

User Manual of FDMS

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Revise History :

Version	Author	Release Date	Description
1.0	Holly.yao	2018.6.18	Initial version
2.2	Holly.yao	2018.10.30	Update system new features
2.4	Holly.yao	2019.01.30	Update system new features
2.6	Holly.yao	2019.05.31	Update system new features

1. Introduction

1.1 Summary

FDMS (Fanvil Device Management System) is a server website used to manage devices deployed in the network. FDMS is deployed at the top of the user's network. Devices in the same network or sub-network receive the unified management of FDMS by registering with FDMS. FDMS has built-in ACS server to perform command management communication with device (CPE) through TR069 protocol. FDMS supports device configuration, troubleshooting, and firmware or configuration file upgrades.

1.2 Target Audience

This document is for users who use FDMS management devices.

1.3 Terms

Terms	Explanation
ACS	Auto-Configuration Server. This is the component that is responsible for the automatic configuration of customer terminal equipment in the broadband network to achieve advanced services.
CPE	Customer Premise Equipment

2. FDMS Register and Login

2.1 Register

In the local environment, after the FDMS is installed, the registration page will appear when you access the system for the first time. You need to register an administrator account, as shown in Figure 2-1-1

Note:

- There is only one administrator account.
- The user had better remember registered username and password, the user name forgets to be unable to retrieve.
- You need to fill in a valid email address, if you look for your password according to your email address, your email address will be wrong and your password will not be found.

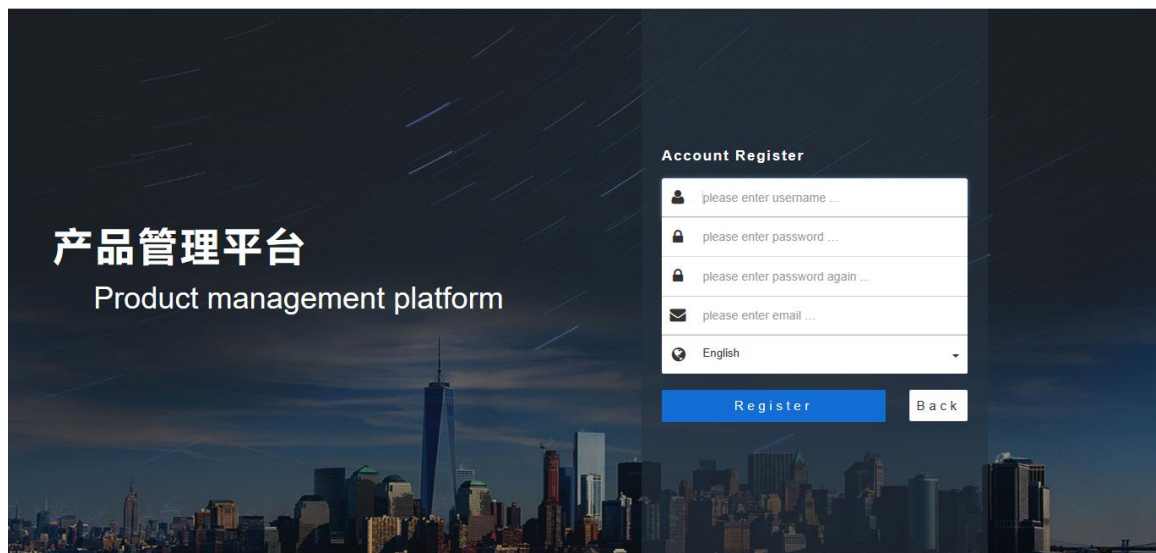


Figure 2-1-1

2.2 Activation

After registered, the login page will appears, input the username and password, then click “Enter” to jump to the system activation, as shown in Figure 2-2-1

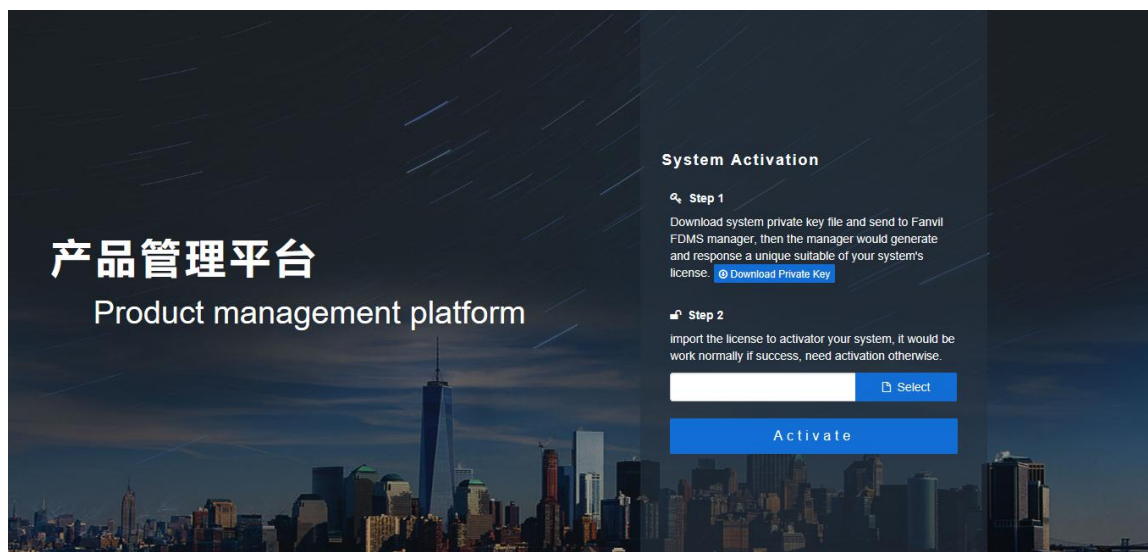


Figure 2-2-1

Activation steps:

- Click “Download Private Key” and send it to the salesman or FDMS Administrator
- The salesman or FDMS administrator generates a license file through the user-provided private key file and sends it to the user.
- Import the license to complete the activation.

2.3 Login

1. Users can install FDMS system in their own environment and directly access <http://ip:port/> to enter the login page.
2. The user uses the public network FDMS of Fanvil. When using the system for the first time, you need to have the account and password assigned by the administrator (can apply to the Fanvil administrator), and then directly log in to the FDMS web address: <https://fdms.fanvil.com.cn/>, enter the login page, as shown in Figure 2-3-1

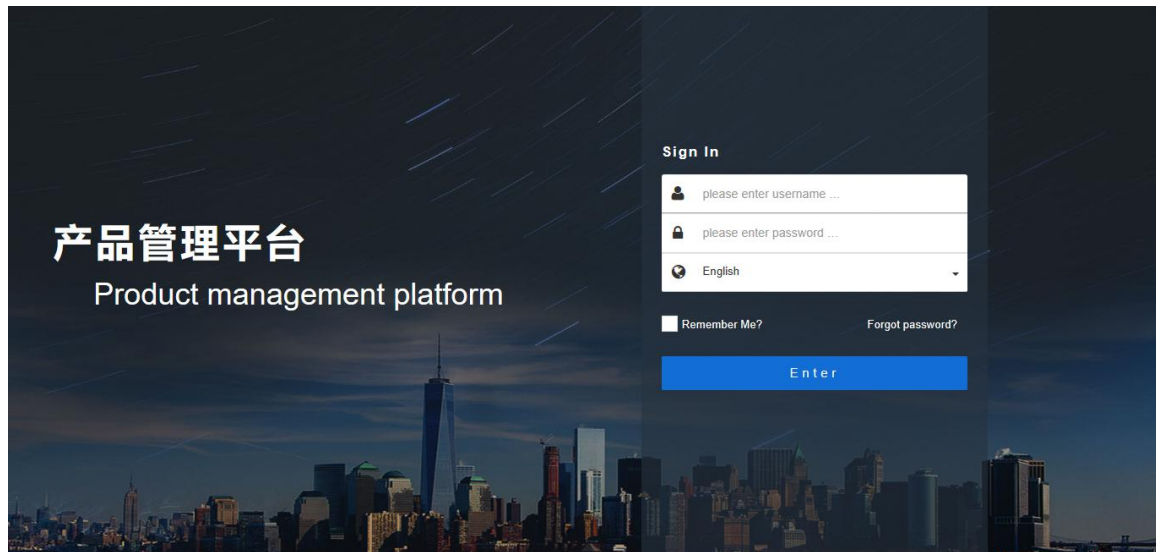


Figure 2-3-1

2.4 Forgot password

If you forget your password, you can reset by email, steps as follow:

1. In the Login page, click "Forgot Password" ,as shown in Figure 2-4-1

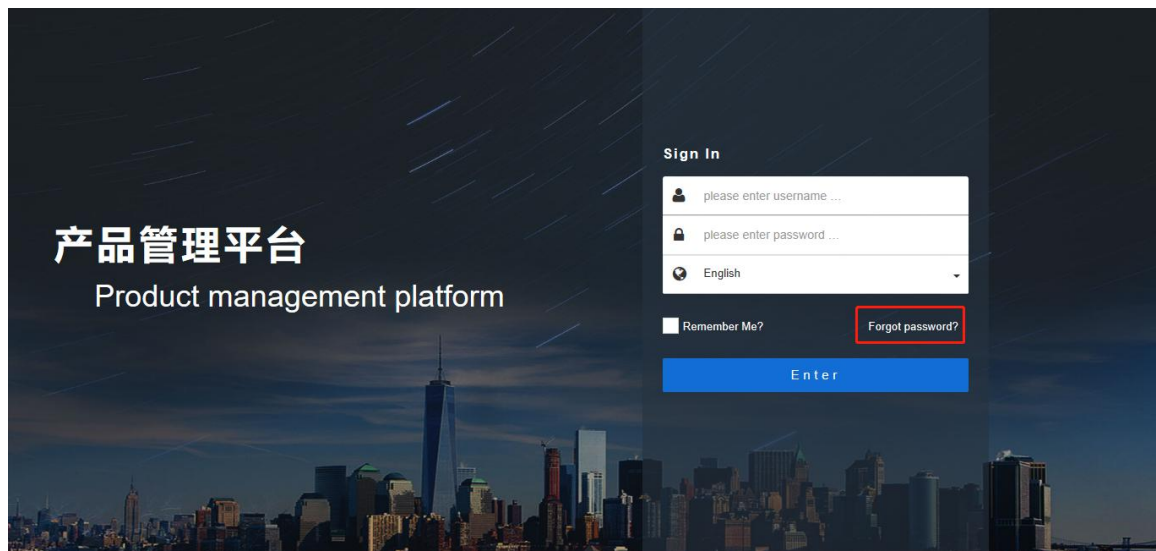


Figure 2-4-1

2. In the Reset Password page, fill in the valid email address when you register/apply for your account, and click "Send Email Reset Password", as shown in Figure 2-4-2

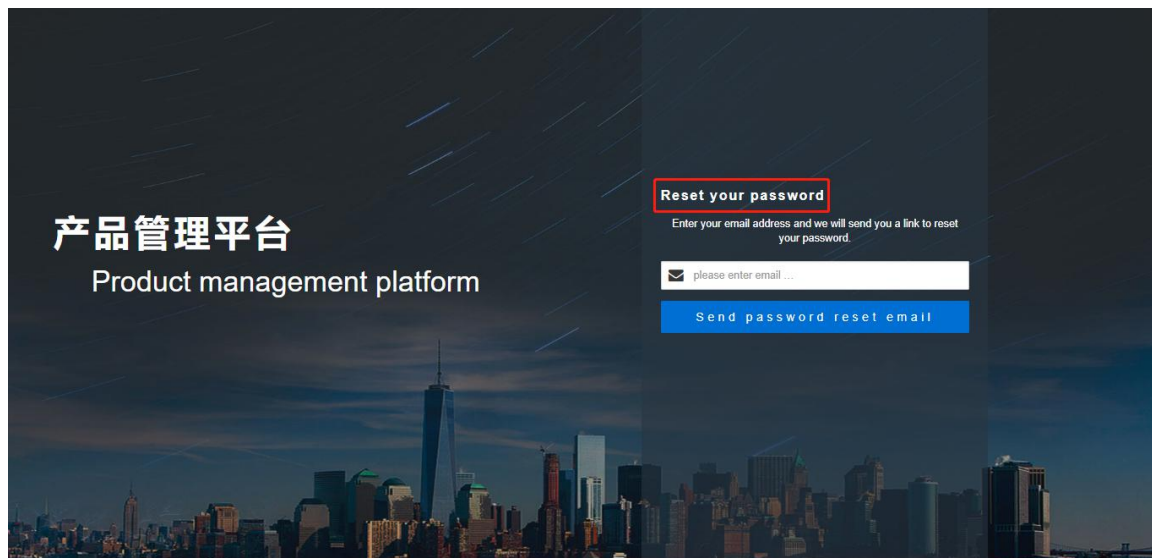


Figure 2-4-2

3. The mailbox will receive an email to reset the password, click on the link in the email to complete the password reset, as shown in Figure 2-4-3,2-4-4

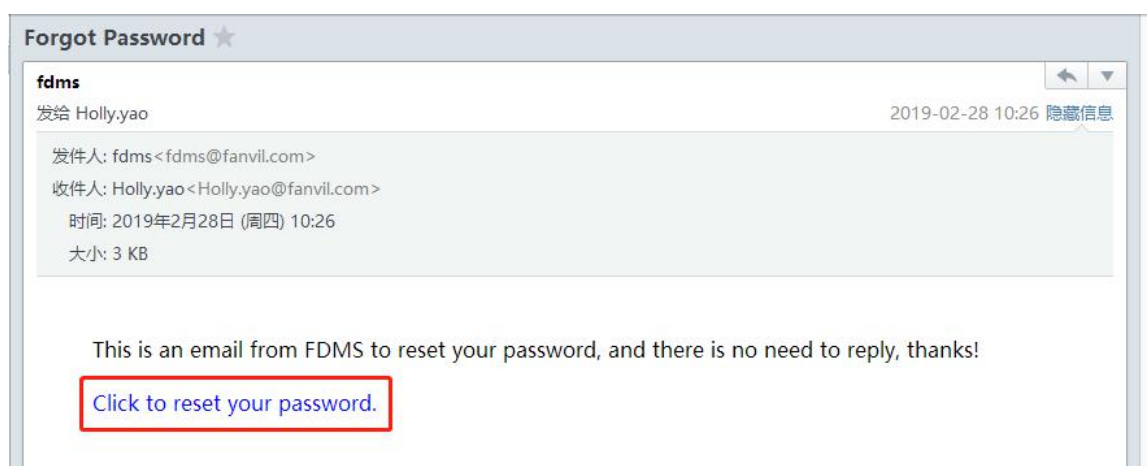


Figure 2-4-3

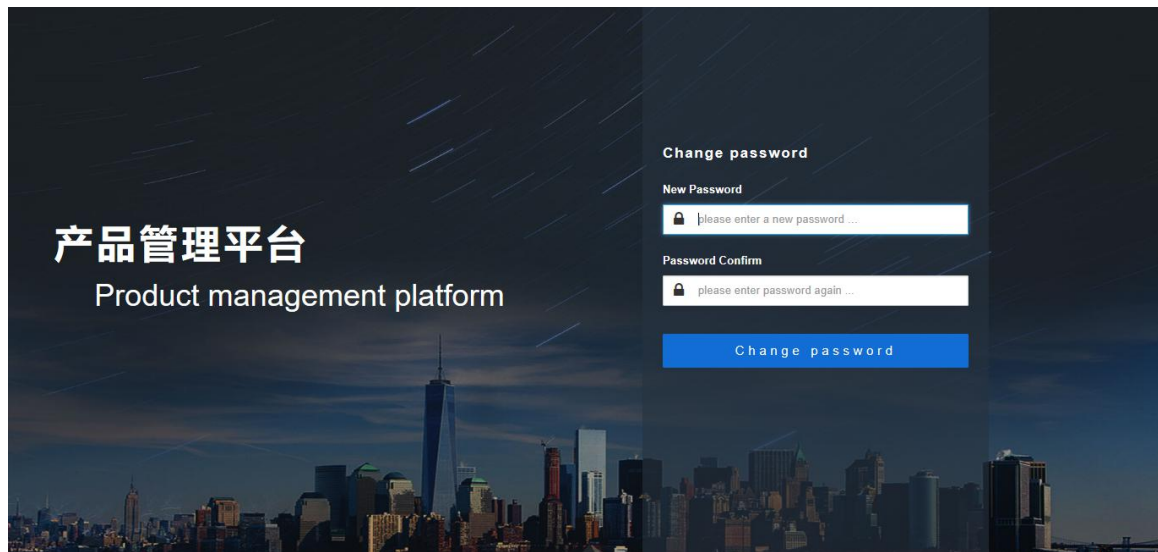


Figure 2-4s-4

4. After the modification is complete, you can successfully log in to FDMS.

3. Device Register

3.1 Fast Register (Single Device Register)

1. After logging in to the FDMS, in “Home → FDMS Information”, click “Fast config” to download the configuration file under the account, as shown in Figure 3-1-1

Note: The configuration file for each account is unique

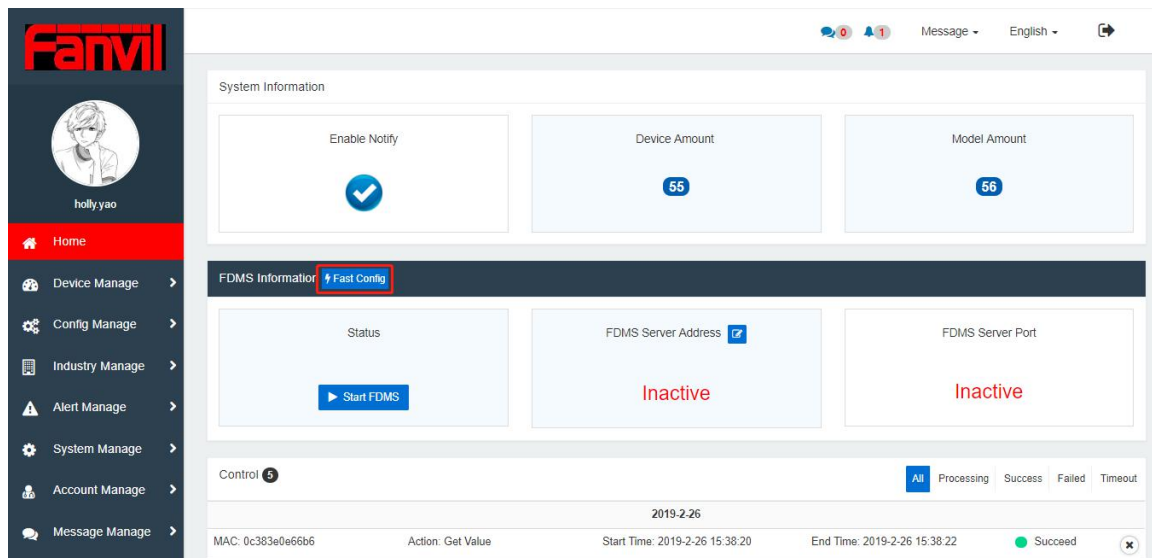


Figure 3-1-1

2. Login the web of device and import the downloaded configuration file in “System → Configuration”. The device can connect to FDMS, as shown in Figure 3-1-2

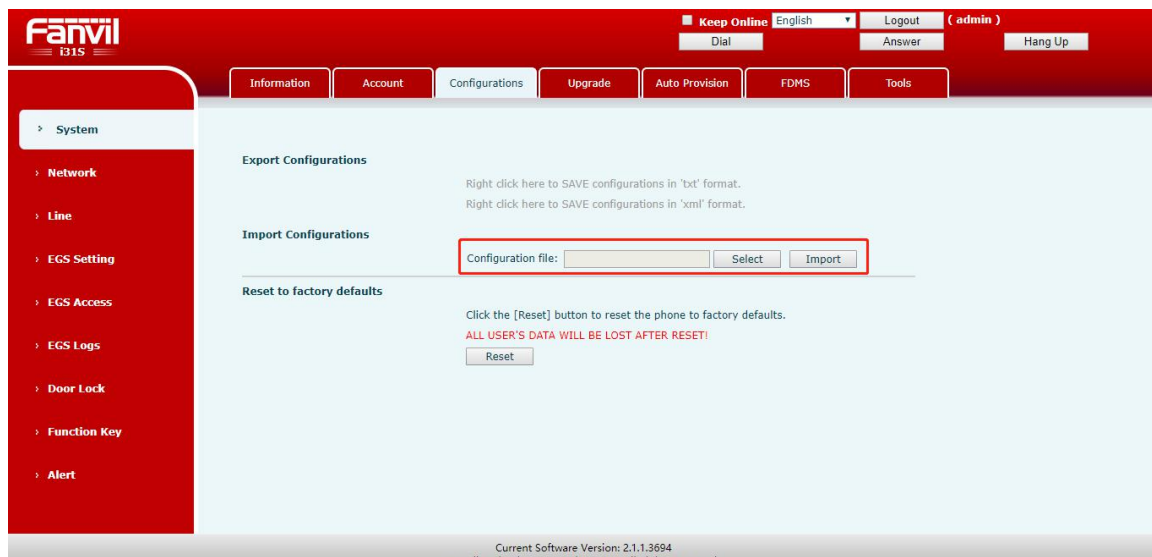


Figure 3-1-2

3.2 Register By FDPS (Batch Devices Register)

1. Login to the FDPS official website: <https://fdps.fanvil.com/>, (If there is no account, you can apply to the Fanvil administrator), click “GROUP →+Add”, add the group, as shown in Figure 3-2-1

- 1) Customize the group name;
- 2) Select “import”;
- 3) Click “File”, import the fast config from FDMS;
- 4) Click “Done” ;

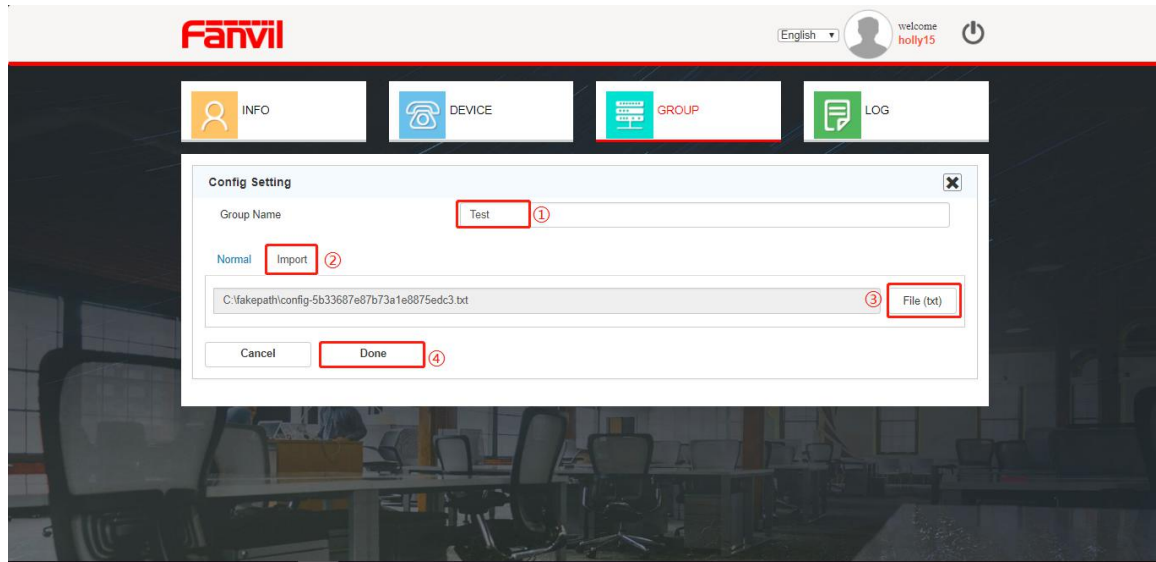


Figure 3-2-1

2. Add the device to the FDPS system, click “DEVICE →+Add”, at the add page, the operation steps are shown in Figure 3-2-2.

- 1) Select the group created in step 1;
- 2) Click "Export template" to export the MAC template file;
- 3) Fill in the device mac information in the exported MAC template file and import it again;
- 4) Finally click on the "Upload" button.

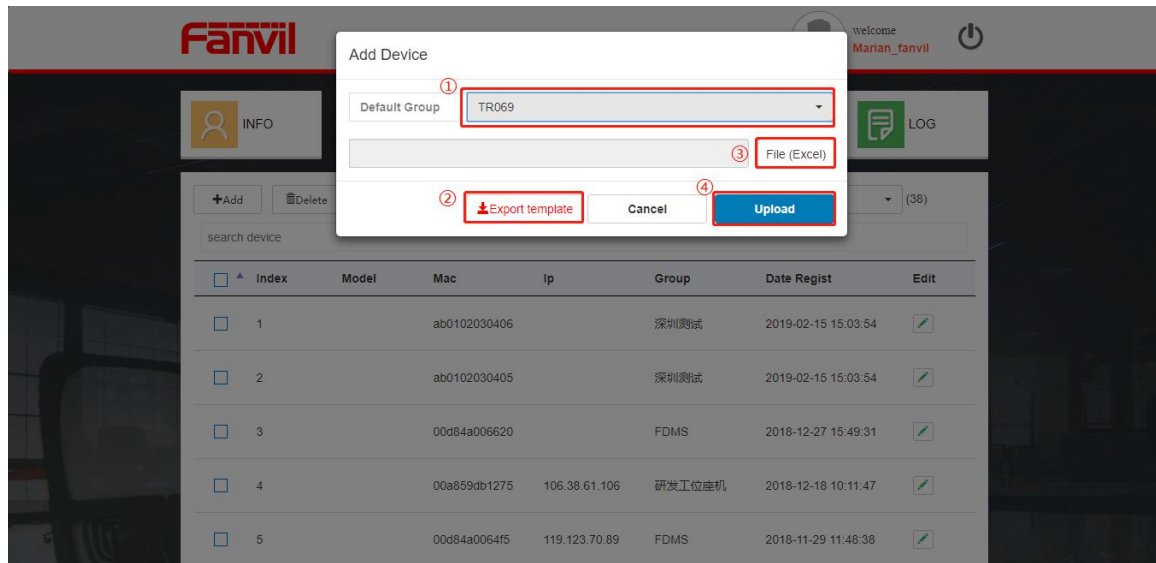


Figure 3-2-2

3. Restart the device, the device will automatically access the FDPS to obtain the TR069 configuration, and then register to the FDMS.

Note: If the device has been redirected through the FDPS, the device needs to be restored to the factory to complete the redirection again.

