

FMDM User Manual

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1. Introduction

1.1. Overview

FMDM (Frontier Mobile Device Management) , It is a cloud server website used to manage the devices deployed in the network. FMDM is deployed on the top level of the user network, and devices in the same-level network or sub-network are registered to FMDM and accept the unified management of FMDM. FMDM has a built-in ACS server, which communicates with the equipment (CPE) for command management through the TR069 protocol. FMDM supports device configuration, fault checking, and firmware or configuration file upgrades.

1.2. Target Audience

This document is aimed at users who use the FMDM platform to manage devices.

1.3. Glossary

<Term name>	<Explanation>
FMDM	Frontier Mobile Device Management
RPS	Redirect Provisioning Service
AP	Auto Provisioning
TR-069	CPE WAN Management Protocol
ACS	Auto Configuration Server
CPE	Customer Premise Equipment
IP-PBX	Private Branch eXchange, IP telephone exchange
Organization	It can be a company, group, or individual. Independent management of equipment and configuration between organizations.
SBC	Session Border Controller

2. FMDM Registration and Login

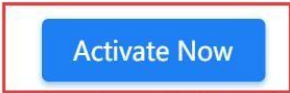
2.1. Registration

Please contact your superior agent/dealer/service provider or Frontier marketing staff to obtain the account of FMDM platform.

2.2. Activation

During the process of creating an account, the platform will send an activation email to your mailbox. Click Active Now in the email to enter the FMDM account activation page.

Please click the button below to activate your account.



Activate Now

The activation link will expire in 3 days, please activate in time

If clicking on the button above does not work, please copy and paste the following URL web browser:

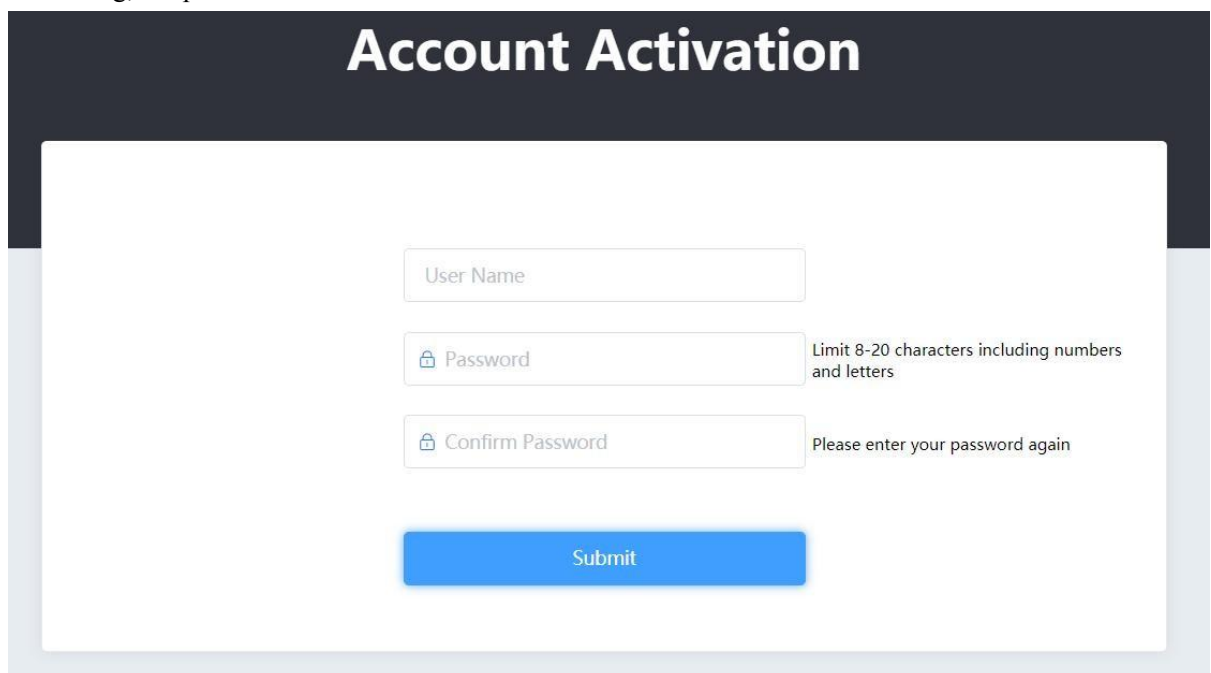


Enter the user name/email and password, and click Submit to create an FMDM account.

Note:

It is best for users to remember the registered user name and password. If the user name or password is forgotten, you can retrieve it through email.

E-mail needs to fill in a valid e-mail address, otherwise the password will be forgotten in the future. If the e-mail is wrong, the password will not be retrieved.



Account Activation

User Name

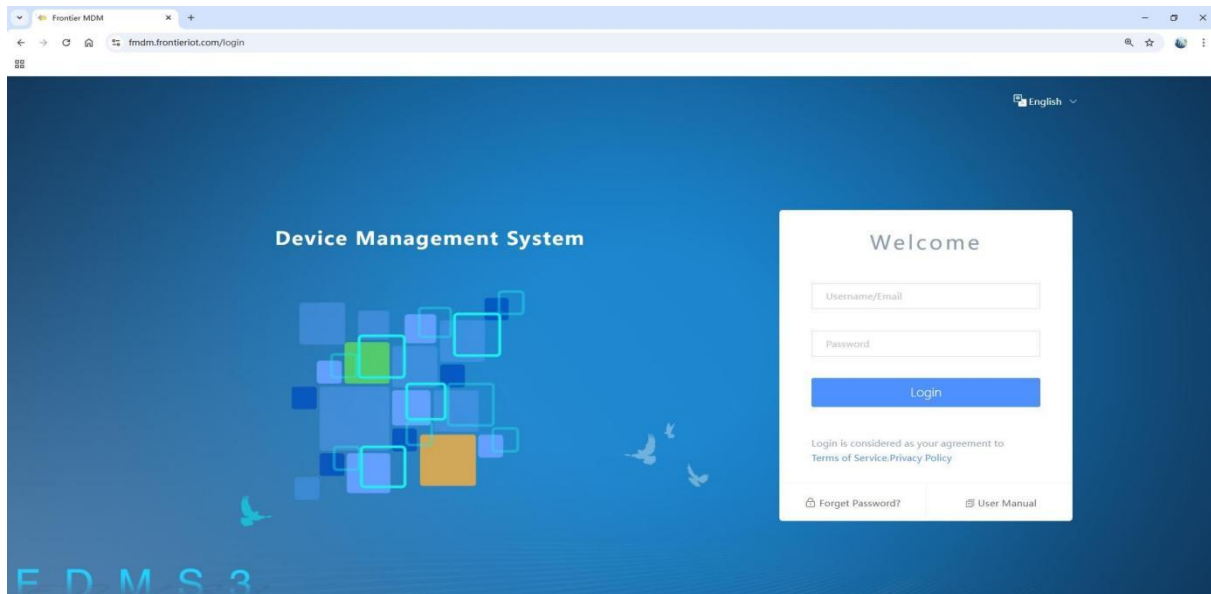
Password Limit 8-20 characters including numbers and letters

Confirm Password Please enter your password again

Submit

2.3. Login

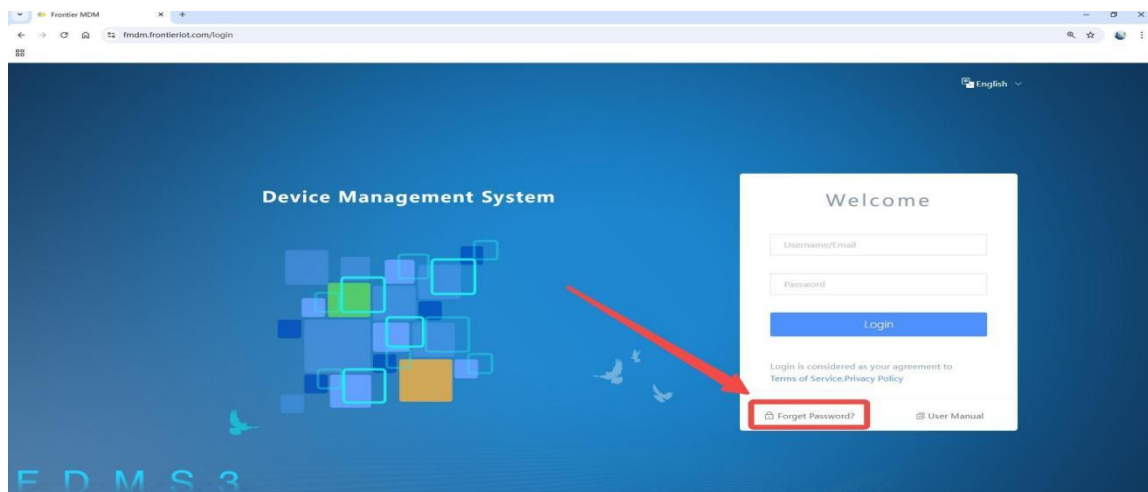
After the account is created successfully, the browser jumps to the login page (or enter the URL of FMDM to log in), enter the account and password after entering the login page, and click Login.



2.4. Forgot Password

During the user's use, if the password is forgotten, the password can be retrieved through the mailbox. The steps are as follows:

- 1) On the login page, click "Forgot Password", as shown in the figure:



- 2) On the reset password page, fill in the valid email address or username when registering/creating the account, enter the verification code, and click "Send Email", as shown in the figure:

Retrieve Password

Please enter your registered email/login name, and you will receive an email with a link to reset your password

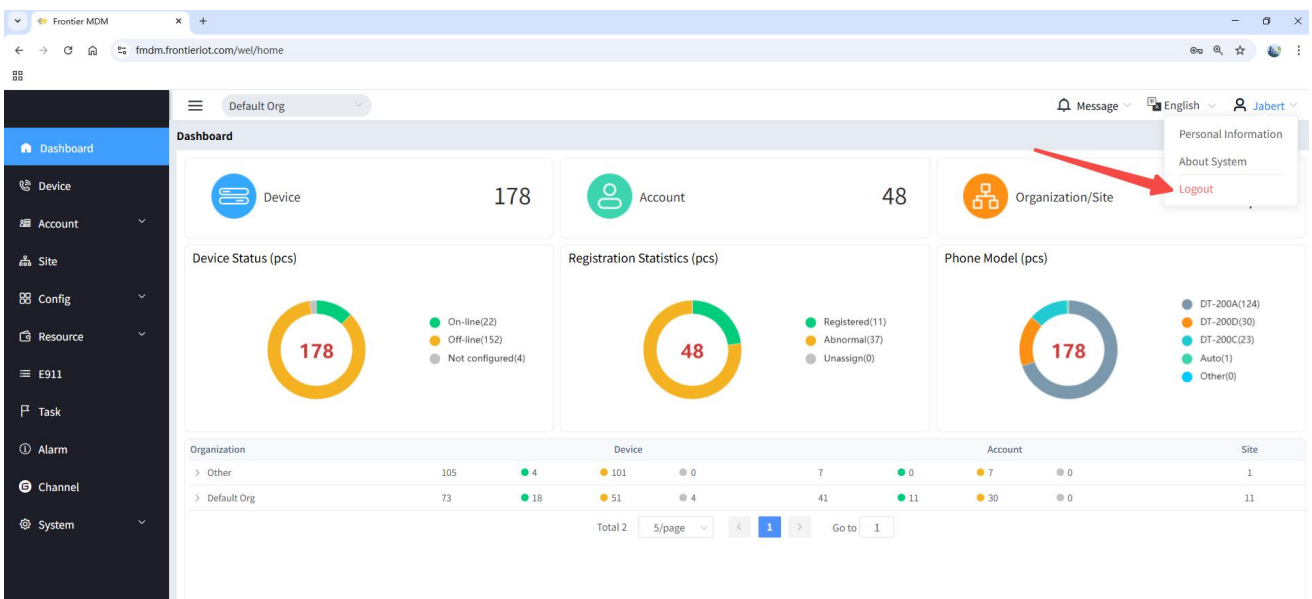


3) The mailbox will receive a password reset email, click the link in the email to complete the password reset

4) After the modification is completed, you can successfully log in to FMDM with the new account password.

2.5. Logout

After successfully logging in to the FMDM system, in the upper right corner of the system, click on user information, the drop-down list will display "Logout", click to logout.



The screenshot shows the FMDM system dashboard. The top navigation bar includes a message icon, language selector (English), and user profile (Jabert). The user profile dropdown menu is open, showing options: Personal Information, About System, and Logout (highlighted with a red arrow). The dashboard itself features several widgets: Device (178), Account (48), and Organization/Site. Below these are three donut charts for Device Status, Registration Statistics, and Phone Model. At the bottom, there is a table with columns for Organization, Device, Account, and Site, showing data for 'Other' and 'Default Org'.

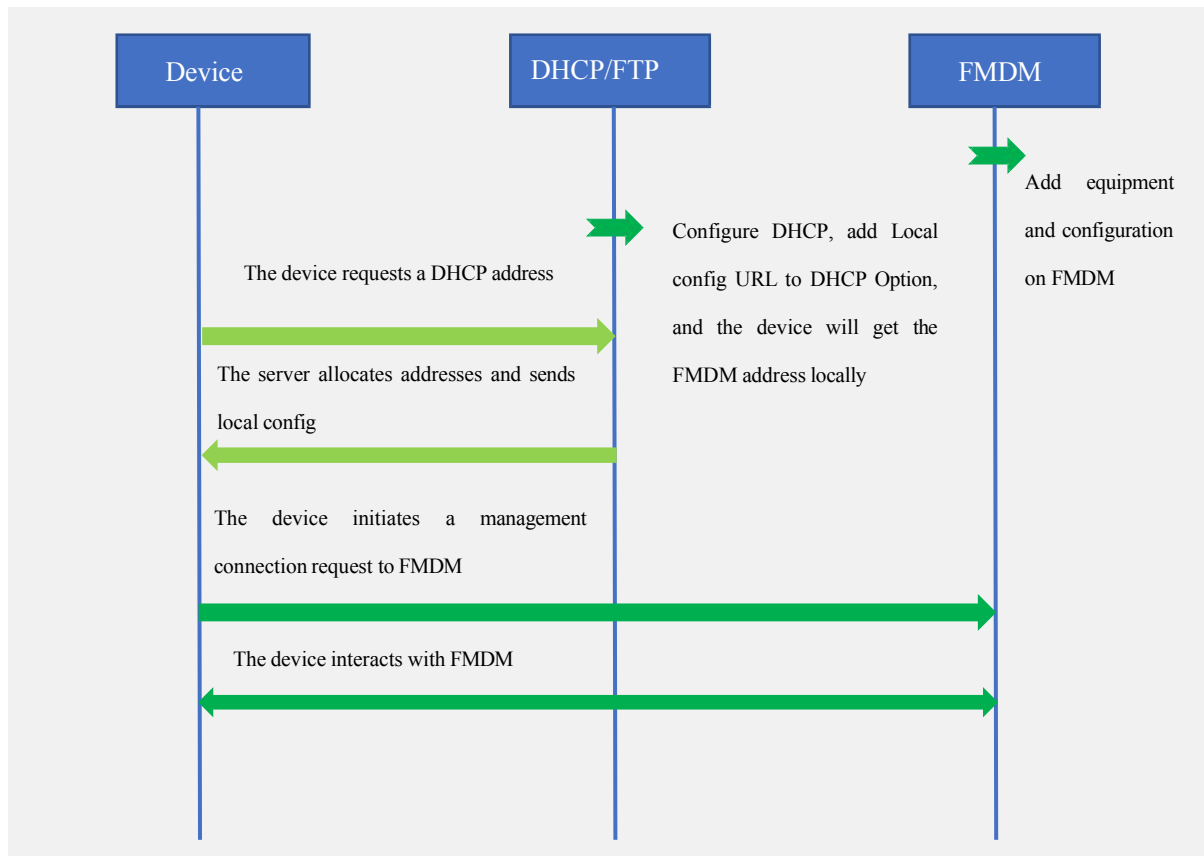
Organization	Device	Account	Site
> Other	105	7	1
> Default Org	73	41	11
Total 2	178	48	12

