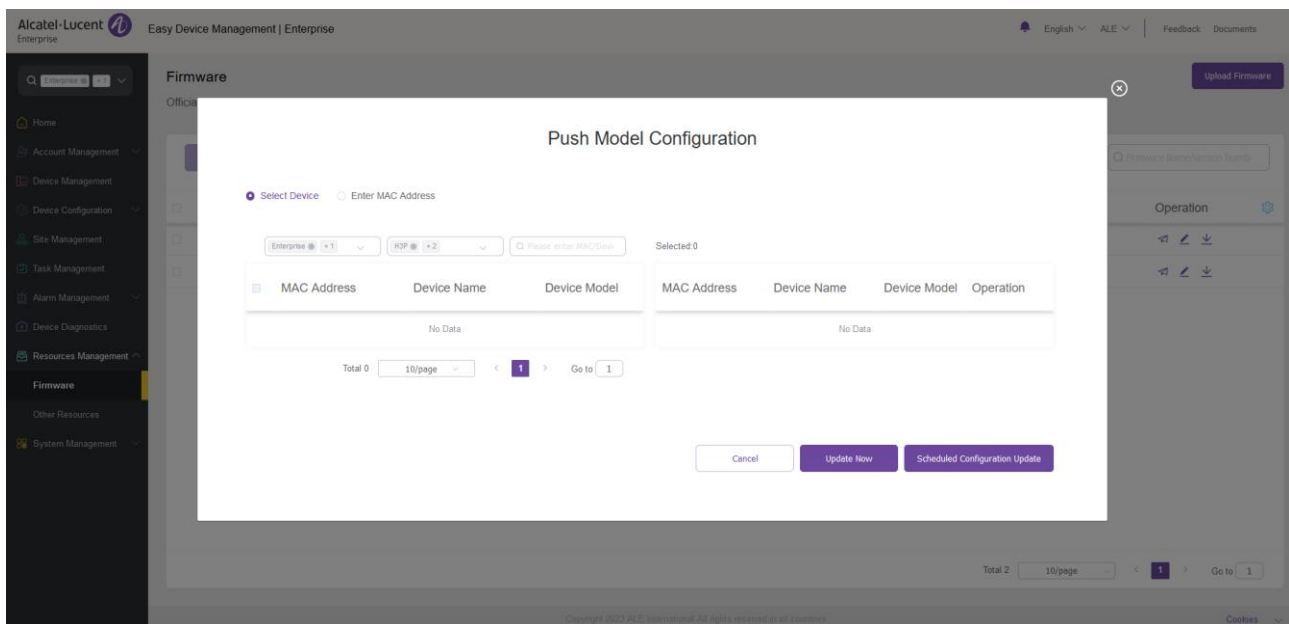
14.2.2 Pushing customer firmware updates

You can manually push this firmware version to devices.

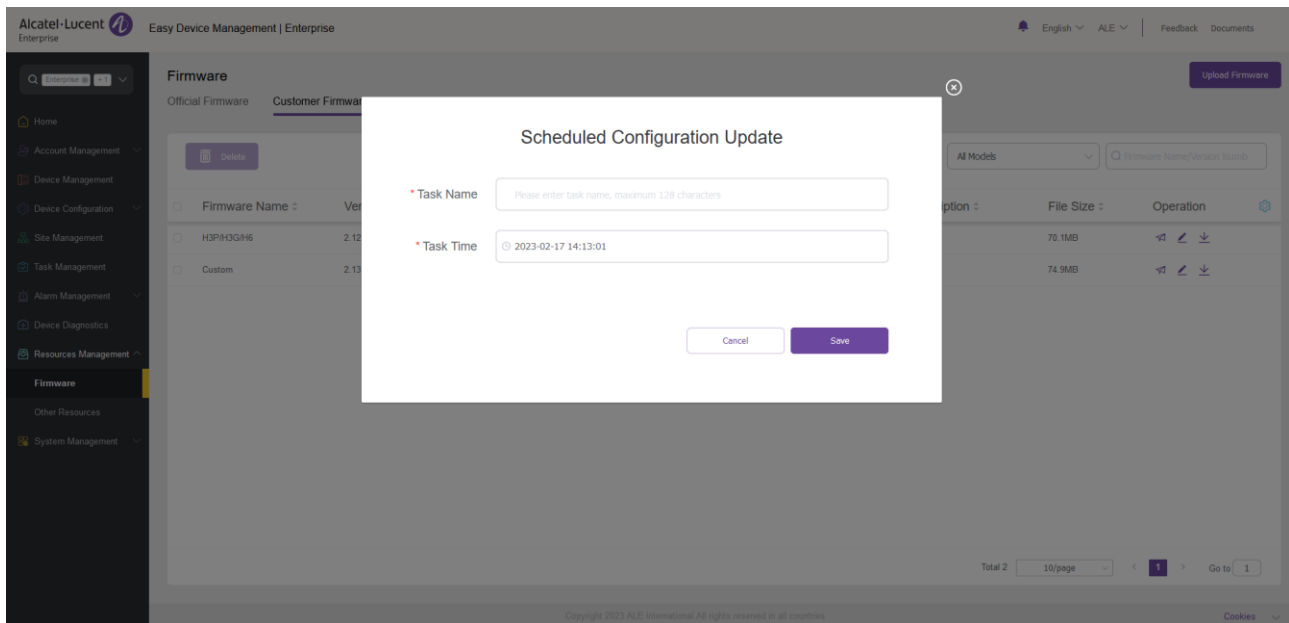
1. Select a firmware version and click the  button on the right.