4. Home

After the user login successfully, you can enter the FDMS home page, navigation bar information as shown in Figure 4-1

1. Display system status information
2. Overdue data transfer service
3. Device orientation Service
4. Display the unread quantity of the sub-account feedback question, click to jump to the feedback page to view the specific information
5. Display the number of alarm messages ringing on the day, click to jump to the alarm statistics page to view specific information
6. Display the current version of the system and the device operation execution record. Click “+” to view the new function information of the version
7. Switch system language, support Simplified Chinese and English

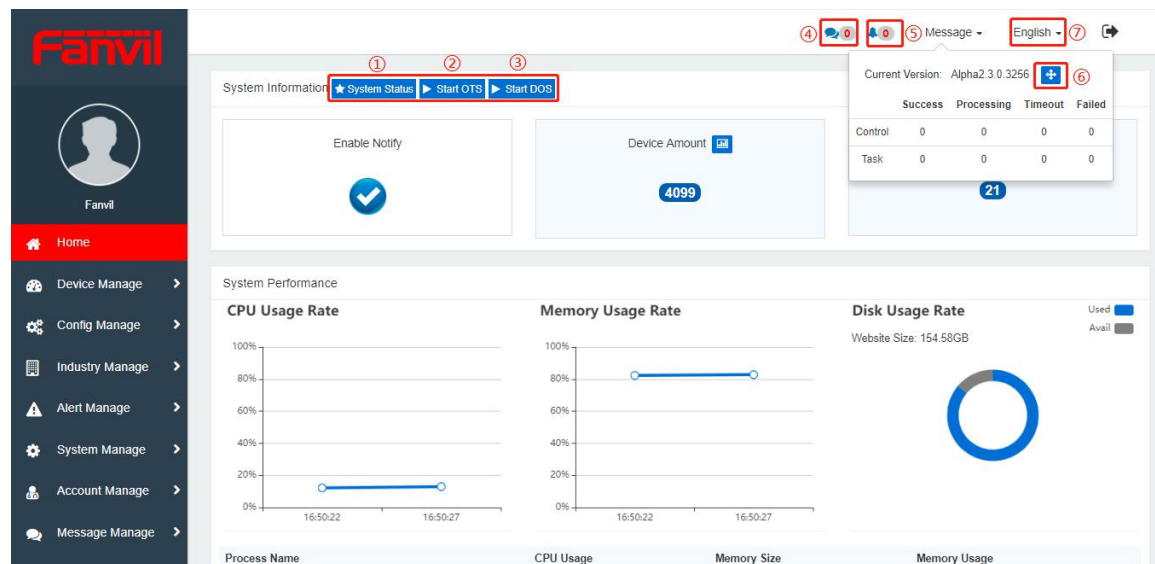


Figure 4-1

Note: s1,2,3 only provides administrator privileges

4.1 System Information

Visual display system status (tick normal, when the fork indicates that the system has a problem, need to contact the Fanvil system administrator), the total number of devices and the total number of models, as shown in Figure 4-1-1

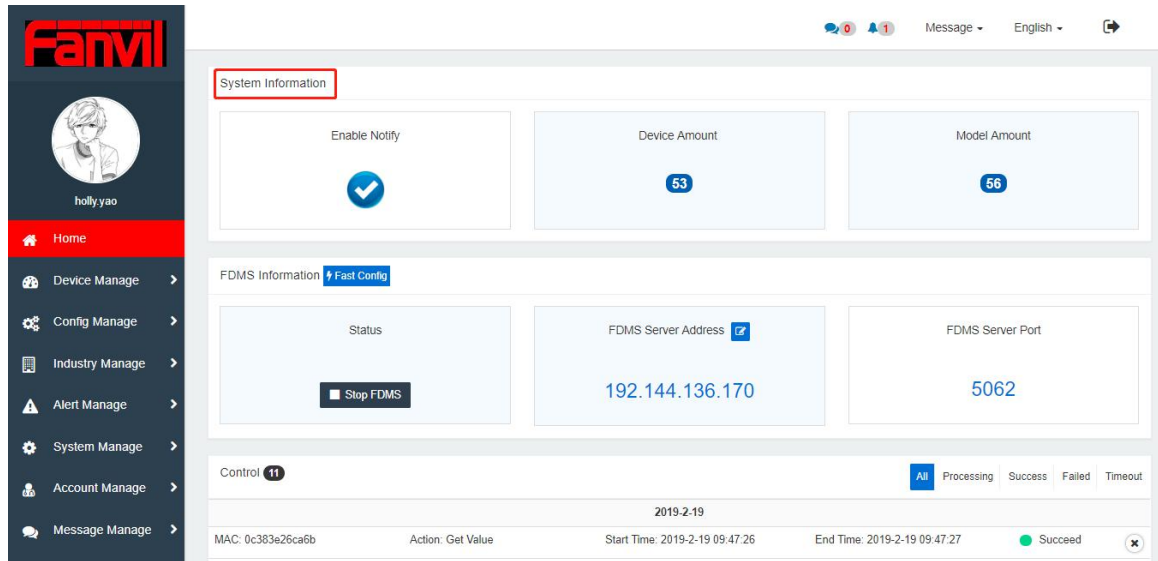


Figure 4-1-1

4.2 System Performance

Dynamically display system performance status, including CPU usage rate, memory usage rate, disk usage rate, and process name, as shown in Figure 4-1-2

NOTE: System performance information only provides administrator privileges

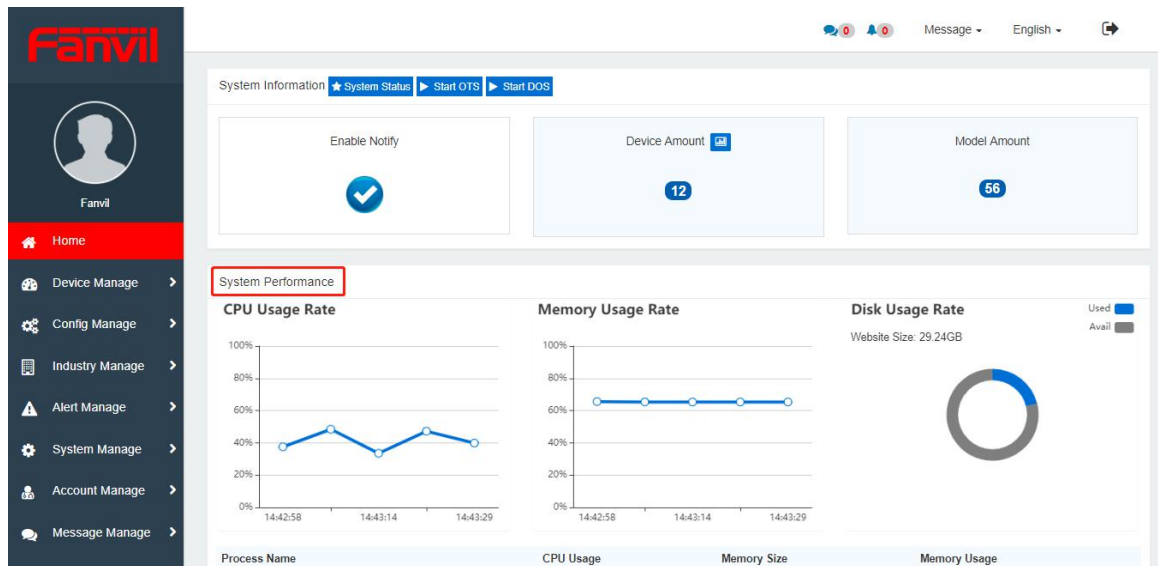


Figure 4-1-2

4.3 FDMS Information

After “Start FDMS”, display the server address (Users can set use domain instead of real IP address) and port of the FDMS, download the “Fast config” and import to the device, then connect the device to the FDMS, as shown in Figure 4-1-3

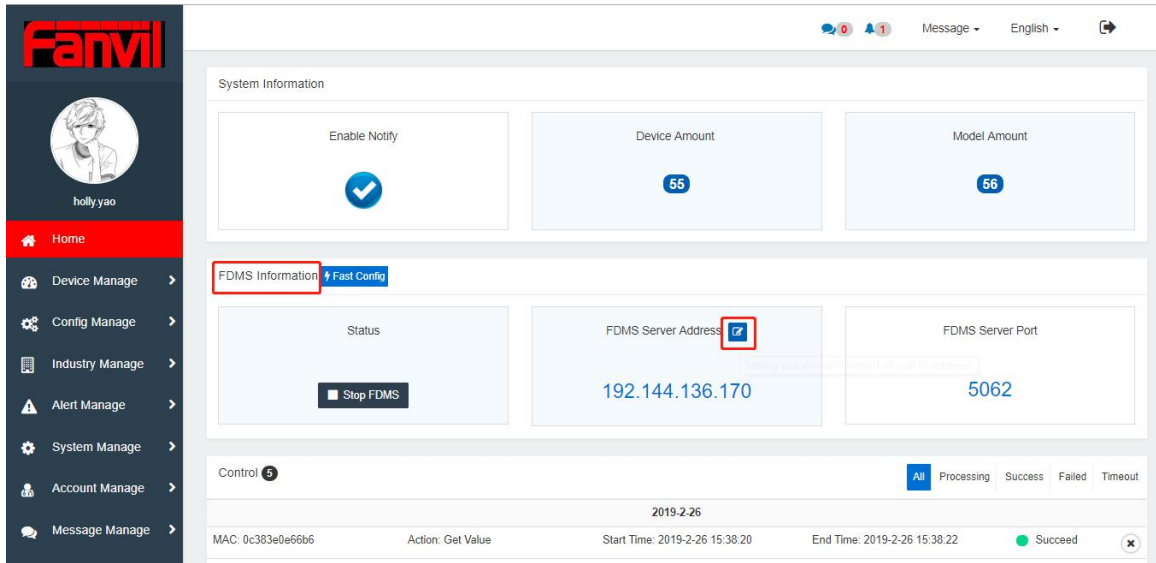


Figure 4-1-3

4.4 Control and Task

Record the operation record of the device in the system, as shown in Figure 4-1-4

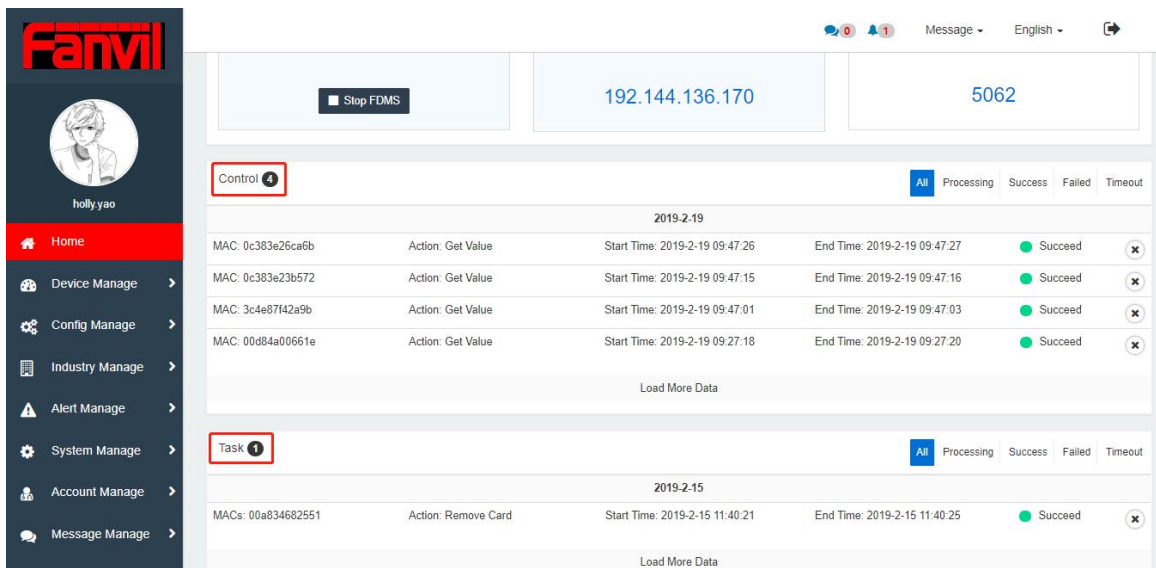


Figure 4-1-4

1. Device

5.1 Device

The main functions of the device module include: displaying the device list, performing corresponding operations on the device, and searching for device, as shown in Figure 4-1

- Device list: display online status, model, name, ip, mac, etc .
- Operating of the device: including search, restart, online check, upgrade, deployment, adding equipment, etc.
- Search: users can quickly search the device that they want to control in the device list.

Note: If users want to display more information about the device, they need to check the corresponding information in Settings module of the system

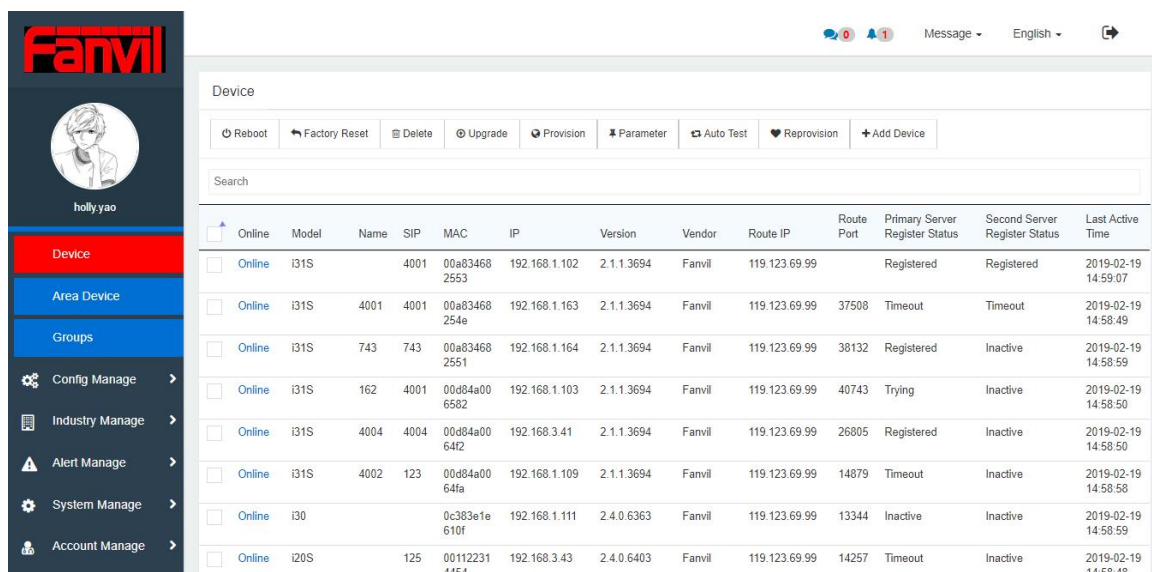


Figure 5-1

5.1.1 Visit Device

Click on the device's ip address to access the device's web page., as shown in Figure 5-1-1

Note:

1. Maximum number of web pages accessing three devices simultaneously under each account;
2. After the device web is successfully accessed, the system automatically disconnects after 10 minutes without operating.

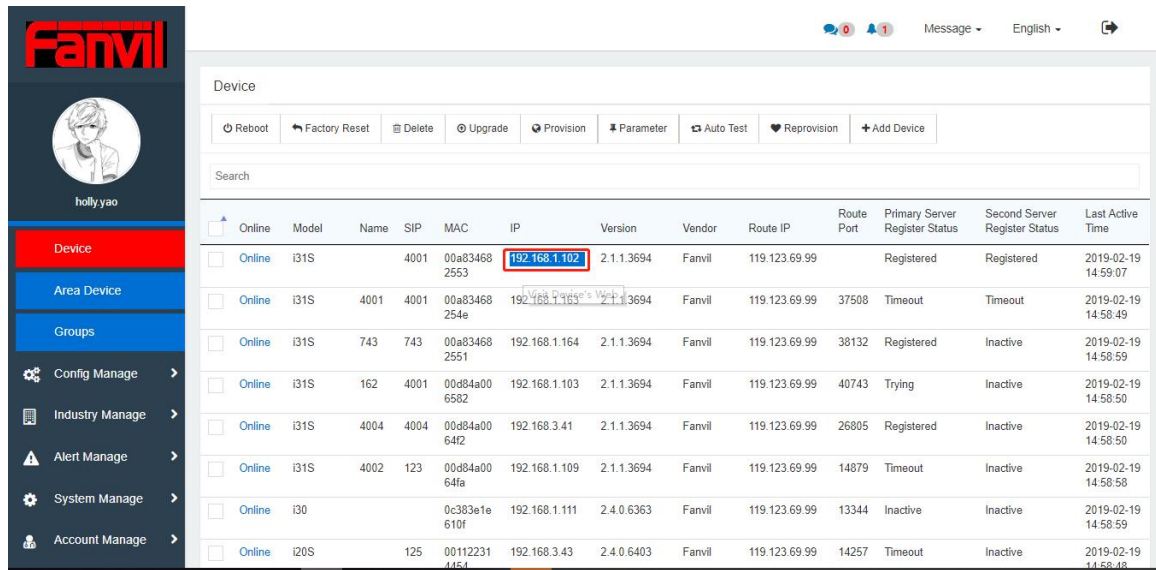


Figure 5-1-1

5.1.2 Reboot

Select a device or multiple devices, click the "Reboot" button, the page will pop up "operation is successful", the corresponding device will also reboot, as shown in Figure 5-1-2

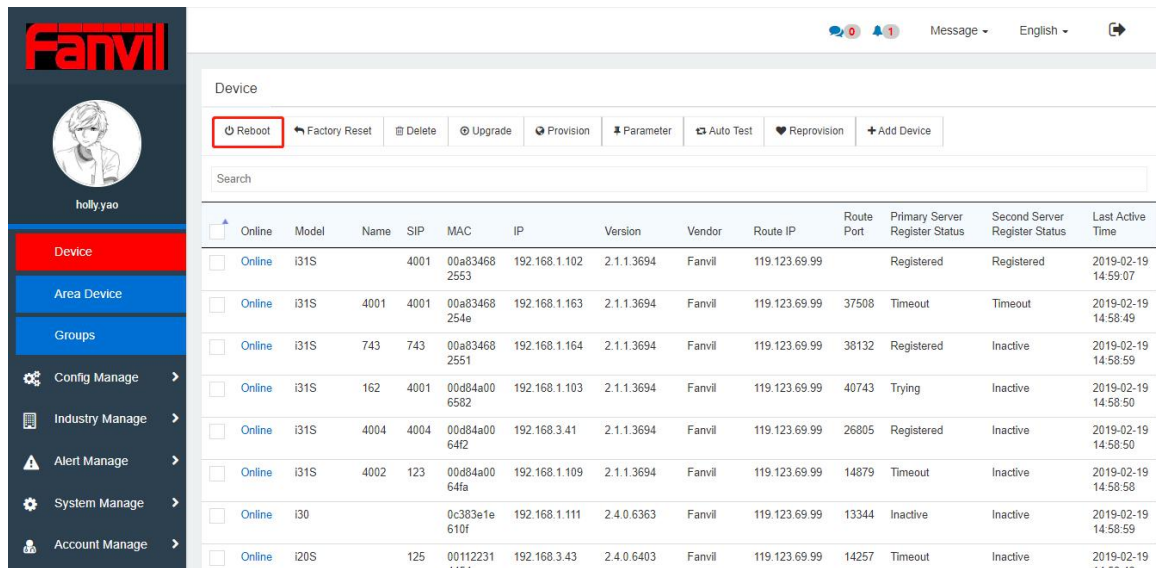


Figure 5-1-2

5.1.3 Factory Reset

Select single or multiple devices and click "Factory Reset". The message "Operation Successful" will pop up on the page, and the corresponding device will perform the factory reset operation., as shown in Figure 5-1-3

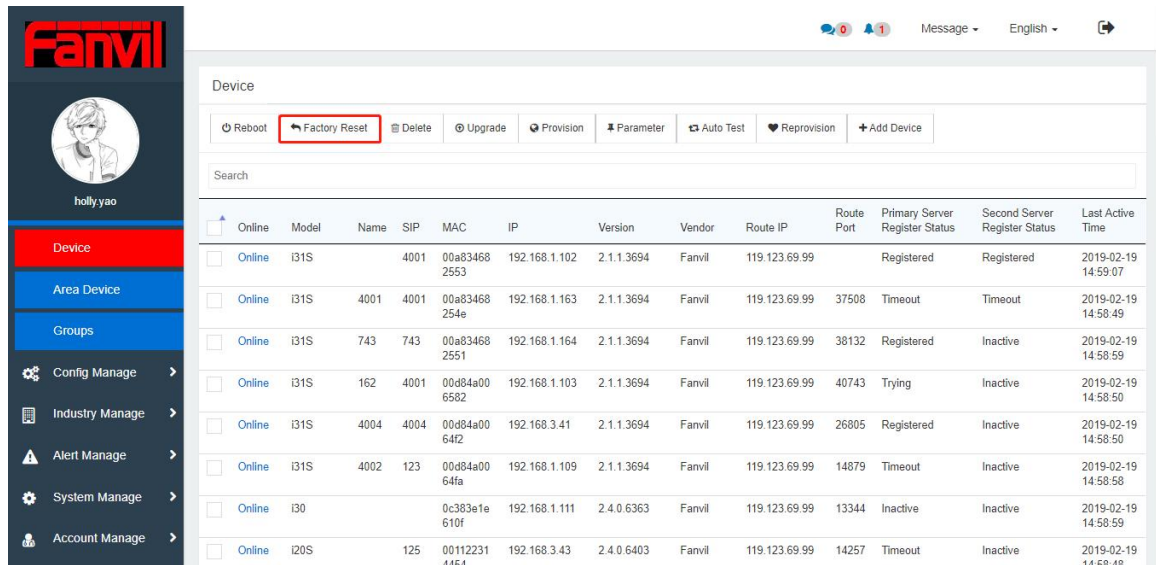


Figure 5-1-3

5.1.4 Delete

Delete can delete single or multiple devices.

Select the device to be deleted, click the "Delete" button, the corresponding device will be removed from the device list, as shown in Figure 5-1-4

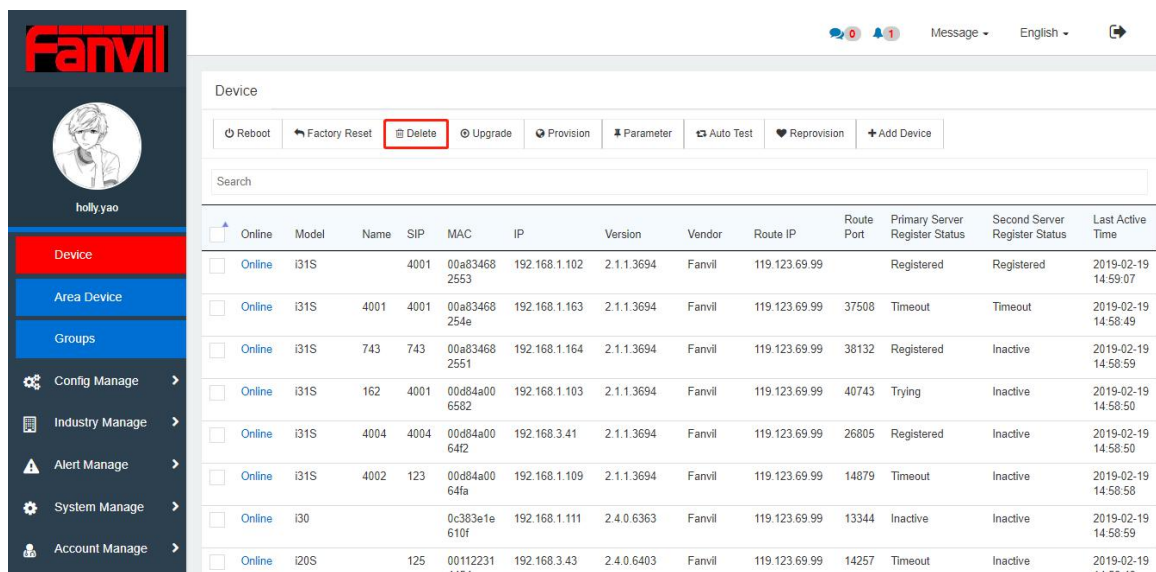


Figure 5-1-4

5.1.5 Upgrade

FDMS provides two ways to upgrade the software / configuration / certificate / Picture / Phonebook. The way one is recommended.

Method 1: In the “Device”, select a device or some devices of the same model, click “Upgrade”, in the pop-up upgrade page, directly select the file to be upgraded, click the “Sure” button, as shown in Figure: 5-1-5-1

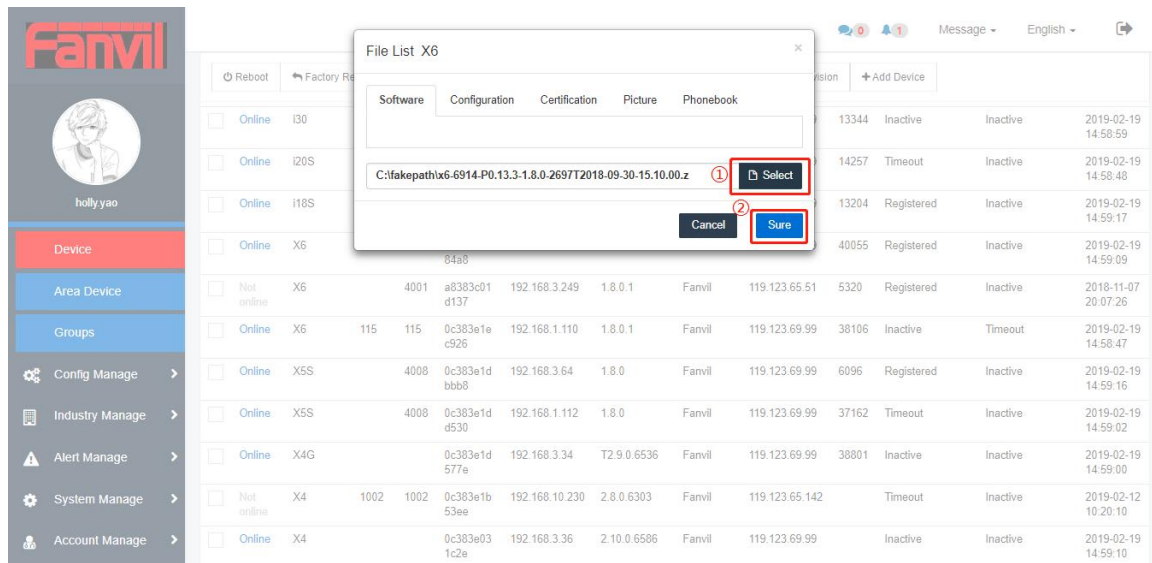


Figure5-1-5-1

Method 2: Need to complete the upgrade in two steps

1. In the “Config Manage→ Model Management” page, select the file management button. On the folder list page, select the software/profile/certificate/picture/phonebook to be upgraded and click the “Upload” button, as shown in Figure 5-1-5-2, 5-1-5-3

Note: The model number on the model management page only has the administrator account permission to add/delete

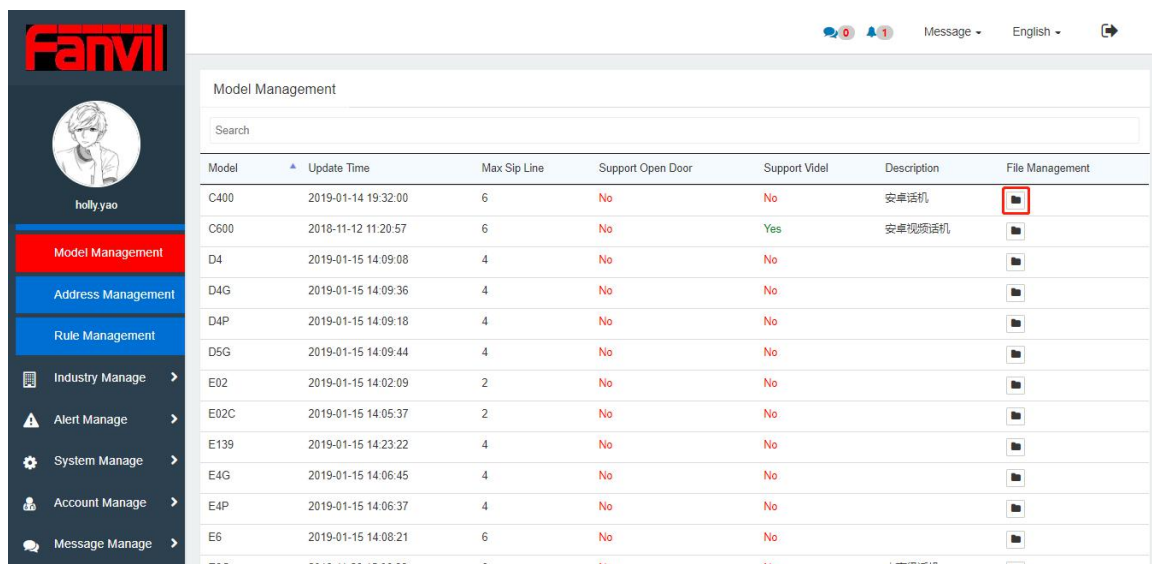


Figure 5-1-5-2

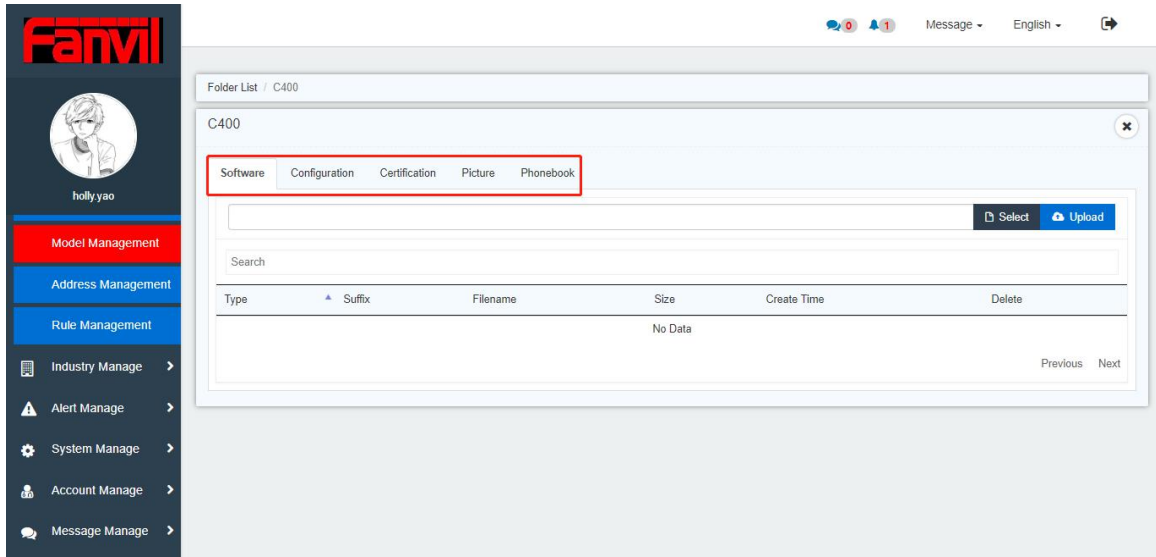


Figure 5-1-5-3

File formats supported by each file type as shown in Table 1

File Type	Upload Format
software	.z,.bin
configuration	.txt, .xml
certificate	.crt, .key, .ovpn, .pem
picture	.bmp
phonebook	.xml,.vcf,.csv

Table 1

2. In the “Device” page, select a single device or multiple devices of the same model, click “Upgrade” to enter the upgrade file list, and select the software /profile/ certificate/ picture/ phonebook to be upgraded, as shown in Figure 5-1-5-4

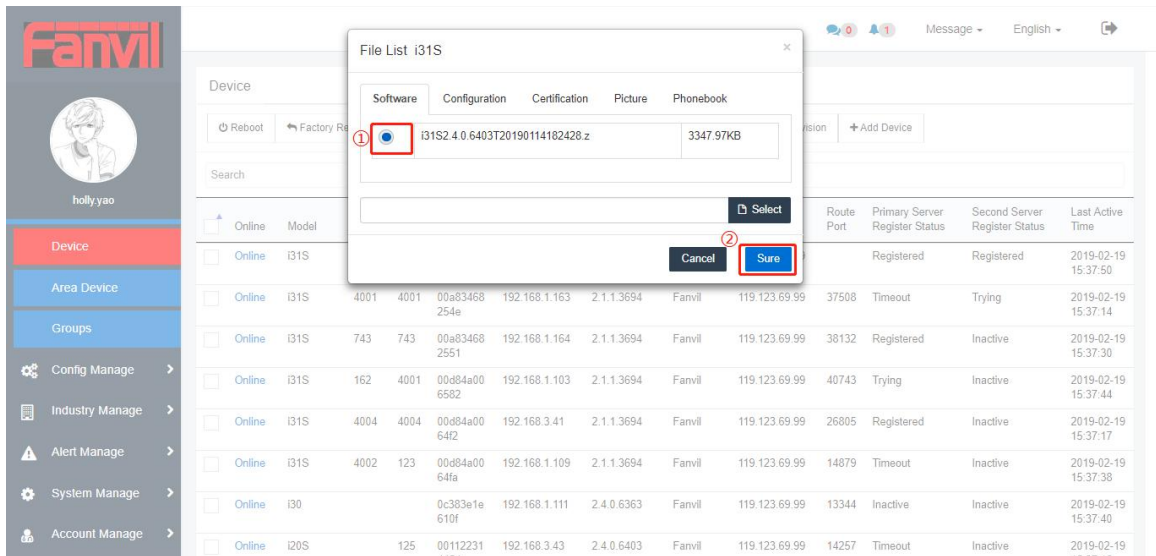


Figure 5-1-5-4

3. After clicking the "Sure" button, the corresponding device will upgrade file.

5.1.6 Provision

Select the device and click the "Provision" button to set/modify the configuration and click the "Sure" button, as shown in Figure 5-1-6.

Note:

1. When the device registers to FDMS for the first time, the FDMS obtains the corresponding value of the configuration item from the device. During the configuration of the device, FDMS records the previous configuration as the initial value of the next configuration. Modifying device configuration item values by other means does not automatically synchronize updates to FDMS.
2. The device parameter item of the provision page can be freely expanded under the administrator account.