3. Device deployment process

3.1. FMDM + Local (DHCP, PNP) Auto Provision

The device can be directed to FMDM locally by following these steps:

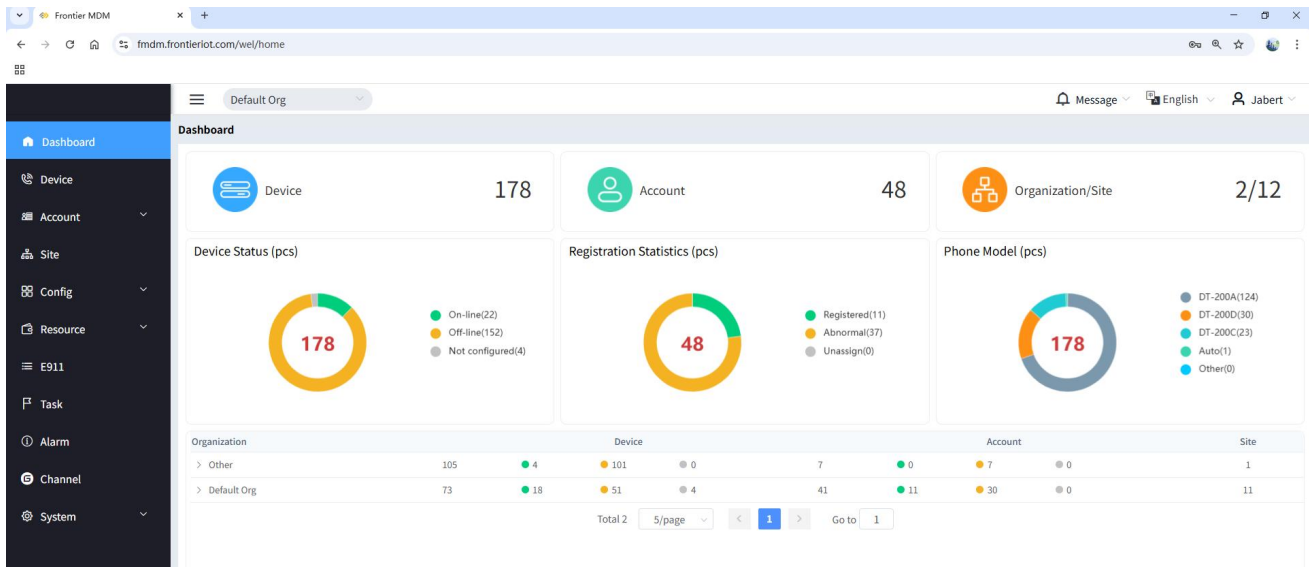
- 1) The user adds the device MAC to the FMDM device list, and assigns SIP accounts and other configurations to it.
- 2) The user configures the DHCP Server and adds the FMDM URL deployed by the DHCP Option. Frontier devices use DHCP Option 66 by
- 3) After the device is powered on and the DHCP IP address is obtained, the DHCP server sends the configured FMDM URL to the device. After the device receives it, connect to FMDM
- 4) After the connection is successful, FMDM will send the configuration to the device and interact with the device.



4. Dashboard

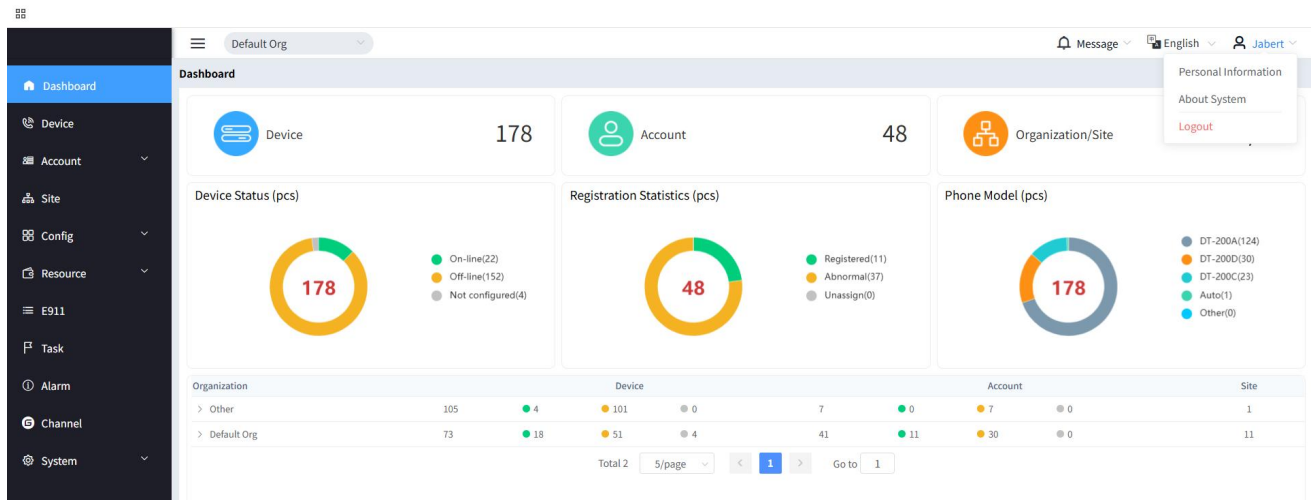
After the user logs in successfully, you can enter the FMDM homepage

4.1. Navigation Bar



The information displayed in the navigation bar is as follows:

- ① Switch the left directory to icon or text navigation.
- ② Drop-down box to choose to switch between different organizations.
- ③ Display the number of alarm information of the day, click to view the specific information.
- ④ Switch the system language, support English.
- ⑤ In the user information drop-down box, the user can make account settings, view version information and help instructions about the system, or logout.



4.1.1. Account settings

In the user information drop-down box, click Account Settings to modify the account settings. The properties display as following:

- Display Name
- Email
- Username(Not modifiable)
- Password
- Company Name
- Country And Region
- Time Zone

The Account Settings page displays the following basic information:

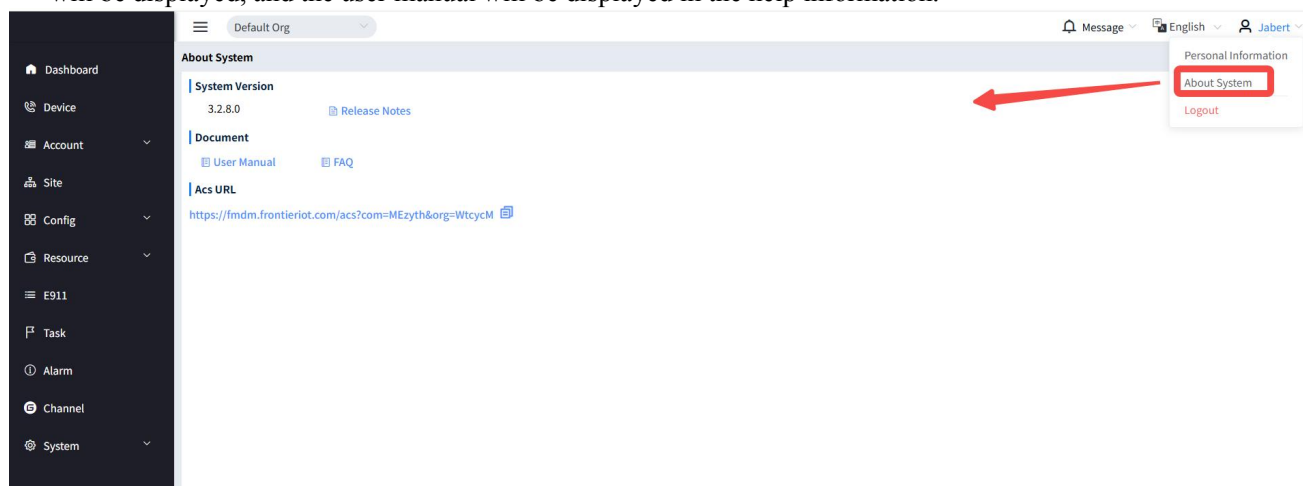
- Display Name: Jabert (Modify)
- Email: jetm.huang@frontieriot.com (Modify)
- Username: jetm.huang (Not modifiable)
- Password: ***** (Modify)
- * Company Name: Default Company
- Country / Region: China (Modify)
- Time Zone: (UTC+08:00)Beijing,Singapore,Perth,Irkutsk,Ulan-Ude (Modify)
- Role: admin
- Created By: admin

A red arrow points to the 'Personal Information' dropdown menu in the top right corner, which contains the following options: Personal Information, About System, and Logout.

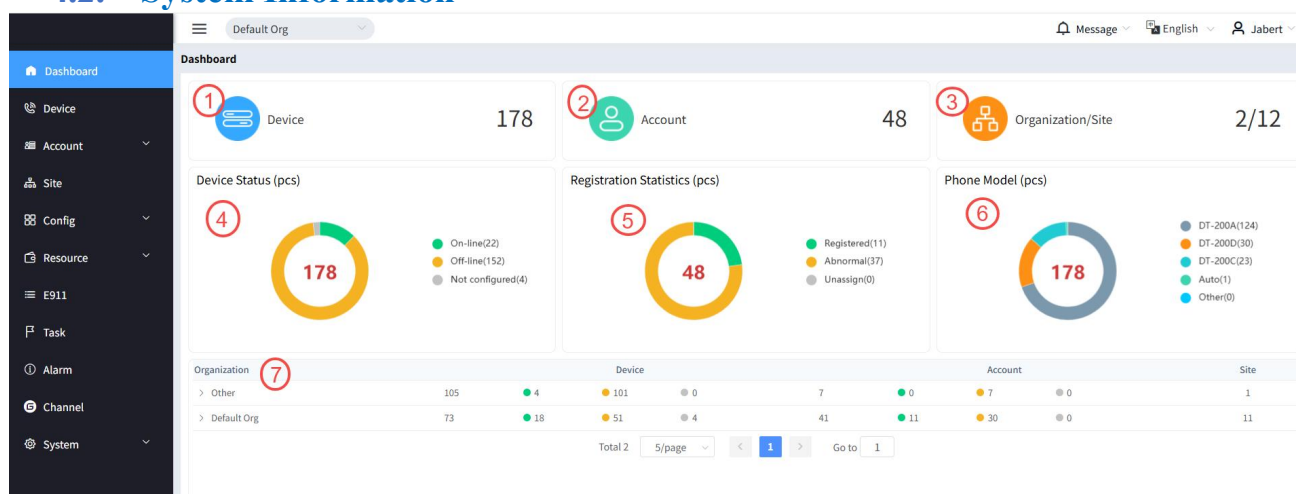
4.1.2. About System

In the user information drop-down box, click About system, the system version and version description

will be displayed, and the user manual will be displayed in the help information.



4.2. System Information

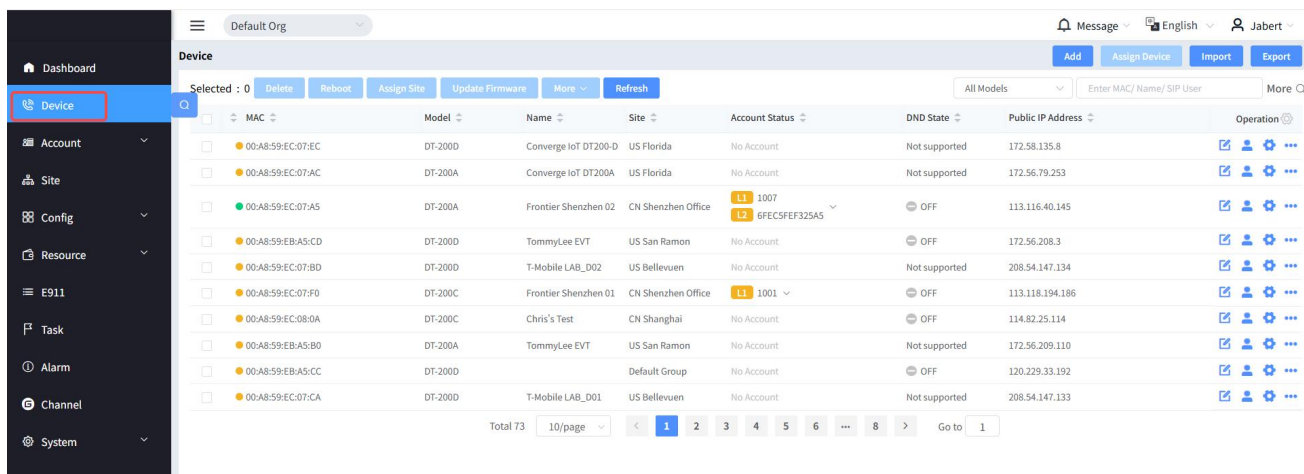


The information available on the homepage is as follows:

- ① Displays the number of devices in all organizations of the current login user
- ② Displays the number of SIP accounts under all organizations of the current login user
- ③ Displays the number of Organizations / Sites under all organizations of the current login user
- ④ Display the status statistics of all organizational devices of the current login user: Online / Offline / Not configured.
- ⑤ Display SIP account status statistics: registered / Register failed / abnormal / Unassigned.
- ⑥ Statistics of the number of device models of all organizations of the current login user.
- ⑦ In each organization, the number of devices and Online / Offline status statistics, the number of accounts and registration status statistics, the number of sites created statistics.

5. Device Management

The main functions of the device management module are: display device list information, add, delete, modify, search for devices, restart devices, upgrade firmware, restore factory settings, transfer devices to different organizations, and replace their own sites.