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

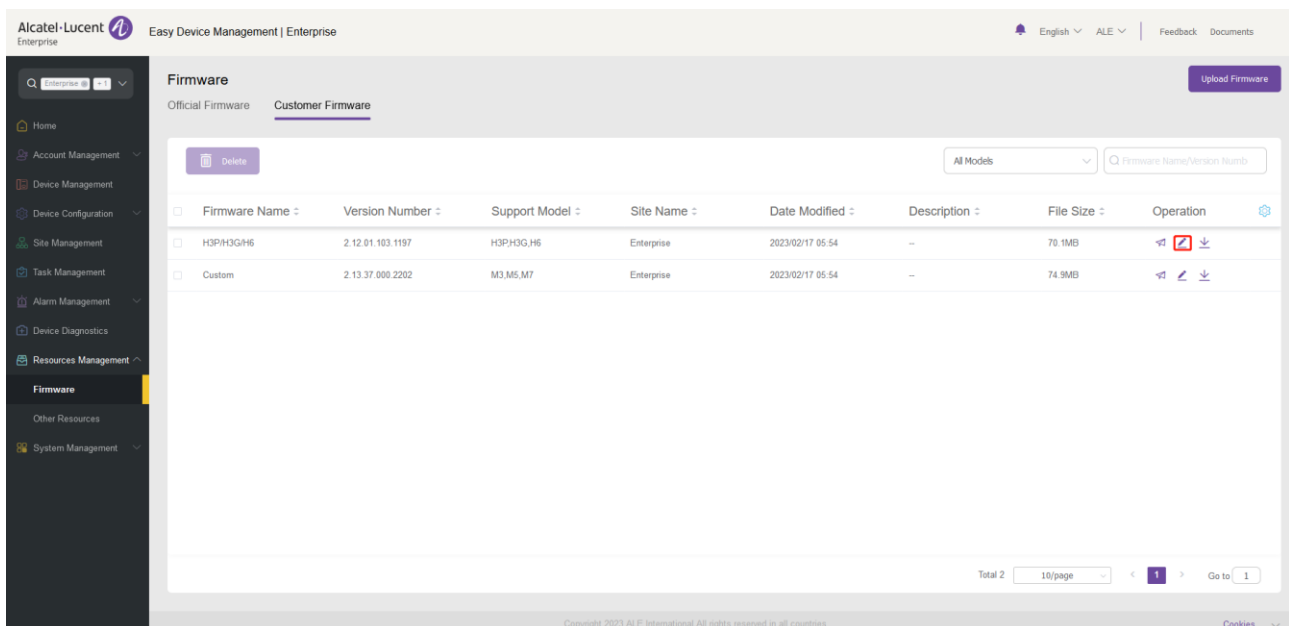


3. If you select **Scheduled Configuration Update**, you need to enter a task name and select the task time.




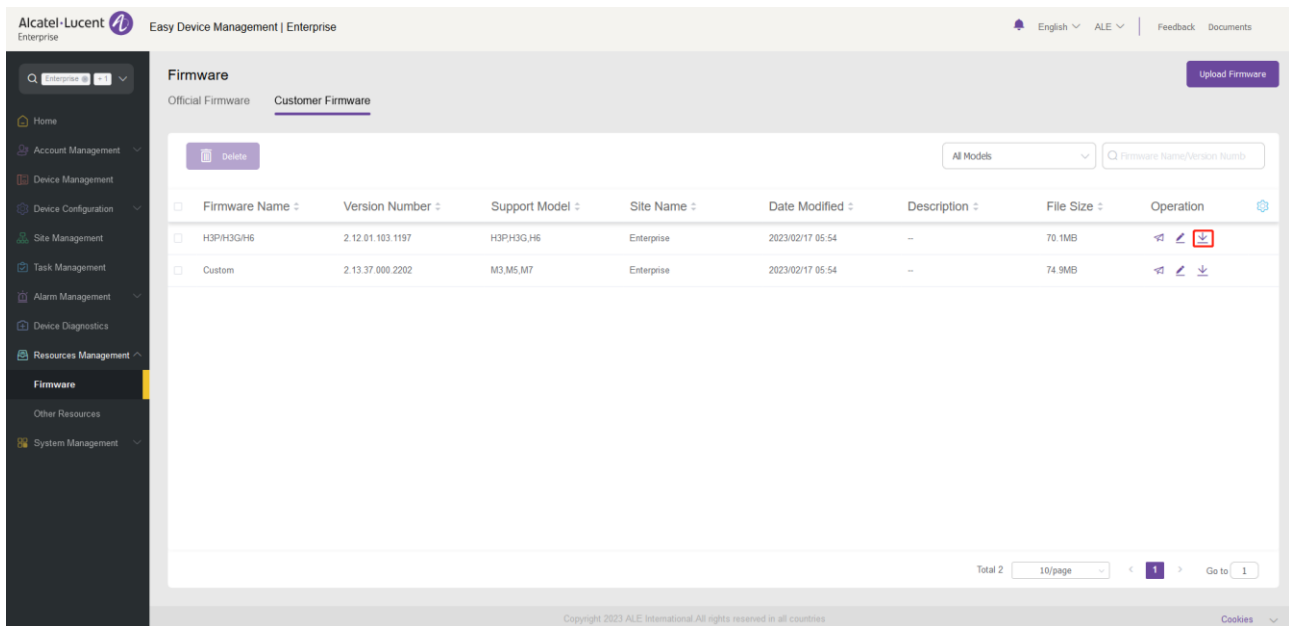
14.2.3 Editing customer firmware

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



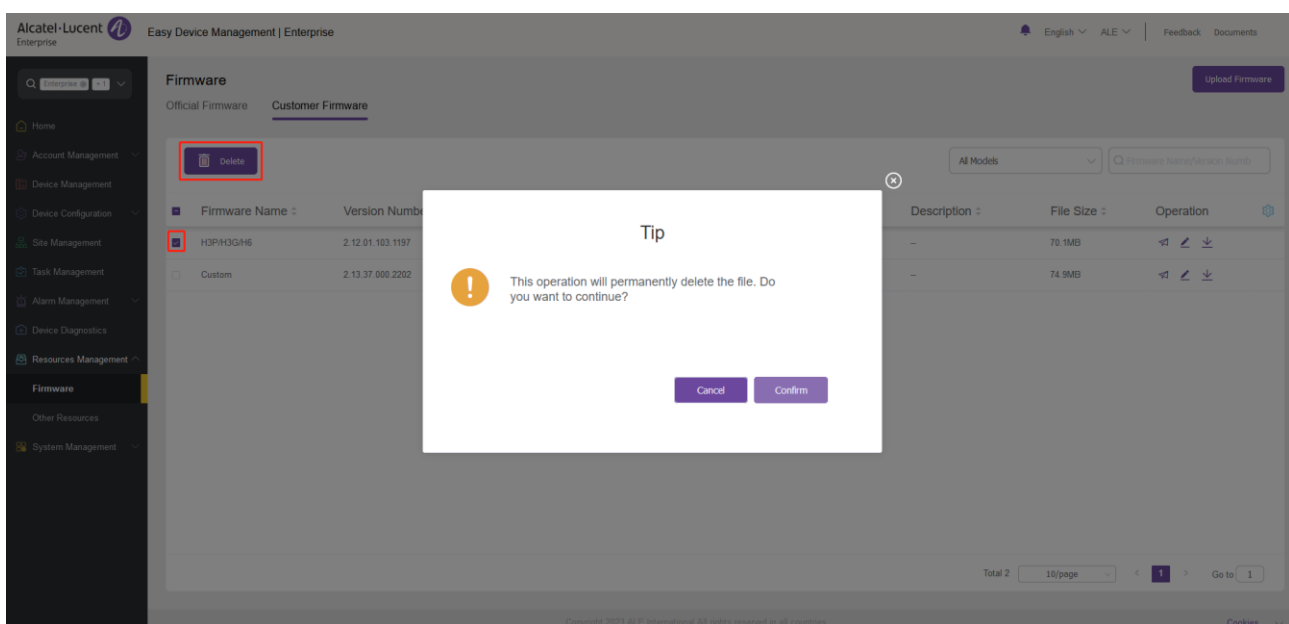
14.2.4 Downloading customer firmware

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



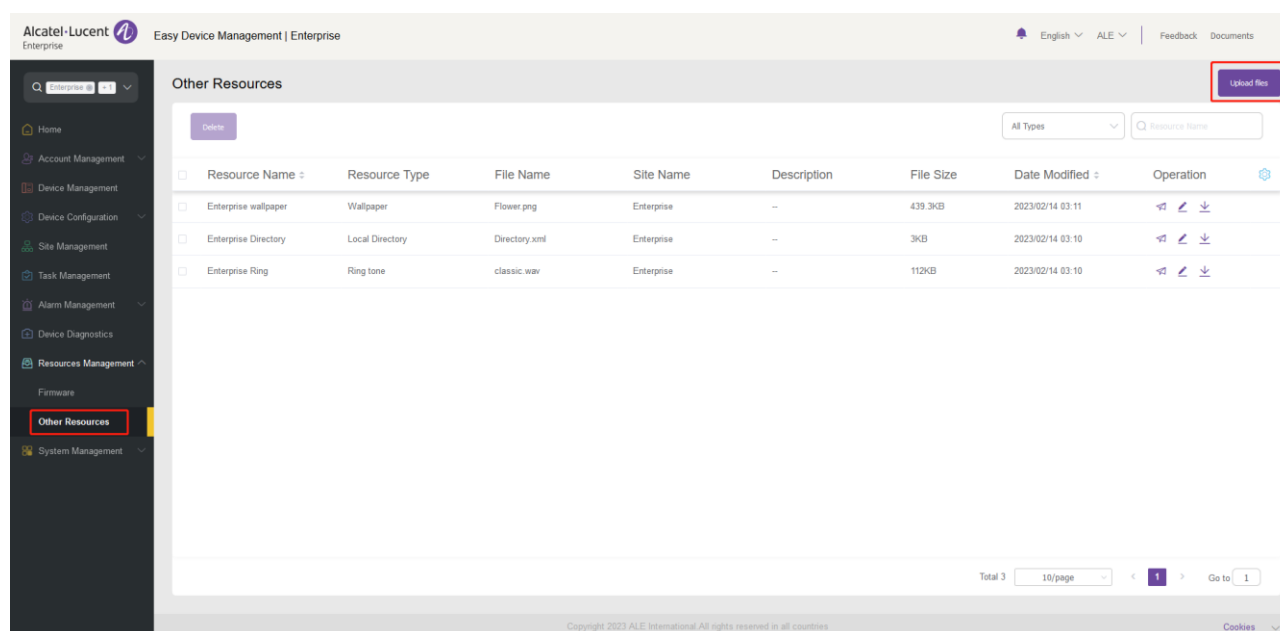
14.2.5 Deleting firmware


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.



14.3 Other resources

14.3.1 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.

14.3.2 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 | Enterprise

English ALE Feedback Documents

Other Resources / Upload Files

* Upload File

Drag the file here, or click upload

Only .xml, .csv 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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14.3.3 Pushing customer's custom resource file updates