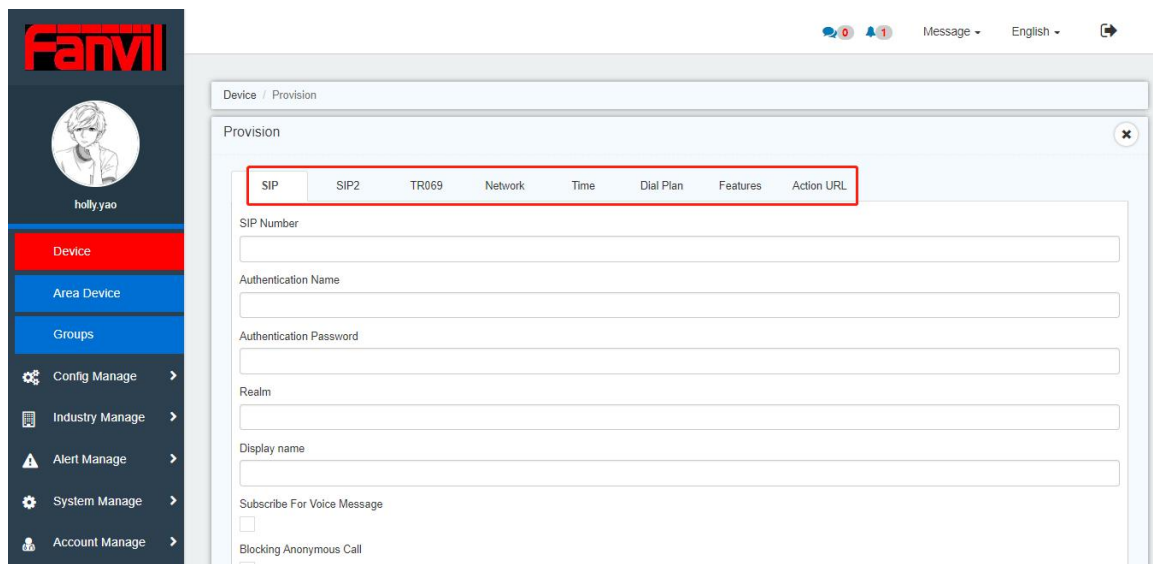


Figure 5-1-6

5.1.7 Parameter

Single parameter setting and getting of selected devices, as shown in Figure 5-1-7

- Set: Set parameter name, type, value, select "Set" and click "Set". After success, the information will display the parameter list
- Get: Get parameters, select "Get" and click "Get". After success, the information will display the parameter list

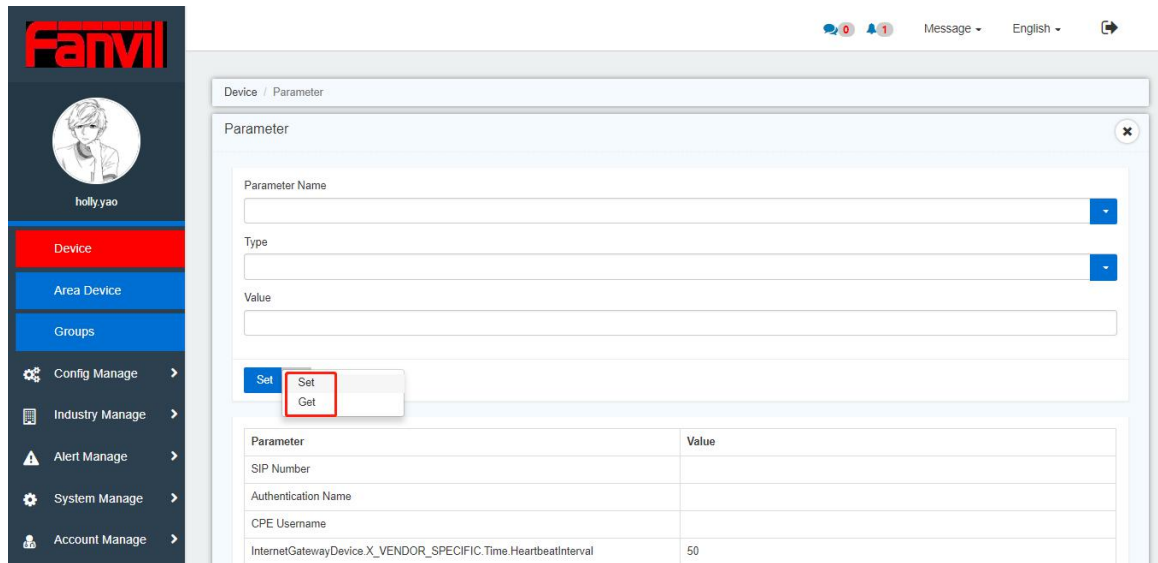


Figure 5-1-7

Note:” Set” the type and value of the basic parameters as shown in Table 5-1-7.

Parameter Name	Type	Value
SIP Enable	String	Enabled/Disabled
SIP Number	String	Customized
Authentication Name	String	Customized
Authentication Password	String	Customized
Register Server Address	String	Customized
Register Server Port	unsignedInt	Customized
Proxy Server Address	String	Customized
Proxy Server Port	unsignedInt	Customized
Enable Periodic Information	boolean	True/False
Auto-Configuration Server Address	String	http://192.144.136.170:80/en-US/Acs/Index
Authentication Name	String	admin
Authentication Password	String	admin
Periodic Information Interval (s)	unsignedInt	Customized
CPE Username	String	Customized
Connection Type	String	STATIC/DHCP
IP	String	Customized
Subnet Mask	String	Customized
Gateway	String	Customized
DNS	String	Customized

Table 5-1-7

5.1.8 Auto Test

Select the device and click “**Auto Test**” to enter the Auto Test page. Click “**Start Test**”. FDMS will return the list of parameters supported by the device. After the test is completed, the test results will be displayed below and the test report will be downloaded, as shown in Figure 5-1-8

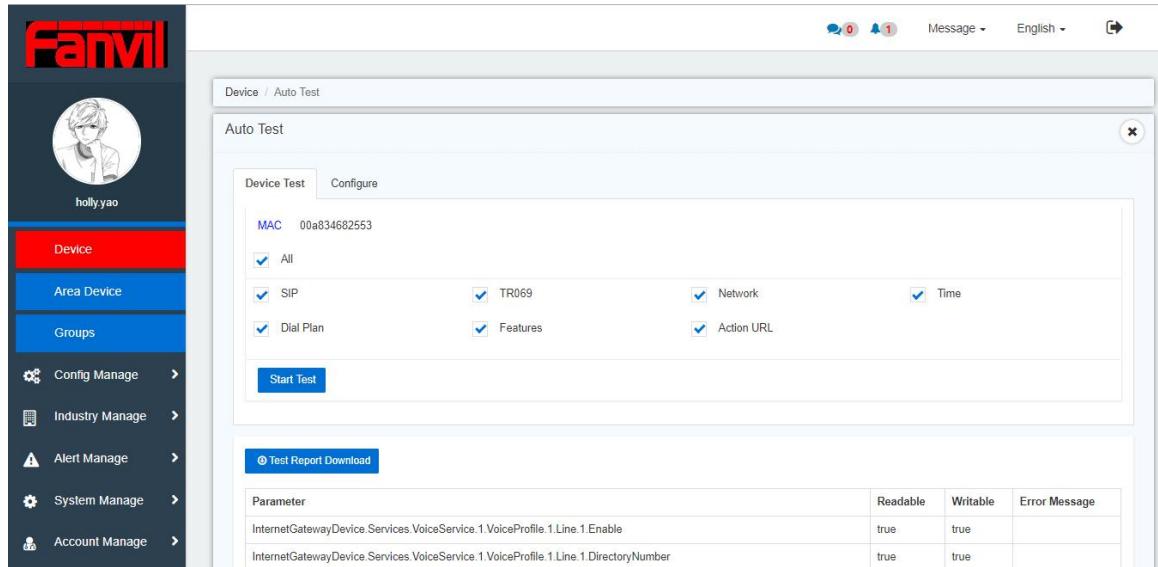


Figure 5-1-8

Note: This function is generally used by system developers and testers, and users generally do not use it.

5.1.9 Reprovision

During the use of the device, external factors (such as: modify the configuration of the login device web page, not via FDMS) have been modified to the relevant configuration of the device. Select the device in the FDMS and click the "Reprovision" button. FDMS will reconfigure the device configuration to the previous FDMS configuration of the device, as shown in Figure 5-1-9

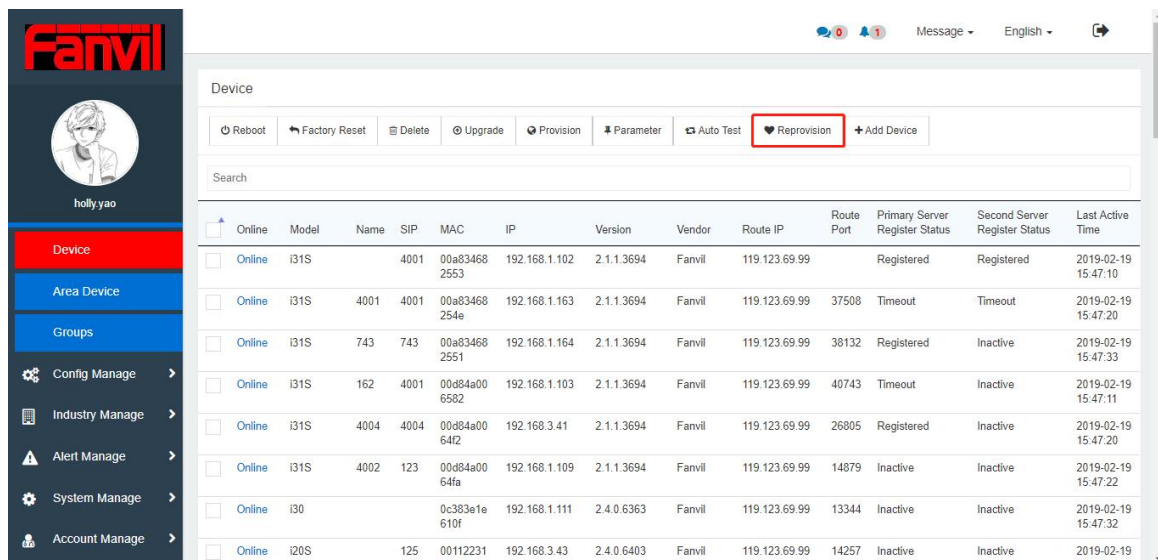


Figure 5-1-9

5.1.10 Add Devices

There are three ways to add devices: a single addition, a serial addition, and a messy addition. Default offline after successful addition.

Note:

1. This function does not currently support direct connection to the device
2. The MAC's format supports 12-digit hexadecimal numbers
 - Single: type the model and mac of the device
 - Serial: type the model and start mac and end mac of the devices
 - Messy: users can choose to import the mac address file, copy and paste the device mac address into the text box, or directly enter the macs in the text box.

Import the devices, as shown in Figure 5-1-10

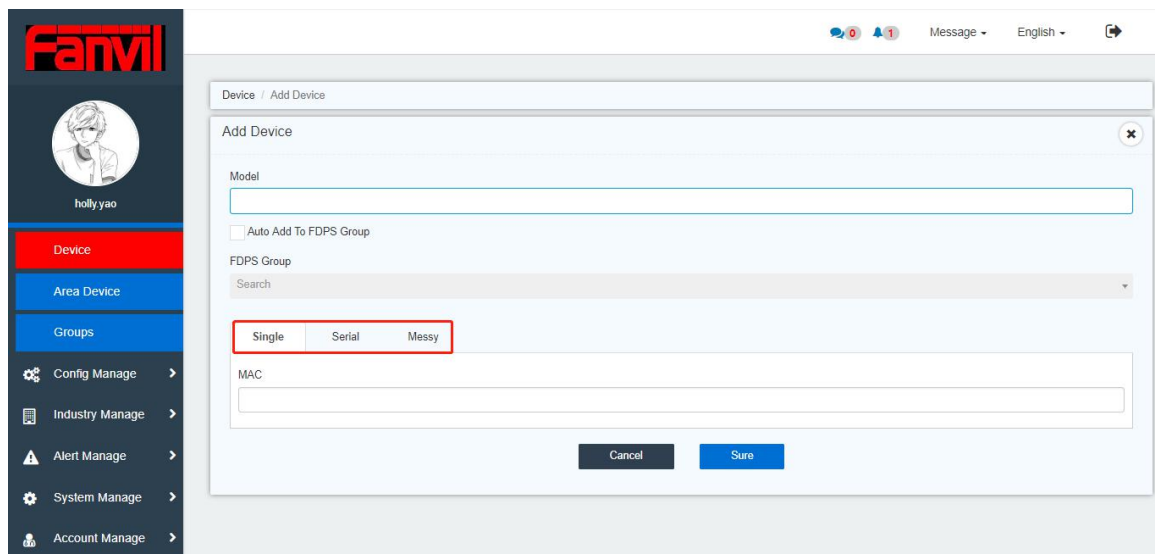


Figure 5-1-10

The imported mac file supports two ways ,as shown in Figure 5-1-11

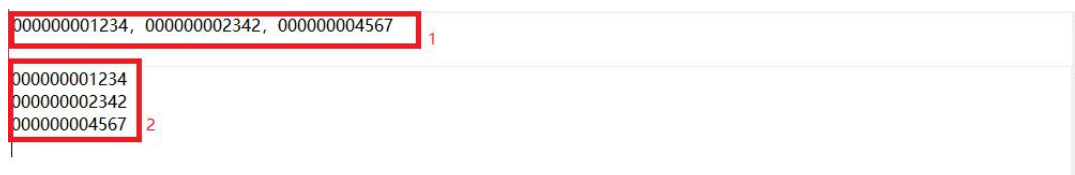


Figure 5-1-11

5.1.11 View Device Trace and Action

Click the mac address of the device to see the status trace and action of the device. You can visually see the time period when the device disconnected from the system and the time period, as shown in Figure 5-1-12

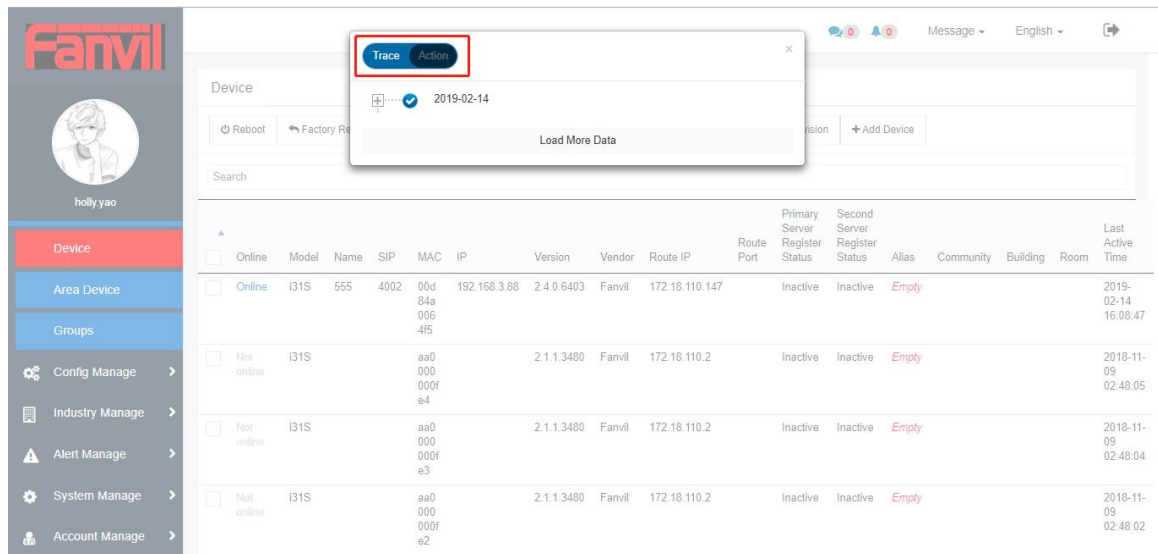


Figure 5-1-12

5.1.12 View Device Details

Click on the device status to see the device details, as shown in Figure 5-1-13, 5-1-14

Note: users can click “refresh” button to see the latest device details

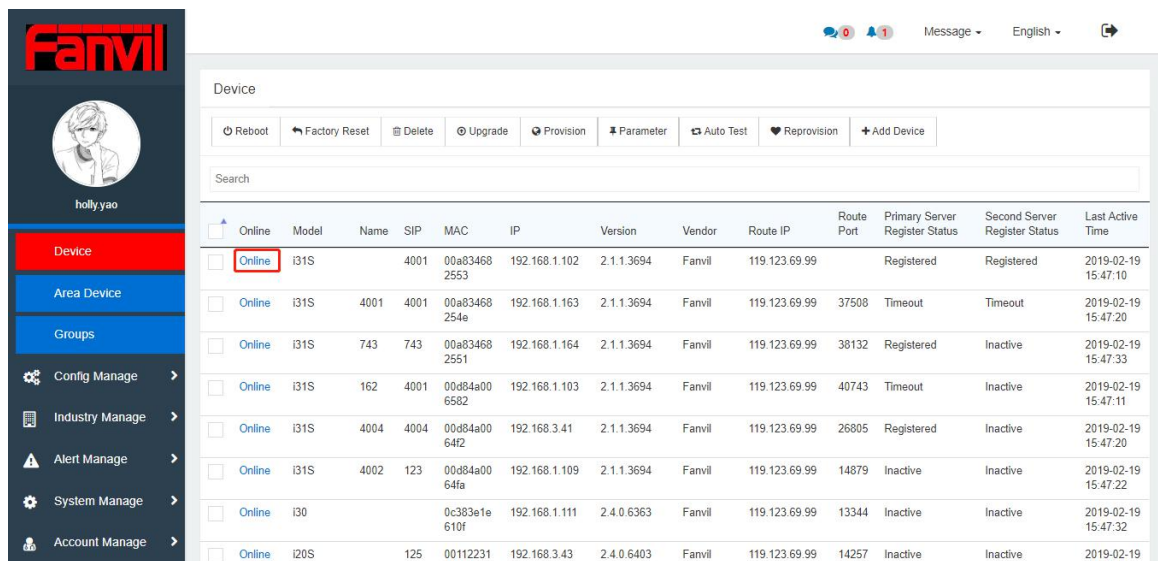


Figure 5-1-13

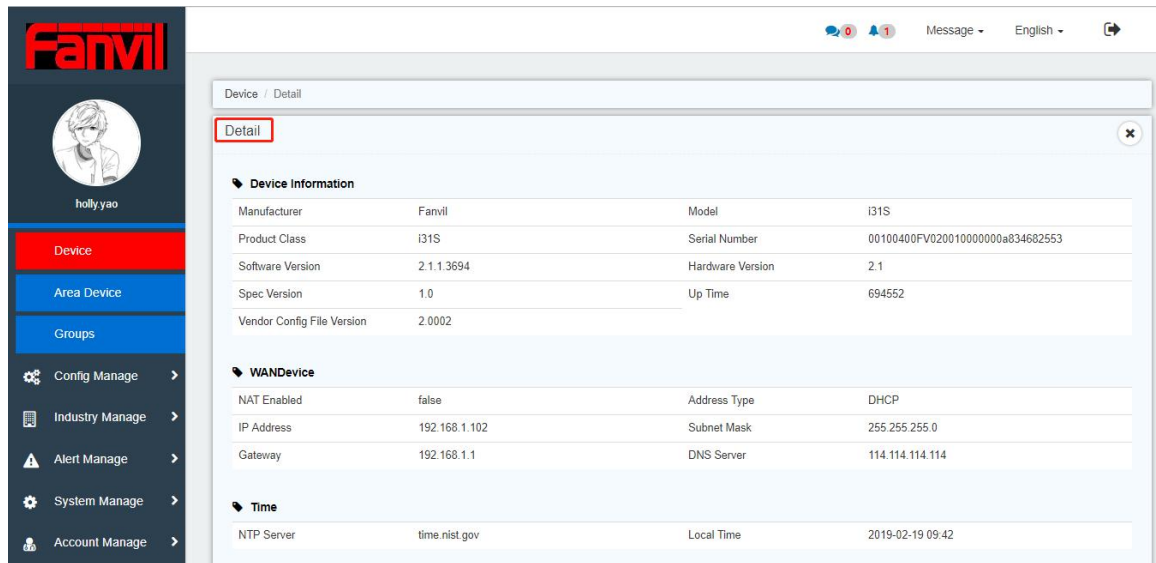


Figure 5-1-14

5.2 Area Device

The area device module mainly manages and operates the device in a fixed address.

Note: The premise of using this module is that there must be an address in the system. For the address creation operation, refer to the “Config Manage→Address Management” module.

5.2.1 Egs List

The device in the area is displayed in the Egs list, and the device can be managed and operated

1. Add Device

Click "**Add Device**" to add Egs devices in the area

Note: The only difference between an Egs device and a phone device is whether it supports opening the door.

2. [Reboot](#), [Factory Reset](#), [Upgrade](#), [Provision](#), [Reprovision](#), operation mode is same as device module.

3. Camera Preview

Camera preview of selected control devices

Notify: This function currently only supports devices and systems in the same LAN

4. Open Door

Select the device and click “**open door**” button, the corresponding device will open door, as shown in Figure 5-2-1

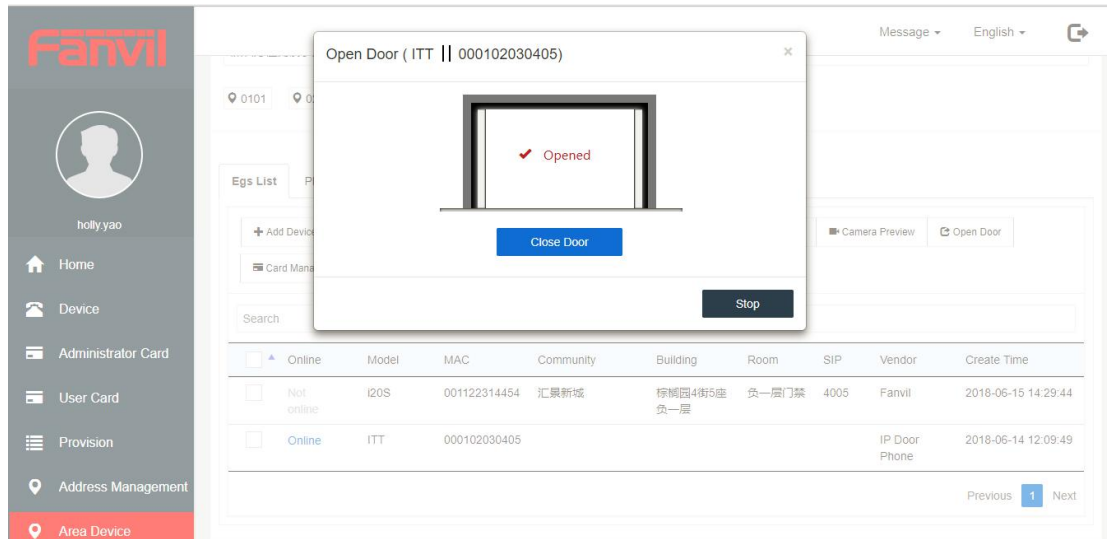


Figure 5-2-1

5. Card Manage

Select the device and click “**Card Manage**” to display the user card bound with the Eggs. At the same time, user can also add/delete the user card to the Eggs, click “**Sync Card**”, and all the cards bound with the Eggs will be displayed in the card list., as shown in Figure 5-2-2, 5-2-3

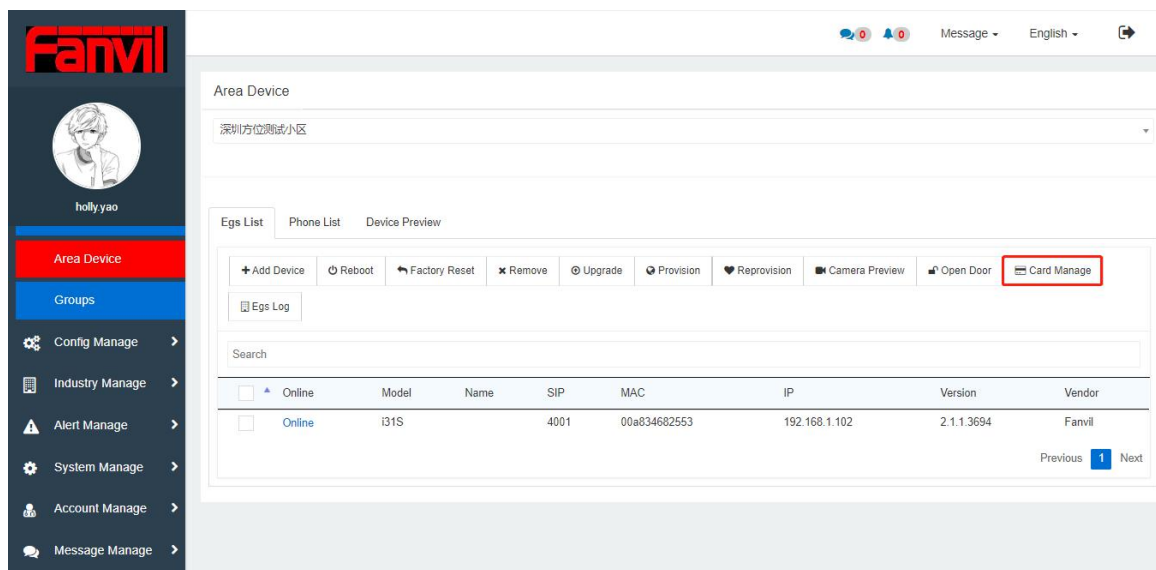


Figure 5-2-2

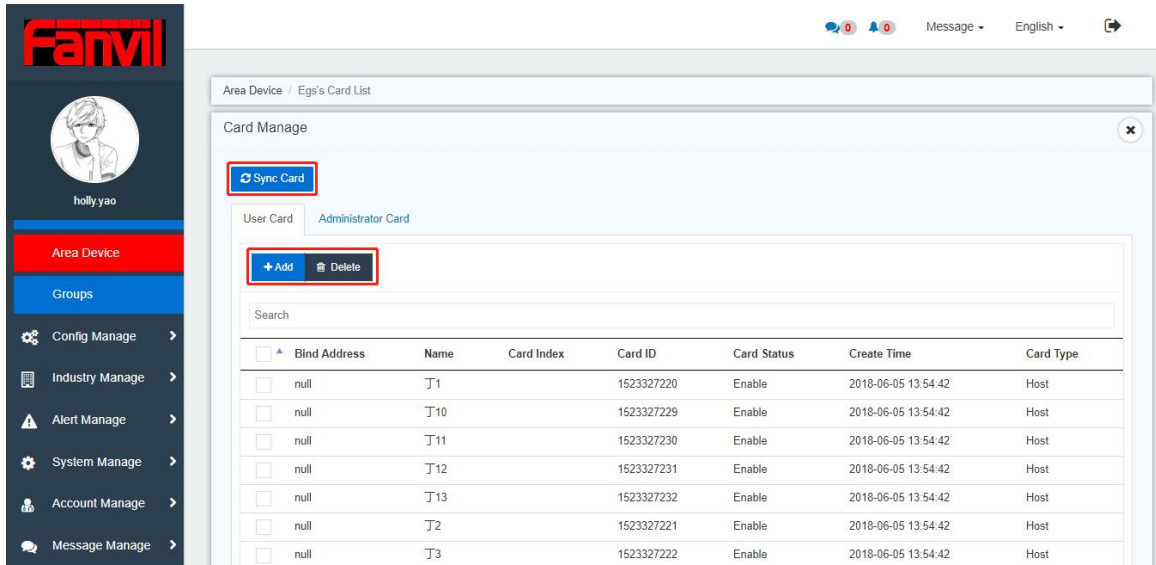


Figure 5-2-3

6. Egs log

The Egs log shows the record of the door open event. It can also delete records individually or in batches.