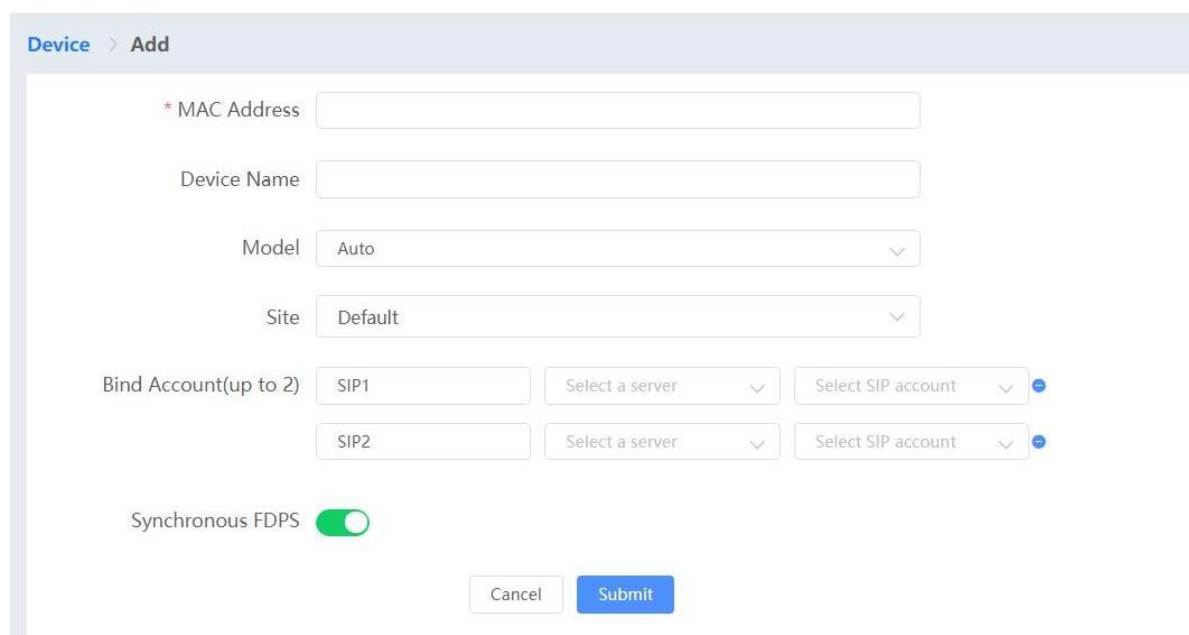


The screenshot shows the 'Device' management interface. On the left is a sidebar with navigation options: Dashboard, Device (highlighted), Account, Site, Config, Resource, E911, Task, Alarm, Channel, and System. The main area displays a table of devices with columns: MAC, Model, Name, Site, Account Status, DND State, Public IP Address, and Operation. The table lists 10 devices with various MAC addresses, models (DT-200D, DT-200A, DT-200C), names, sites, and account statuses. At the bottom, there is a pagination bar showing 'Total 73' and '10/page'.

MAC	Model	Name	Site	Account Status	DND State	Public IP Address	Operation
00:A8:59:EC:07:EC	DT-200D	Converge IoT DT200-D	US Florida	No Account	Not supported	172.58.135.8	[Edit] [Add] [Settings] [More]
00:A8:59:EC:07:AC	DT-200A	Converge IoT DT200A	US Florida	No Account	Not supported	172.56.79.253	[Edit] [Add] [Settings] [More]
00:A8:59:EC:07:A5	DT-200A	Frontier Shenzhen 02	CN Shenzhen Office	L1 1007 6FEC5FEF325A5	OFF	113.116.40.145	[Edit] [Add] [Settings] [More]
00:A8:59:EB:A5:CD	DT-200D	TommyLee EVT	US San Ramon	No Account	OFF	172.56.208.3	[Edit] [Add] [Settings] [More]
00:A8:59:EC:07:BD	DT-200D	T-Mobile LAB_D02	US Bellevuen	No Account	Not supported	208.54.147.134	[Edit] [Add] [Settings] [More]
00:A8:59:EC:07:F0	DT-200C	Frontier Shenzhen 01	CN Shenzhen Office	L1 1001	OFF	113.118.194.186	[Edit] [Add] [Settings] [More]
00:A8:59:EC:08:0A	DT-200C	Chris's Test	CN Shanghai	No Account	OFF	114.82.25.114	[Edit] [Add] [Settings] [More]
00:A8:59:EB:A5:B0	DT-200A	TommyLee EVT	US San Ramon	No Account	Not supported	172.56.209.110	[Edit] [Add] [Settings] [More]
00:A8:59:EB:A5:CC	DT-200D	Default Group	Default Group	No Account	OFF	120.229.33.192	[Edit] [Add] [Settings] [More]
00:A8:59:EC:07:CA	DT-200D	T-Mobile LAB_D01	US Bellevuen	No Account	Not supported	208.54.147.133	[Edit] [Add] [Settings] [More]

5.1. Add Device

The user can configure the related information of the device by adding the device, as shown in the figure.



The 'Add Device' form contains the following fields and controls:

- * MAC Address**: Text input field.
- Device Name**: Text input field.
- Model**: Dropdown menu with 'Auto' selected.
- Site**: Dropdown menu with 'Default' selected.
- Bind Account(up to 2)**: Two rows of controls. Each row has a text input for SIP (SIP1, SIP2), a dropdown for 'Select a server', and a dropdown for 'Select SIP account'.
- Synchronous FDPS**: Toggle switch, currently turned on.
- Buttons**: 'Cancel' and 'Submit' buttons at the bottom.

Add the required input fields for the device:

- **MAC address (required field)**: Configure the MAC address of the device.
- **Device name**: Set the device name.
- **Model**: Select the device model. After it is selected, the device can be deployed by selecting the

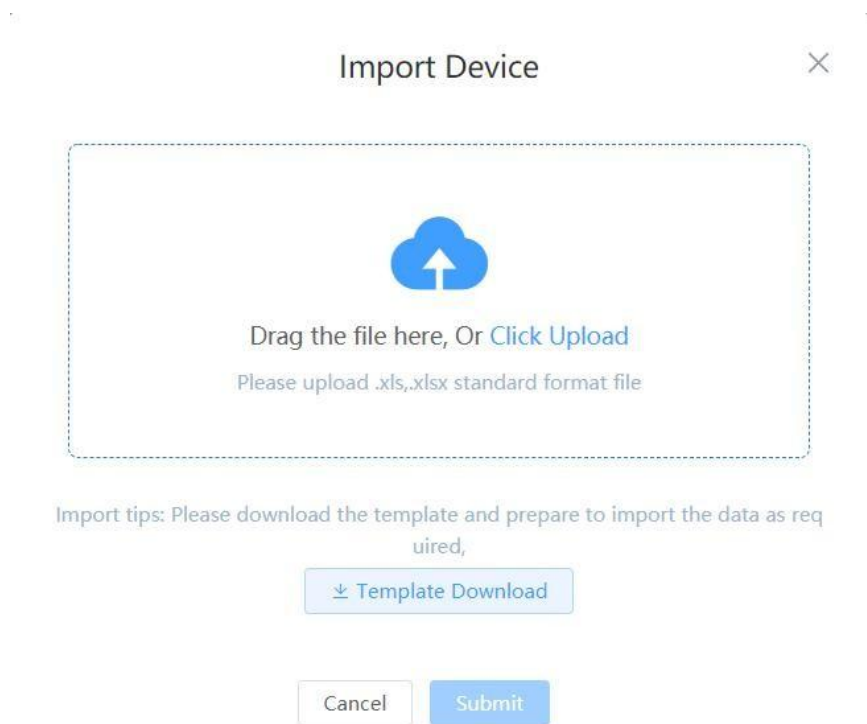
template of the corresponding model in the subsequent configuration management, the model was Auto by default:

- ▶ When selects auto as the model, if the device is in the list of devices supported by FMDM, the model after deployment will be updated to the actual model of the device;
- ▶ When selects auto as the model, if the device is not in the list of devices supported by FMDM, the model will still be displayed as auto after deployment;
- Owned site: You can select the site set in [7 Site Management](#), and select the site to which the device belongs.
- Bind account: select SIP line, SIP server, SIP account. After configuring the SIP server and SIP account in [6 Account Management](#), you can configure it here. The number of SIP lines that can be bound is different for different models.

5.2. Import Device

This function can import devices into device management in batches. Click the Import button, download the template at the import prompt, and prepare to import data according to the template. After saving, upload the .xls, .xlsx files according to the prompts.

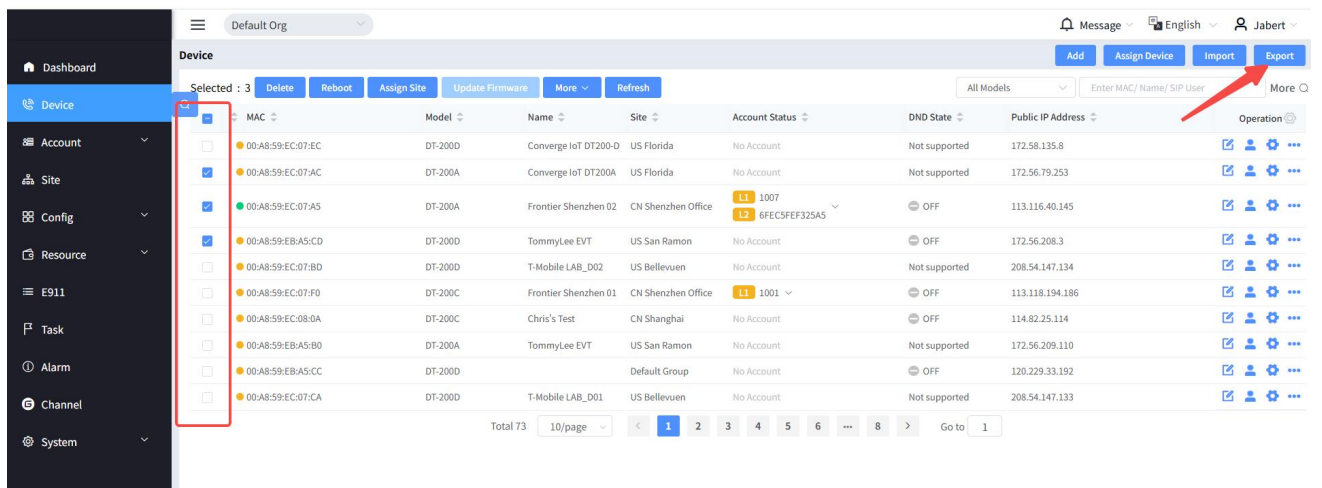
Note: up to 10000 devices can be imported.



5.3. Export Device

Export the devices in the device list in batches. If you don't select a device and click export directly, all devices will be exported.

Click the box on the left of the device to select the device (multiple selection is possible, click the box

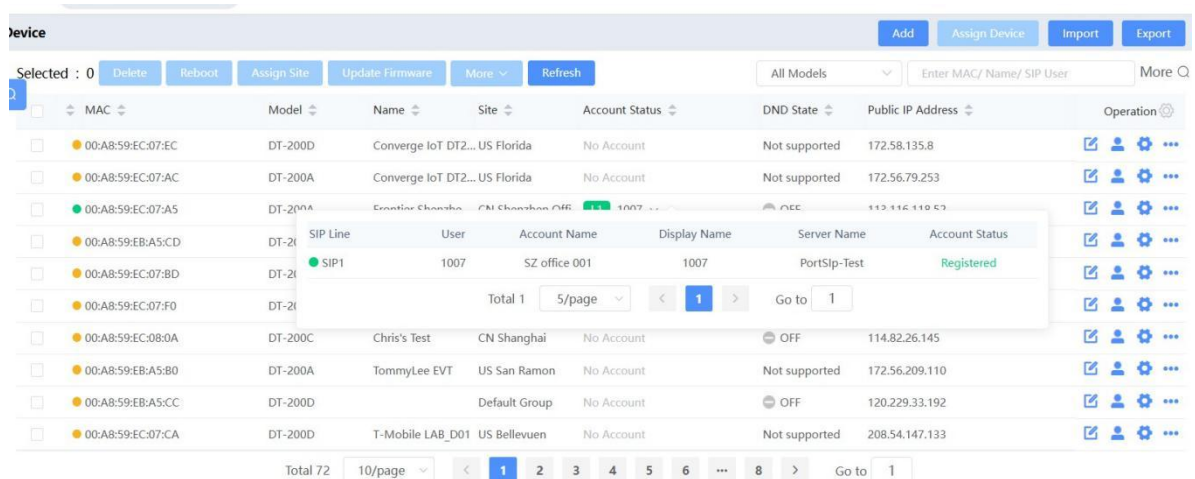


above to select all devices of current page), after selecting, click the export button to export the selected device list information to an Excel table.

5.4. Device List Display

5.4.1. Device List Display Field

- Device online status:dots: green online, gray unconfigured, yellow offline
- Device Name
- MAC Address
- Device Model
- SIP Status:Display the registration status of the first registered line (registered, failed, not registered, unknown). Click the drop-down arrow to view the registration status of all lines, as shown in the figure:

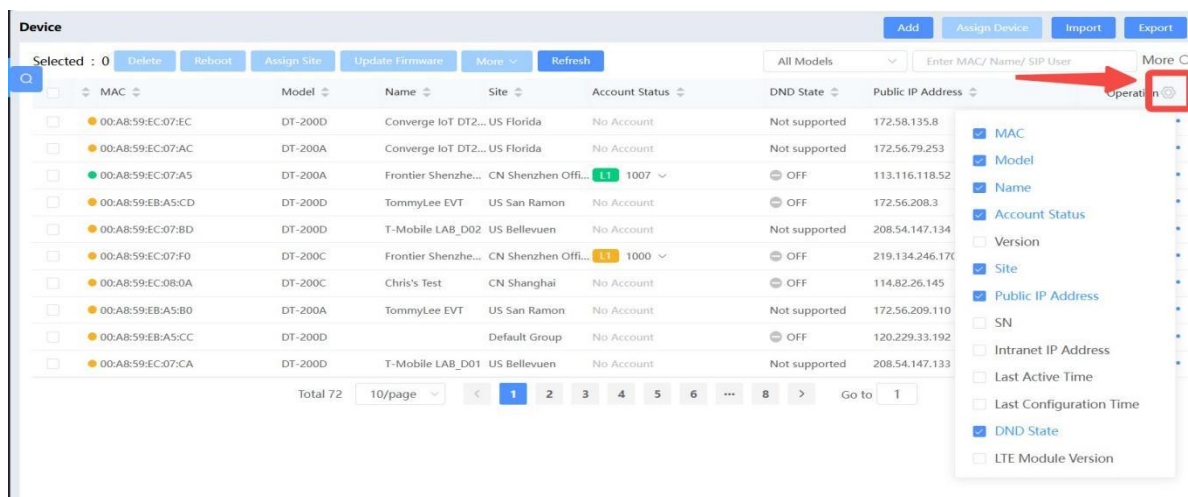


- Public IP Address
- Site
- Software Version:Hidden by default.
- SN:Hidden by default.
- Last Configuration Time:The system records the last configuration time to the device, which is hidden by default.

- Last Active Time: The system records the last active time of the device and hides it by default.

5.4.2. Device list hides field

Click on the Settings icon , You can set which fields to display in the device list, as shown in the figure.

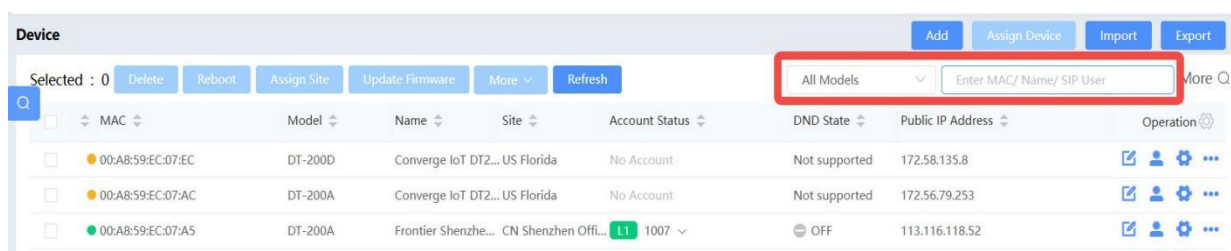


5.5. Search Device

5.5.1. General Search

Select the model you want to search, enter the device name/device MAC containing numbers or letters, press Enter to view the eligible device.

