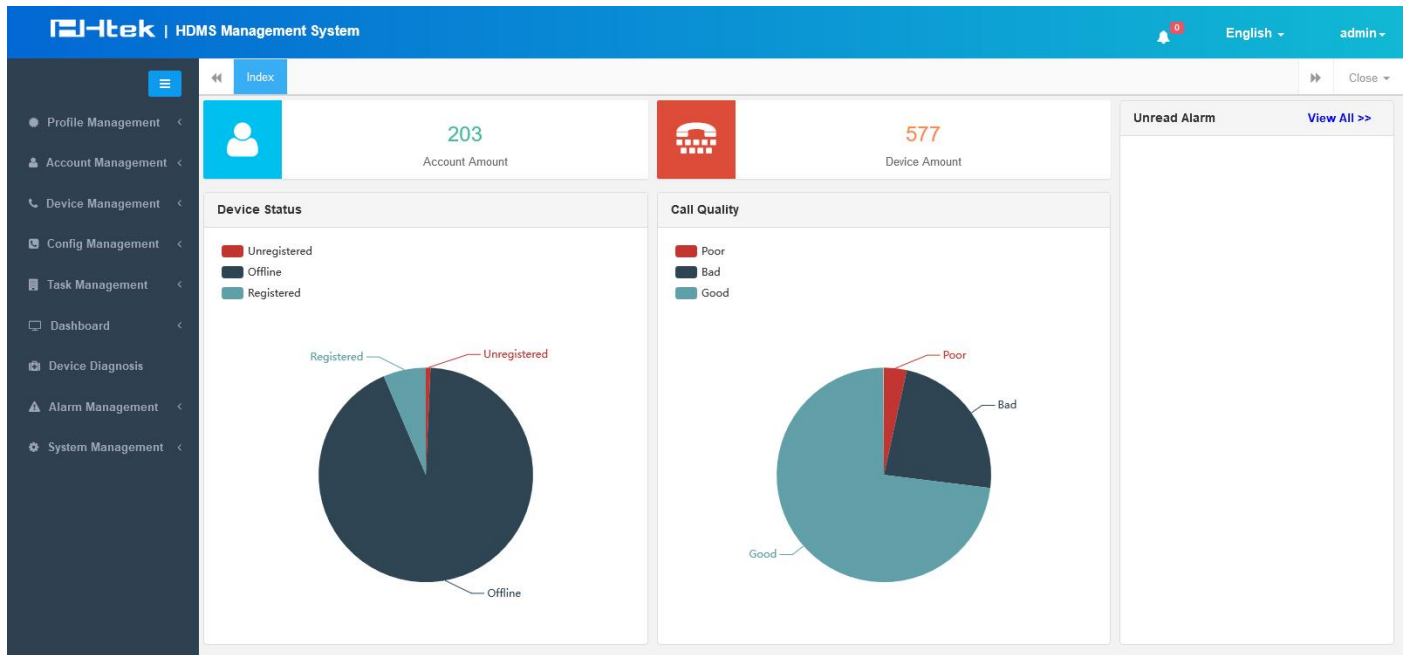


Htek Device Management System

Htek Device Management System is based on the web interface, integrated with automatic configuration, remote management, call quality control, device diagnosis and other cutting-edge functions. The device management system supports batch import of device information, and automatic deployment of devices when it connects to network, which saves time costs. In addition, users can check device status in real time, remotely update configuration files, upgrade firmware and update resource files. Based on their needs, users can remotely push scheduled tasks, and view task execution on progress and results in real time. Users can also check the call quality through the device management system, receive real-time alarming when the device is abnormal, and carry out device diagnosis to solve device problems timely, making anyone able to manage a corporation's communication system like a professional.



Key features

- Equipped with functions of account registration, device deployment, configuration management, firmware upgrade, resources update, timed tasks, device diagnosis, smart alarming etc.
- Supports multiple users, realize management on different levels; can create multiple system roles, and assign different function privileges flexibly.
- Supports managing the devices according to different sites, grouping and model configurations; can import device information in batches, and deploy when the devices are connected to network.
- Remote operation enables checking the devices' status real-time, and can remotely upgrade configuration files, upgrading firmware, update resources files, reset to factory, reboot, send messages, enable DND, cancel DND, etc.
- Humanized timed tasks supports remotely setting timed tasks and pushing them to take effect; supports one-time tasks or cyclic tasks, can check the progress and result of the execution of a task in real time.
- Supports quickly locating the device's problems via remote diagnosis, including 7 ways, namely package capture, network detection, exporting system log, exporting configuration files, checking the devices' CPU's ram status, screen shot, send command.
- When the device is running abnormally, would sends real-time and timed alarms; supports two ways of sending alarms including sending emails and pushing internal messages.