Click "Log Sync" to synchronize the record list with the records on the Egs log and the log in the web page of device, as shown in Figure 5-2-4, 5-2-5

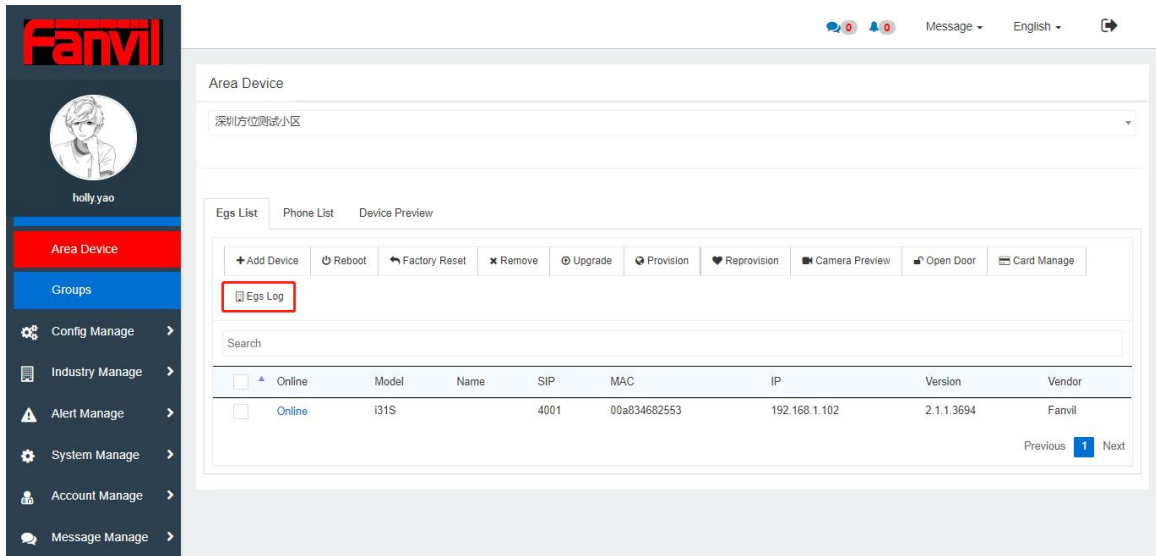


Figure 5-2-4

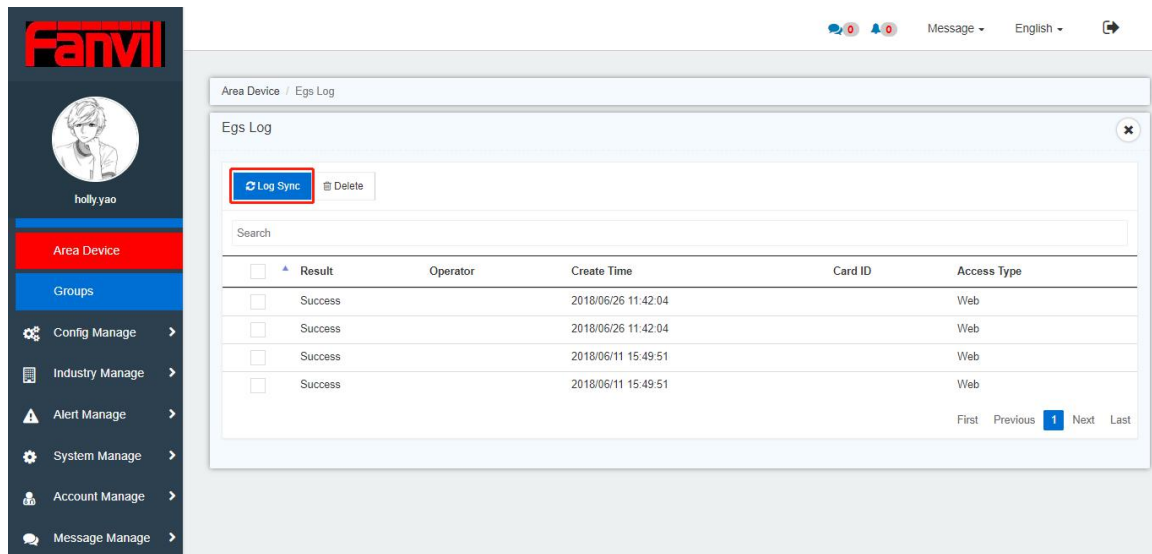


Figure 5-2-5

5.2.2 Phone List

1. [Reboot](#), [Factory Reset](#), [Upgrade](#), [Provision](#), [Reprovision](#), operation mode is same as device module.
2. Add Device
Click "Add Device" to add Phone devices in the area

5.2.3 Device Preview

The device preview interface graphically displays the ratio of Egs devices and phone devices in the area and the ratio of online devices and offline devices, as shown in Figure 5-2-6

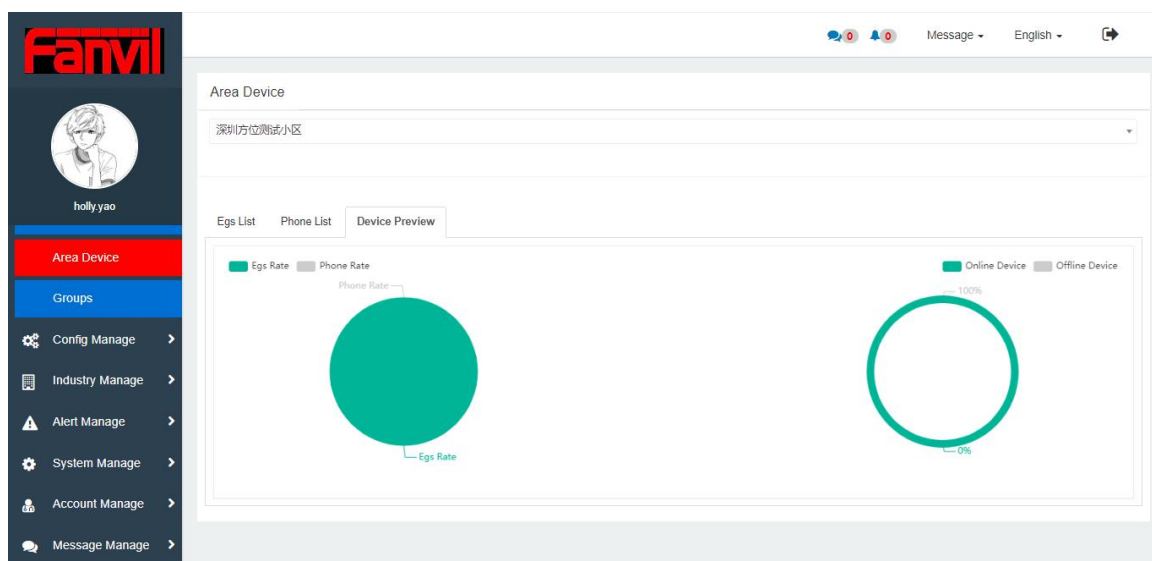


Figure 5-2-6

5.3 Groups

The main function of the groups module is that the user can divide the device into different groups according to the model, version, ip, mac, and register status of the device, which facilitates the management of the device, as shown in Figure 5-3-1

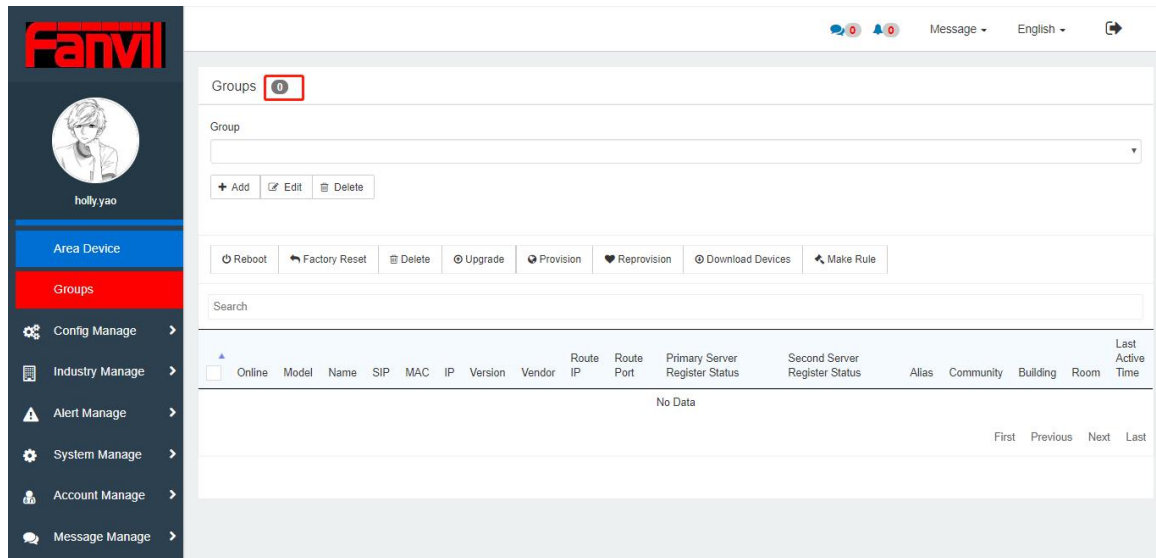


Figure 5-3-1

5.3.1 Add Group

Users can enter add group page by click the “Add” button. On this page, users could custom the group name, add related device search type for this group(the condition of same type could be added more than once). By chosing search typr and enter related data and click “Add” button, users can add a group successfully, and the devices match the group condition will show in the table list, as shown in Figure 5-3-2 and 5-3-3.

Note: multiple same query conditions exist or relationship, multiple different query conditions exist and relationship

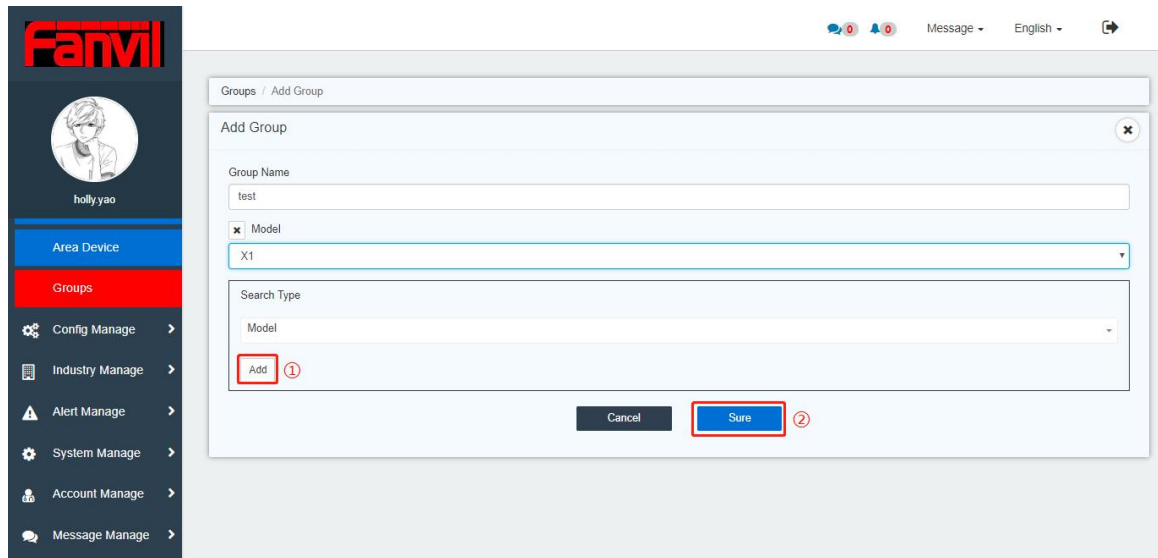


Figure 5-3-2

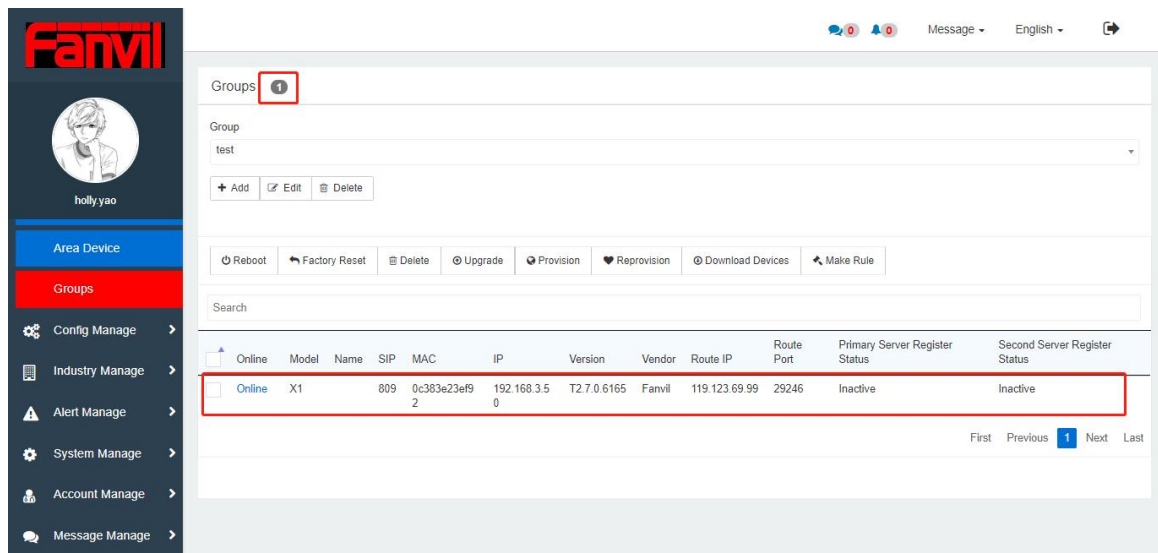


Figure 5-3-3

5.3.2 Edit

Users firstly choose a group name and then click the “**Edit**” button, the edit page will show up, and users could edit the search type for this group.

5.3.3 Delete

Users choose a group name and then click “**Delete**” button, then the group will be deleted.

5.3.4 Download Group Device

Users choose a group name and then click the “**Download Device**” button, then users will get an excel document in which the detail information of the group devices will be listed.

5.3.5 Make Rule

Click “Make Rule” button to enter the rule management page and create a scheduled task for the corresponding group. For details, refer to “[Config Manage → Rule Management](#)”. As shown in Figure 5-3-4.

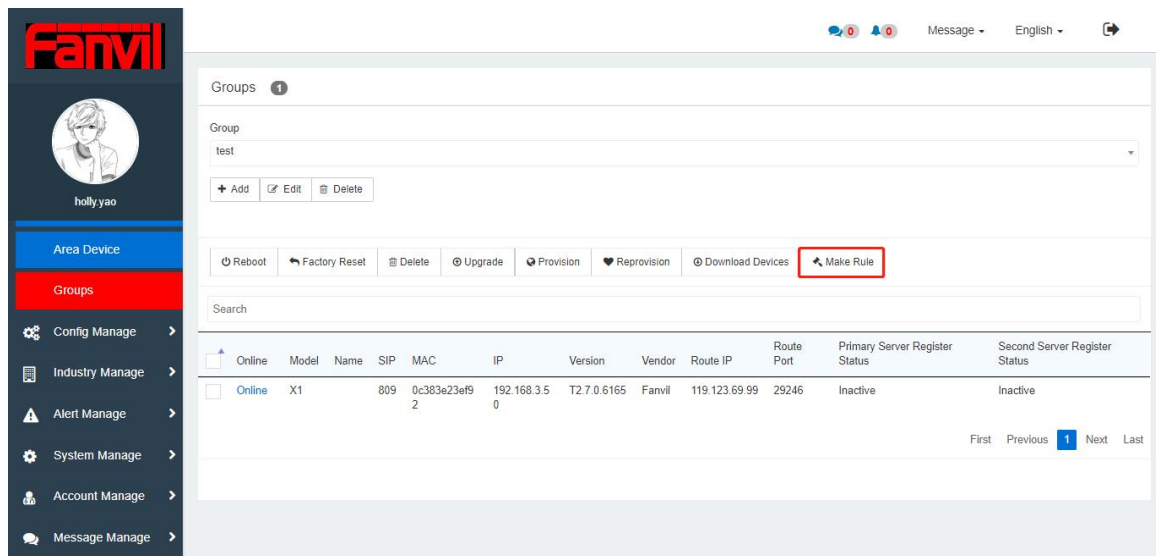


Figure 5-3-4

2. Config Manage

6.1 Provision

The main function of the module is to configure the template of the device (SIP, TR069, and network). The configuration template and the private configuration template form a complete configuration template. The configuration template includes a common configuration template and a model-specific configuration template. Similar the private configuration templates also include a common private configuration template and a model-specific private configuration template. as shown in Figure 6-1-1.

Notify: The complete configuration file of a device consists of four parts: common configuration template, model-specific configuration template, common private configuration template, and model-specific private configuration template.

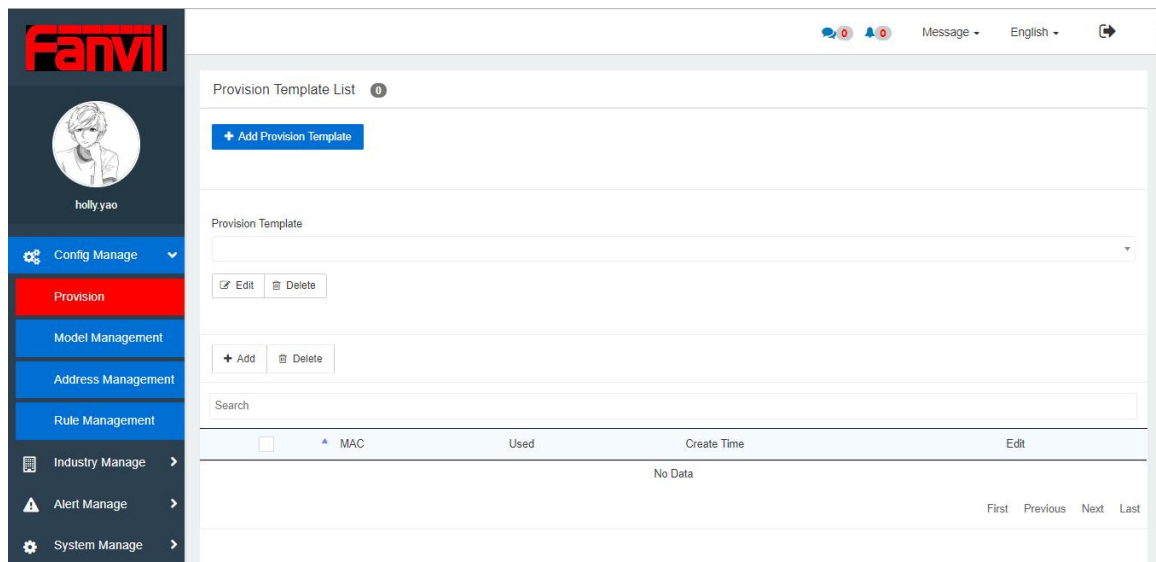


Figure 6-1-1

6.1.1 Add Provision Template

Click the "Add Provision Template" button to enter the Add Provision Template page. As show in Figure 6-1-2

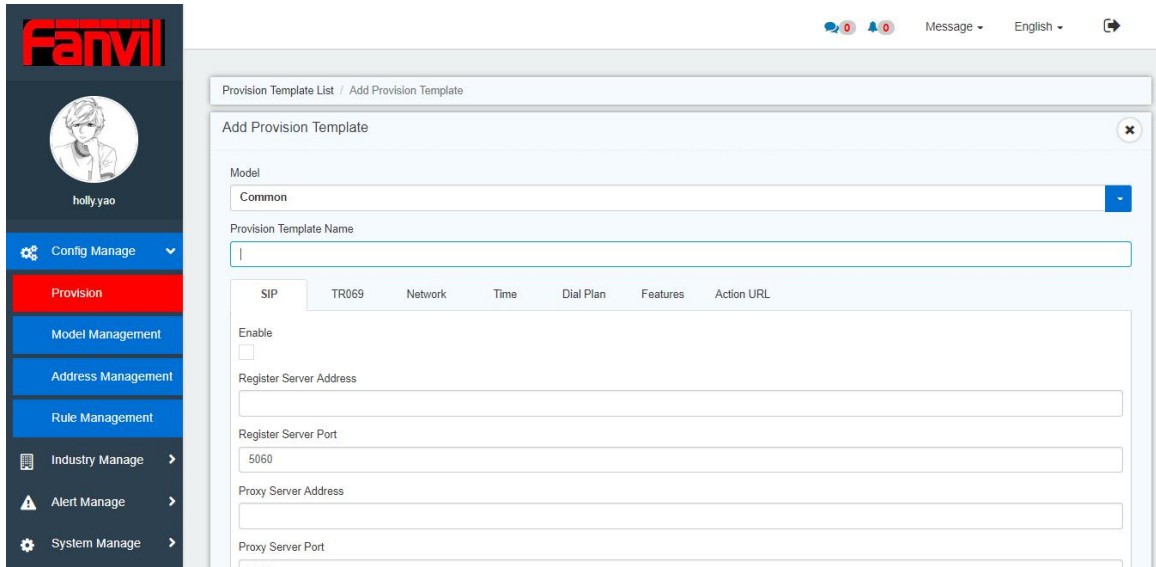


Figure 6-1-2

6.1.2 Add Private Provision

To add a private template, the user must first select a provision template and click "Add". As show in Figure 6-1-3

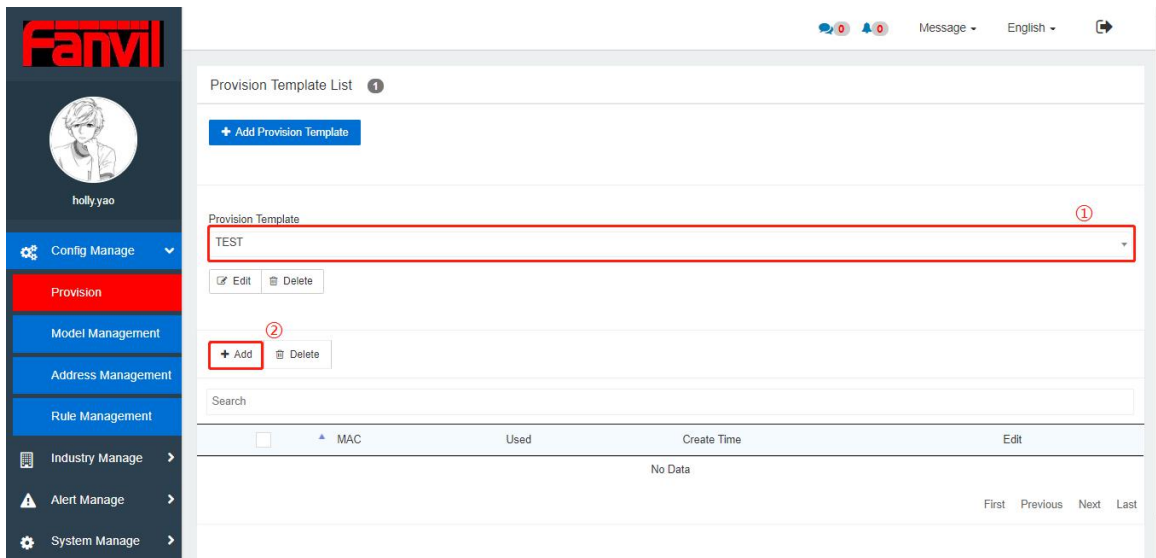


Figure 6-1-3

There are four ways for adding private provision:

1. Select a provision template, click “**Add Private provision**”, select **Single**, enter the Mac address directly, and enter the SIP number, authentication user name, and authentication password. Use it together with the provision template to configure the SIP, TR069, and network of the device, as shown in Figure 6-1-4

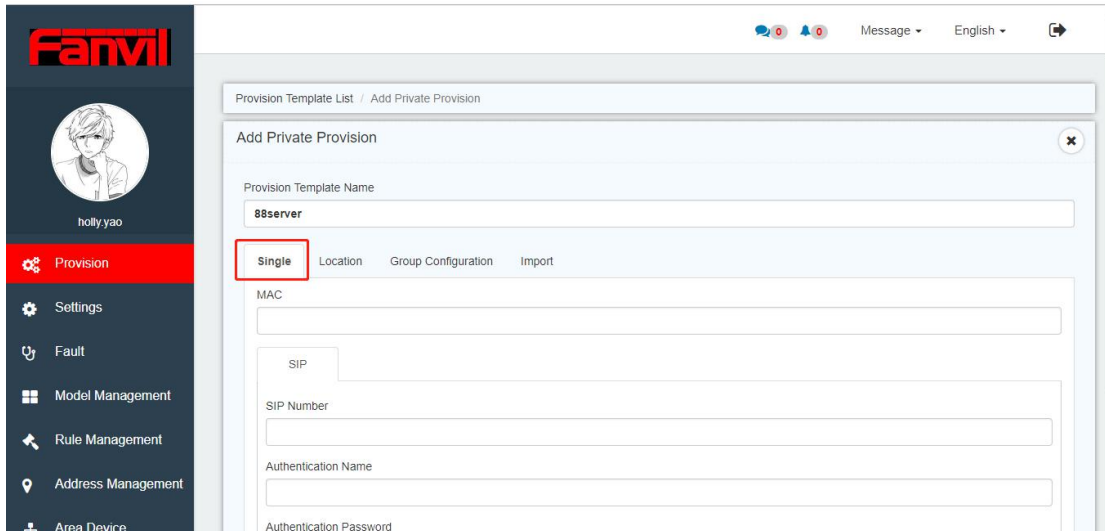


Figure 6-1-4

2. Select a provision template, click “**Add Private Provision**”, select Location/Group and select an address. The device under this address is directly configured with the template. It is used in conjunction with the provision template to configure the SIP, TR069, and network of the device, as shown in Figure 6-1-5

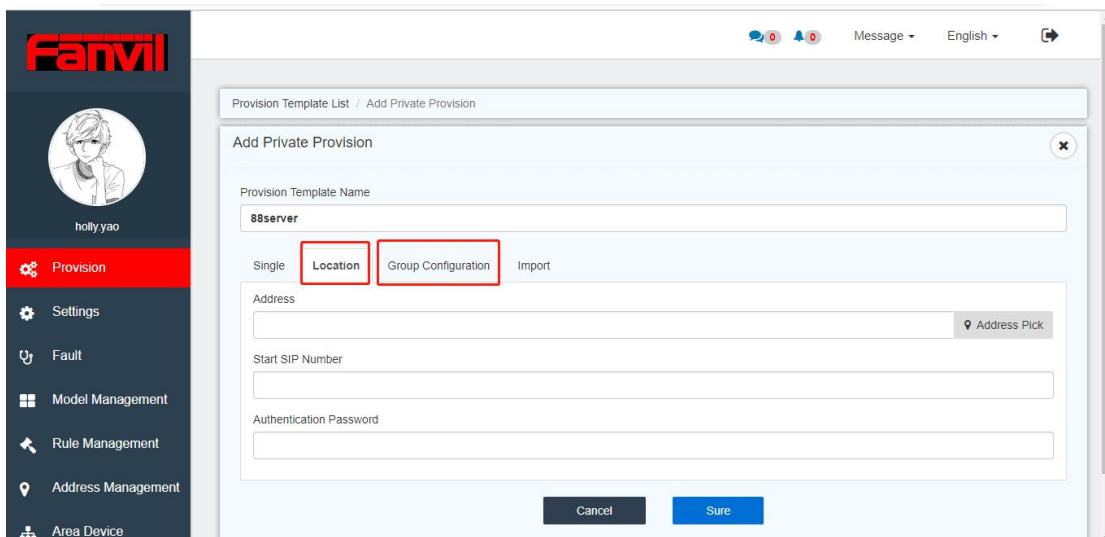


Figure 6-1-5

3. Select a provision template and click “**Add Private Provision**”. Select the import file. The file is an Excel. There is a Mac address. The provision template can be directly configured on multiple devices. It can be used in conjunction with the provision template to complete SIP and TR069, network on the device, as shown in Figure 6-1-6

Note: the mac column in the exported excel table only supports numbers and letters, and the sip number column only supports numbers

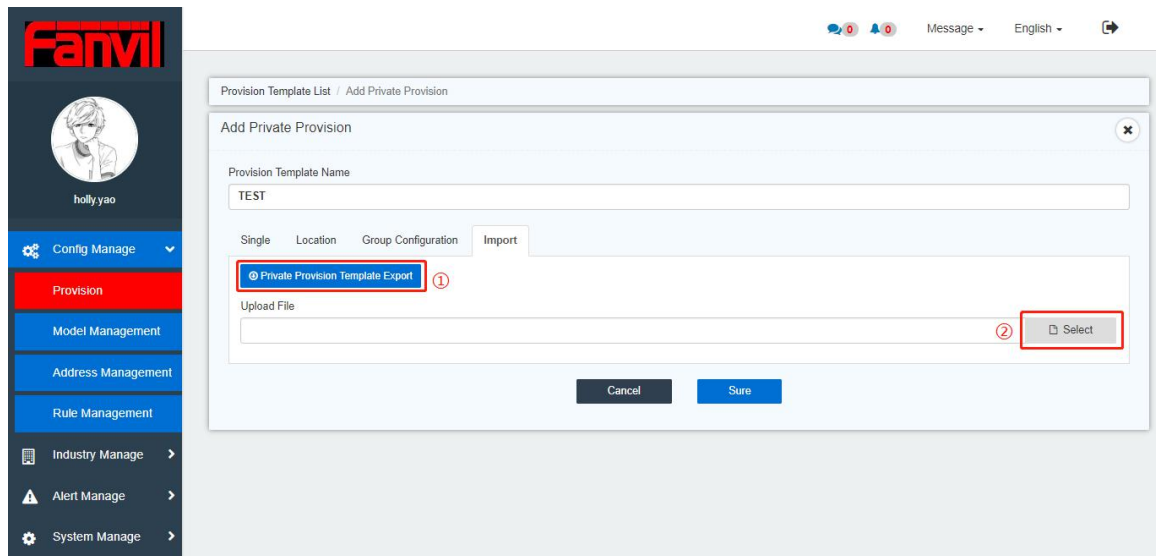


Figure 6-1-6

Note: The success of the addition is only the completion of a configuration file, but it is not configured into the device. After the device initiates a TR069 connection for the next time, FDMS checks whether there are any fresh configuration files that need to be configured on the device, and if so, it is configured. After the configuration file is used, it will be expired until it is modified to continue to use it.