- 1) Filter:
 - Model
- 2) The input field supports fuzzy search, and the search fields include:
 - Device Name
 - MAC



5.5.2. Advanced Search

Click Advanced Search, you can select site, account status, configuration status, firmware version number and other criteria to qualify the search criteria.

- 1) Filter:
 - Online Status
 - Site

- Account Status
- 2) The input field supports fuzzy search, and the search fields include:
- Device Name
 - MAC

The screenshot shows the 'Device' management interface. At the top, there are buttons for 'Add', 'Assign Device', 'Import', and 'Export'. Below these, a search bar is present with a 'More' button highlighted by a red box and an arrow. The table below lists devices with columns: MAC, Model, Name, Site, Account Status, DND State, and Public IP Address. The 'More' button is located at the top right of the table area.

5.6. Operating Device

You can edit the device, set the account, set the parameters, view the details and other operations.

This screenshot is similar to the previous one, showing the 'Device' management interface. The 'More' button at the top right of the table area is highlighted with a red box.

5.6.1. Edit Device

Click edit icon , Device information can be changed, as shown in the figure.

The screenshot shows the 'Edit Device' form. It includes the following fields and options:

- MAC Address: 00:AB:59:EC:07:BD
- Device Model: DT-200A
- * Model: Auto (dropdown)
- Device Name: Frontier Shenzhen 02
- * Site: Default Group (dropdown)
- Bind Account (up to 2):
 - SIP1: SIP1, PortSIP-Test, 1007
 - SIP2: Select a server, Select SIP Account
- Synchronous FDPS: ☐
- Buttons: Cancel, Submit

The information for the change is:

- Device Name

- Site
- Bind Account

5.6.2. Set Account

Click set account icon , You can quickly change SIP servers, SIP accounts and SIP lines.

X

Set Account Number

MAC Address: 00:A8:59:EC:07:A5

Device Name: Frontier Shenzhen 02

Bind Account(up to 20)

SIP1	PortSip-Test	1007	+
SIP2	Select a server	Select SIP Account	+
SIP3	Select a server	Select SIP Account	+
SIP4	Select a server	Select SIP Account	+

Cancel
Submit

5.6.3. Parameter Settings

Click on the parameter setting icon to set device configuration parameters. You can choose graphical interface editing or switch to text editing. Text editing uses the format of the NC configuration file.

By Device > Parameter Settings(Test Device)
Switch to Text Editor

System

Network

line

Phone Setting

Phonebook

Function Key

Security

Account
Auto Provision
Tools

All Selected

Reset

☐ User Management: Please select

Settings Password:

5.6.4. View Device Details

Click more icon , You can choose to view details, operation log, task log, device diagnosis, transfer device.

Device

Selected : 0

Delete

Reboot

Assign Site

Update Firmware

More

Refresh

All Models

Enter MAC/ Name/ SIP User

More

☐	MAC	Model	Name	Site	Account Status	DND State	Public IP Address	Operation
☐	00:A8:59:EC:07:EC	DT-200D	Converge IoT DT200-D	US Florida	No Account	Not supported	172.58.135.8	
☐	00:A8:59:EC:07:AC	DT-200A	Converge IoT DT200A	US Florida	No Account	Not supported	172.56.79.253	
☐	00:A8:59:EC:07:A5	DT-200A	Frontier Shenzhen 02	CN Shenzhen Office	L1 1007 L2 6FEC5FEF325A5	OFF	113.116.40.145	
☐	00:A8:59:EB:A5:CD	DT-200D	TommyLee EVT	US San Ramon	No Account	OFF	172.56.208.3	
☐	00:A8:59:EC:07:BD	DT-200D	T-Mobile LAB_D02	US Bellevuen	No Account	Not supported	208.54.147.134	
☐	00:A8:59:EC:07:F0	DT-200C	Frontier Shenzhen 01	CN Shenzhen Office	L1 1001	OFF	113.118.194.186	
☐	00:A8:59:EC:08:0A	DT-200C	Chris's Test	CN Shanghai	No Account	OFF	114.82.25.114	
☐	00:A8:59:EB:A5:B0	DT-200A	TommyLee EVT	US San Ramon	No Account	Not supported	172.56.209.110	
☐	00:A8:59:EB:A5:CC	DT-200D		Default Group	No Account	OFF	120.229.33.192	
☐	00:A8:59:EC:07:CA	DT-200D	T-Mobile LAB_D01	US Bellevuen	No Account	Not supported	208.54.147.133	

Total 73

10/page

<

1

2

3

4

5

6

...

8

>

Go to 1

Details

Operation Log

Task Record

Move the Device

Select details, you can view the phone's MAC address, model, last online time, software version and SN , as well as the registration status of each SIP line.

Device > Device Details						
Basic Information		IPV4				
MAC Address:		00:A8:59:EC:07:A5				
Model:		DT-200A				
Last Active Time		2025-01-23 11:45:53				
Software Version:		2.6.20.2.10				
SN Serial Number:						
SIP Line	User	Account Name	Display Name	Server Name	Account Status	
SIP1	1007	SZ office 001	1007	PortSip-Test	Registered	
Total 1		10/page	<	1	>	Go to 1

5.6.5. View Operation Log

Click the operation log, jump to the operation log interface of the device, you can view all the operation log within 90 days of the device.

Device > Operation Log(00:A8:59:EC:07:A5)			
All levels		All Operations	Enter User Name
User Name	Log Content	Operation Level	Update Time
jetm.huang	Update Firmware Upgrade device to official firmware...	High	2024-12-24 14:53:36
jetm.huang	Update Firmware Upgrade device to official firmware...	High	2024-12-24 14:50:33
chris.shieh@frontieriot.com	Issue SIP account [1007]	High	2024-09-26 15:24:05
chris.shieh@frontieriot.com	Unassign SIP account [1007, 6FEC5FEF325A5]	High	2024-09-26 15:24:05
chris.shieh@frontieriot.com	Issue SIP account [1007, 6FEC5FEF325A5]	High	2024-09-26 15:20:52

5.6.6. View Task Log

Click the task record, jump to the task management interface, you can view and operate this page. See 11. Task Management for details.

Process Finished						
Selected : 0 Delete Refresh All Status All Tasks All Types 00:AB:59:EC:07:A5 More						
☐	Task Name	Task Content	Task Time	Status	Creator	Operation
☐	--	Update Firmware	2024-12-24 14:53:36	Successful	jetm.huang	?
☐	--	Update Firmware	2024-12-24 14:50:33	Stopped	jetm.huang	?
☐	00:AB:59:EC:07:A5Force Vers...	Force Version Push	2024-12-12 10:37:05	No User Action		?
Total 3 10/page < 1 > Go to 1						

5.6.7. More the Device

Click Transfer Device [to transfer the device to](#) another organization.

Select whether to synchronize the corresponding SIP account: If synchronize account is selected, the original SIP account will still be used after transfer; If you do not select a synchronous account, clear the original SIP account after the transfer.

×

Move the Device

* Organization

Please select Organization

* Sync Inform (SIP)

☒ Yes
 ☐ No

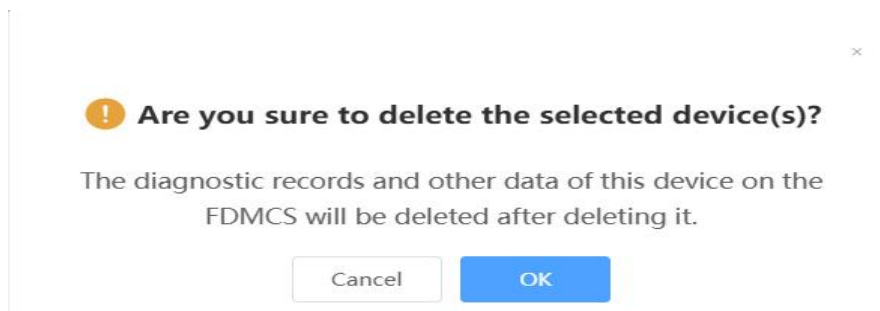
Cancel

Submit

5.7. Delete Device

You can delete a single device or multiple devices.

Select the device to be deleted and click the "Delete" button. The page prompts "confirm to delete the selected device, and the device cannot be managed after deletion". After clicking "OK", the corresponding device will be deleted from the device list, as shown in the figure.

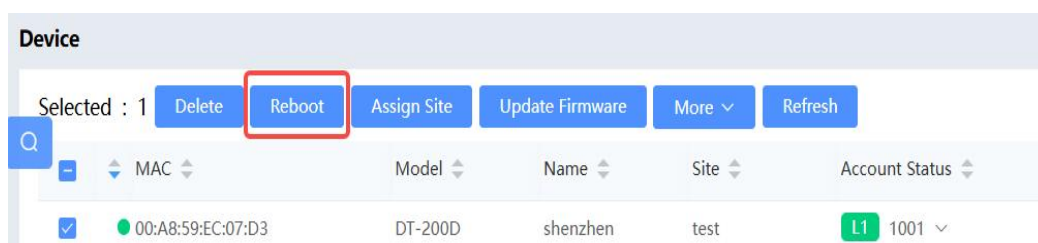


When the device in the list is deleted, the configuration that the platform has issued to the device is cleared.

5.8. Reboot

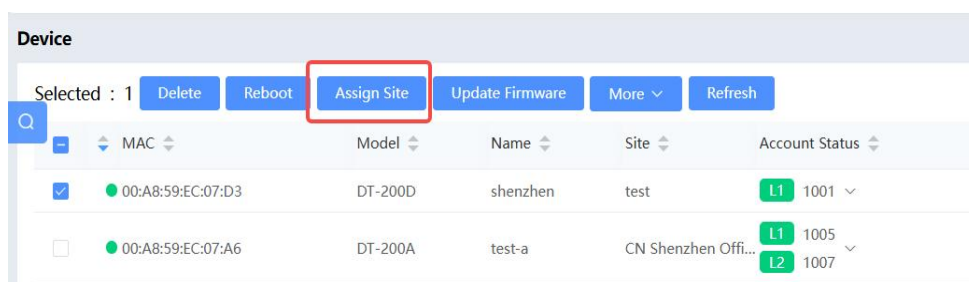
Select one or more devices, click Reboot, and the selected device will be reboot.

Note: Only for online devices.



5.9. Set Site

You can move these devices to a site by selecting one or more devices and selecting Settings Site.7. Site management to introduce the site.



5.10. Update Firmware

Select one or more devices (The equipment needs to be the same model), select Upgrade firmware, and

select the firmware to upgrade (in Upload firmware in 9.resource management), select the upgrade mode as immediate or timed. The device will update the corresponding firmware according to the setup.

- Immediate: Execute tasks immediately
- Scheduled: Specifies the time to execute in the end, creates the task to the task management list.

Note: Only for online devices.

Update Firmware

* Firmware Version

Please select Firmware Version

* Mode

☒ Immediately

☐ Scheduled

Cancel

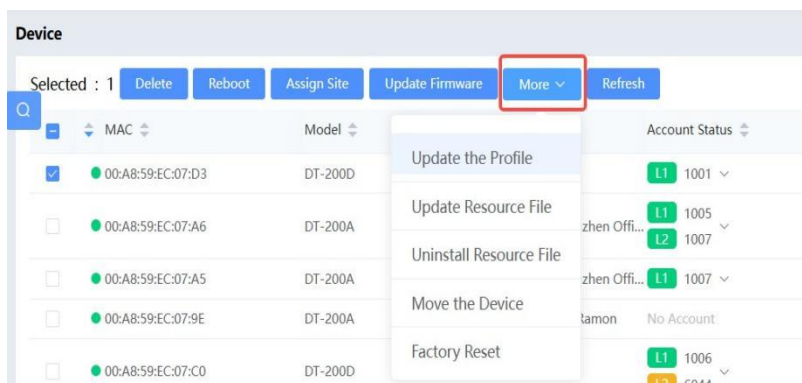
Submit

5.11. Update Profile

Select one or more devices (The equipment needs to be the same model), click more >update profile, select the update mode as immediate or timed, and the platform will update the configuration file for the device as set.

- Immediate: Execute tasks immediately
- Scheduled: Specifies the time to execute in the end, creates the task to the task management list.

Note: Only for online devices.



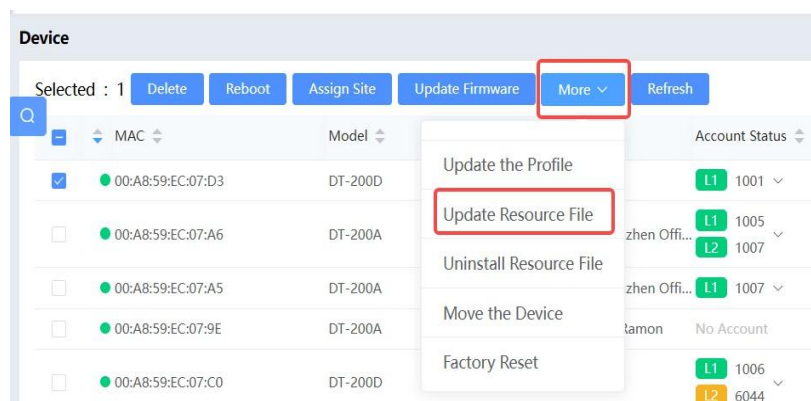
5.12. Update Resource File

Select one or more devices (devices need to use the same resource file), click more >update resource file. Select the update mode as immediate or timed, and the platform will update the resource file for the device as set.

- Immediate: Execute tasks immediately
- Scheduled: Specifies the time to execute in the end, creates the task to the task management list.

Note: Only for online devices.

Resources file include background images, phone books, certificates, ring tones, and other phone deployment documents.



Update Resource File

* File Type

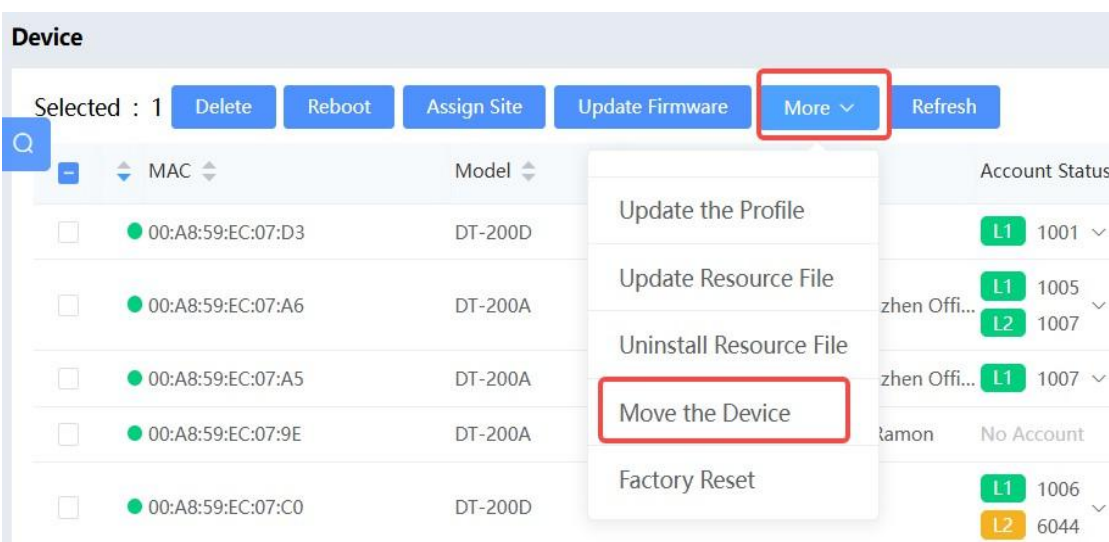
* File Name

* Mode ☒ Immediately ☐ Scheduled

5.13. Move the Device

Select one or more devices, click more >Move the device, which can be transferred in bulk to other organizations.