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

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










Alcatel-Lucent Enterprise Easy Device Management | Enterprise

English ALE Feedback Documents

Other Resources

Delete

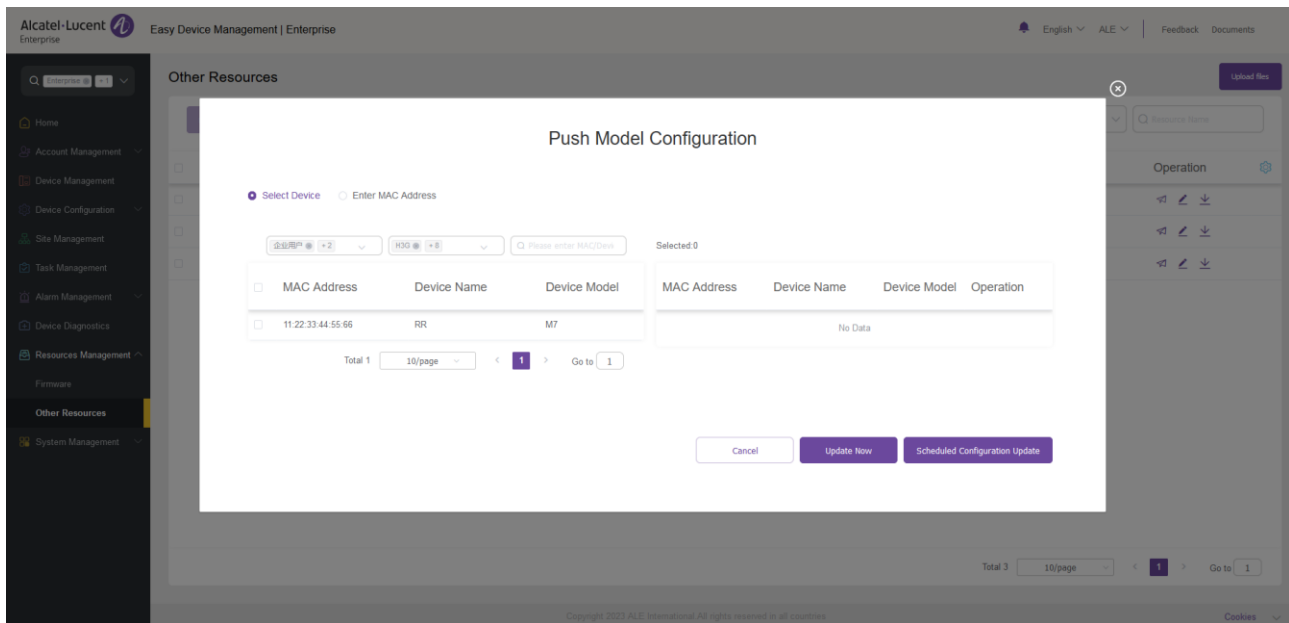
All Types Resource Name

<input type="checkbox"/>	Resource Name	Resource Type	File Name	Site Name	Description	File Size	Date Modified	Operation
<input type="checkbox"/>	Enterprise wallpaper	Wallpaper	Flower.png	Enterprise	--	439.3KB	2023/02/14 03:11	  
<input type="checkbox"/>	Enterprise Directory	Local Directory	Directory.xml	Enterprise	--	3KB	2023/02/14 03:10	  
<input type="checkbox"/>	Enterprise Ring	Ring tone	classic.wav	Enterprise	--	112KB	2023/02/14 03:10	  

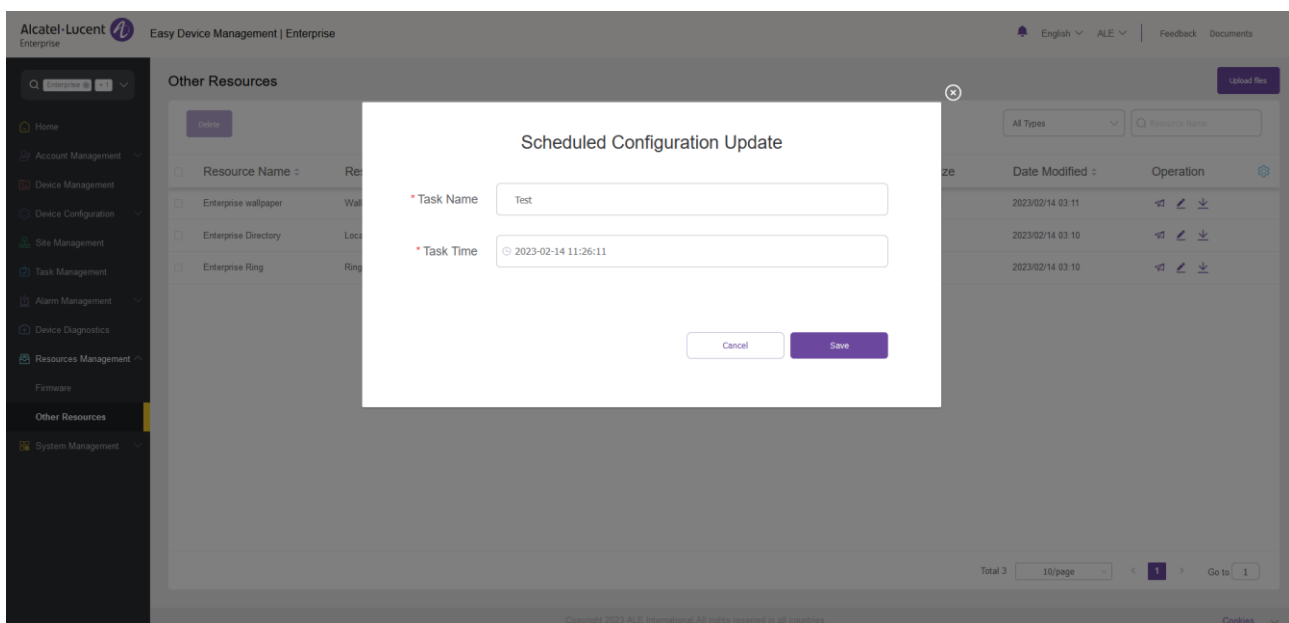
Total 3 10/page < 1 > Go to 1

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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.



14.3.4 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 | Enterprise

English ALE Feedback Documents

Upload files

Delete

All Types Resource Name

Resource Name	Resource Type	File Name	Site Name	Description	File Size	Date Modified	Operation
Enterprise wallpaper	Wallpaper	Flower.png	Enterprise	--	439.3KB	2023/02/14 03:11	
Enterprise Directory	Local Directory	Directory.xml	Enterprise	--	3KB	2023/02/14 03:10	
Enterprise Ring	Ring tone	classic.wav	Enterprise	--	112KB	2023/02/14 03:10	

Total 3 10/page 1 Go to 1

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14.3.5 Downloading uploaded resource files

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

Alcatel-Lucent Enterprise Easy Device Management | Enterprise

English ALE Feedback Documents

Upload files

Delete

All Types Resource Name

Resource Name	Resource Type	File Name	Site Name	Description	File Size	Date Modified	Operation
Enterprise wallpaper	Wallpaper	Flower.png	Enterprise	--	439.3KB	2023/02/14 03:11	
Enterprise Directory	Local Directory	Directory.xml	Enterprise	--	3KB	2023/02/14 03:10	
Enterprise Ring	Ring tone	classic.wav	Enterprise	--	112KB	2023/02/14 03:10	

Total 3 10/page 1 Go to 1

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14.3.6 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 | Enterprise

English ALE Feedback Documents

Home 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 Type	File Name	Site Name	Description	File Size	Date Modified	Operation
Enterprise wallpaper	Wallpaper				439.3KB	2023/02/14 03:11	
Enterprise Directory	Local Directory				3KB	2023/02/14 03:10	
Enterprise Ring	Ring tone				112KB	2023/02/14 03:10	