6.1.3 Edit

Click "Edit" button to edit template of SIP, TR069, and network

6.1.4 Delete

Click "Delete" button to delete the added configuration template

6.2 Model Management

The Model Management page provides different features for administrators and non-admins:

1. Administrator: Admin can add/delete/edit device models, configure the maximum sip line of the device model, whether to open the door and video, upload the corresponding software/configuration file, certificate file, as shown in Figure 6-2-1

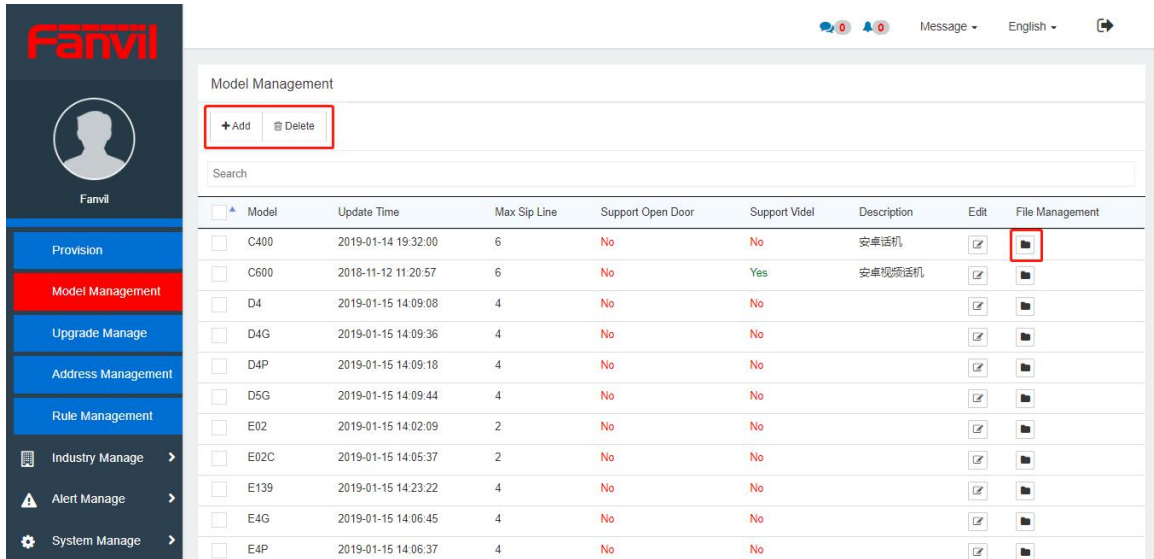


Figure 6-2-1

2. Non-admins: Users can only view the maximum sip line of the corresponding device model, whether it supports opening the door and video, upload the corresponding software/configuration file, certificate file, as shown in Figure 6-2-2:

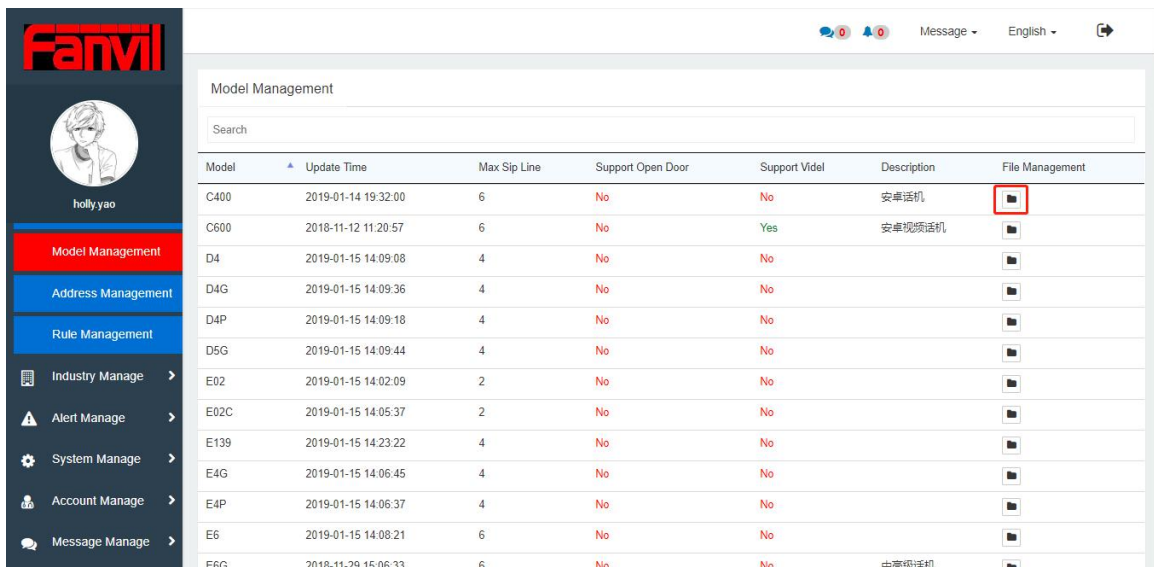


Figure 6-2-2

6.3 Address Management

The main functions of the address management module are: selecting an address, adding an address, an address list, and searching for an address function, as shown in Figure 6-3-1

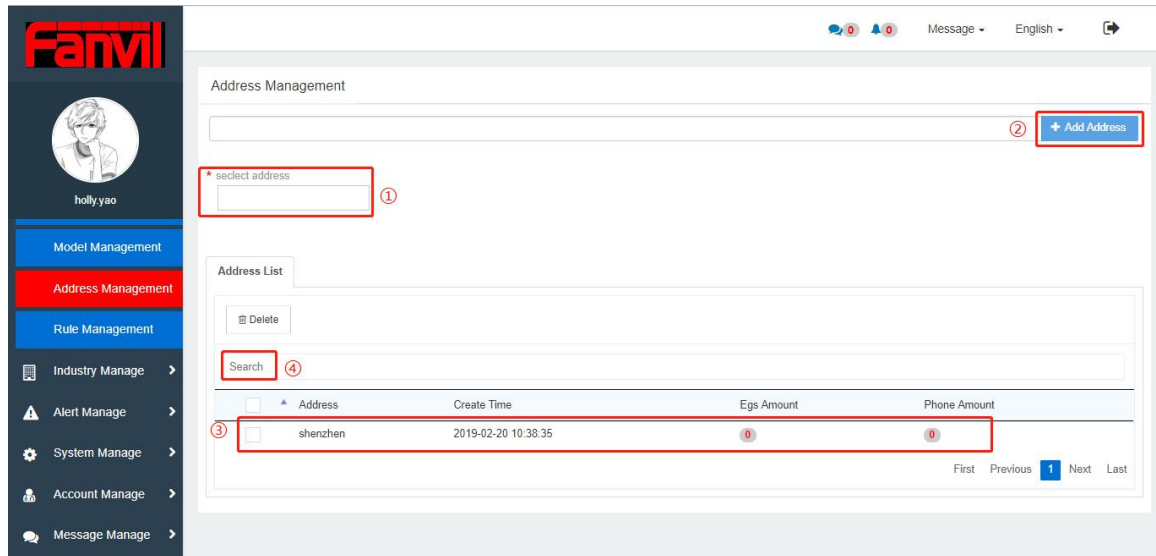


Figure 6-3-1

1. Select address: select address module can use three modes to create address
2. Add address: there are two ways to add an address
3. Address list: display the number of devices in the address, etc.
4. Search for address: users can quickly search for the address you are looking for

6.3.1 Select Address

Select address module provides three modes to create addresses: messy, rule and plot mode, users can use the combination of the three added modes to create a specific address. For example, create a plot mode address, as shown in Figure 6-3-2

Note: when the location information is added, the rule maximum support 100, and the plot mode maximum support 500. The address created in the selection address cannot be deleted. Please add it carefully.

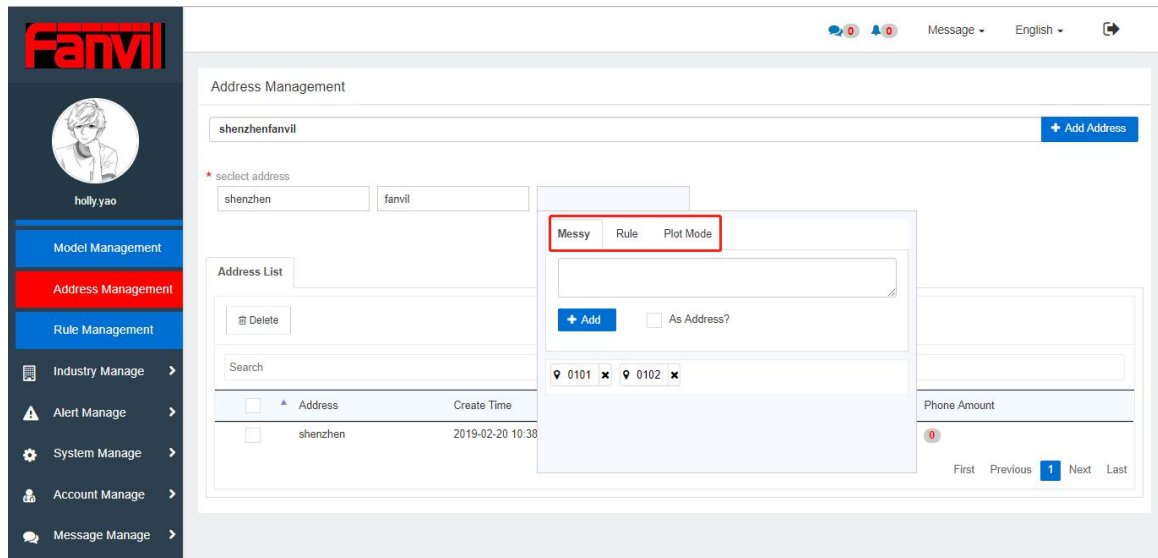


Figure 6-3-2

6.3.2 Add Address

After the address is added successfully, the added address will be displayed in the address list. Follow-up module will be associated with the added address. The address is added in two ways.

1. After selecting the address to add, directly check the “as Address” check box, as shown in Figure 6-3-3

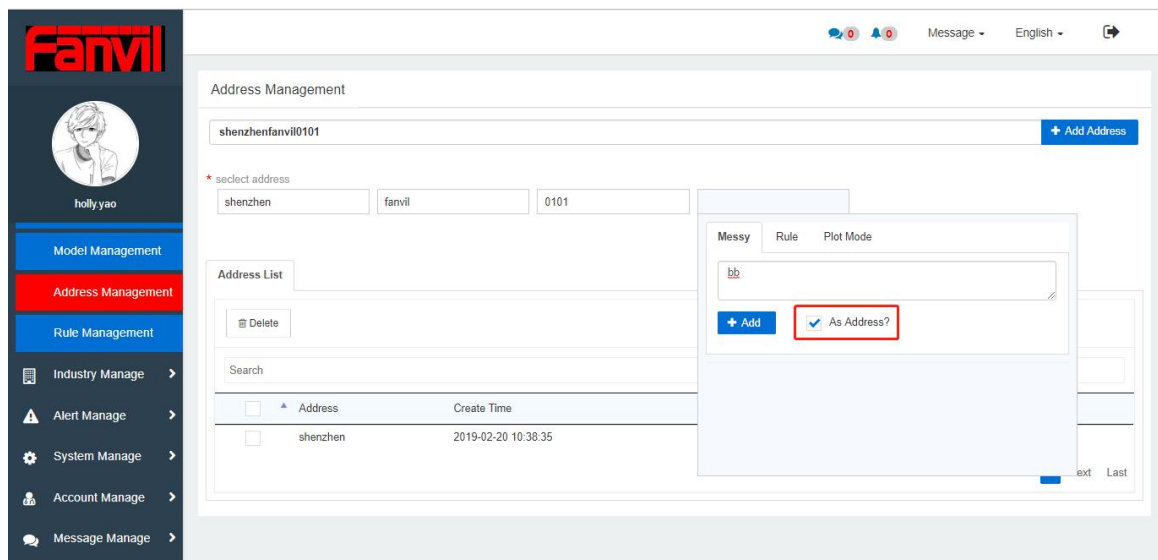


Figure 6-3-3

2. Select the previously added address in the Select Address drop-down list and click the "Add Address" button, as shown in Figure 6-3-4

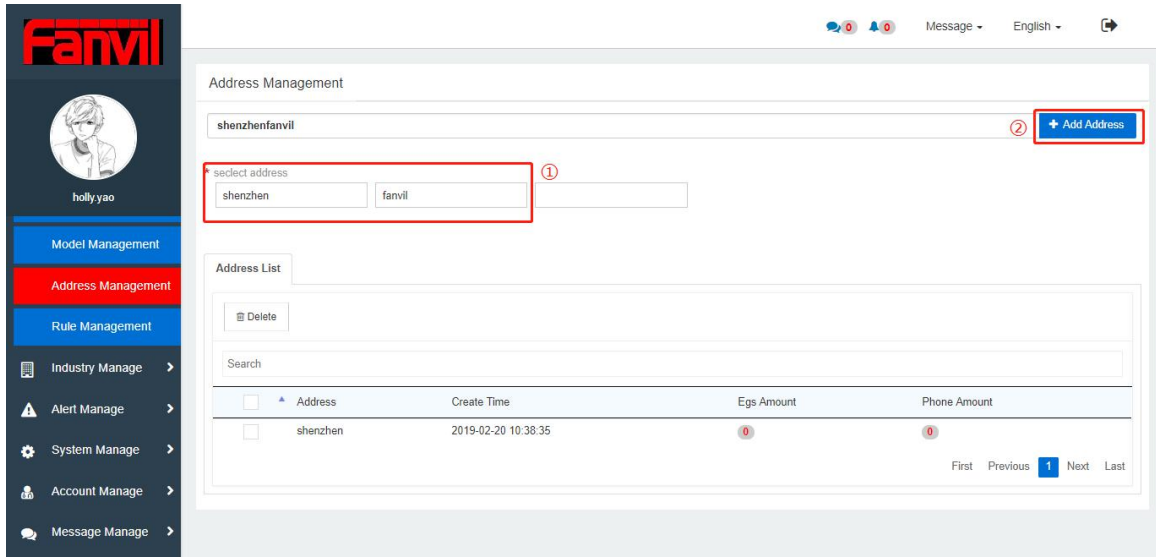


Figure 6-3-4

6.3.3 Address List

The address list can display the creation time of the address, the number of Egs and phones, search and delete the added addresses.

6.4 Rule Management

The main function of the rule management: users can customize the creation of timed tasks (including upgrade, reboot, and alarms). The actions supported by each task are shown in Table 1.

Rule Type	Reboot			Upgrade			Alert
Action	By group	By address	By model	By group	By address	By model	By group

Table 1

6.4.1 Add Rule

On the rule management page, click the "Add" button to enter the rule operation page, and then select the corresponding options, taking group reboot as an example, as shown in Figure 6-4-1

Figure 6-4-1

Execute Mode:

Initiative: The FDMS system will automatically check the device status, and after the set time is reached, perform the corresponding operation.

Passive: The device actively adapts the rules. The main application is to set rules in the system in advance. After the device is connected to the FDMS, the corresponding operation is performed within the set time.

Note: When the rule type is upgrade, you need to upload the corresponding upgrade software on the Model Management - File Management page in advance.

6.4.2 View the rule execute result

After the added rule is executed, the user can click the icon to view the details of the implementation, as shown in Figure 6-4-2

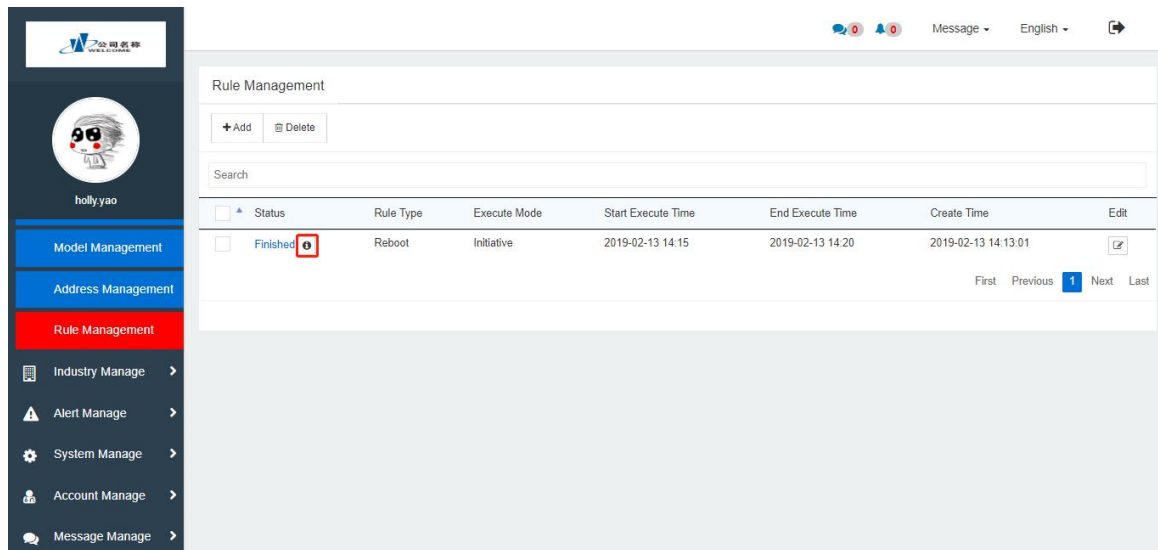


Figure 6-4-2

Users can check the execution result of the device on the rule execution result page, as shown in Figure 6-4-3

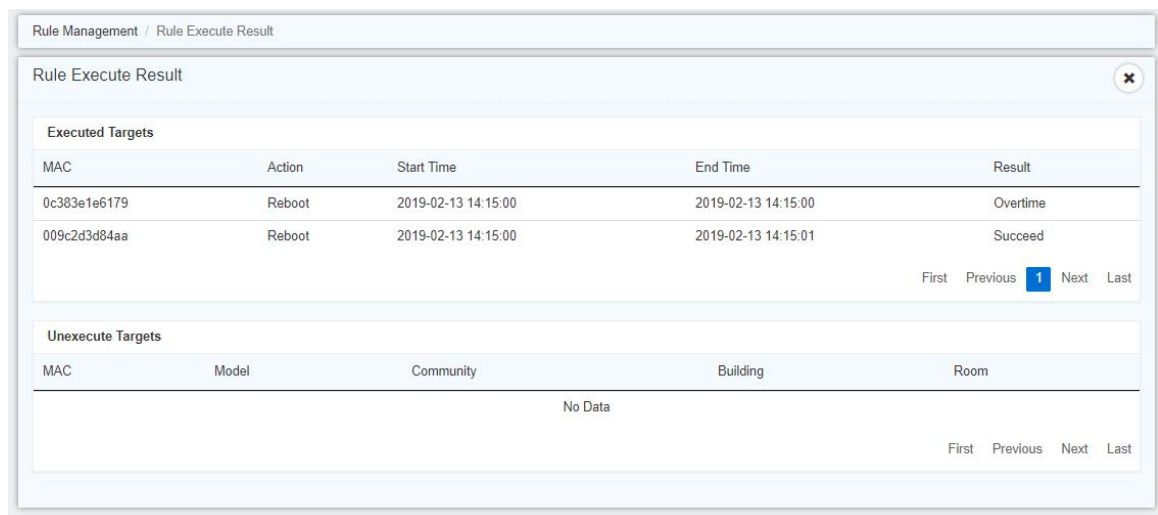


Figure 6-4-3

6.4.3 Edit

Click the "Edit" button to edit the added rules.

6.4.4 Delete

Check single or multiple rules, click the "Delete" button, the corresponding rules will be deleted from the system.

3. Industry Manage

7.1 Administrator Card

Users can add an administrator card and search, delete, edit, and add single or multiple administrator cards to the Egs, as shown in Figure 7-1-1

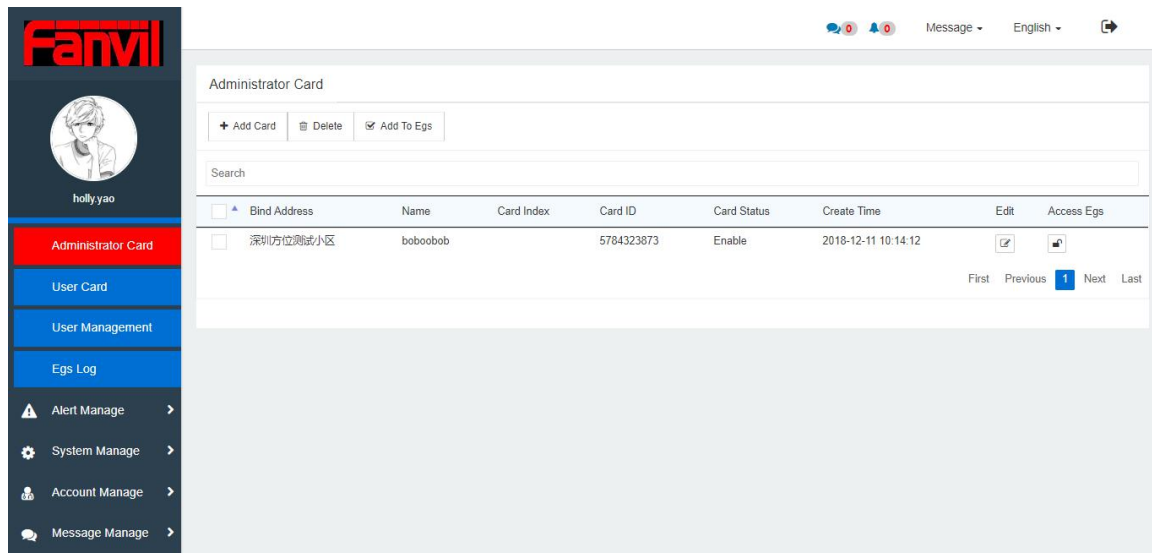


Figure 7-1-1

7.1.1 Add Card

Click the "Add card" button to enter the add card page, provide two ways

1. Location Reference: Select the address to add the card. If there is an access control device under the address, the card will be automatically added to the access control device, as shown in Figure 7-1-2.

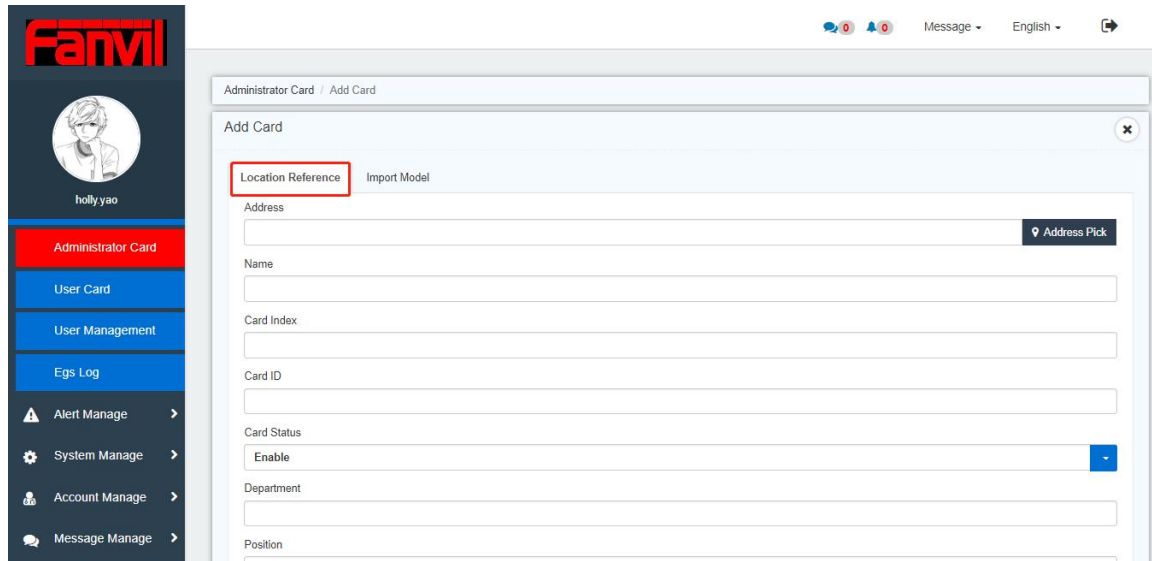


Figure 7-1-2

2. Import model: Import mode will also be associated with the location, first export the administrator card template, fill in the information, import again, all card lists will be added to the access control device under the address, as shown in Figure 7-1-3

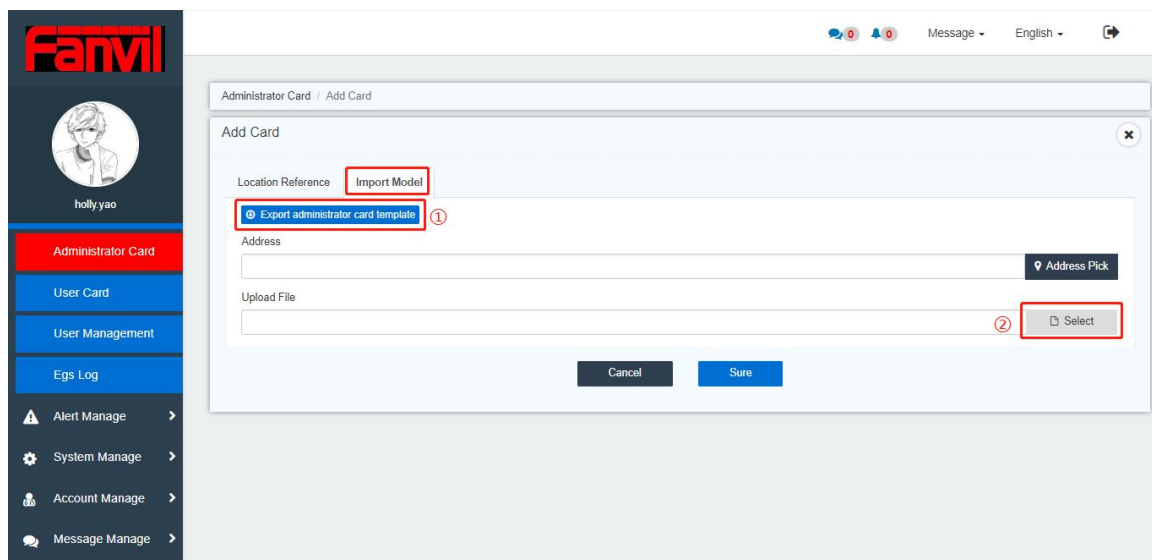


Figure 7-1-3

Note:

1. Card Index and card ID are in one-to-one correspondence
2. Card Index: If the card relation list is imported in advance, the card Index will be generated automatically after the card ID is input.
3. Department: The default display address of the last three addresses, also can be customized
4. After the administrator card is added successfully, it is automatically delivered to all devices under the address.

7.1.2 Delete

Select one or more administrator cards, click the "delete" button, the corresponding administrator card will be deleted in the list, the administrator card that is bound to all devices will be deleted accordingly.

7.1.3 Add to Egs

One or more administrator cards can be added to different Egs under different area

7.1.4 Edit

Select "Edit" button, users can enter the administrator card editing page, and can modify the administrator card information.

7.1.5 Access Egs

Click the access Egs button to view which Egs devices exist in the administrator card, as shown in Figure7-1-3, 7-1-4

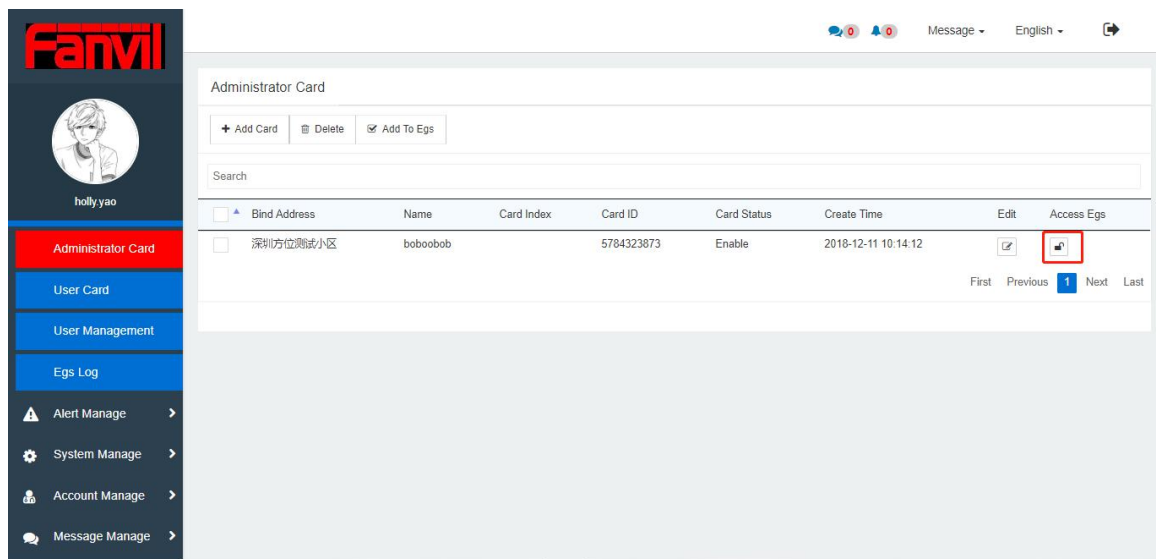


Figure 7-1-3

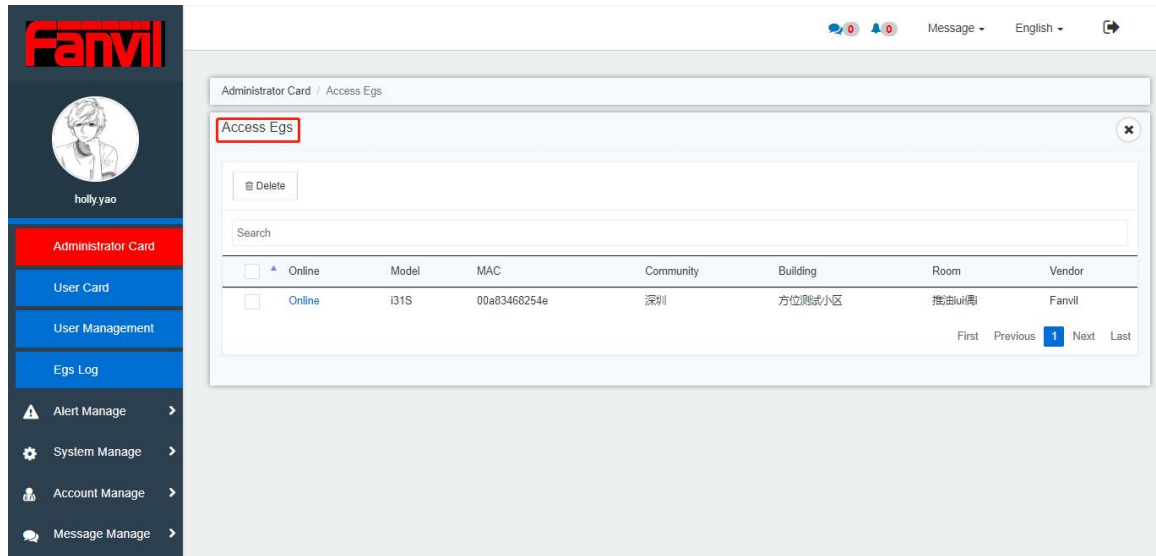


Figure 7-1-4

7.2 User Card

The user card module manages all user cards. It can search, add, delete and edit user cards, and add single or multiple user cards to the Egs, as shown in Figure 7-2-1

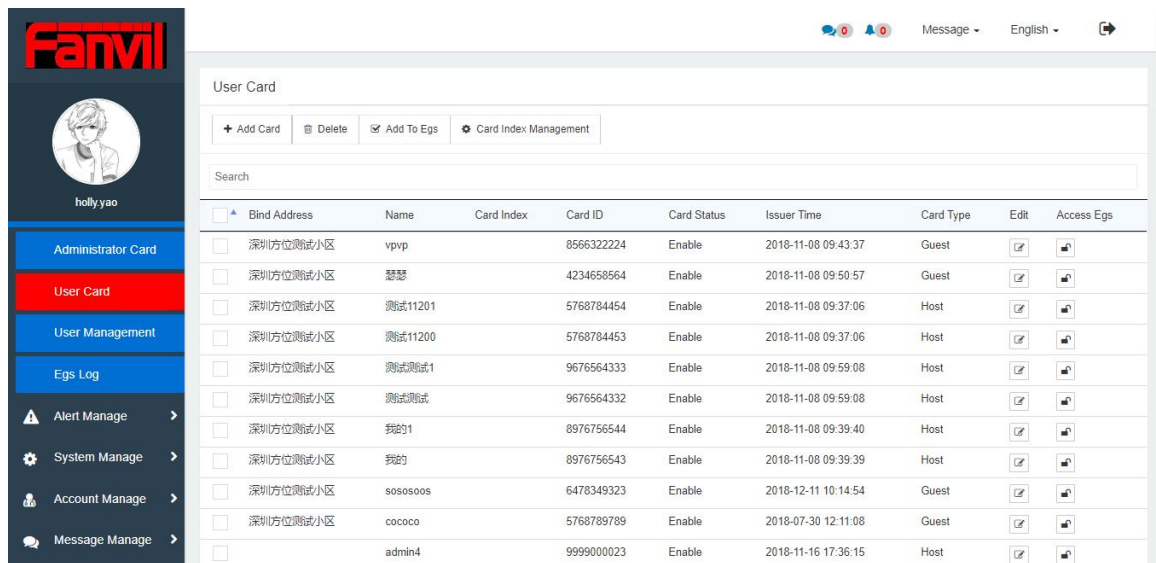


Figure 7-2-1

7.2.1 Add Card

There are three ways to add a card: location Reference , User Reference and Import Model . After the success is added, the user card can be directly delivered to the user or the Egs device that the user under the address needs to pass through, as shown in Figure 7-2-2

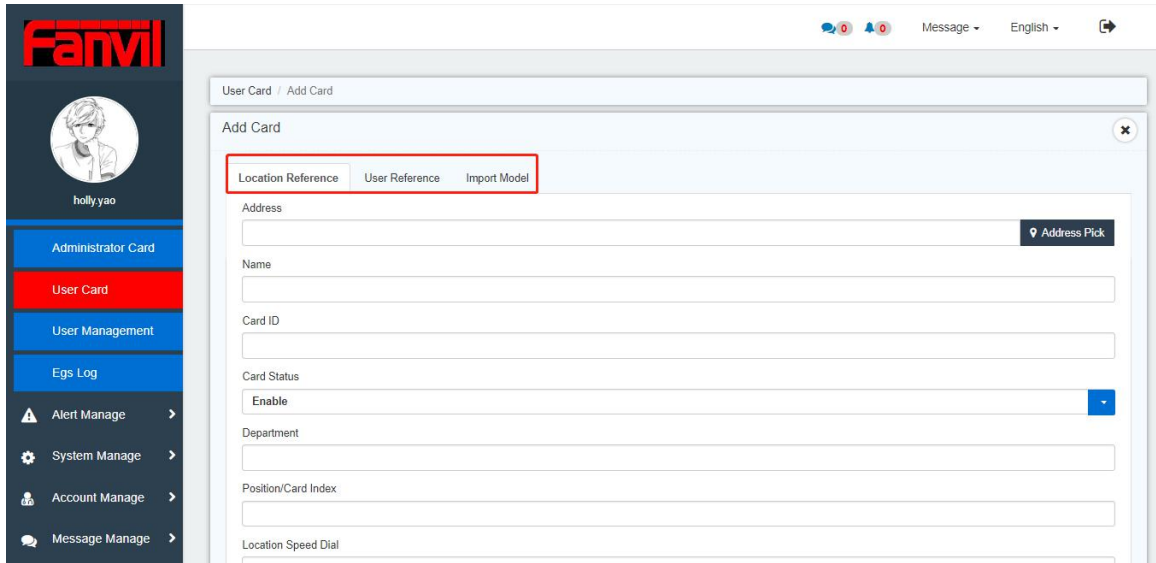


Figure 7-2-2

7.2.2 Delete

Select one or more user cards and click the "Delete" button. The corresponding user card will be deleted from the list. The user cards bound to all devices will be deleted accordingly.