Select whether to synchronize the corresponding SIP account: If synchronize account is selected, the original SIP account will still be used after transfer; If you do not select a synchronous account, clear the original SIP account after the transfer.

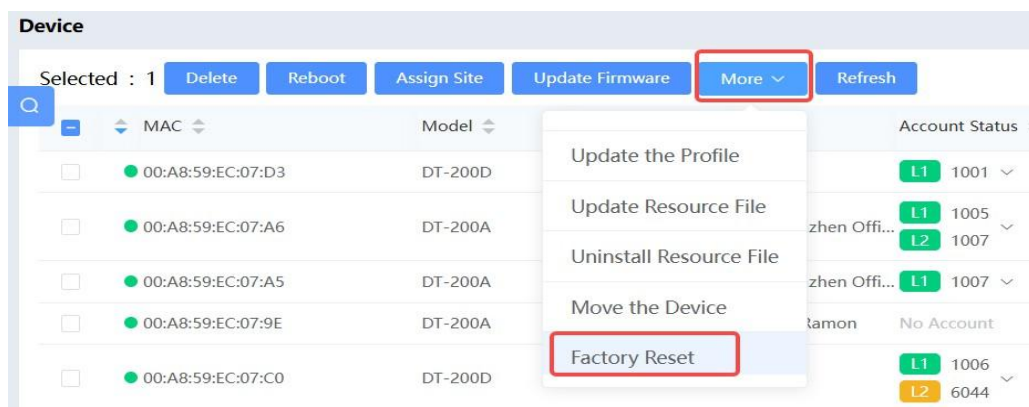


5.14. Factory Reset

Select one or more devices (devices need to use the same resource file), click more >factory reset. Select the mode of "Immediate" or Scheduled", and the platform will restore factory Settings for the device as set.

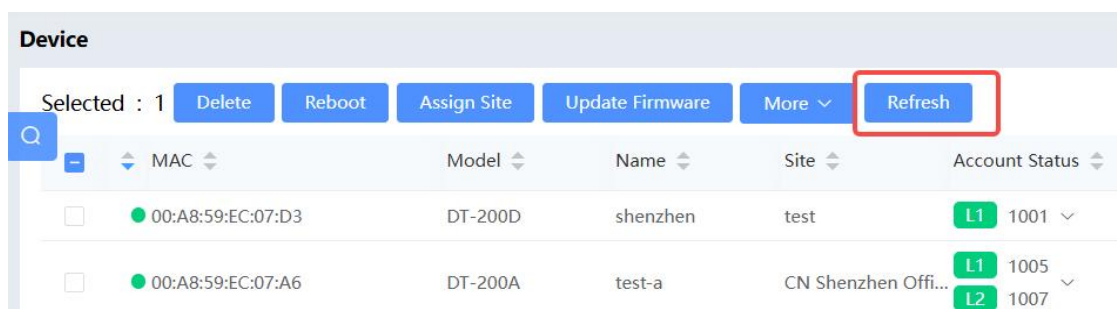
- Immediate: Execute tasks immediately
- Scheduled: Specifies the time to execute in the end, creates the task to the task management list.

Note: Only for online devices. After the device is restored by the platform, the account number, configuration and other information configured on the platform for the device will be cleared after the device is started and need to be reconfigured. The configuration information of FDMS and sip account will not be cleared. The configuration information will be automatically sent to the device when the first connection is restored



5.15. Refresh Device List

Click the refresh button to refresh the device list.

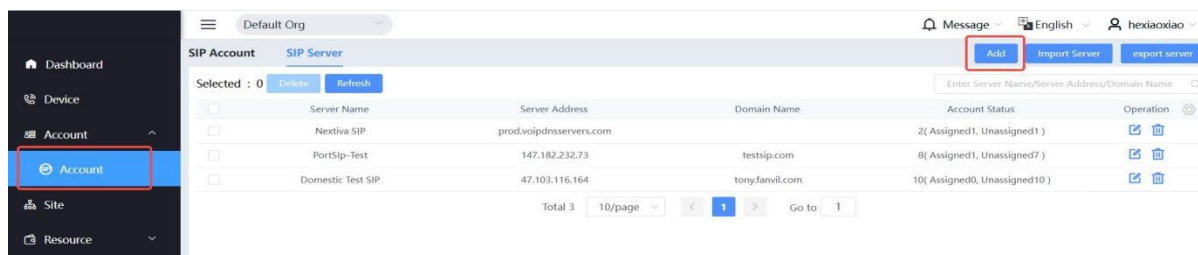


6. Account Management

6.1. SIP Server

6.1.1. Add SIP Server

Click Add Server, Add SIP Server, and configure relevant information.



Add SIP server configuration information:

- Server Name
- Domain Name
- Primary Server:
 - Server Address
 - Server Port
 - Transport Protocol
 - Proxy Server Address
 - Proxy Server Port

Default Org

SIP Server > Add

* Server Name

Domain Name

Primary Server:

* Server Address

Server Port

Transport Protocol UDP

Proxy Server Address

Proxy Server Port

+

Cancel Submit

Click the "+" to configure the hidden backup server:

- Proxy Server:
 - Server Address
 - Server Port
 - Transport Protocol
 - Proxy Server Address
 - Proxy Server Port

Backup Server:

Server Address

Server Port

Transport Protocol UDP

Proxy Server Address

Proxy Server Port

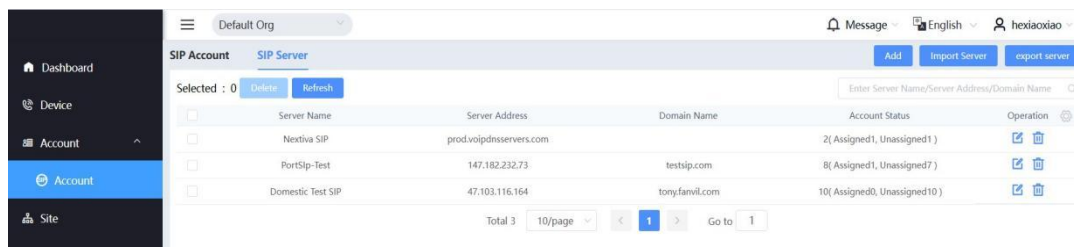
-

Cancel Submit

6.1.2. Server Display List

Server display list :

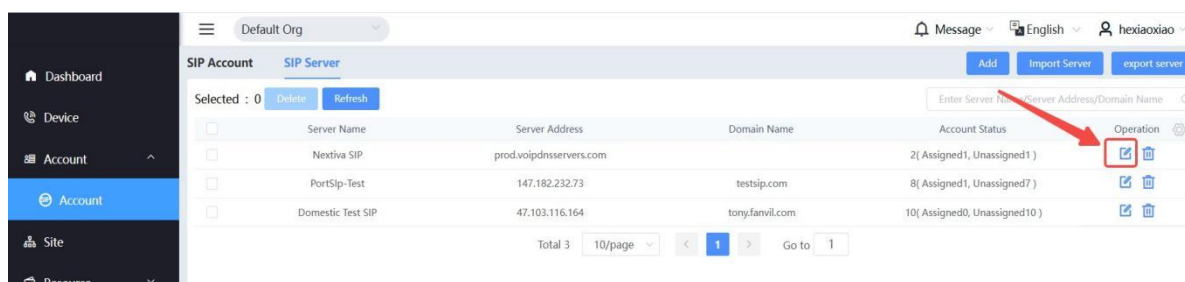
- Server Name
- Server Address
- Domain Name
- Account Status: Check the total number of accounts, allocated number, unallocated number,
- Operation: Edit, delete



Server Name	Server Address	Domain Name	Account Status	Operation
Nextiva SIP	prod.voipdnservers.com		2(Assigned1, Unassigned1)	[Edit] [Delete]
PortSlip-Test	147.182.232.73	testslip.com	8(Assigned1, Unassigned7)	[Edit] [Delete]
Domestic Test SIP	47.103.116.164	tony.fanvil.com	10(Assigned0, Unassigned10)	[Edit] [Delete]

6.1.3. Edit

Click edit icon , edit SIP server information. After editing the server, all relevant accounts will be re-uploaded to the device.

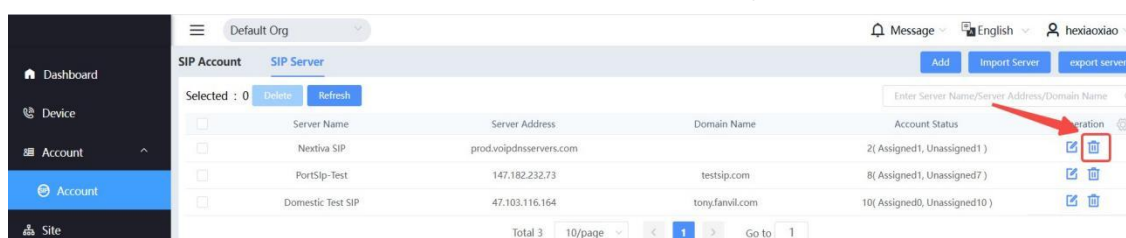


Server Name	Server Address	Domain Name	Account Status	Operation
Nextiva SIP	prod.voipdnservers.com		2(Assigned1, Unassigned1)	[Edit] [Delete]
PortSlip-Test	147.182.232.73	testslip.com	8(Assigned1, Unassigned7)	[Edit] [Delete]
Domestic Test SIP	47.103.116.164	tony.fanvil.com	10(Assigned0, Unassigned10)	[Edit] [Delete]

6.1.4. Delete

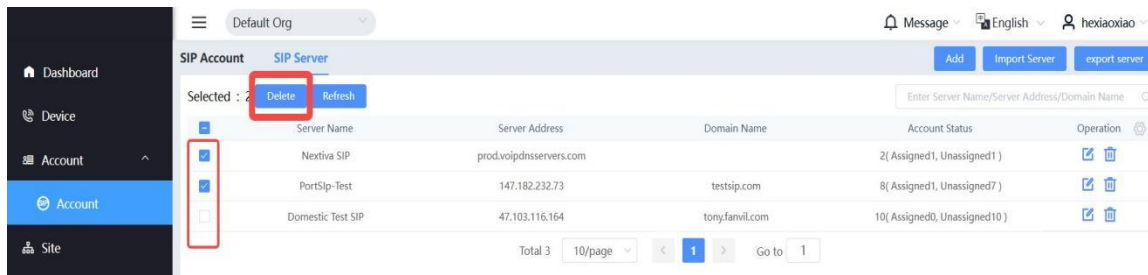
When a server is deleted, all accounts under the server will be deleted. When deleting an account, the account that has been issued on the phone will be deleted simultaneously.

Click delete icon , Delete the selected SIP server, As shown in figure:



Server Name	Server Address	Domain Name	Account Status	Operation
Nextiva SIP	prod.voipdnservers.com		2(Assigned1, Unassigned1)	[Edit] [Delete]
PortSlip-Test	147.182.232.73	testslip.com	8(Assigned1, Unassigned7)	[Edit] [Delete]
Domestic Test SIP	47.103.116.164	tony.fanvil.com	10(Assigned0, Unassigned10)	[Edit] [Delete]

Select one or more SIP servers and click the Delete button to delete them in batches, as shown in the figure:



6.1.5. Search

The input field supports fuzzy search, and the search fields include:

- Server Name
- Server Address
- Domain Name



6.2. SIP Account

6.2.1. Add Account

Click Add Account to add SIP Account.



The configurable fields are:

- Account Name
- Server Address
- User Number
- Display Name
- User Authentication
- SIP Auth Password
- Distribution Device: Select site, device model, and device MAC
- Assign SIP lines: Select the device SIP lines

Click "+" to expand the configuration:

- Proxy User
- Proxy Password
- Voice Message Number
- Voice Message Password

The screenshot shows a web interface for adding a SIP account. At the top, there is a breadcrumb trail: "SIP Account > Add". Below this, the form contains several input fields and dropdown menus. The fields are: "Account Name" (text input), "* Server Name" (dropdown menu with "Select SIP server" as the placeholder), "* User Number" (text input), "Display Name" (text input), "User Authentication" (text input), and "Auth Password" (text input). Below these fields is a "More" link with a downward arrow. Under the "More" link, there is an "Assigned Device" section with four dropdown menus: "Please Select Site", "Please Select Device Model", "Please Select Device Name/MAC", and "Please Select SIP Line". Below these dropdowns is a small square button with a "+" sign. At the bottom of the form are two buttons: "Cancel" and "Submit".

6.2.2. Import Account

Click Import Account to batch add SIP Account. Follow the instructions to download the SIP account template, organize the data according to the format, and then upload .xls or .xlsx files.

Note: up to 10000 SIP accounts can be imported.

✕

Import Account



Drag the file here, Or Click Upload

Please upload .xls,.xlsx standard format file

Import tips: Please download the template and prepare to import the data as required,

[📄 SIP Account Template](#)

Cancel
Submit

6.2.3. Export Account

Select one or more accounts, click Export Account, and export the selected account to Excel file.