Tip

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

Cancel Confirm

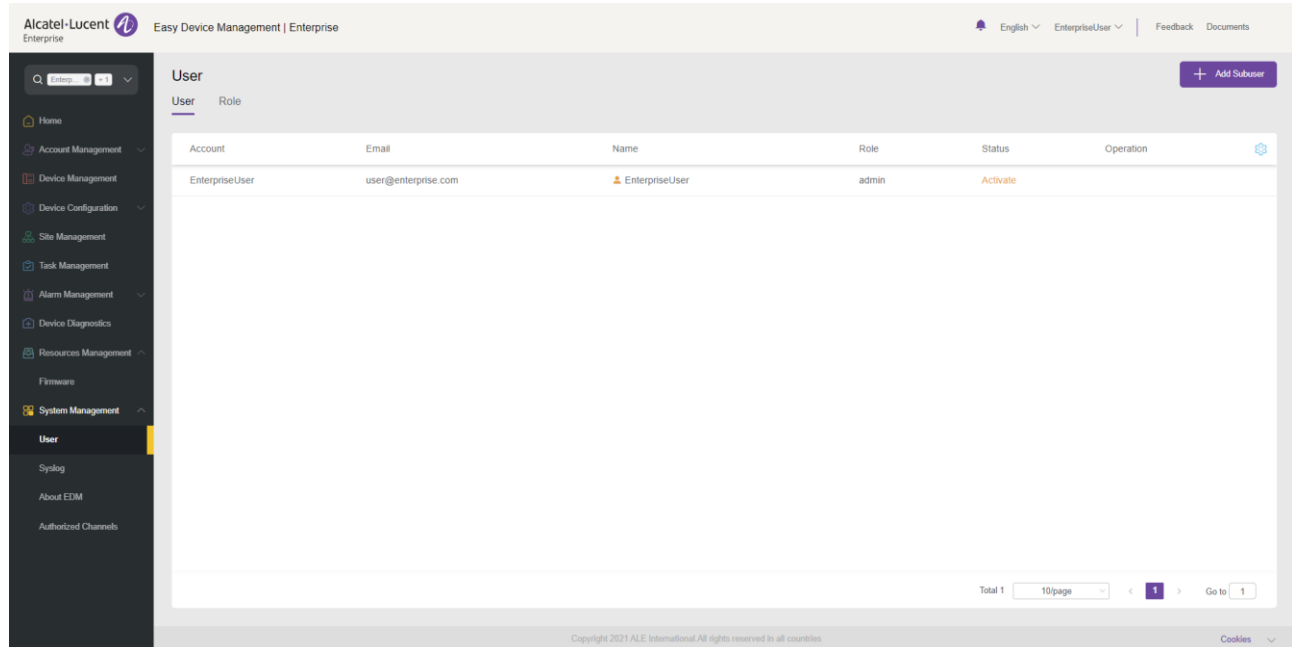
Total 3 10/page 1 Go to 1

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15. System management

15.1 User

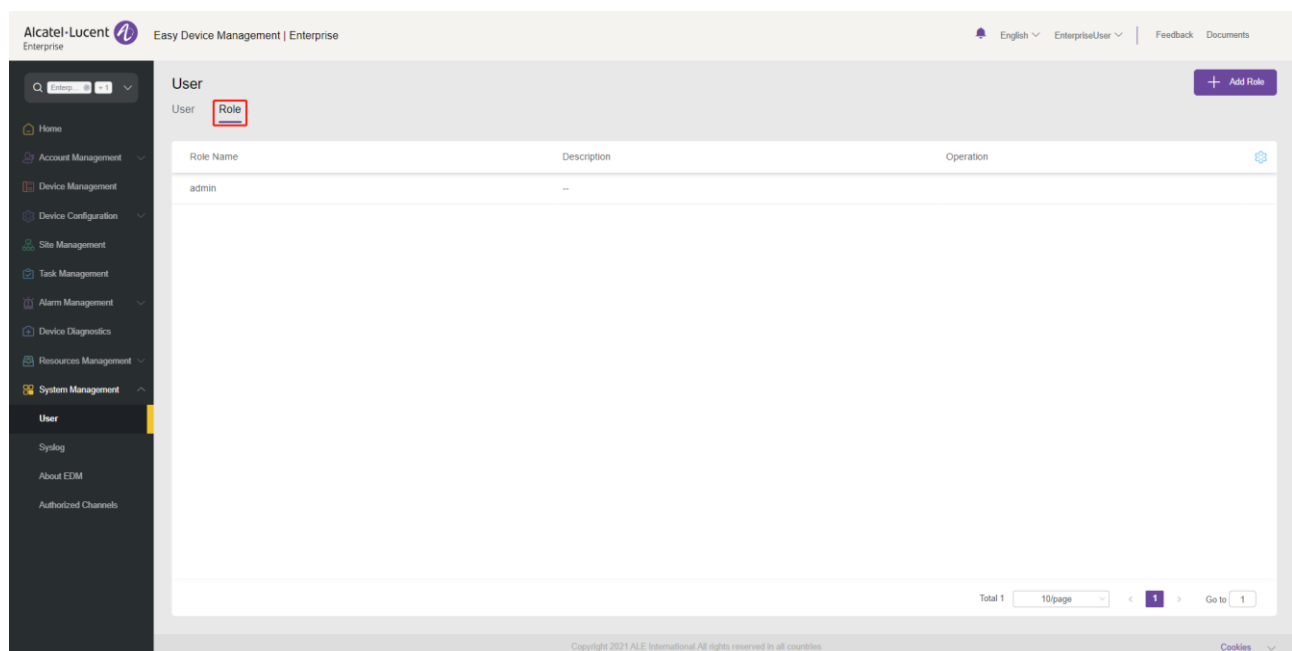
You can customize roles and sub-users to manage the system.



15.1.1 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.

User / Add Role

* Role Name

Description

* Select Permissions

Function | Data Permission

☐ Select All

☐ Home

☐ Account - SIP Account

☐ sip_account_list ☐ sip_account_add ☐ sip_account_import


☐ sip_account_export ☐ sip_account_edit ☐ sip_account_delete

☐ sip_account_updateSipServer

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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.