7.2.3 Add to Egs

Select one or more user cards to add to different Egs in different locations, as shown in Figure 7-2-3

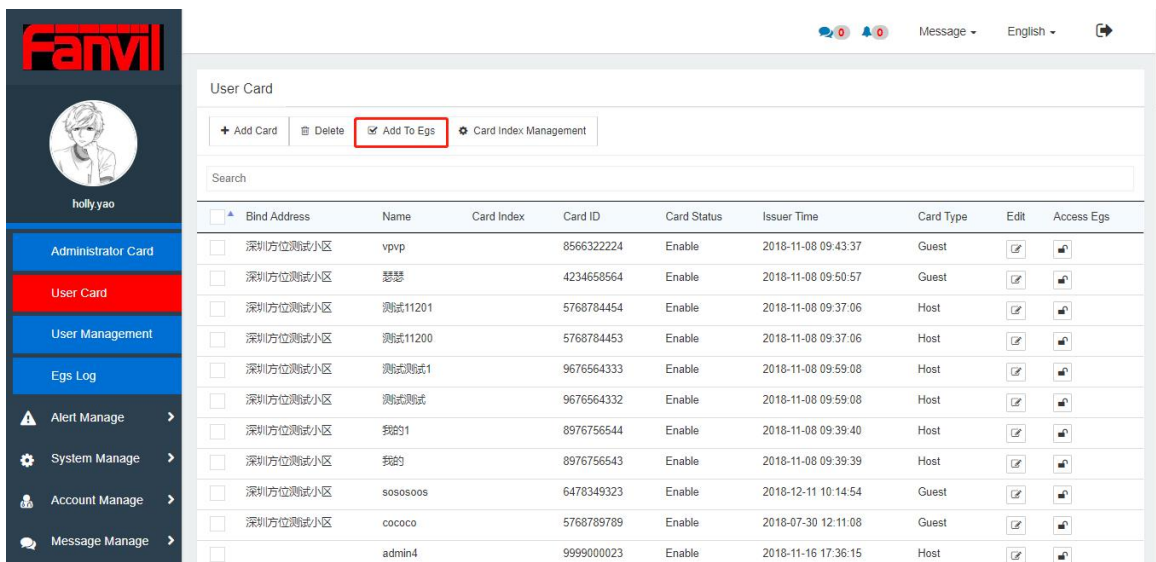


Figure 7-2-3

7.2.4 Edit

Edit existing user card, address and card ID cannot be modified, others can be modified

7.2.5 Card Index Management

The main function of the card Index management module is to support the list of the correspondence between the card Index and the card ID, as well as to delete the uploaded data and support a key clear operation, as shown in Figure 7-2-4

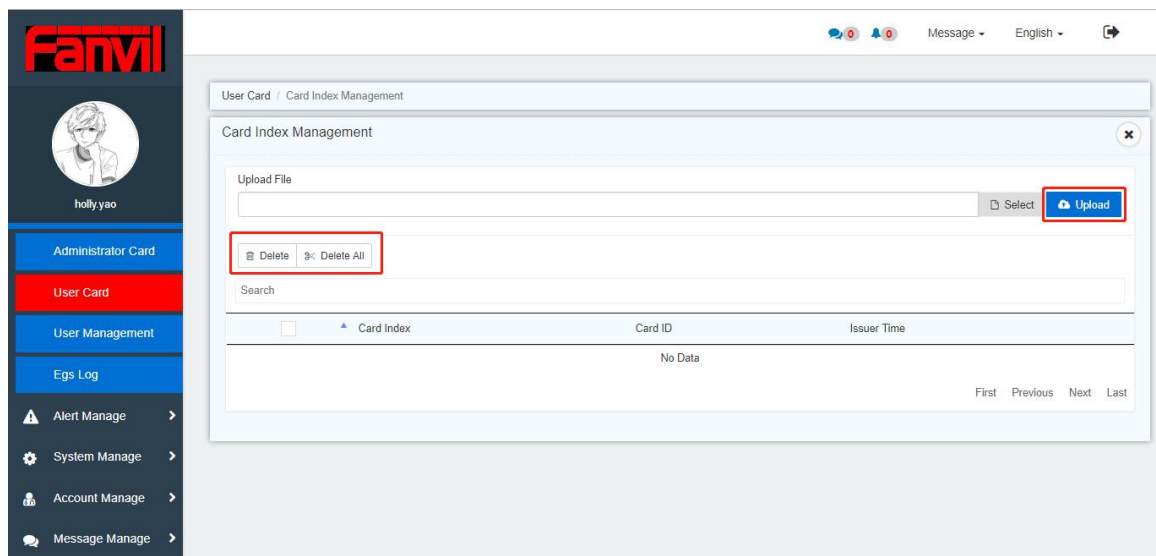


Figure 7-2-4

Note: The uploaded file format only supports .xls. After the upload is successful, users can enter the card index management page and view the successfully uploaded card relationship list. When the number of card numbers is large, a progress bar will be displayed in the upper left corner of the page to indicate the upload progress.

7.2.6 Access Egs

Click the access Egs button to view which Egs devices exist in the user card.

7.3 User Management

User management module can add and delete users, manage existing users, as shown in Figure 7-3-1

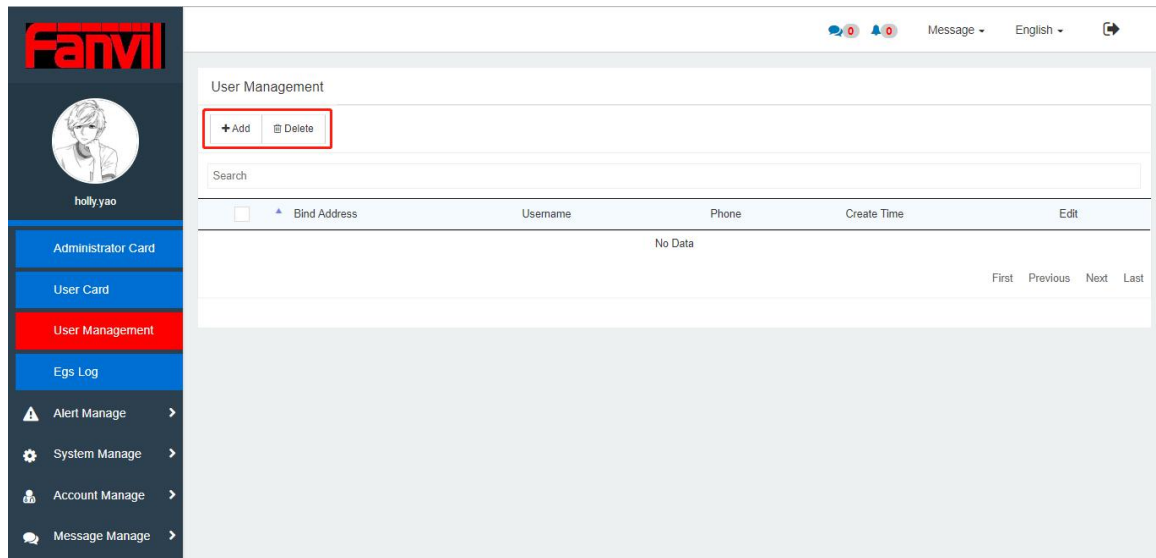


Figure 7-3-1

7.3.1 Add

Click the "Add" button to enter the Add page:

1. The device can be directly bound to this user via Egs MAC address and Phone Mac address, as shown in 7-3-2

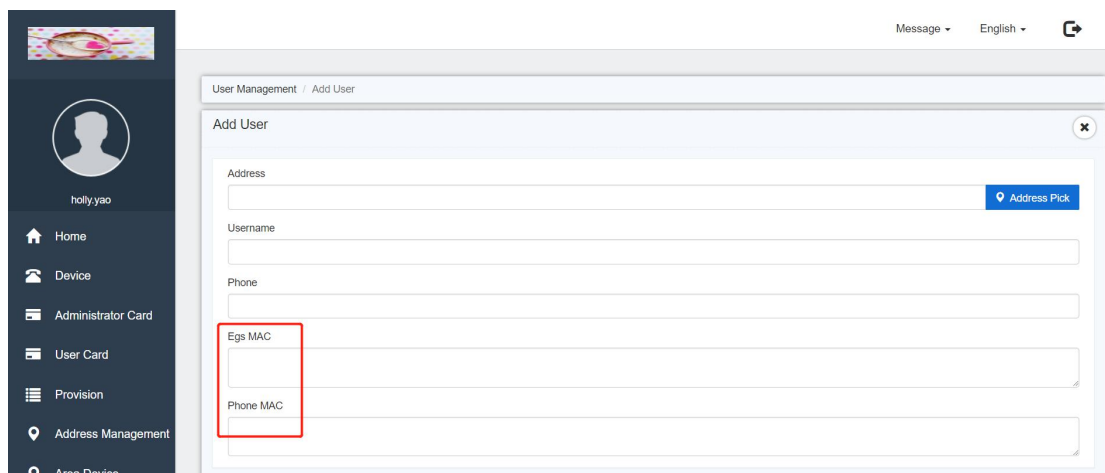


Figure 7-3-2

2. It can issue cards automatically, divided into serial type and messy type. It can be directly added to the user card. If the Egs MAC address is bound, the automatic issuance card can be sent directly to the equipment, as shown in Figure 7-3-3

Figure 7-3-3

3. If you bind the Egs MAC address, select the automatically assigned sip account, users can use the configuration template to configure, as shown in Figure 7-3-4

Figure 7-3-5

7.3.2 Edit

Modify users phone and modify/add Mac address for device.

7.3.3 Delete

Select a user or multiple users, click "**Delete**", the corresponding user will be deleted in the system.

7.4 Egs Log

The Egs log module records the door opening event. Users can delete the Egs logs in a single/batch mode or clear with "**Delete All**" button. And can also quickly search for the corresponding logs, as shown in Figure 7-4

<input type="checkbox"/>	Device	Result	Operator	Create Time	Card Index	Card ID	Access Type
<input type="checkbox"/>	方位测试小区W1W3W1-1负一楼	Success		2019/02/15 11:39:30			Web
<input type="checkbox"/>	方位测试小区W1W3W1-1负一楼	Success		2019/02/15 11:39:30			Web
<input type="checkbox"/>	深圳方位测试小区受到广泛的会更好	Success		2019/01/18 14:41:33			Local
<input type="checkbox"/>	深圳方位测试小区受到广泛的会更好	Fail		2018/10/31 17:46:00		0012345678	Illegal Card
<input type="checkbox"/>	深圳方位测试小区受到广泛的会更好	Fail		2018/10/31 17:45:57		0012345678	Illegal Card
<input type="checkbox"/>	深圳方位测试小区受到广泛的会更好	Fail		2018/10/31 17:45:43		0012345678	Illegal Card
<input type="checkbox"/>	深圳方位测试小区受到广泛的会更好	Fail		2018/10/31 17:45:42		0012345678	Illegal Card
<input type="checkbox"/>	00d84a0065cc	Fail		2018/08/02 11:01:49		0011709658	Illegal Card
<input type="checkbox"/>	00d84a0065cc	Fail		2018/08/01 18:02:50		0011709658	Illegal Card
<input type="checkbox"/>	00d84a0065cc	Fail		2018/08/01 16:17:03		0011709658	Illegal Card
<input type="checkbox"/>	00d84a0065cc	Fail		2018/08/01 10:46:44		0011709658	Illegal Card
<input type="checkbox"/>	00d84a0065cc	Fail		2018/08/01 09:20:28		0011709658	Illegal Card

Figure 7-4

Note: If users need Egs log synchronization upload, they need to set Enable Open Log Server: TR069 or all on the web side of the devices, as shown in 7-4-1

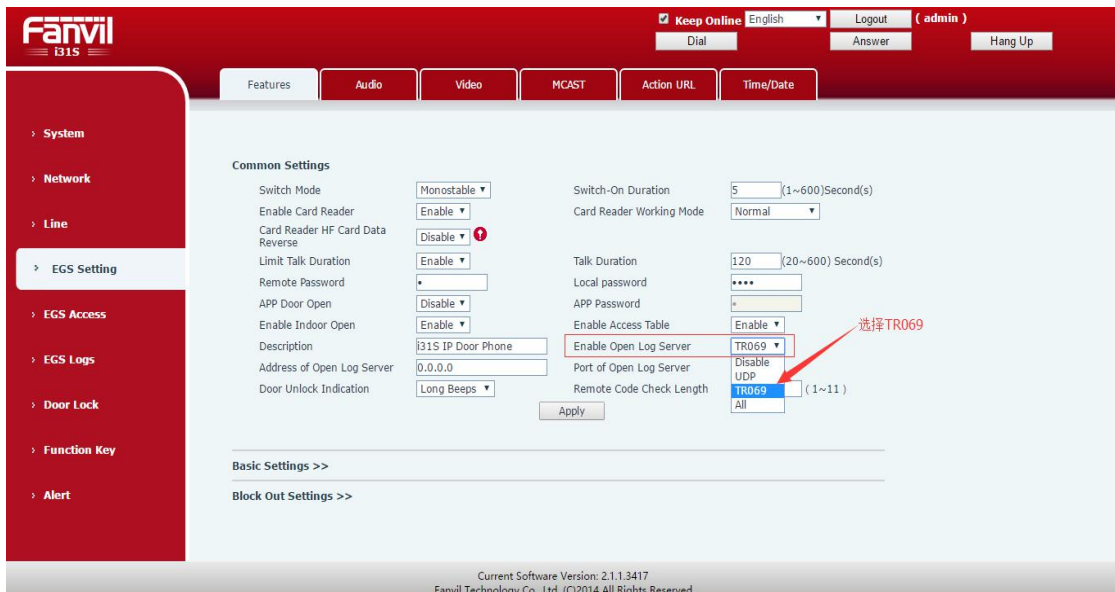


Figure 7-4-1

Note:

1. Access types include: valid card, invalid card, disabled card, temporary card, local password, remote password, web six types
2. Check the "Auto refresh?", the Egs log will be refreshed in real time, the refresh time is 5s

7.4.1 Delete

Select the corresponding Egs log and click the "Delete" button. The corresponding Egs log will be

deleted from the access log list.

7.4.2 Delete All

Click the "Delete All" button (There is no need to select Egs log). All Egs logs will be cleared.

7.4.3 Statistics

Provides multiple ways to search the Egs log and download the Egs log, as shown in Figure 7-4-2

There are 5 ways to filter:

1. Filter based on the device's address
2. Filter by card Index
3. Filter by card ID
4. Filter by devices
5. Filter by time period

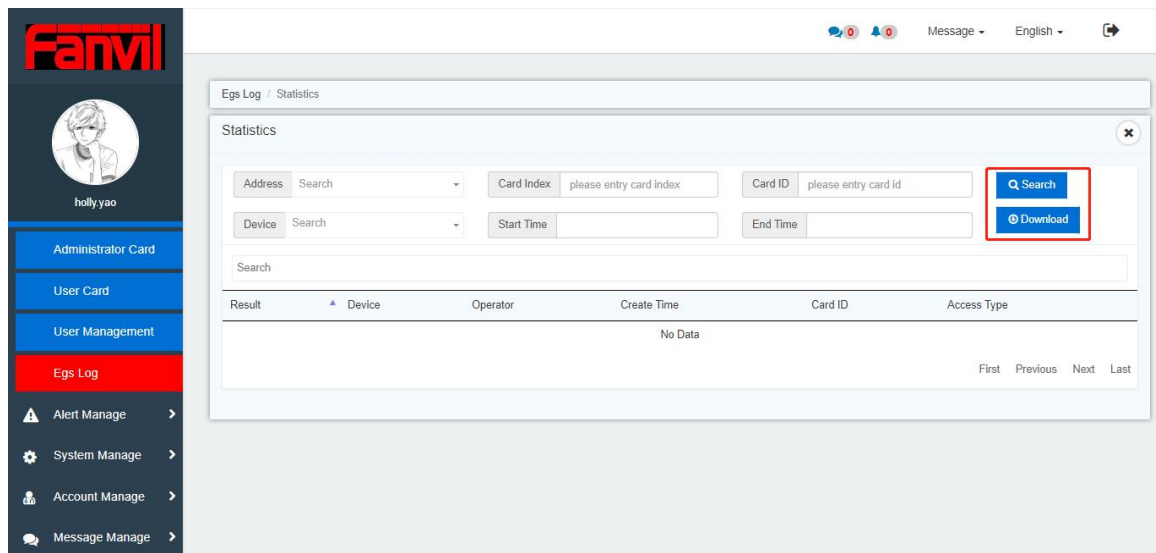


Figure 7-4-2

7.4.4 Search

Enter the corresponding information in the search box to quickly search for the Egs logs.

8. Alert Manage

8.1 Fault

The fault page listed the unfinished tasks which were generated due to device exception when doing card operation. Users can click the “**Retry**” button to restart the related task, and the unfinished task will be executed once the device connected normally, also if the task finished successfully this time, the record will be removed from the fault list. As shown in Figure in 8-1-1

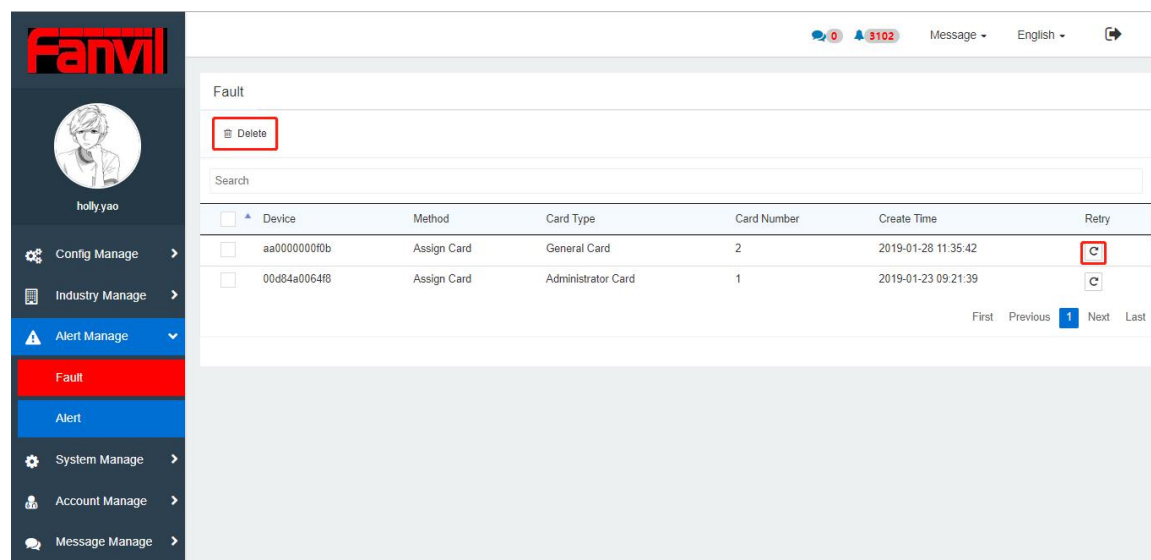


Figure 8-1-1

8.2 Alert

The alert page mainly displays the alert information in the abnormal state of the device in the system (including the device offline, control device failure, etc.), and provides the following functions, as shown in Figure 8-2-1

1. Search for alert information based on device mac.
2. Search for alert information by date.
3. Advanced search alert information
4. Delete the alert information.
5. Unbind the alert information.
6. Statistics of alarms by model, version, address, and grouping.

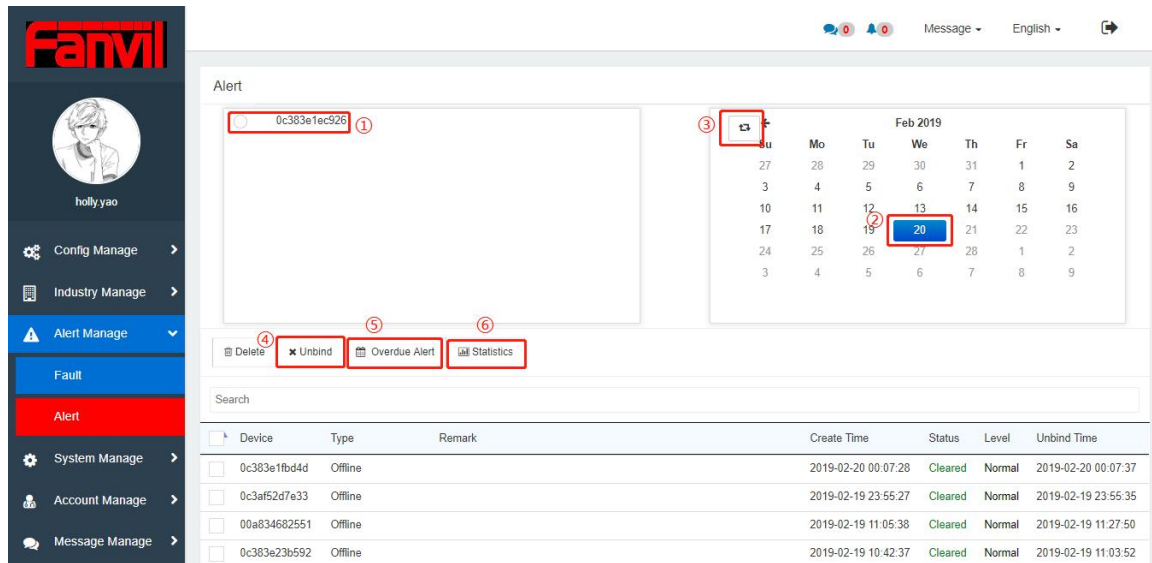


Figure 8-2-1

Note:

1. Click the Alert icon to jump directly to the alert page.
2. Alerts are automatically generated when the device is offline or fails to control.
3. If the device is offline and automatically online after a while, the offline alarm status will automatically change from the ringing state to the cleared state.
4. The number displayed by the alert icon is the number of alert messages in which the alert information that exists on the current day is ringing.

9. System Manage

9.1 Settings

Settings page can be used to set table columns , card relate, alert Notify and overdue data clean

9.1.1 Table Columns Setting

Users can check the columns to be displayed they want. The device management list in the "Device/Group/Area Device" module will be displayed accordingly. Take the device page as an example, as shown in Figure9-1-1

1. For example, check the rout IP, rout port

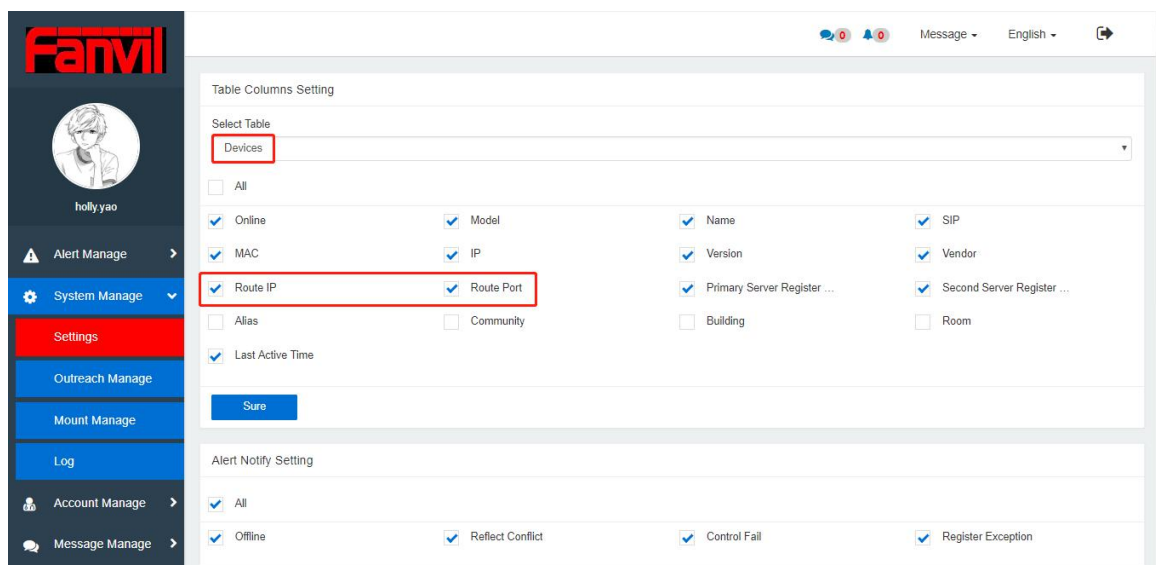


Figure 9-1-1

2. Device list will displayed in device module, as shown in Figure 9-1-2

Online	Model	Name	SIP	MAC	IP	Version	Vendor	Route IP	Route Port	Primary Server Register Status	Second Server Register Status	Last Active Time	
<input type="checkbox"/>	Online	i31S	4001	00a834682553	192.168.1.102	2.1.1.3694	Fanvil	119.123.69.99		Registered	Registered	2019-02-20 13:57:12	
<input type="checkbox"/>	Online	i31S	4001	00a83468254e	192.168.1.163	2.1.1.3694	Fanvil	119.123.69.99	37508	Timeout	Timeout	2019-02-20 13:56:49	
<input type="checkbox"/>	Online	i31S	743	743	00a834682551	192.168.1.164	2.1.1.3694	Fanvil	119.123.69.99	38132	Registered	Inactive	2019-02-20 13:57:07
<input type="checkbox"/>	Online	i31S	162	4001	00d84a006502	192.168.1.103	2.1.1.3694	Fanvil	119.123.69.99	40743	Timeout	Inactive	2019-02-20 13:57:13
<input type="checkbox"/>	Online	i31S	4004	4004	00d84a006412	192.168.3.41	2.1.1.3694	Fanvil	119.123.69.99	26805	Registered	Inactive	2019-02-20 13:56:48
<input type="checkbox"/>	Online	i31S	4002	123	00d84a00641e	192.168.1.109	2.1.1.3694	Fanvil	119.123.69.99	14879	Timeout	Inactive	2019-02-20 13:57:02
<input type="checkbox"/>	Online	i30			0c383e1e610f	192.168.1.111	2.4.0.6363	Fanvil	119.123.69.99	13344	Inactive	Inactive	2019-02-20 13:56:48
<input type="checkbox"/>	Online	i20S	125		0011223141c4	192.168.3.43	2.4.0.6403	Fanvil	119.123.69.99	14257	Timeout	Inactive	2019-02-20 13:56:47

Figure 9-1-2

9.1.2 Alert Notify Setting

The FDMS system sends a message to the user when the device is abnormal (Offline, Reflect conflict, Control Fail, Register Exception). The user can choose to check or uncheck the corresponding abnormal item. When the corresponding abnormality occurs after the device is unchecked, Users will not receive emails for alert notifications, as shown in Figure 9-1-3

Alert Notify Setting

<input checked="" type="checkbox"/> MAC	<input checked="" type="checkbox"/> IP	<input checked="" type="checkbox"/> Version	<input type="checkbox"/> Vendor
<input type="checkbox"/> Route IP	<input type="checkbox"/> Route Port	<input checked="" type="checkbox"/> Primary Server Register ...	<input checked="" type="checkbox"/> Second Server Register ...
<input checked="" type="checkbox"/> Alias	<input checked="" type="checkbox"/> Community	<input checked="" type="checkbox"/> Building	<input checked="" type="checkbox"/> Room
<input checked="" type="checkbox"/> Last Active Time			

Sure

Alert Notify Setting

<input type="checkbox"/> Offline	<input checked="" type="checkbox"/> Reflect Conflict	<input checked="" type="checkbox"/> Control Fail	<input checked="" type="checkbox"/> Register Exception
----------------------------------	--	--	--

Sure

Card Relate Setting

Figure 9-1-3

9.1.3 Card Relate Setting

Provide a batch import card Index and card ID relationship table, import the card relationship table in advance, only need to input the card ID when adding the administrator card and the user card, and the corresponding card Index will be generated automatically. After successful import, user

can view the imported data in the User Card-Card Index management, as shown in Figure 9-1-4

Note: The files imported in here only support .xls format files. Users need to export the template first, modify it and import it according to their own wishes. 30,000 data can be uploaded in two seconds.