SIP Account		SIP Server					Add	Import	Export
Selected : 2		Delete	Assign Server	Refresh	Server Name	All Status	Enter Account Name/ User Name/ Display Name/ Server Name		
☐	Account Name	User Number	Display Name	Account Status	Server Name	Operation			
☒	portSIP 1011	1011	TEST 1011	Unassigned	PortSlp-Test(testsip.com)				
☒	portSIP 1005	1005	TEST 1005	Unassigned	PortSlp-Test(testsip.com)				
☐	portSIP 1004	1004	TEST 1004	Unassigned	PortSlp-Test(testsip.com)				

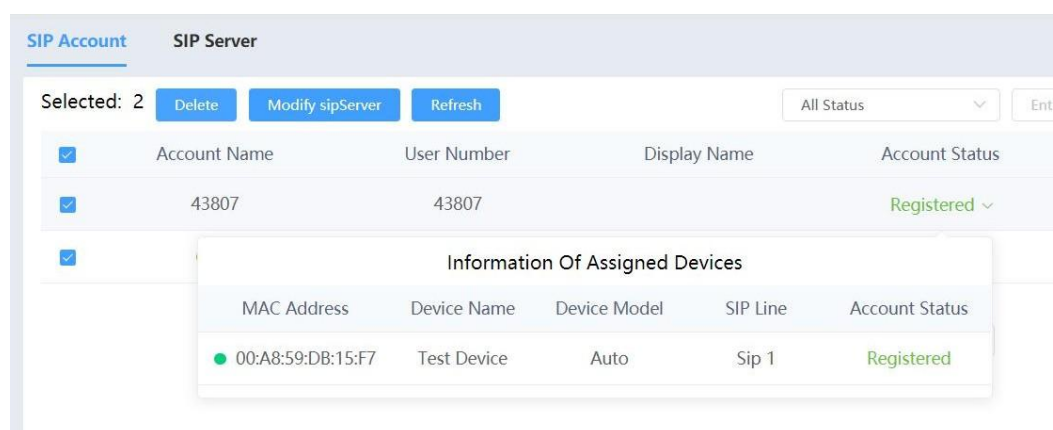
6.2.4. SIP Account List Display

SIP Account		SIP Server					Add	Import	Export
Selected : 0		Delete	Assign Server	Refresh	Server Name	All Status	Enter Account Name/ User Name/ Display Name/ Server Name		
☐	Account Name	User Number	Display Name	Account Status	Server Name	Operation			
☐	portSIP 1011	1011	TEST 1011	Unassigned	PortSlp-Test(testsip.com)				
☐	portSIP 1005	1005	TEST 1005	Unassigned	PortSlp-Test(testsip.com)				
☐	portSIP 1004	1004	TEST 1004	Unassigned	PortSlp-Test(testsip.com)				
☐	portSIP 1003	1003	TEST 1003	Unassigned	PortSlp-Test(testsip.com)				

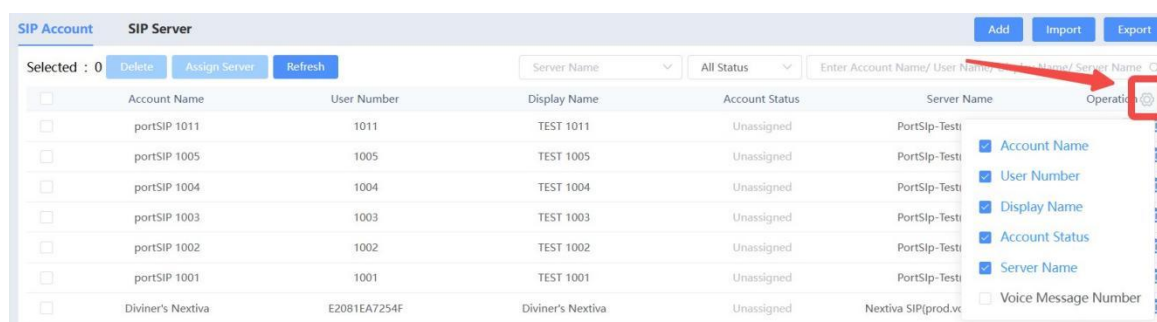
SIP Account List field:

- Account Name
- User Number
- Display Name
- Server Address
- Account Status: Unassigned, Registered, Exception (failed registration, unregistered, account modified, device offline).Click to view the assigned device information, including fields:

- Site, model, MAC, device name, SIP line, device status (online, offline), account status (registered, failed registration, unregistered, account modified, unknown), as shown in the figure:



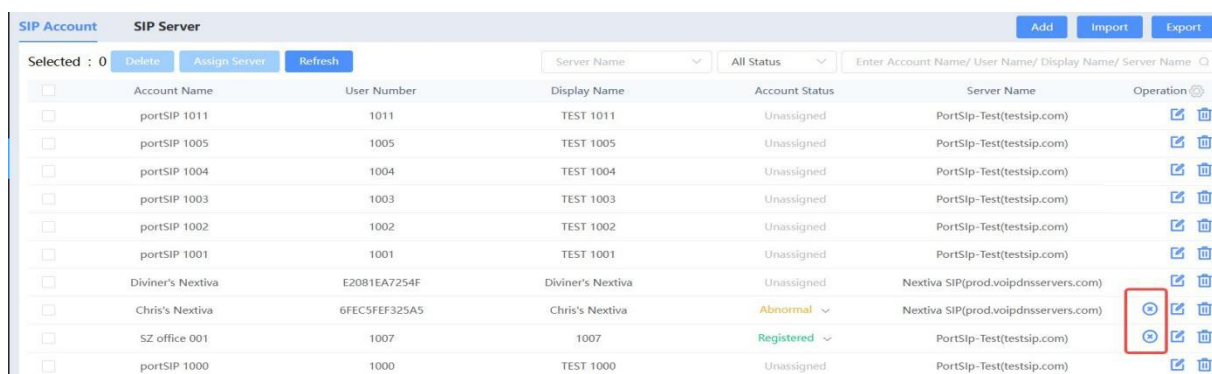
- Voice Message Number: hidden by default, click the setting icon to the right of the operation to set whether it is displayed, as shown in the picture:



- Operation: Unassigned, Delete, Edit

6.2.5. Unassigned

Select a SIP account and click the cross under the operation, which prompts "The account of the device to be deassigned will be empty. Are you sure you want to cancel this account ?", click OK, the SIP account allocation will be cancelled, and the account configuration of the issued device will be cleared.



Tips

 The account of the device to be unassigned will be empty.

Cancel

Submit

6.2.6. Delete

When deleting a sip account, the configuration of the issued account on the phone will be cleared synchronously

Click the delete icon , Delete the corresponding SIP account ,as shown in the picture:

Or select one or more SIP accounts and click the delete button to batch delete them, as shown in the figure below:

SIP Account		SIP Server					Add	Import	Export
Selected : 2		Delete	Assign Server	Refresh	Server Name	All Status	Enter Account Name/ User Name/ Display Name/ Server Name		
☐	Account Name	User Number	Display Name	Account Status	Server Name	Operation			
☒	portSIP 1011	1011	TEST 1011	Unassigned	PortSIP-Test(testsip.com)	 			
☒	portSIP 1005	1005	TEST 1005	Unassigned	PortSIP-Test(testsip.com)	 			
☐	portSIP 1004	1004	TEST 1004	Unassigned	PortSIP-Test(testsip.com)	 			
☐	portSIP 1003	1003	TEST 1003	Unassigned	PortSIP-Test(testsip.com)	 			
☐	portSIP 1002	1002	TEST 1002	Unassigned	PortSIP-Test(testsip.com)	 			

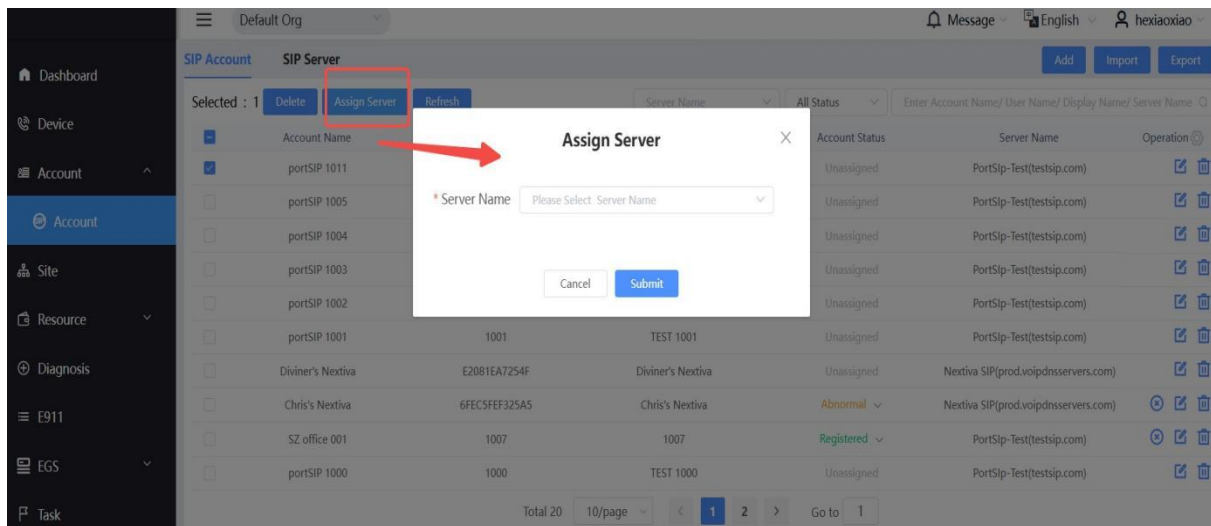
6.2.7. Edit

Click the edit icon ,edit SIP account information.After editing the SIP account, the configuration of the account will be re issued to the device that has been assigned the account.

SIP Account		SIP Server					Add	Import	Export
Selected : 2		Delete	Assign Server	Refresh	Server Name	All Status	Enter Account Name/ User Name/ Display Name/ Server Name		
☐	Account Name	User Number	Display Name	Account Status	Server Name	Operation			
☒	portSIP 1011	1011	TEST 1011	Unassigned	PortSIP-Test(testsip.com)	 			
☒	portSIP 1005	1005	TEST 1005	Unassigned	PortSIP-Test(testsip.com)	 			
☐	portSIP 1004	1004	TEST 1004	Unassigned	PortSIP-Test(testsip.com)	 			
☐	portSIP 1003	1003	TEST 1003	Unassigned	PortSIP-Test(testsip.com)	 			

6.2.8. Modify server

Select one or more accounts and click modify server to batch modify the SIP servers corresponding to the accounts. After modifying the server, the corresponding account configuration will be re issued to the devices that have been assigned these accounts

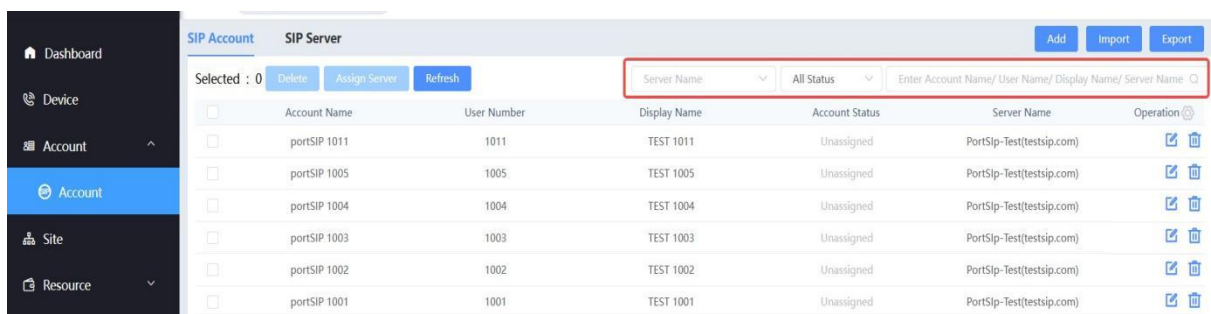


6.2.9. Search

Select the account status and enter the search content to search the qualified SIP accounts

Filter:

- 1) Filter by account status (all, unassigned, registered, abnormal)
- 2) The search box supports fuzzy matching, and the search field contains:
 - Account Name
 - User Name
 - Display Name
 - Server URL

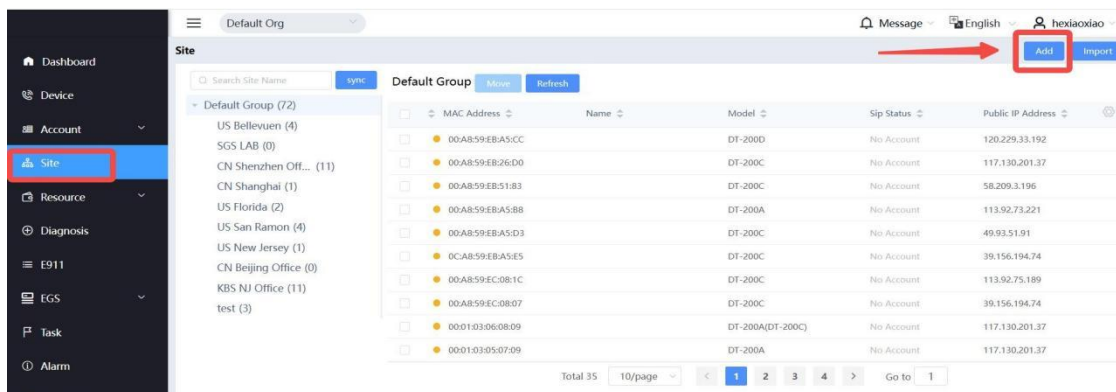


7. Site management

The platform supports multi-level site management, and users can customize different sites according to regions, departments and different roles to facilitate management.

7.1. Add site

Click add site to enter the site add page.



The text field:

- Site name: user defined site name, required field.
- Parent site: select the parent site. If not, the set site has no parent site.
- Site description

Add

* Site Name

Please enter0/64

Parent Site

Please select

Network Segment

Please enter network segment. Multiple network segments are separated by commas (,)

Site Description

Please enter

Cancel

Submit

7.2. Import site

Click import site to enter the import site interface. According to the prompt, download the site template

and modify the data according to the format.

Note: up to 10000 sites can be imported.

Import Site

Drag the file here, Or Click Upload

Please upload .xls,.xlsx standard format file

Import tips: Please download the template and prepare to import the data as required,

Site Group Template

CancelSubmit

7.3. Site management list display

The site management list includes:

- Left: parent site / child site list, hierarchical display
- MAC address
- Name
- Model
- Operation: point to a site to add, edit and delete sub sites, as shown in the figure:

Site

Search Site Name

sync

Default Group

Move

Refresh

Default Group (72)

US Bellevuen (4)

SGS LAB (0)

CN Shenzhen Off... (11)

CN Shanghai (1)

US Florida (2)

US San Ramon (4)

US New Jersey (1)

CN Beijing Office (0)

KBS NJ Office (11)

MAC Address

Name

Model

Sip Status

Public IP Address

00A859EB:A5:CC

DT-200D

No Account

120.229.33.192

00A859EB:26:D0

DT-200C

No Account

117.130.201.37

00A859EB:51:83

DT-200C

No Account

58.209.3.196

00A859EB:A5:B8

DT-200A

No Account

113.92.73.221

00A859EB:A5:D3

DT-200C

No Account

49.93.51.91

0C A859EB:A5:E5

DT-200C

No Account

39.156.194.74

00A859EC:08:1C

DT-200C

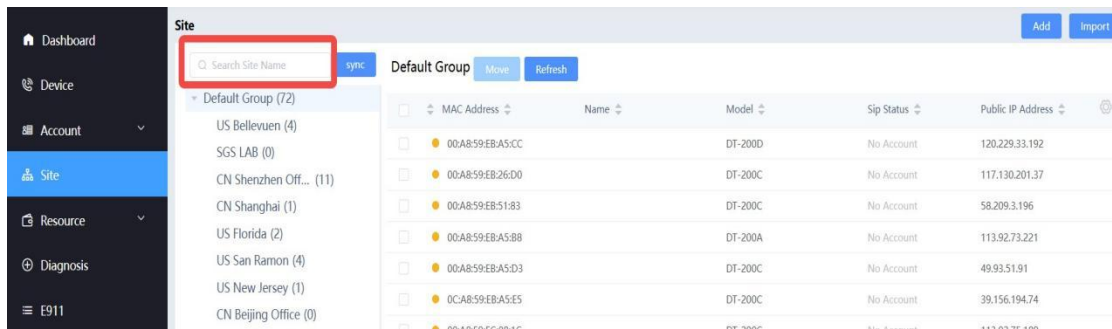
No Account

113.92.75.189

7.4. Search sites

The input box supports fuzzy search:

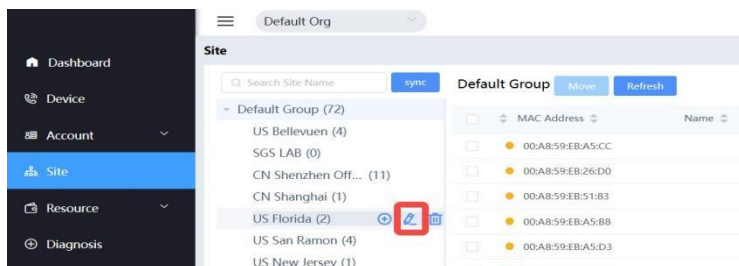
- Site name



7.5. Edit site

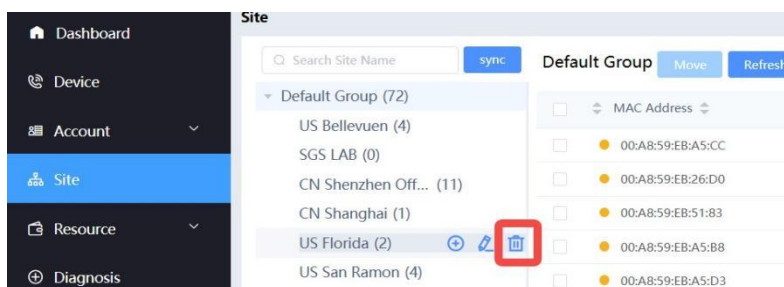
Point to a site and click the edit icon , You can edit the site. Editable content:

- Site name: change the site name
- Parent site: change the parent site
- Site description



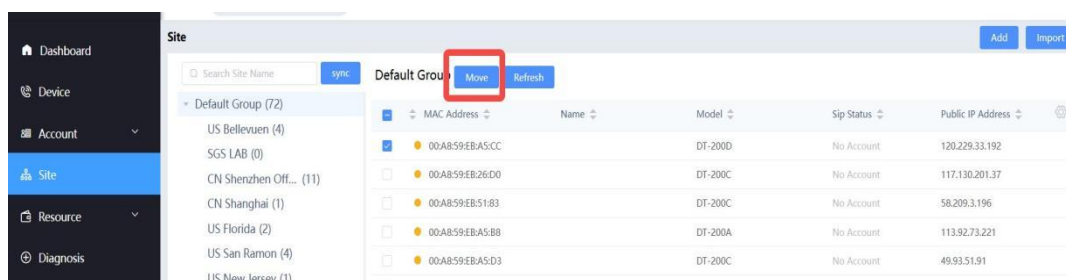
7.6. Delete site

Point to a site and click the delete icon , You can delete the site.



7.7. Equipment movement

Select the device of a site and click move to to move the device to another site.



8. Configuration management

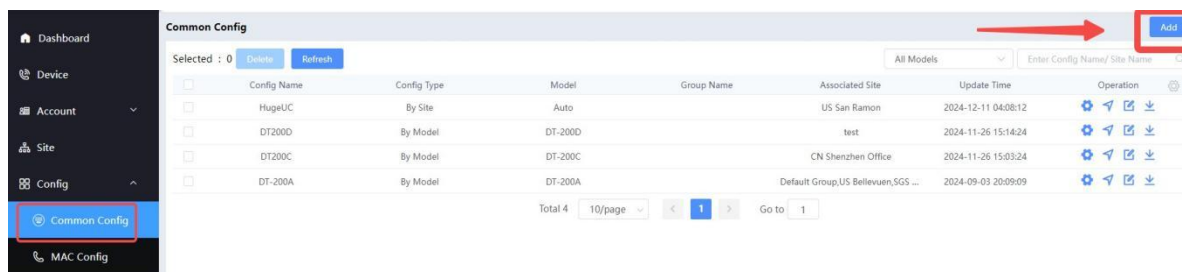
The configuration management module mainly implements the function of batch deployment of configuration files for customers.

8.1. General configuration

The general configuration module configures a general configuration template for users. When users need to batch deploy a site with various types of devices, or all devices of a certain type in a site, they need to configure the general configuration template.

8.1.1. Add general configuration template

Visit the general configuration page and click Add general configuration to enter the general configuration add page.



Properties to be configured

- General configuration name: user defined
- General configuration type: select by model or by site.
 - by model: select a model. When pushing, creating a task in task management, all devices of this model can be pushed to a site
 - Model: when selecting by model, model type should be selected
- by site: select a site. When creating a task in task management, you can select all devices to be pushed to a site
- Choose a push site
- Upload configuration file: upload the configuration file to be pushed (txt configuration file in NC format), or do not upload, edit parameters after establishing general configuration.

×

Add

* Config Name

* Config Type By Model ▼

* Model Select ▼

* Push Sites Select ▼

Upload Config Click Upload

Auto Config !

Cancel
OK
Template Download

8.1.2. General configuration interface list

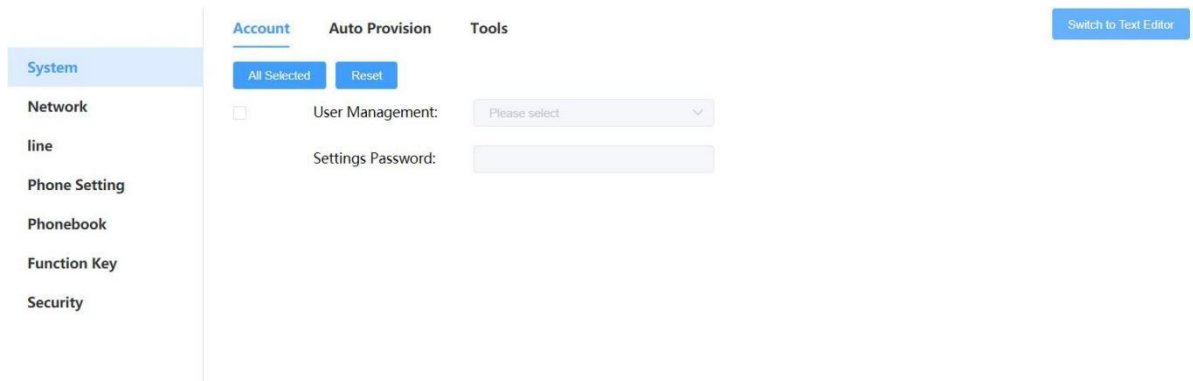
General profile list field:

- Common configuration name
- General configuration type: by site or by model
- Model
- Related sites
- Last update time
- Operation: set parameters, push configuration update, edit general configuration, download configuration file

Common Config Add							
Selected : 0 Disable Refresh		All Models ▼		Enter Config Name/ Site Name Q			
☐	Config Name	Config Type	Model	Group Name	Associated Site	Update Time	Operation
☐	HugeUC	By Site	Auto		US San Ramon	2024-12-11 04:08:12	⚙️ 🔄 📄 📄
☐	DT200D	By Model	DT-200D		test	2024-11-26 15:14:24	⚙️ 🔄 📄 📄
☐	DT200C	By Model	DT-200C		CN Shenzhen Office	2024-11-26 15:03:24	⚙️ 🔄 📄 📄
☐	DT-200A	By Model	DT-200A		Default Group,US Bellevue,SGS ...	2024-09-03 20:09:09	⚙️ 🔄 📄 📄
Total 4		10/page		Go to 1			

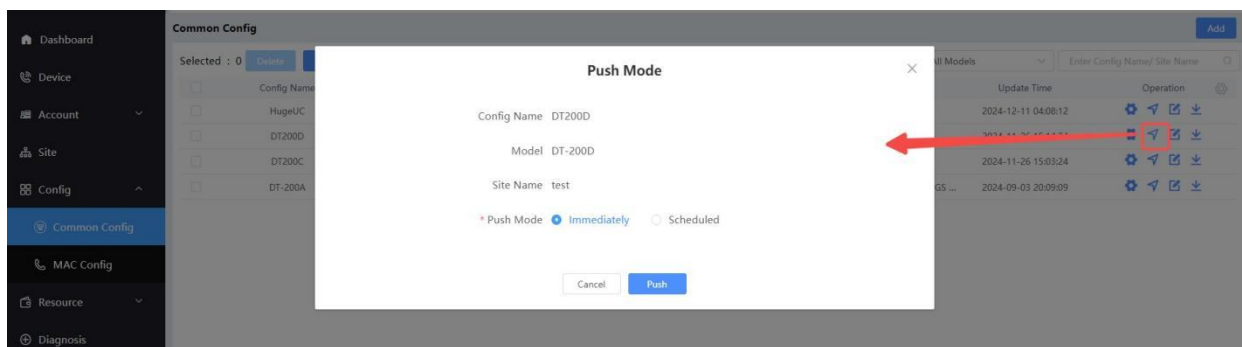
8.1.3. Setting parameters

Click the set parameter icon ⚙️, enter the parameter setting interface. In this interface, the user can set the parameters to be changed in the configuration file, which can be set in two ways: graphical interface and text editing.



8.1.4. Push configuration update

Click the push configuration update icon , enter the configuration push update page, select the device to perform push configuration, and select the push mode as immediate or timed. The platform will create the corresponding task and push the configuration file to the corresponding device at the corresponding time.

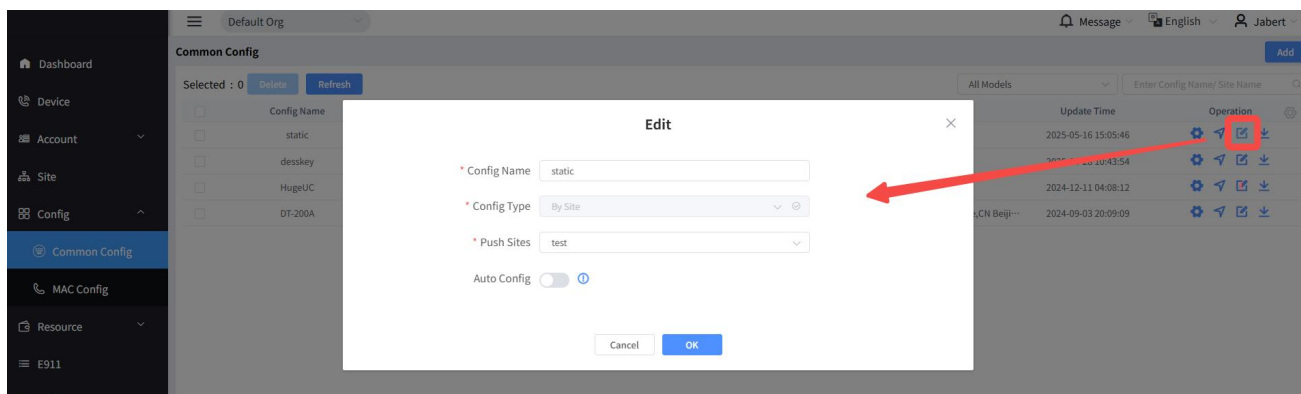


8.1.5. Edit general configuration

Click the edit icon , enter the edit general configuration page. The fields that can be edited are:

- General configuration name
- push site

Generic configuration type and device model cannot be edited.

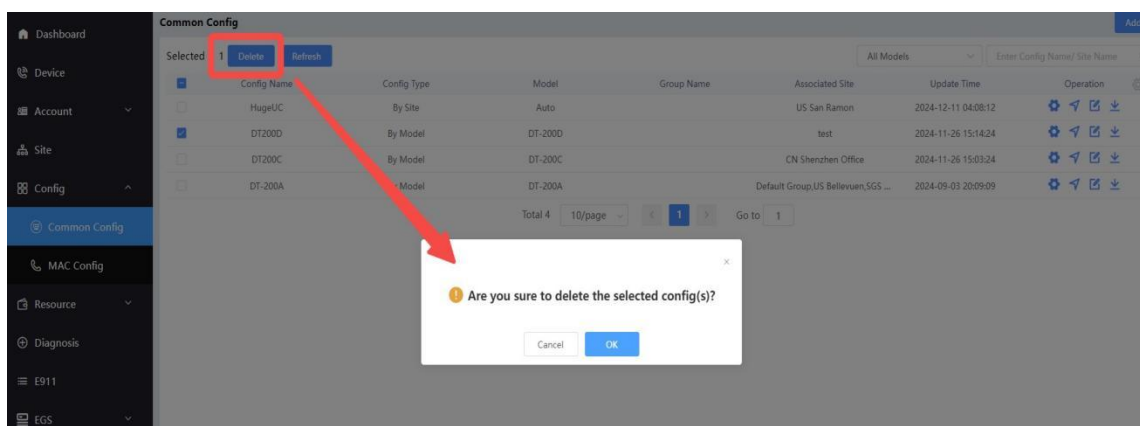


8.1.6. Download configuration file

Click the download profile icon , you can download the configuration file in TXT format.

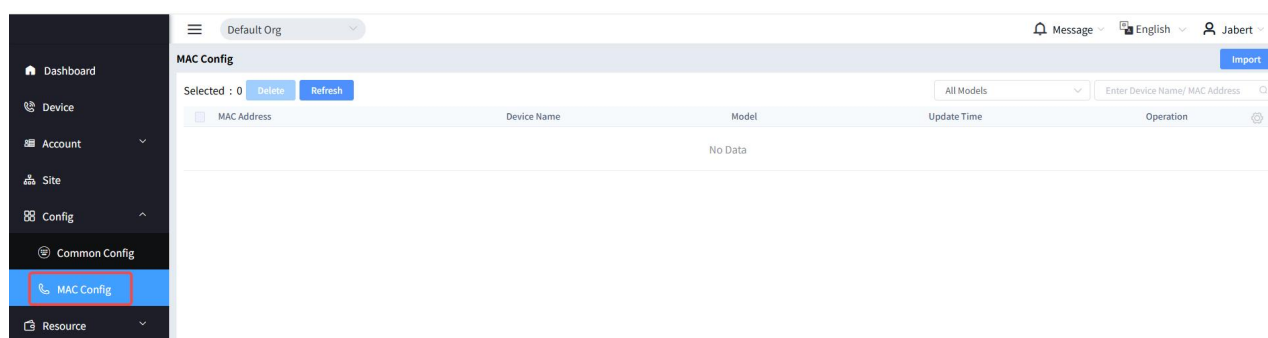
8.1.7. Delete

Select one or more configuration files and click the delete button to prompt "Are you sure to delete the selected config(s)?" , click OK to delete the selected configuration file.



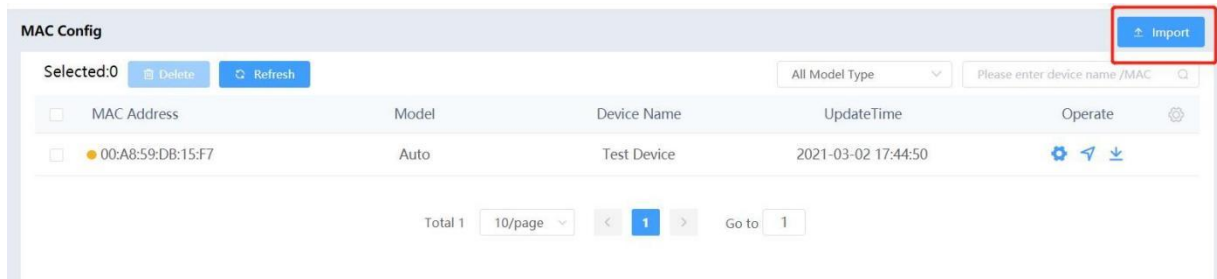
8.2. Mac configuration

After importing the MAC configuration, every time there is a modification, it will be automatically pushed and sent to the device. If the device is not online, it will be pushed to the device on the next time when it is online.