15.1.2 Editing role

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

User


User | **Role**

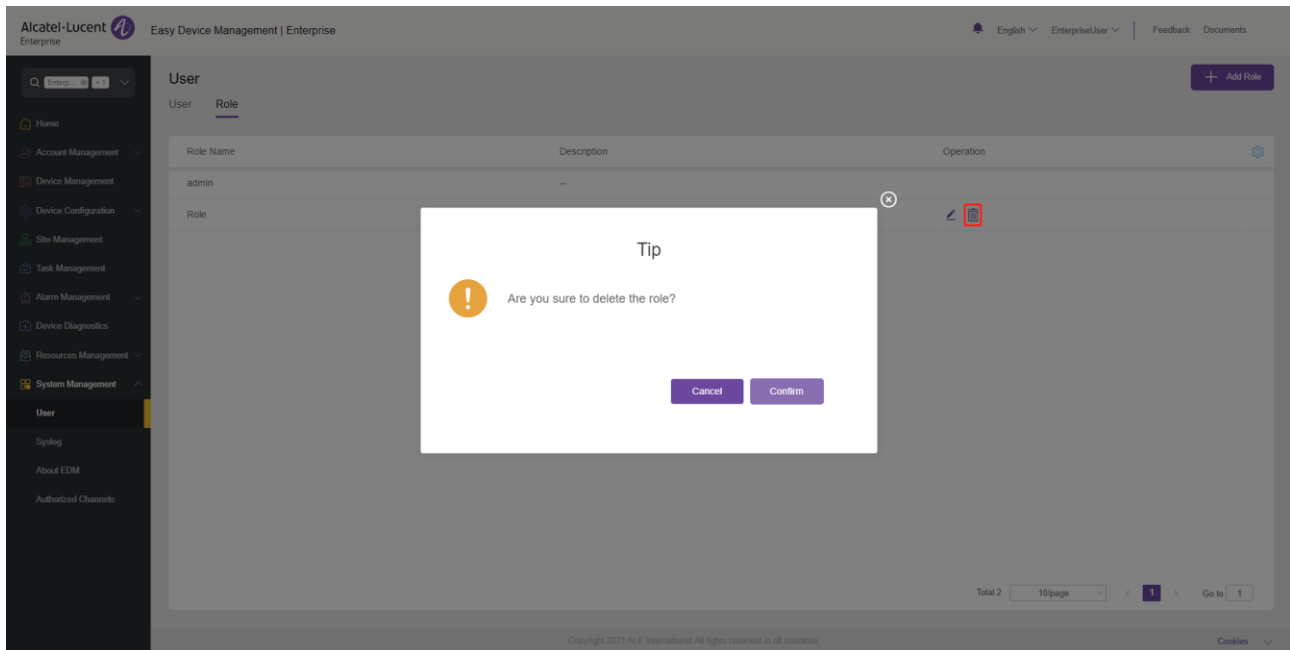
Role Name	Description	Operation
admin	--	
Role	Role	 

Total 2 10/page < 1 > Go to 1

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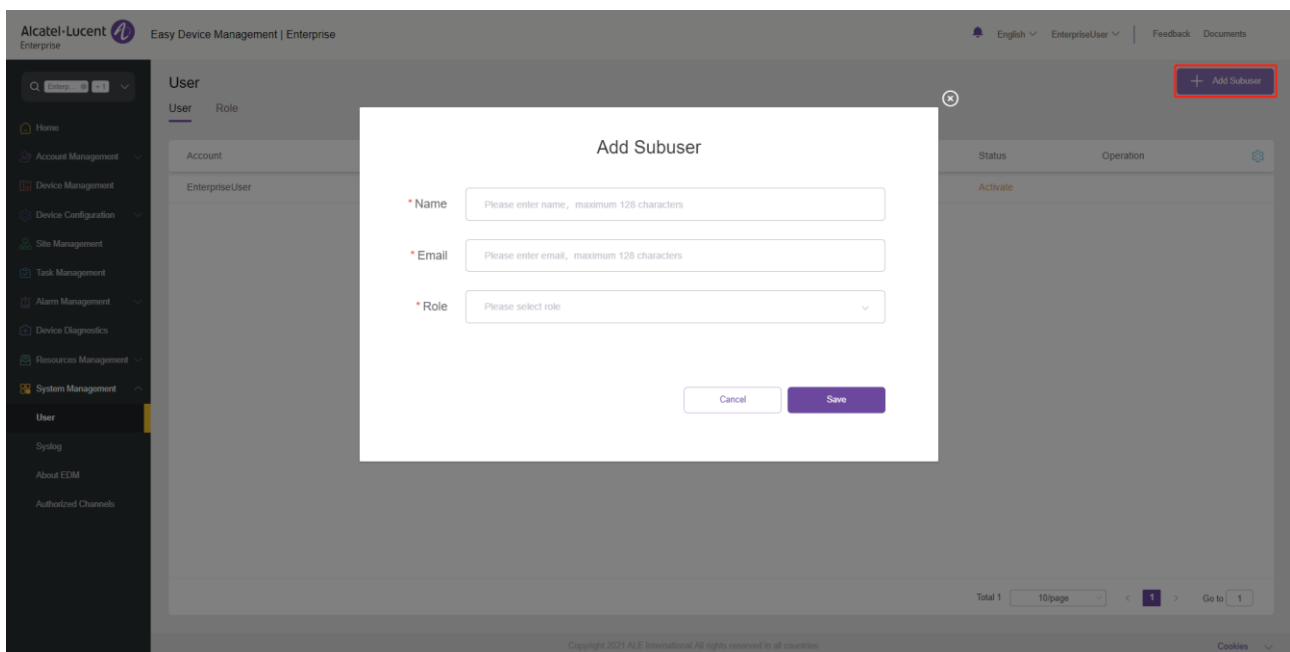
15.1.3 Deleting role

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.



15.1.4 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.