Device management

- Remote automatic registration is available when the device is connected to the network
- Automatic deployment when the device is connected to the network, without manual operation
- Automatically records device information and manages devices once the terminal is successfully connected to the system
- Support uploading custom models
- Import device information in batches
- Supports RPS synchronization and changes the RPS configuration URL
- View device status, account information registered on the device, and more basic device information in real time
- Remotely upgrade configuration files, upgrading firmware, update resources files, reset to factory, reboot, send messages and DND
- Remote control: Support real-time push effect or set time task push effect
- Timed tasks: One-time or recurring tasks
- View the progress and results of tasks in real time
- The executing timed task supports pause/start/end
- Firmware and device resources are uploaded to the system for management and pushed directly to the terminal
- Resource values for management including the ring, language packet, VPN, trusted CA, server CA, screensaver, wallpaper, exp screensaver, 8021x CA cert, 8021x DEV cert, softkey layout, phonebook, other
- Download firmware and resources from the system
- Device Blacklist management
- Supported Htek Devices:
 - V Series:
UCV53/UCV52/UCV50/UCV10/UCV22/UCV20
 - UC900U Series:
UC926U/UC926S/UC924W/UC924U/UC923U/UC921U
 - UC900 Series:
UC926E/UC924E/UC921E/UC921G/UC921P/UC912E/UC902SP/UC902E/UC902G

Account management

- Supports account group management
- Import or export account information in batches
- Push the account to the selected phone
- View account assigned device information and account status

- Automatically report the system and register the account and device when the terminal device is connected to the network

Configuration management

- Manage common configuration as global parameters and applicable to all devices
- Customized configuration templates for different device models take effect on all devices of the same model
- A group of devices with common requirements can realize personalized configuration scheme through configuration group
- View the configured parameters
- View the assigned devices in the group configuration
- Download configuration template
- Download device configuration files
- Upload device configuration files for backup
- Push the backup configuration file to the terminal for recovery
- Update the configuration through scheduled tasks

Site management

- Deploy devices on a site by IP address, administrator, or user - defined
- According to the site to group management, different sites independent management belongs to the unit

Dashboard

- Real-time statistics: the number of accounts and devices
- Real-time statistics: device status, number of device models, and number of running firmware
- Real-time statistics: account assignment and account status
- Graphical statistical analysis of call quality, including good, bad, poor three levels
- Graphical statistical analysis of session distribution, including conference, voice mail, and P2P
- Record and monitor details of every call, including caller/callee, dialog type, call quality, local URI, remote URI, start time, RTP duration
- View audio details: average jitter duration, max jitter duration, average packet loss rate, max packet loss rate, packet loss number, average delay duration, max delay duration, average answer Mos, min answer Mos, average call Mos, packet receive number, load name

Device diagnosis

- Quickly locate device problems by remote diagnosis
- Diagnosis methods: grab bag, detection network, export system log, export config files, check the CPU memory status, screen shot, send command
- Export captured packet files
- Detection network: Ping (ICMP Echo) and Trace route
- Set the log level
- Export logs for the last 7 days
- View the CPU memory status in any time period

Alarm management

- Real-time/regular alarm
- Alarm methods: Alert by sending email or in-station message
- Alarm policy: Alarm level includes minor, major and critical. Users of the system can set whether to receive alarms, what level of alarms to receive, and how to receive alarms
- Add the alarm type and modify the alarm level
- Alarm Type: visual voicemail retrieval failed, transfer failed, call setup failed, time synchronization failed, DNS server discovery failed, bluetooth pairing failed, RTP SSRC change, RTP address change, device reboot, SRTP failed, RTP abnormal, configuration upgrade failed, firmware upgrade failed, registration failed, insufficient space, insufficient memory, bad quality call
- Export the alarm list

System management

- Support multi-user hierarchical management
- Device resource type, Site management, Menu management, Dictionary management
- Create multiple system roles and flexibly assign different function permissions
- Set the alarm sending mailbox, test mail
- Enable/disable alarm mailbox
- View login log, operate log, Api logs and SIP log
- System configuration
- Picture cut

Learn More

To find out how Htek solutions can help your organization, visit us at www.htek.com or mail to sales@htek.com.

Specifications



Technical feature

- Device registration
- Device configuration
- Account management
- Device firmware upgrade
- Device resources upload
- Backup / restore
- Multi sites
- Sub-account & role management
- Business analysis
- Device status analysis
- Call quality analysis
- Device diagnosis
- Remote access

- System alarm
- Log analysis
- Web-based device Management

Protocol security

- TLS security
- TLS certificate mutual authentication
- HTTPS protocol

Recommended server metrics

- Server system: Linux CentOS 7.5, CentOS 8.1, Debian 8.0 or Debian 9.0

Stand-alone deployment

Device Quantity	CPU	RAM	Hard Drive
0-5000	8-core	16G	At least 250G partition, and the capacity of the hard drive should be increased by 30G with every 1000 devices added.
5000-10000	16-core	32G	
10000-20000	32-core	64G	

About Htek

Htek is a world-class designer and manufacturer of enterprise IP phones and gateways. Since 2005, Htek (aka Hanlong Technology) has provided customers in over 90 countries worldwide with high-quality VoIP products. Htek's UC900U series IP phones continue the tradition by focusing on cutting-edge features, broad SIP compatibility, great value, and an industry-leading warranty. Htek distributes its products via channel partners, and custom designs and rebrands products for large partners such as ITSPs. Nanjing Hanlong Technology Co., Ltd. is a private company headquartered in Nanjing, China, with offices in LATAM, North America and Europe.

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Technical Support

Visit Htek official website (<http://www.htek.com/>) for firmware downloads, product documents, FAQ, and more. For better service, we sincerely recommend you to use Htek support system (<http://support.htek.com/>) to submit all your technical issues.



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