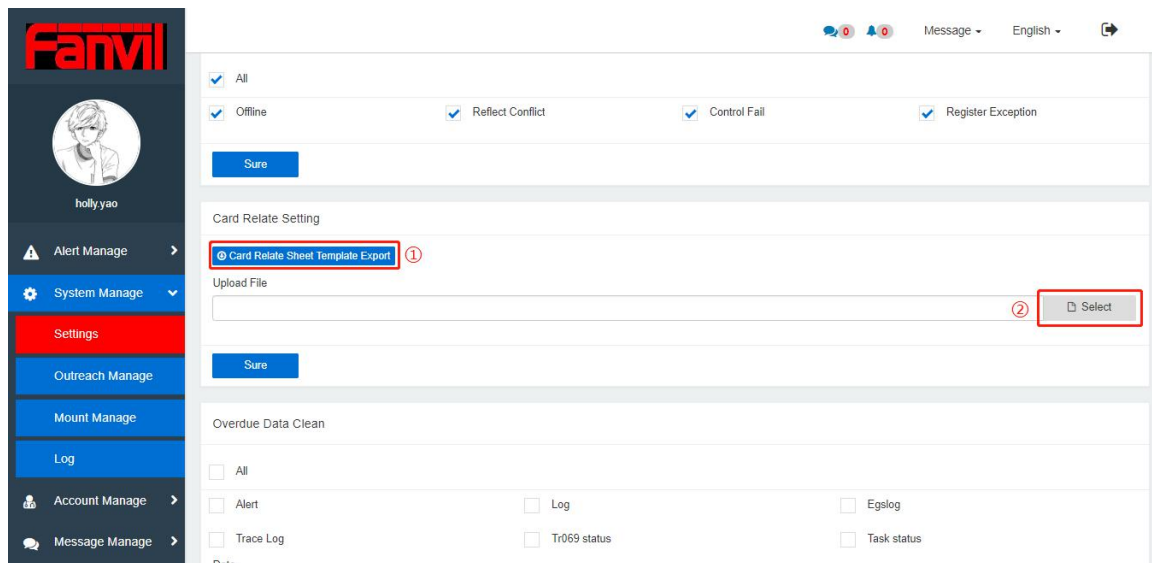


Figure 9-1-4

9.1.4 Overdue Data Clean

Long-term operation of the system will generate a large amount of overdue data, users need to check the corresponding data column, select the corresponding date, click the "Delete All" button, the corresponding data selected before the date will be cleared from the system. Take the alarm information before 2018-10-08 as an example, as shown in Figure 9-1-5

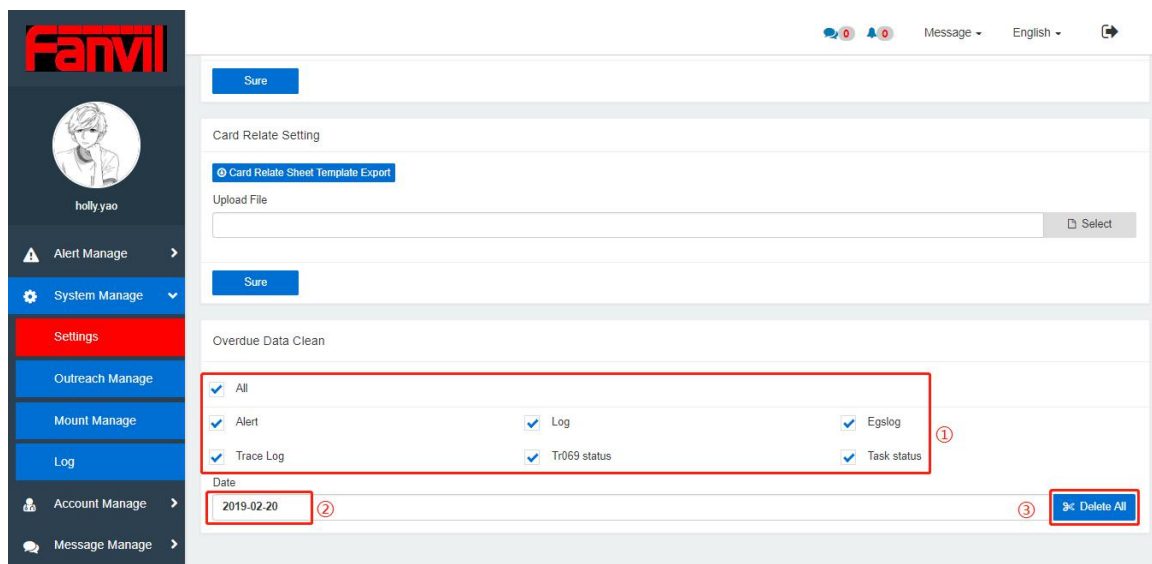


Figure 9-1-5

9.2 Outreach Manage

The system supports contacting FDPS and supports system transfer.

9.2.1 System Transfer

System transfer provides two ways: online transfer and offline transfer.

Notify: Transfer from Server A to Server B, make sure that Server B has successfully installed the FDMS system.

1. Online Transfer

Select online transfer, enter the address of the target server, login user name and password, click **"Start Transfer"**, there will be a corresponding progress bar showing the transfer progress, as shown in Figure 9-2-1

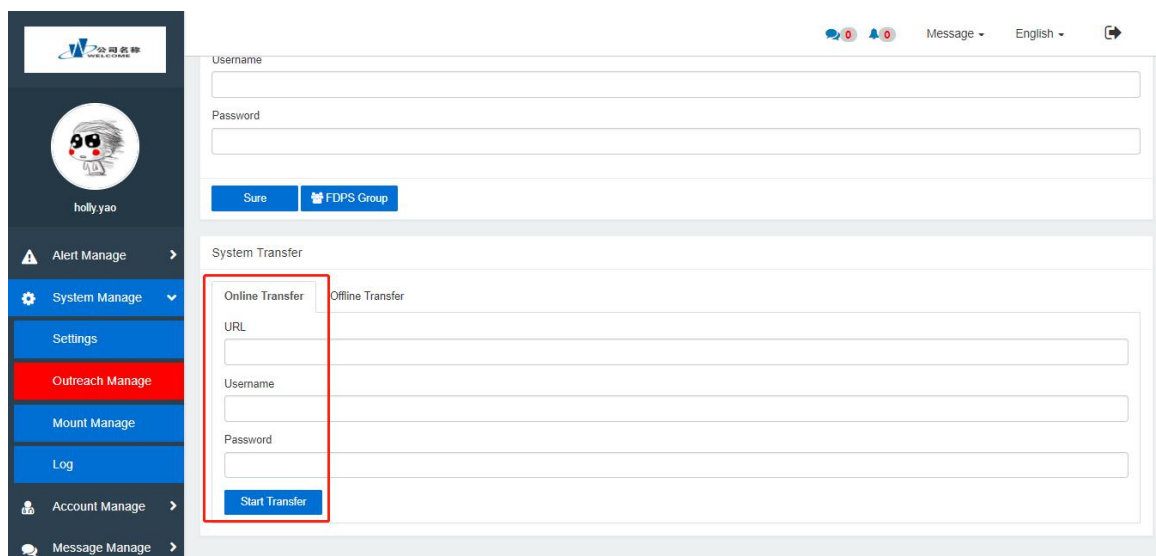


Figure 9-2-1

2. Offline Transfer

Offline transfer is divided into two steps:

- Download system data from the source server, as shown in Figure 9-2-2

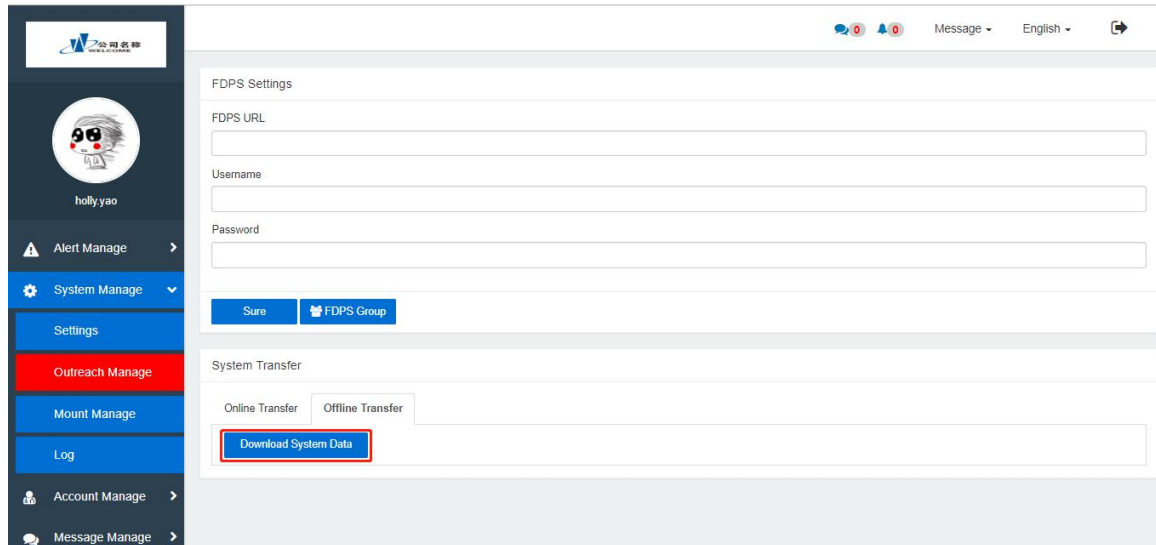


Figure 9-2-2

- In the target system, administrator account, “Settings - System Upgrade”, check "System Transfer", import the downloaded compressed package, click "Sure" to complete the transfer, as shown in Figure 9-2-3

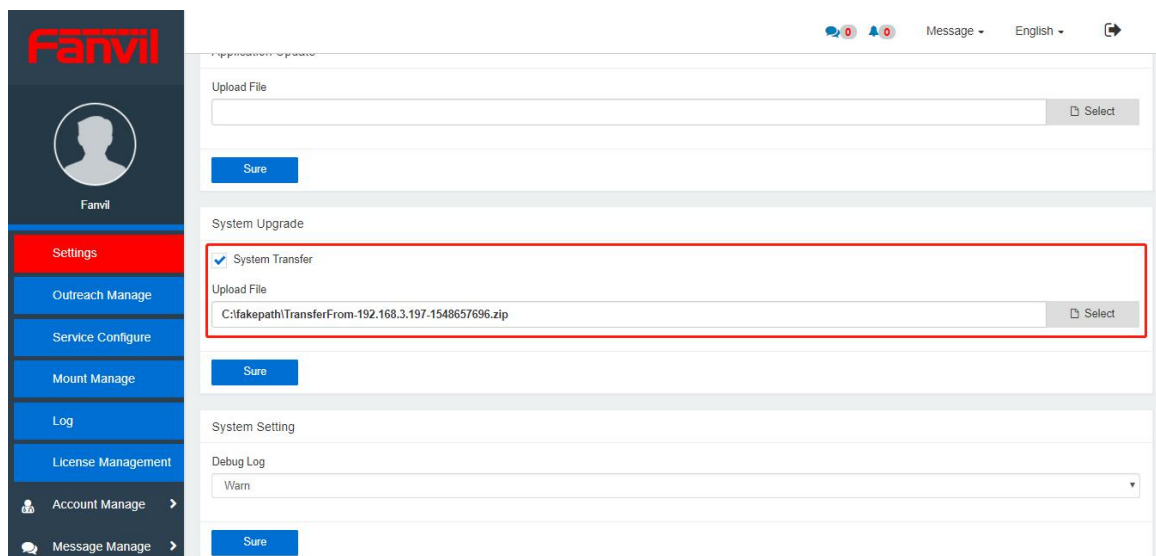


Figure 9-2-3

9.3 Mount Manage

The system supports the mount call quality service (QoS), record server and phon book server.

Note: The opening and closing of the three servers in the mount management only have the administrator account have the operation permission.

9.3.1 Call QoS Service

The function of the call quality service is to monitor and manage the communication voice performance quality of the IP phone, and report the voice performance parameters to the FDMS system for the user to view and analyze.

1. Device configuration (Line-SIP-Advanced Setting), as shown in Figure 9-3-1

VQ name: FDMS-QoS

VQ Http/Https server: <http://ip/zh-CN/QoS/Index>

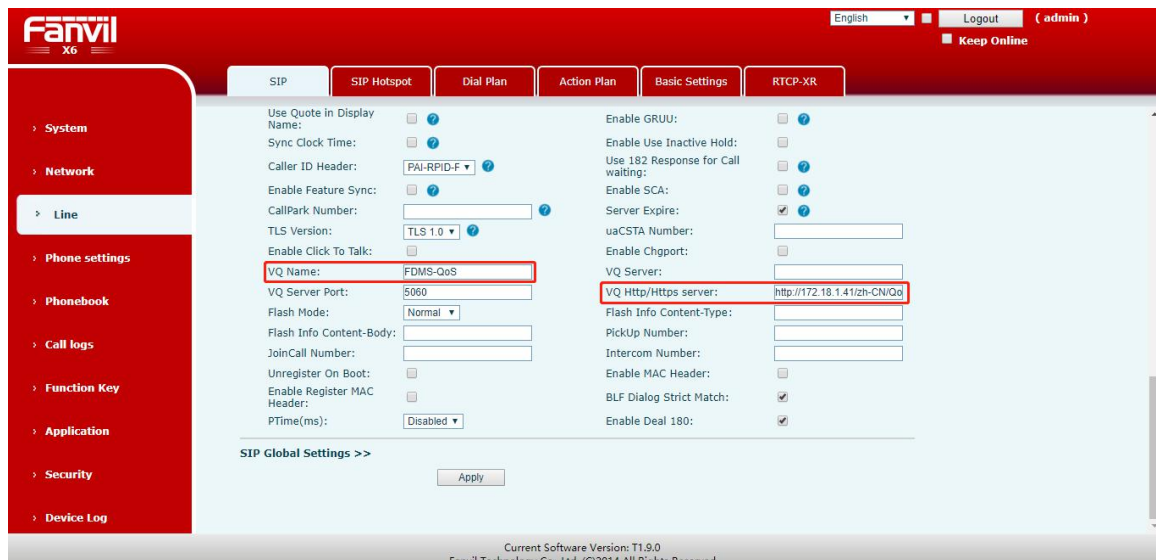


Figure 9-3-1

2. FDMS configuration, in administrator account, System Manage → Mount Manage → Call QoS Service, click "Start QoS", as shown in Figure 9-3-2

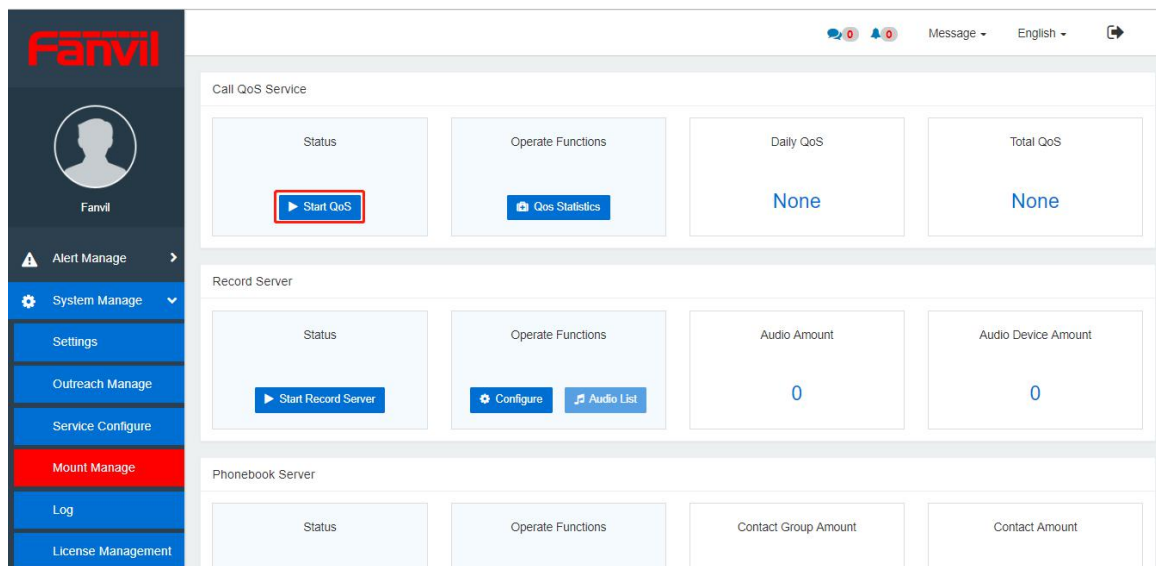


Figure 9-3-2

3. Using this line number to call/answer calls, the FDMS system records the call performance

quality, as shown in Figure 9-3-3

MAC	Model	Local ID	Remote ID	Start Time	End Time	Create Time	Call QoS Service
0c383e0e66b6	X6	sip:6002@172.18.1.37	sip:6001@172.18.1.37-5060	2019-02-13T11:20:34Z	2019-02-13T11:27:35Z	2019-02-13 11:29:40	Low
0c383e0e66b6	X6	sip:6002@172.18.1.37	sip:6004@172.18.1.37-5060	2019-01-29T10:51:26Z	2019-01-29T10:55:08Z	2019-01-29 10:57:13	Lost Connection
0c383e0e66b6	X6	sip:6002@172.18.1.37	sip:6001@172.18.1.37	2019-01-28T18:27:54Z	2019-01-28T18:32:29Z	2019-01-28 18:34:34	Lost Connection
0c383e0e66b6	X6	sip:6002@172.18.1.37	sip:6004@172.18.1.37-5060	2019-01-28T17:00:15Z	2019-01-28T17:03:25Z	2019-01-28 17:05:31	Lost Connection

Figure 9-3-3

9.3.2 Record Server

During the call, the phone can enable the recording service to save the call recording, transfer the recorded rtp data to the FDMS system, and save the file format on the server.

1. FDMS configuration, in administrator account, System Manage → Mount Manage → Record Server, click “Start Record Server”, as shown in Figure 9-3-4

Figure 9-3-4

2. Take the X6 as an example, and the device configuration(Application – Manage Recording), as shown in Figure 9-3-5

Server address and port can be found in the administrator account - Mount Management – Record Server – Configure, as shown in Figure 9-3-6

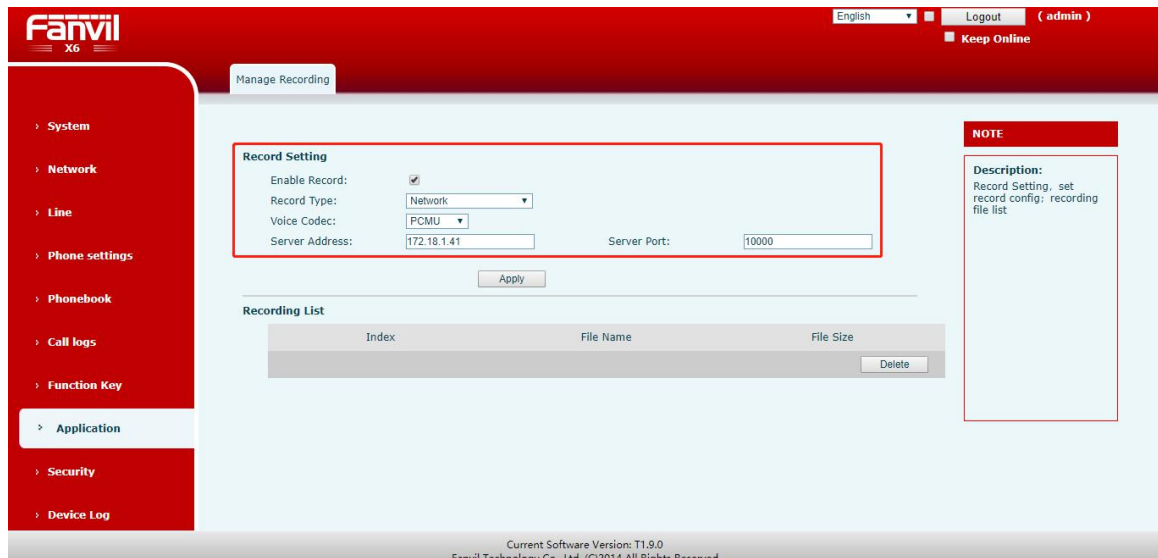


Figure 9-3-5

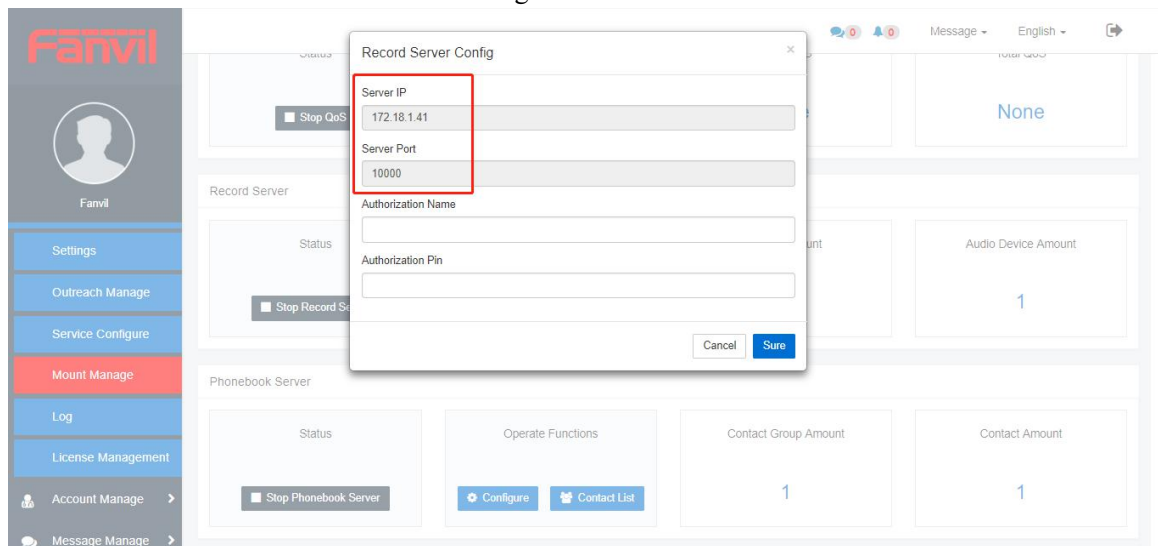


Figure 9-3-6

3. After the device is configured, the device enables recording during the call. The generated recording file is automatically uploaded to the FDMS system. Users can view related information and download the recording file to the local device, as shown in Figure 9-3-7

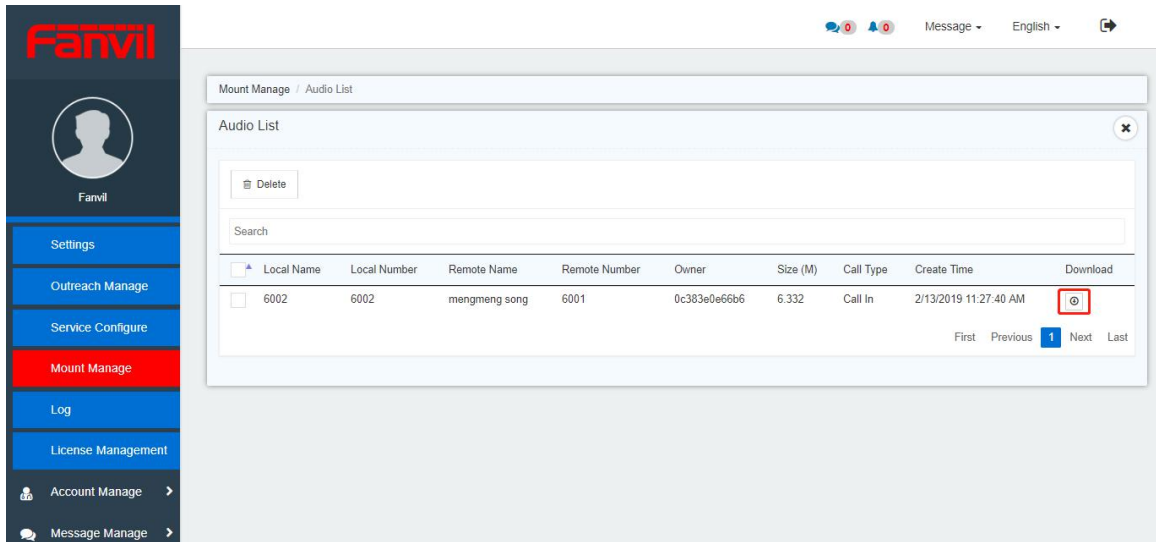


Figure 9-3-7

9.3.3 Phonebook Server

The phonebook server is mainly used to send a phonebook function to a Fanvil VoIP device. After adding a phonebook contact in the FDMS, the device configuration URL can directly access the phonebook contact information in the server.

1. FDMS configuration, in administrator account, System Manage → Mount Manage → Phonebook Server, click “Start Phonebook Server”, as shown in Figure 9-3-8

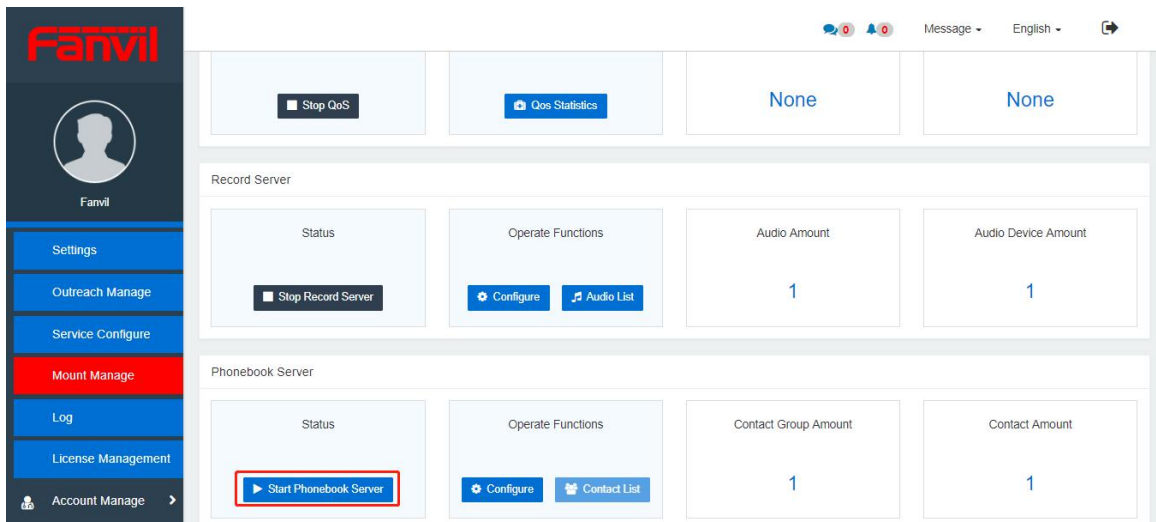


Figure 9-3-8

2. Take the X6 as an example, user can access the phone contact list in the server by configuring the cloud phonebook URL on the phone (phonebook-cloud phonebook (XML)), as shown in Figure 9-3-9

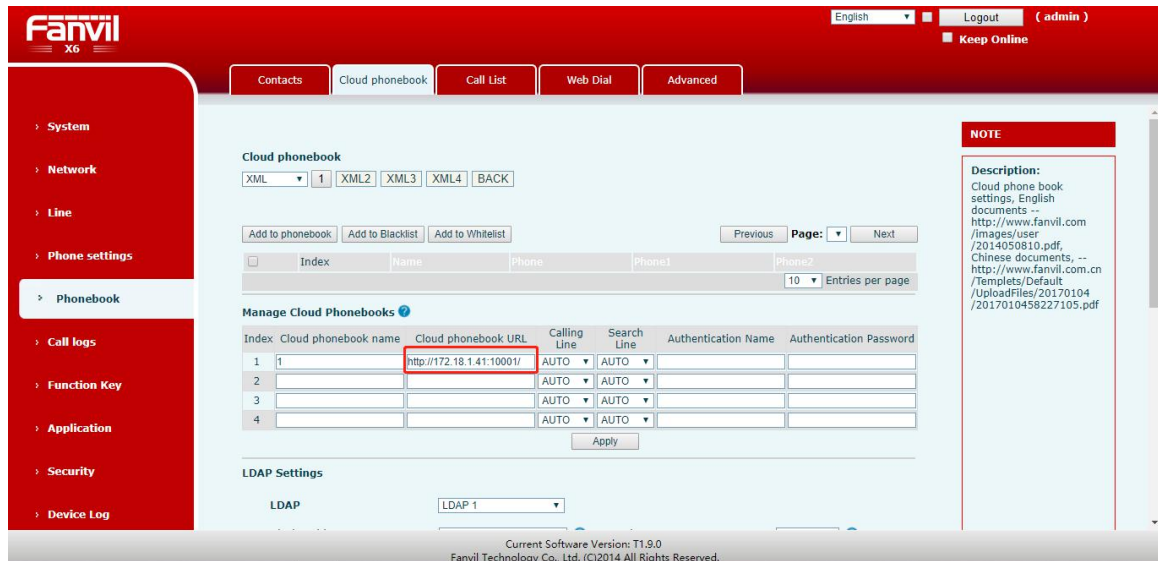


Figure 9-3-9

Cloud phonebook URL can be found in the administrator account - Mount Management – Phonebook Server – Configure, as shown in Figure 9-3-10