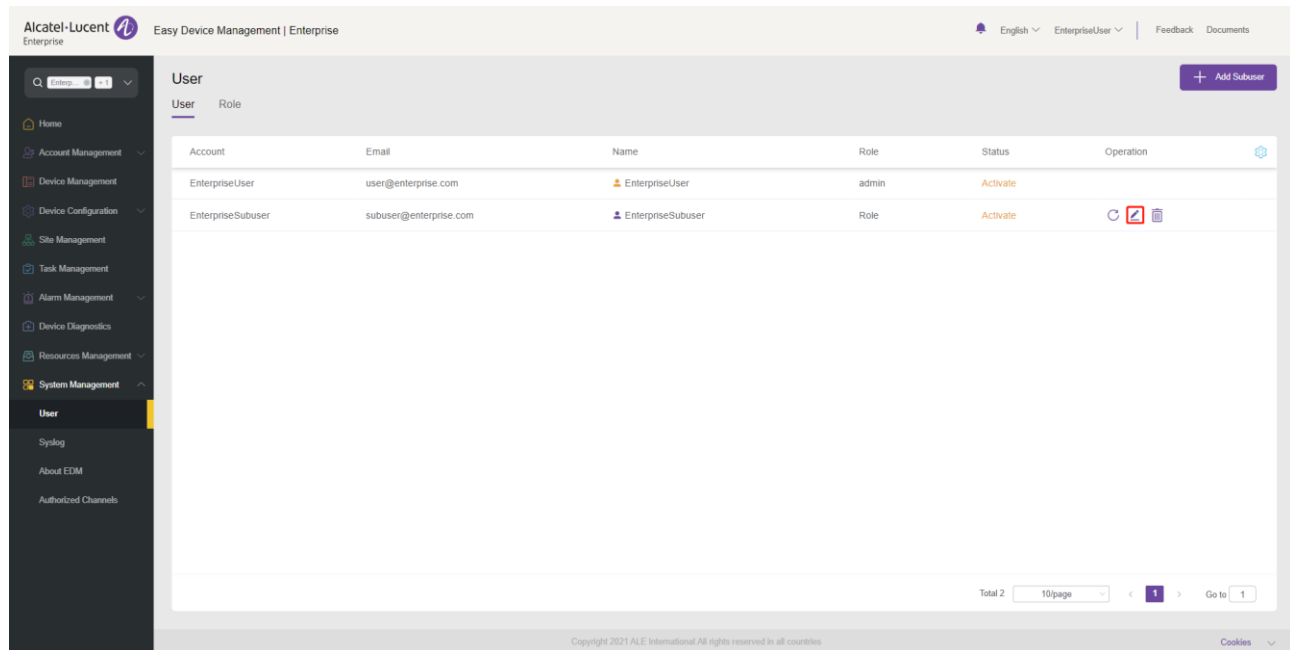
On the **Add Subuser** page, enter the appropriate settings and click the **Save** button to create a subuser. Subusers need to be activated to use.

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.


15.1.5 Editing subuser

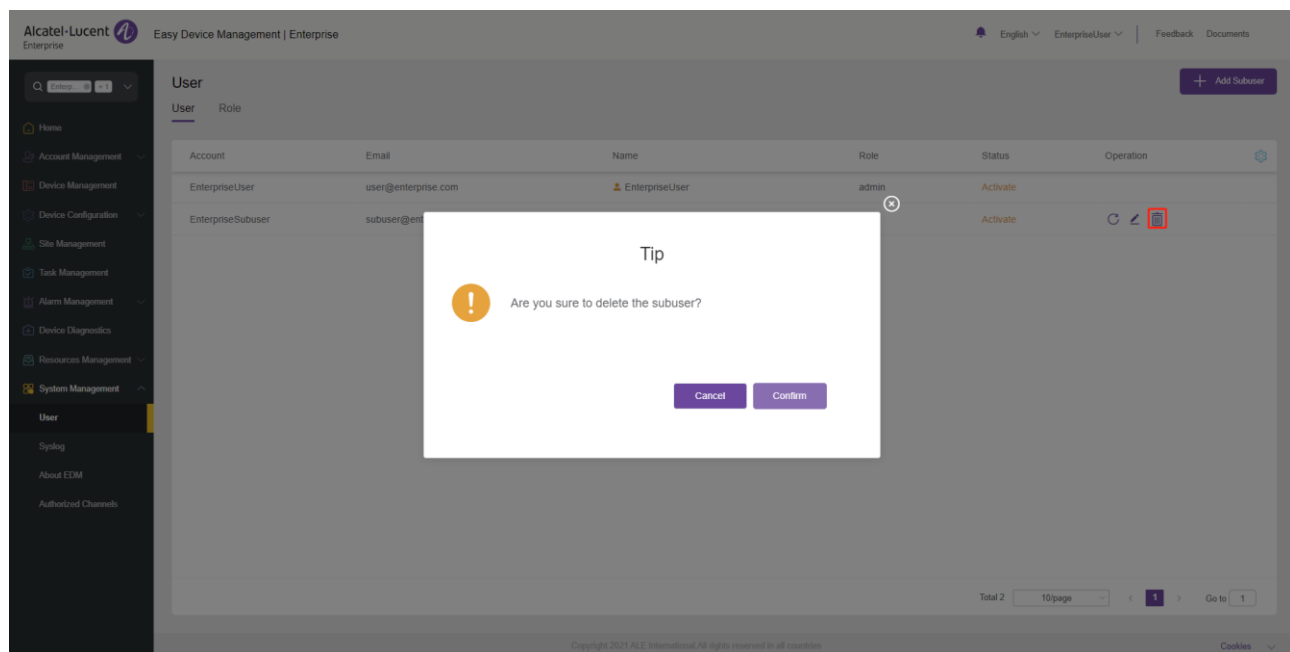
You can click the  button next to a subuser to modify the configuration for this user.



The screenshot shows the 'User' management interface. A table lists two users: 'EnterpriseUser' (admin role) and 'EnterpriseSubuser' (Role). The 'EnterpriseSubuser' row has an 'Operation' column with a pencil icon, indicating it can be edited. The interface includes a sidebar with navigation links and a top header with the Alcatel-Lucent logo and 'Easy Device Management | Enterprise' text.

15.1.6 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.



This screenshot shows the same 'User' management interface as before, but with a confirmation dialog box overlaid. The dialog box has a yellow warning icon and the text 'Tip: Are you sure to delete the subuser?'. It has two buttons: 'Cancel' and 'Confirm'. The 'EnterpriseSubuser' row in the background table is highlighted, and the trash icon in the 'Operation' column is visible.

15.2 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.