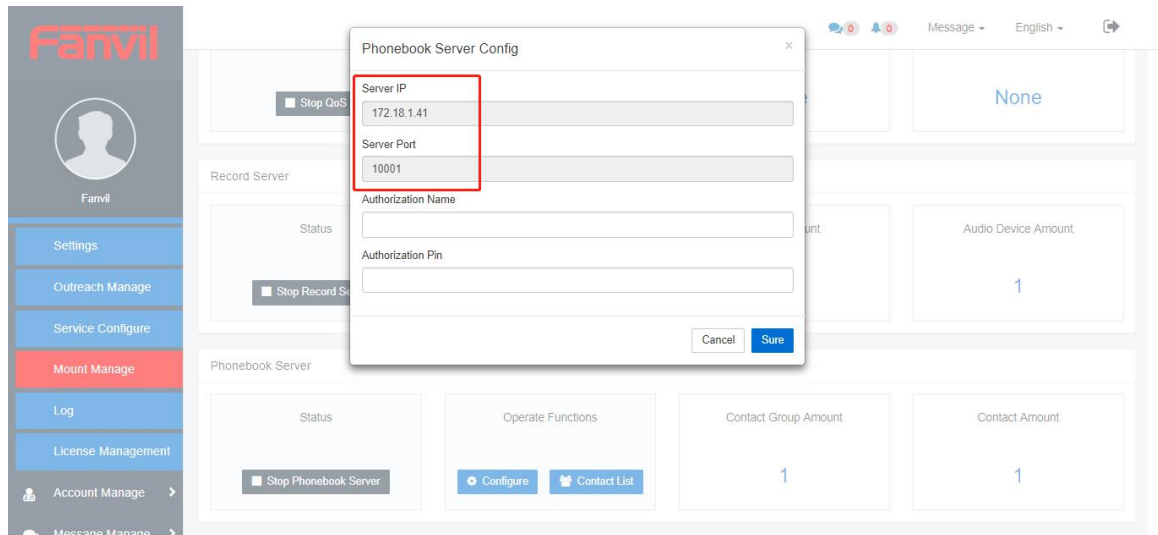


Figure 9-3-10

3. In the FDMS, Mount Manager → Phonebook Server → Operation Functions, click "Contact List", you can add the contact information and directory in the phonebook, as shown in Figure 9-3-11

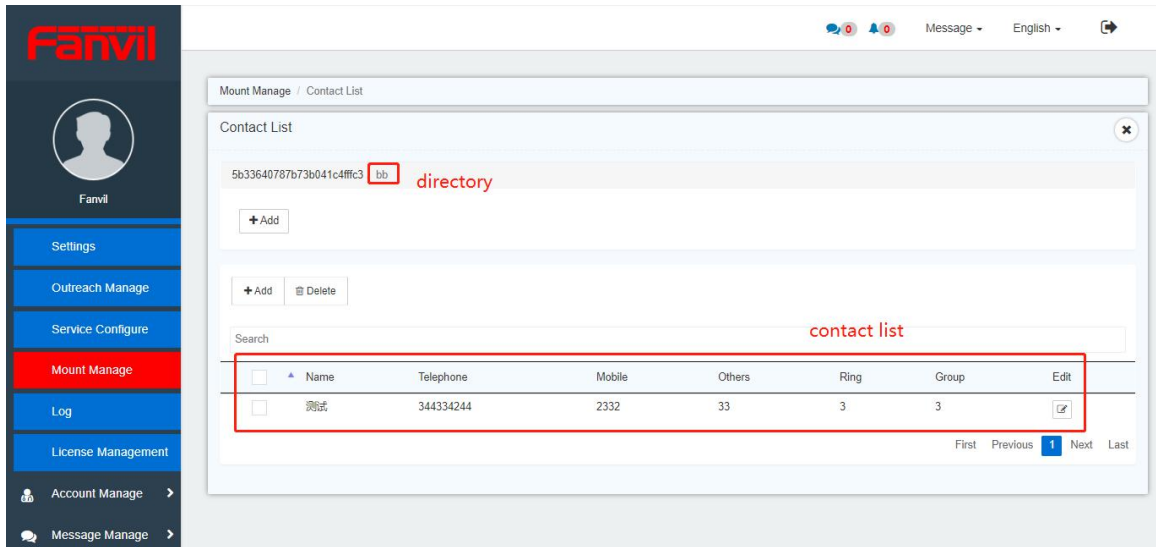


Figure 9-3-11

9.4 Log

Log records user operations on the system, users can delete, clear, search and remark the log. As shown in Figure 9-4-1

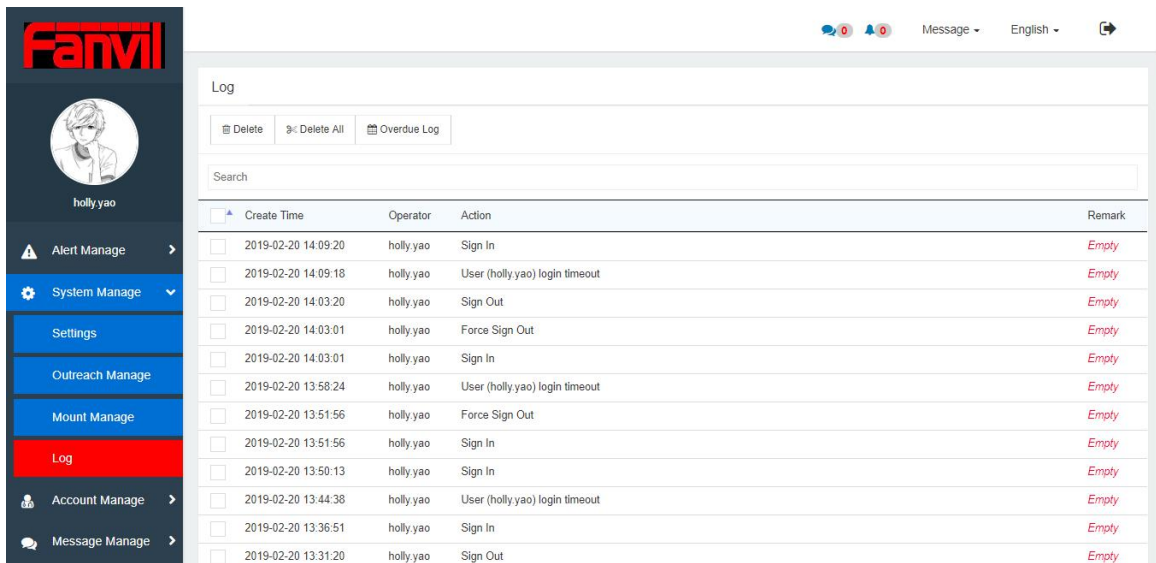


Figure 9-4-1

10. Account Manage

10.1 Account Management

1. Basic Information: Set user's basic information
2. UI Custom: Users can customize the upload icon
3. Modify Password: Modify the password

10.1.1 Basic Information

The module can upload avatars and set user's basic information, as shown in Figure 10-1-1

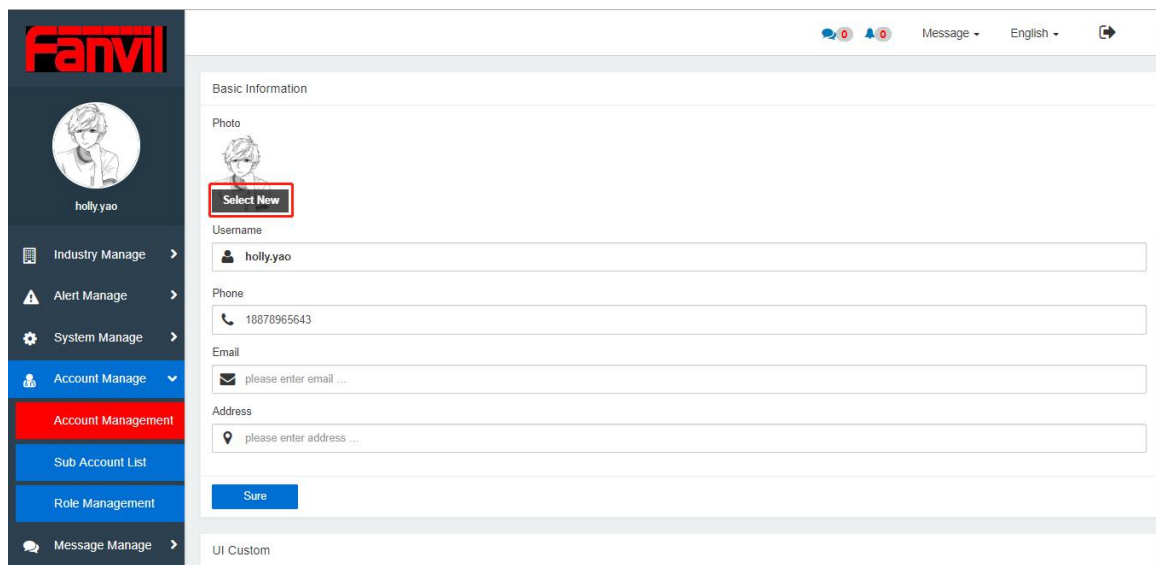


Figure 10-1-1

Note: Uploaded file cannot exceed 100KB

10.1.2 UI Custom

User can customize the UI, as shown in Figure 10-1-2

Note: Uploaded file cannot exceed 100KB

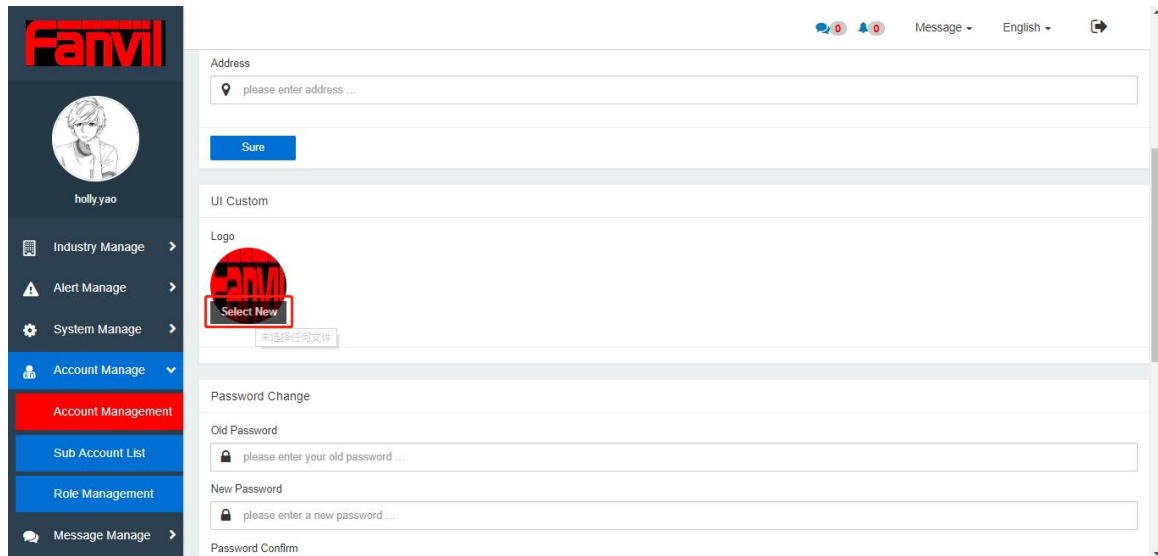


Figure 10-1-2

10.1.3 Modify Password

Modify the password already set by the user, as shown in Figure 10-1-3

Note: the old password and the new password cannot be the same

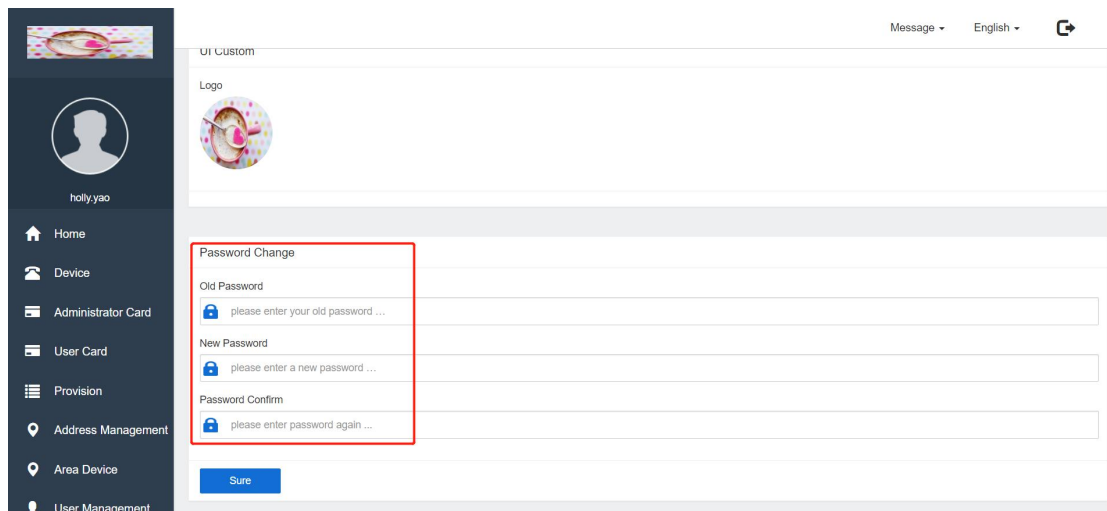


Figure 4-13-3

10.1.4 View Custom

The user can check the corresponding view, the checked view will be displayed in the menu, and the unchecked will be automatically hidden, as shown in Figure 10-1-4

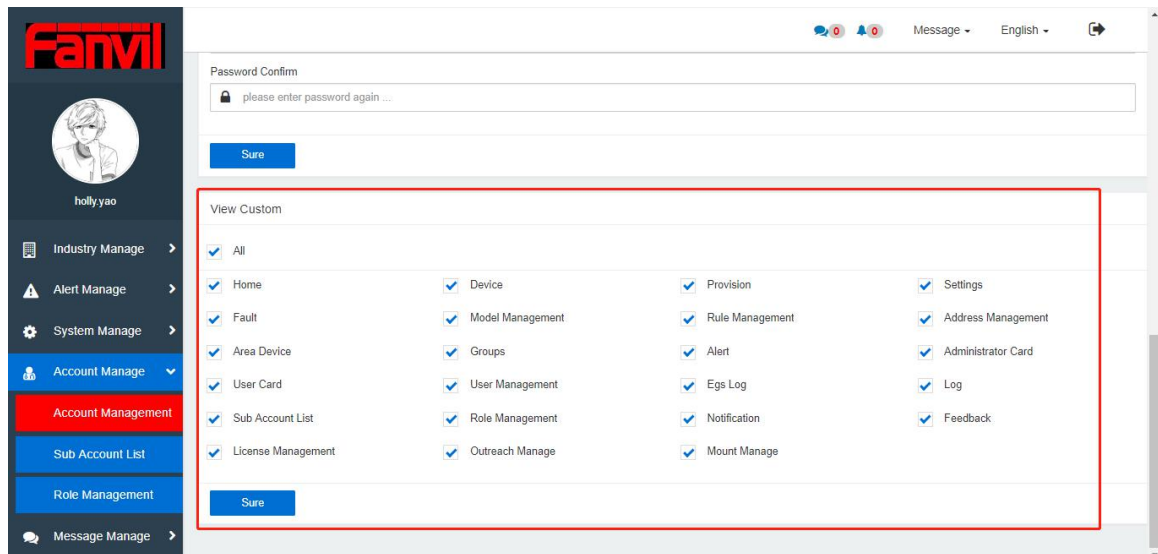


Figure 10-1-4

10.2 Sub Account List

The main functions of the sub-account list module include: add sub-accounts, delete sub-accounts, reset sub-account passwords, and search for sub-accounts

10.2.1 Add Account

On the sub-account management page, click "Add Account" to enter the Add Account page, as shown in Figure 10-2-1

Note:

1. Role name defaults to agent role
2. If users need other roles, they need to add them in the role management module in advance.

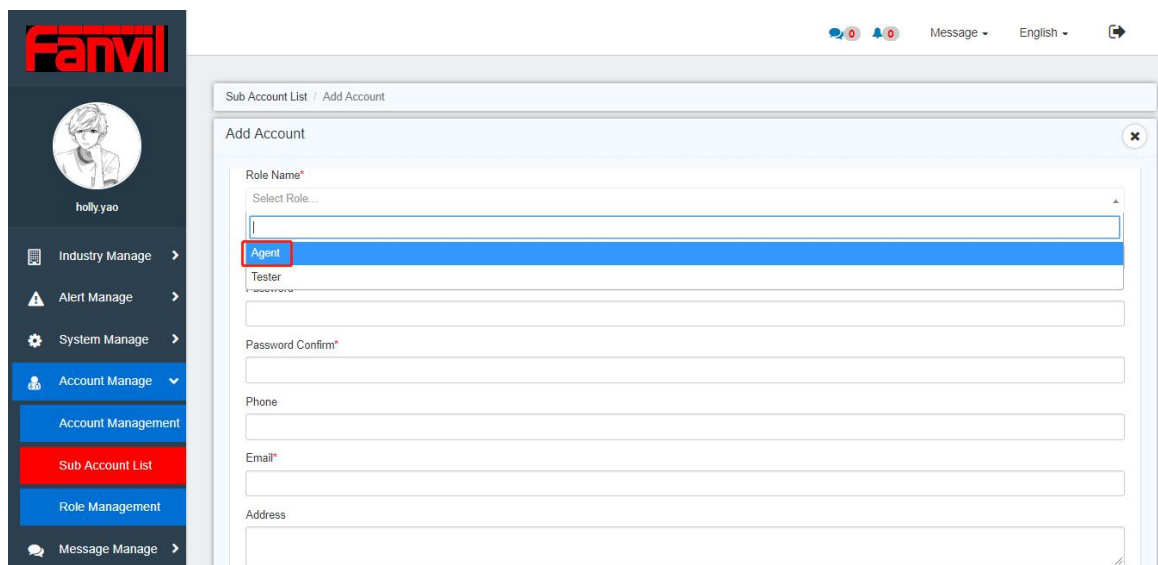


Figure 10-2-1

10.2.2 Delete

Select a sub account / multiple sub accounts Click the **"Delete"** button, the corresponding sub account will be deleted in the list.

10.2.3 Reset Password

Select the sub-account and click **"Reset password"**, fill in the new password, click **"Sure"** button, the password reset is successful.

10.2.4 Search

Enter the corresponding information in the search box to quickly search for the corresponding sub-account information.

10.3 Role Management

The main functions of the role management module are: adding roles, deleting roles, editing roles, and searching for roles.

10.3.1 Add Role

On the role management page, click the **"Add Role"** button to enter the Add Roles page, customize the role name, and assign different permissions to the role, as shown in Figure 10-3-1

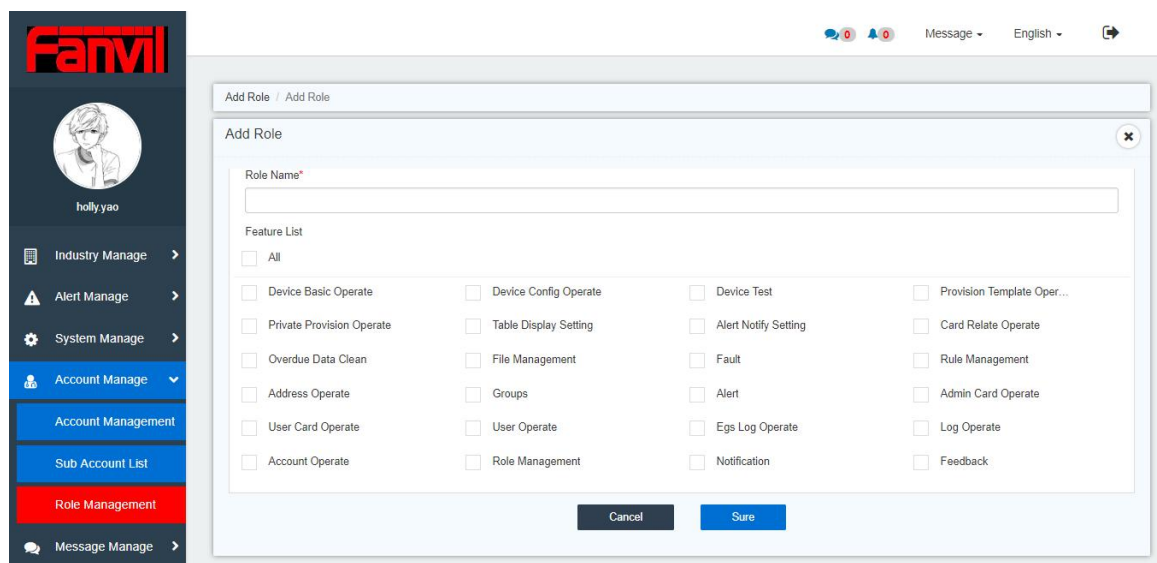


Figure 10-3-1

10.3.2 Delete

Select a role name/multiple role names Click the "**Delete**" button, the corresponding role will be deleted in the list.

10.3.3 Edit

Select any role name, click the "**Edit**" button, users can change the permissions of the corresponding role.

10.3.4 Search

Enter the corresponding information in the search box to quickly search for the corresponding role information.

11.Message Manage

11.1 Feedback

The main function of the feedback module is that the user can feedback on the page for any problems encountered in the system. After the feedback, the administrator will see the feedback problem and reply problem after logging in the system.

11.1.1 Add Feedback

Users can enter add feedback page by click “Add” button, and enter the title and content, then an feedback will be generated once users click “Sure” button. As shown in Figure11-1-1

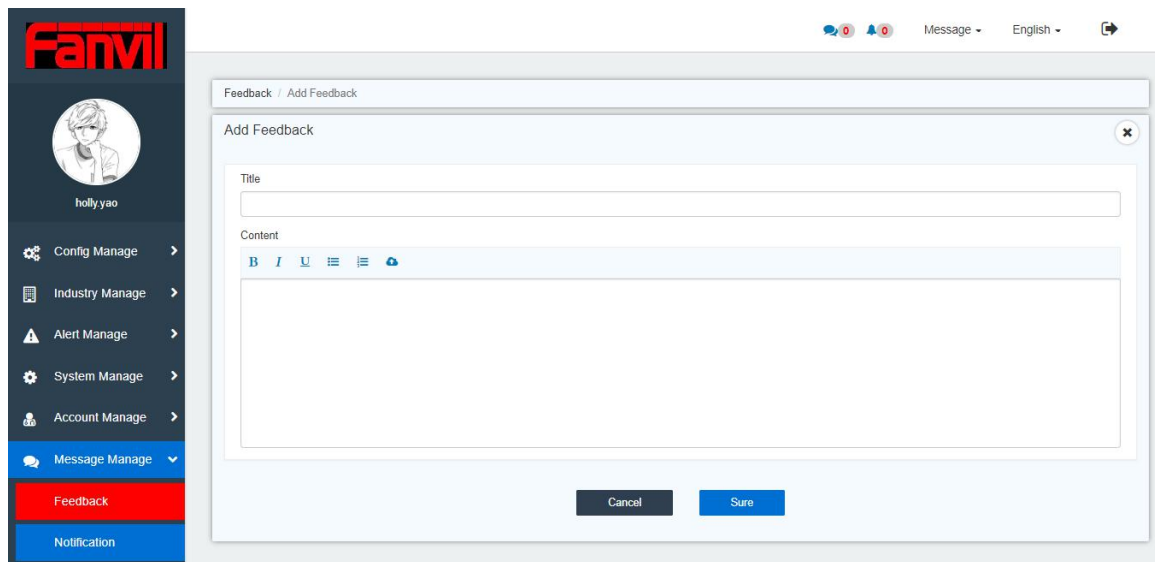


Figure 11-1-1

11.1.2 Reply Feedback

All questions submitted by the user will be reported back to the administrator. After logging in to the system, the administrator will see unread information. After clicking, the problem information will be viewed and the reply will be answered in time. As shown in Figure 11-1-2

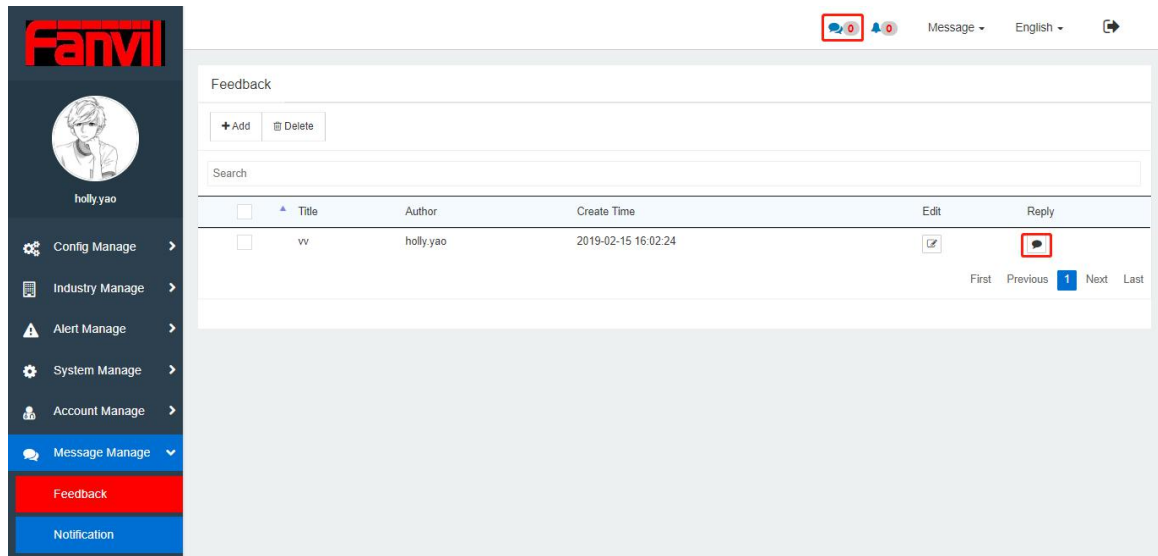


Figure 11-1-2

11.1.3 Edit

Users can edit the created feedback by click the “**Edit**” button, also you can only edit the feedback which was created by you.

11.1.4 Delete

Users can choose one or more feedbacks and click “**Delete**” button to remove them. The related replies will be removed too.

11.1.5 Search

Users can search specified feedbacks by typing in related title, createtime or author in the search column.

11.2 Notification

The main function of the notification module is that the administrator and the first-level account can be added to the relevant sub-accounts by adding notification. The sub-accounts can see the announcements issued within the specified time. As shown in Figure 11-2-1, 22-2-2

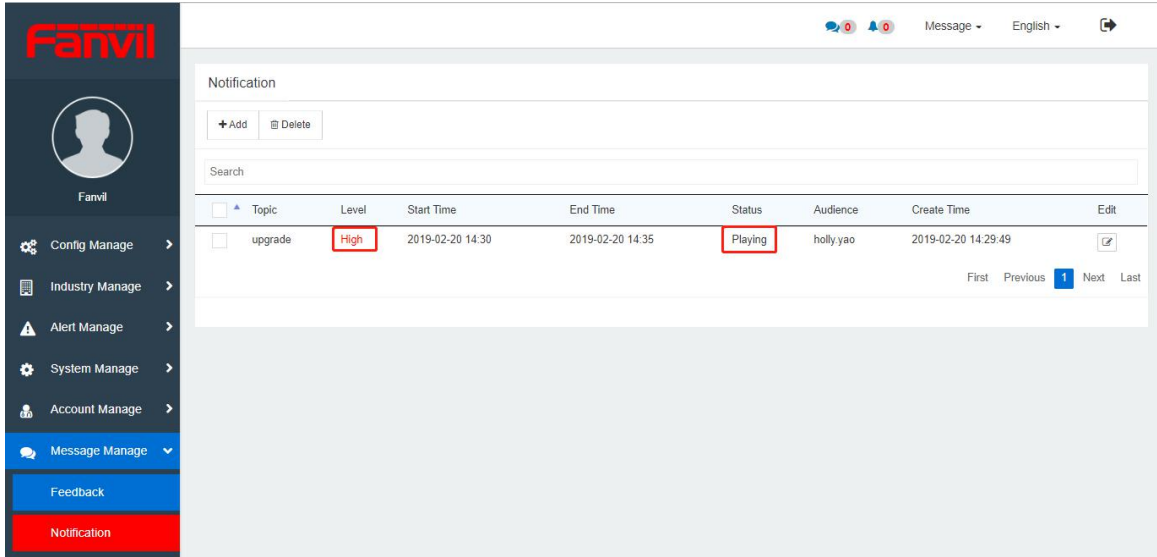


Figure 11-2-1

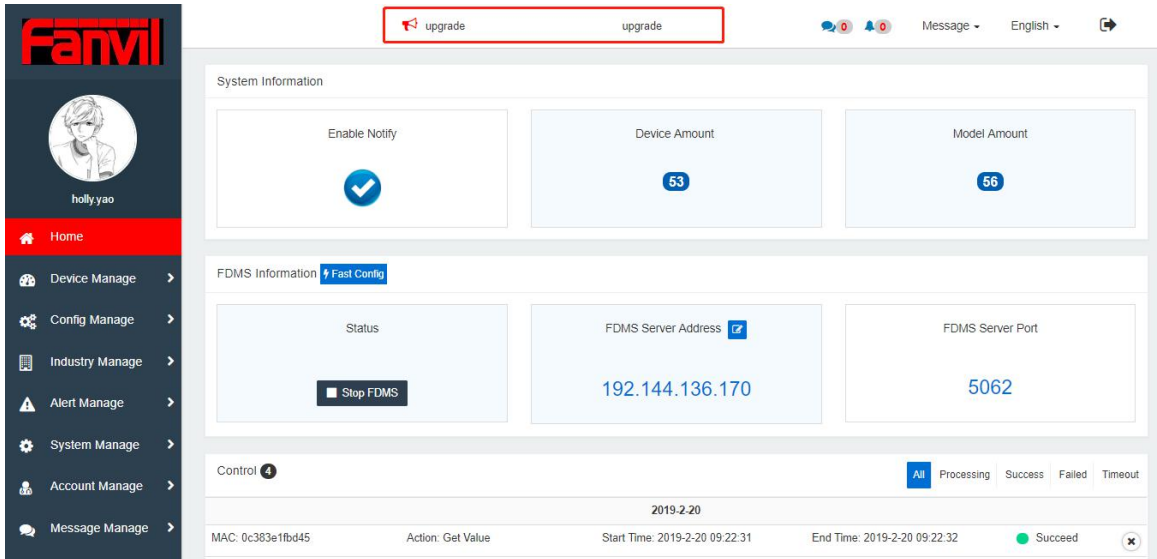


Figure 11-2-2

Note: After the high priority notification reaches the preset time, it will send an email to the corresponding sub account.