Username	Log contents	IP Address	Level	Operating Time
EnterpriseUser	Save User:EnterpriseSubuser	195.81.235.190	Medium	2021/11/15 08:27
EnterpriseUser	Login	195.81.235.190	Low	2021/11/15 08:27
EnterpriseUser	Logout	195.81.235.190	Low	2021/11/15 08:26
EnterpriseUser	Save User:EnterpriseSubuser	195.81.235.190	Medium	2021/11/15 08:26
EnterpriseUser	Login	195.81.235.190	Low	2021/11/15 08:25
EnterpriseUser	Logout	195.81.235.190	Low	2021/11/15 08:25
EnterpriseUser	Send Active Email:EnterpriseSubuser	195.81.235.190	Medium	2021/11/15 08:25
EnterpriseUser	Save User:EnterpriseSubuser	195.81.235.190	Medium	2021/11/15 08:25
EnterpriseUser	Save Role:Role	195.81.235.190	Medium	2021/11/15 08:23
EnterpriseUser	Add Firmware:H3P/H3G/H6	195.81.235.190	Medium	2021/11/15 08:11

15.3 Authorized channels

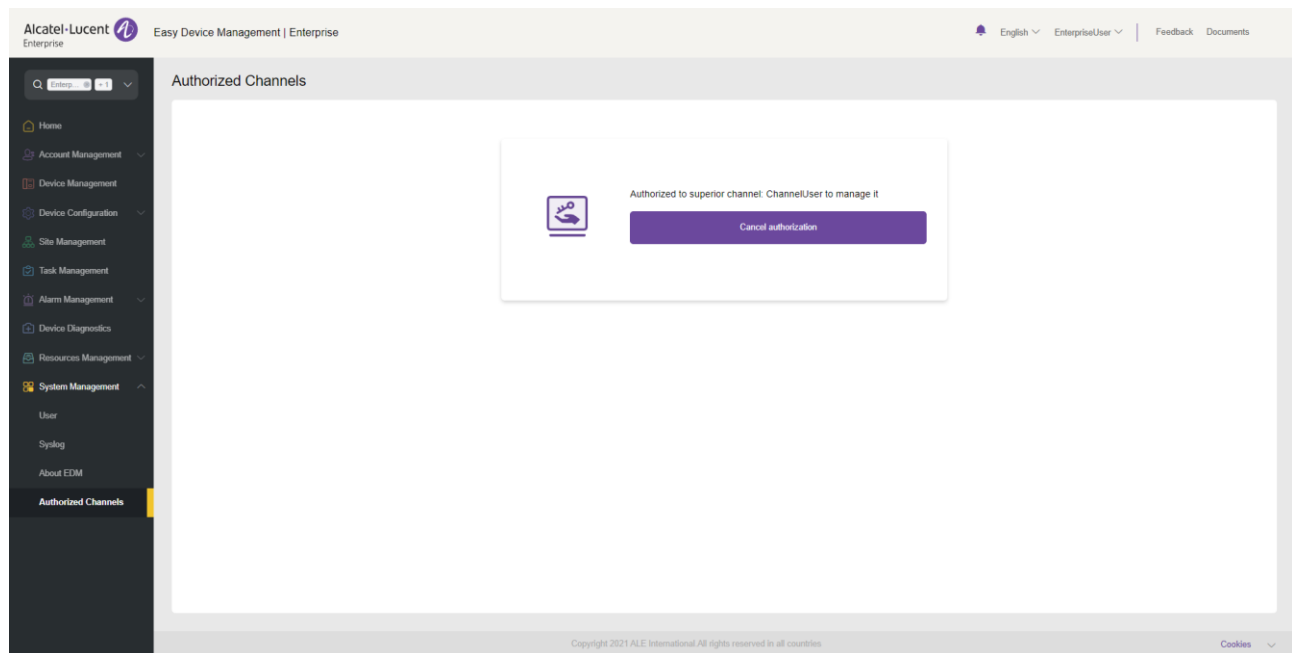
Enterprise users can authorize their accounts to be managed by their channel service providers.

15.3.1 Authorizing immediately

Enter the email address of the channel provider to be authorized and click the **Authorize immediately** button to complete authorization.

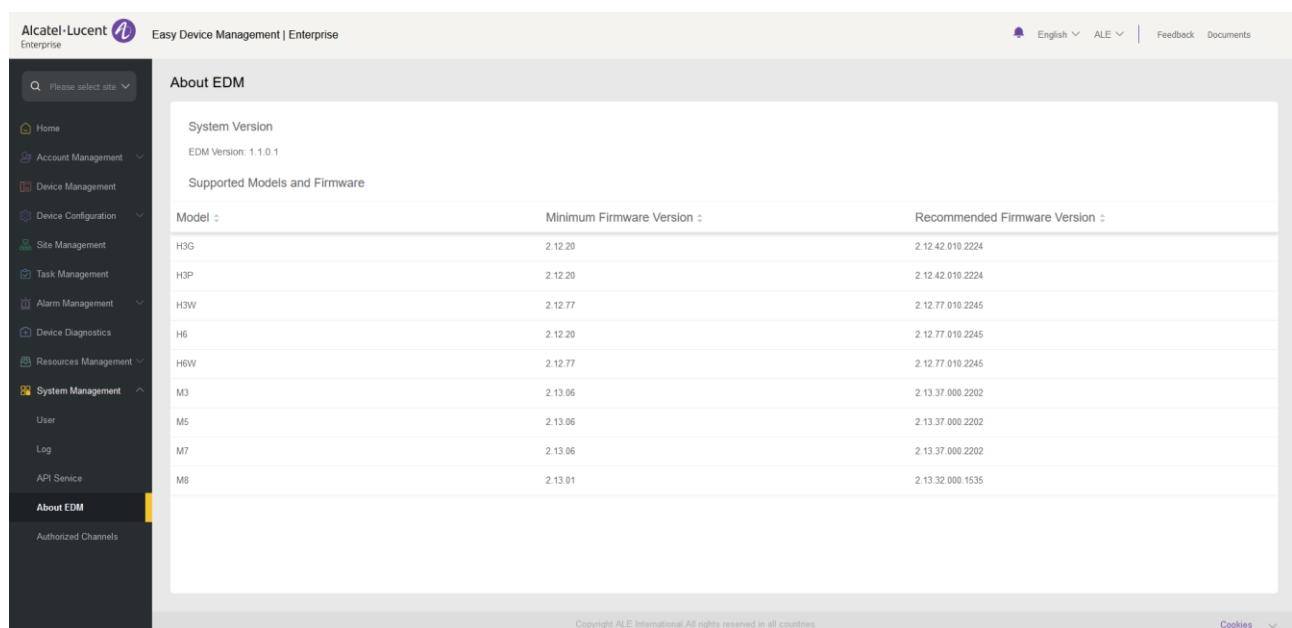
15.3.2 Canceling authorization

You can click **Cancel Authorization** to cancel your authorization.



15.4 About EDM

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



ALE Easy Device Management - Cloud

Enterprise Administrator Guide

www.aledevice.com