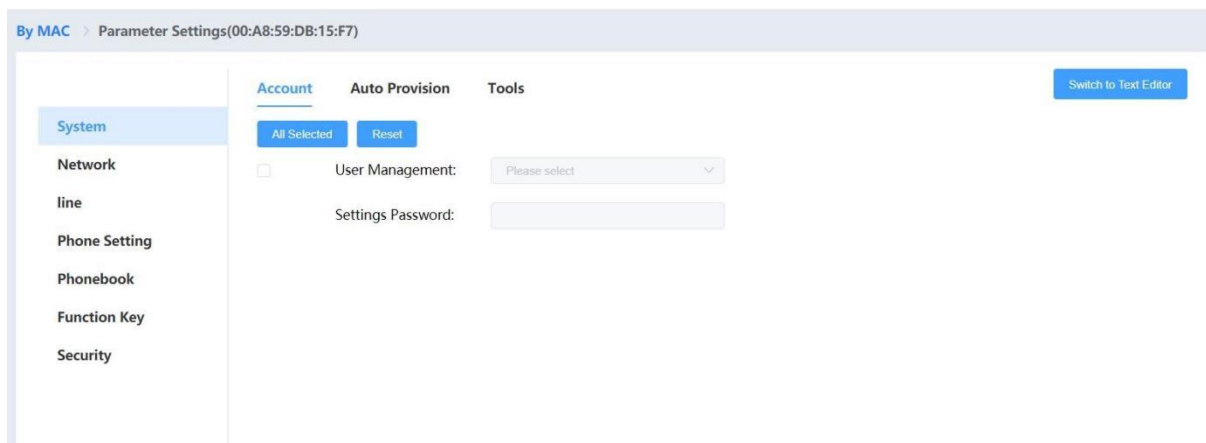
8.2.1. Import MAC configuration

Click the import button to upload the configuration file in TXT format according to the prompt. The configuration file must be named after the MAC address of the phone. When importing, the platform will check the matching device list to see if the device exists. If it does not exist, it will prompt "device does not exist" and import failed. Each time the MAC configuration is modified, it will be automatically pushed and distributed to the device. If the device is not online, it will be pushed to the device the next time it is online.



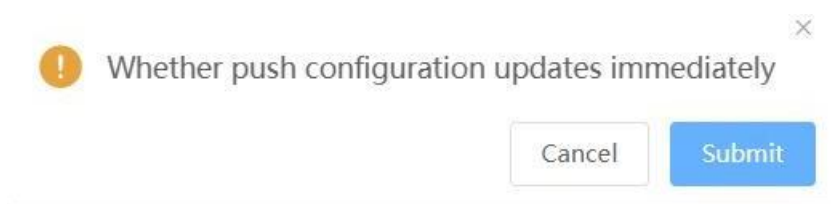
8.2.2. Configuration

Click the configuration icon , to configure template parameters, you can select graphical interface mode or text editing mode.



8.2.3. Push

Click the push icon , the platform prompts "Whether push configuration updates immediately?" , click OK to push the configuration file to the device.



8.2.4. **Download**

Click the download icon  download the MAC configuration file in TXT format.

9. Resource management

Resource management includes firmware management and resource file management. Resource file management includes picture, phone book, certificate, ring tone, etc.

9.1. Firmware management

9.1.1. Firmware management - official firmware

Click firmware Management > official firmware to enter the official firmware page. This page displays the official firmware uploaded by the FMDM administrator.

Official firmware page list display field

- Firmware name
- Version number
- Applicable model
- Release Note
- Description
- Update time
- Operation: push update firmware, Download firmware.

Default Org

Dashboard

Device

Account

Site

Config

Resource

Firmware

Resource File

E911

Task

Alarm

Message

English

Jaibert

Official Firmware

My Firmware

Selected : 0

Delete

Refresh

All Models

Enter Firmware Name/Firmware Version

☐	Firmware Name	Firmware Version	Support Model	Description	Enable Force Version Push	Release Note	Update Time	Operation
☐	dt200_jade_2.6.20.2.11_20250321_gms_1.0_r...	2.6.20.2.11	DT-2000,DT-200C,DT-200A		☐	View	2025-03-21 18:38:25	Push Download Refresh
☐	dt200_jade_2.6.20.2.10_to_2.6.20.2.11_20250...	2.6.20.2.11	DT-2000,DT-200C,DT-200A		☐	-	2025-03-21 14:51:56	Push Download Refresh
☐	dt200_jade_2.6.20.2.9_to_2.6.20.2.11_202503...	2.6.20.2.11	DT-2000,DT-200C,DT-200A		☐	-	2025-03-21 14:51:29	Push Download Refresh
☐	dt200_jade_2.6.20.2.10_20241129_gms_1.0_r...	2.6.20.2.10	DT-2000,DT-200C,DT-200A		☐	View	2025-02-20 18:27:58	Push Download Refresh
☐	dt200_jade_2.6.20.2.10.3_20250220_gms_1.0...	2.6.20.2.10.3	DT-200C,DT-200A,DT-200D		☐	View	2025-02-20 18:26:14	Push Download Refresh
☐	dt200_jade_2.6.20.2.9_to_2.6.20.2.10_202412...	2.6.20.2.10	DT-2000,DT-200C,DT-200A		☐	-	2024-12-24 14:27:35	Push Download Refresh
☐	dt200_jade_2.6.20.2.9.18_to_2.6.20.2.10_202...	2.6.20.2.10	DT-2000,DT-200C,DT-200A		☐	-	2024-11-29 19:26:03	Push Download Refresh
☐	dt200_jade_2.6.20.2.9.13_to_2.6.20.2.10_202...	2.6.20.2.10	DT-2000,DT-200C,DT-200A		☐	-	2024-11-29 19:24:02	Push Download Refresh
☐	dt200_jade_2.6.20.2.8_to_2.6.20.2.10_202411...	2.6.20.2.10	DT-200A,DT-200C,DT-200D		☐	-	2024-11-29 19:23:14	Push Download Refresh
☐	dt200_jade_2.6.20.2.9.18_20241107_gms_1.0...	2.6.20.2.9.18	DT-2000,DT-200C,DT-200A		☐	View	2024-11-14 17:10:28	Push Download Refresh

Total 15

10/page

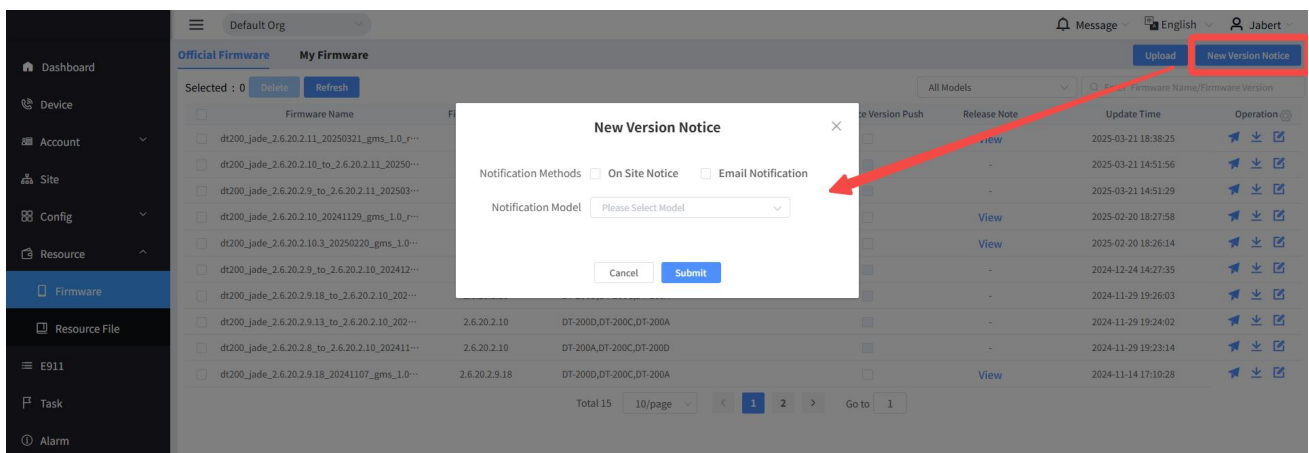
< 1 2 >

Go to 1

9.1.2. New version notification

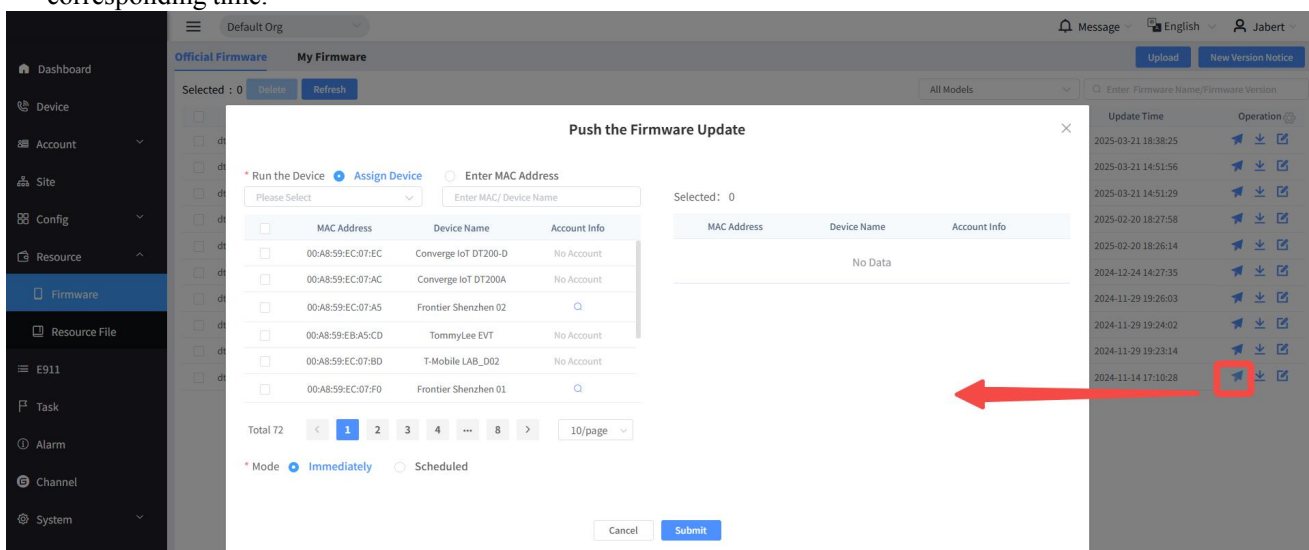
Click the new version notification button to enter the new version notification settings page. Set field:

- Notification mode: in station notification, email notification.
 - In station notification: when the firmware version of the selected model is updated, the platform notifies the user in the form of in station messages.
 - E-mail notification: when the firmware version of the selected model is updated, the platform notifies the user by sending an e-mail.
- Notification model: select the model to be notified.



9.1.3. Push update firmware

Click the push update firmware icon , enter the push firmware settings page, as shown in the figure below. Select the device to update the firmware. After selection, select immediate push or regular push. The platform establishes the corresponding task and pushes the firmware to the corresponding device at the corresponding time.



9.1.4. Download firmware

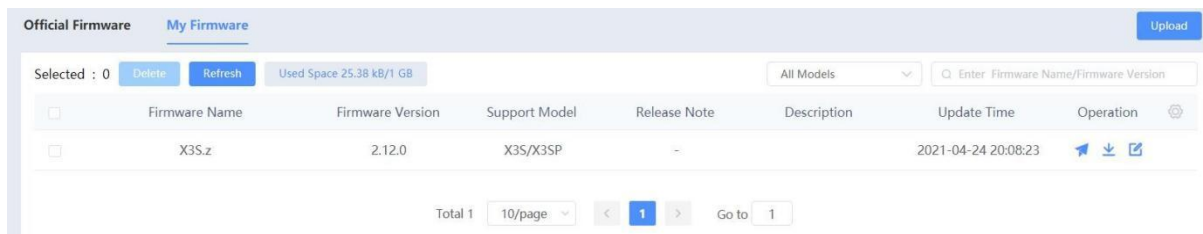
Click the download icon , download corresponding firmware to local.

9.1.5. Firmware management - my firmware

Click my firmware to enter my firmware page. Page list display:

- Firmware name
- Version number
- Release Note
- Description
- Update time

Operation: push and update firmware, Download firmware, edit and copy file URL.



9.1.6. Upload firmware

Click the upload firmware button to enter the upload firmware page:

- Upgrade path: upload file, upload path.
 - Upload file: upload the entire firmware file (only support. Zip,. Z,. Bin files) and release note.
- Upload path: upload the firmware file and the URL of the release note.
- Release Note:Firmware version description. Only. Doc,. PDF,. Txt files are supported.
- Firmware name
- Version number
- Applicable model
- Description

My Firmware > Upload

* Upgrading Path

☒ Upload ☐ Uploading Path

* Upload

Drag the file here, or [Click to Upload](#)

Only .bin .z .zip .img file are supported, limited to 1G

Release Note

Drag the file here, or [Click to Upload](#)

Only .doc .pdf .txt file are supported

* Firmware Name

Firmware Information

Drag the file here, or [Click to Upload](#)

Android devices can upload firmware information and only support .txt files

* Firmware Version

* Support Model

Please Select Model

Description

Cancel

Submit

9.1.7. Push update firmware

Click the push update firmware icon , enter the push firmware settings page, as shown in the figure below. Select the device to update the firmware. After selection, select immediate push or regular push. The platform establishes the corresponding task and pushes the firmware to the corresponding device at the corresponding time.

Push Firmware Update ×

* Run Device ☒ Assign Device ☐ Enter MAC Address

Please Select ▼

EnterMACName

Selected: 1

MAC Address	Device Name	SipUser
00:A8:59:DB:15:F7	Test Device	Q

Total 1 < 1 > 10/page ▼

MAC Address	Device Name	SipUser
☒ 00:A8:59:DB:15:F7	Test Device	Q
☐ 00:0B:82:77:1C:12	Fanvil X6U	Q
☐ 00:0B:82:77:1C:13	Fanvil X6U	Q
☐ 00:0B:82:77:1C:14	Fanvil X6U	Q
☐ 00:0B:82:77:1C:15	Fanvil X6U	Q

Total 16 < 1 2 > 10/page ▼

Cancel

Update Now

Schedule Firmware Upgrade

9.1.8. Download firmware

Click the download icon , Download corresponding firmware to local.

9.1.9. Edit

Click the Edit button , edit my firmware page, edit fields:

- Upgrade path: upload file, upload path.
- Release Note:Firmware version description. Only. Doc,. PDF,. Txt files are supported.
- Firmware name
- Applicable model
- Description

My Firmware > Edit the Firmware

Upgrading Path ☐ Upload ☒ Uploading Path

* Uploading Path

Release Note

* Firmware Name

* Firmware Version

* Support Model

Description

Cancel

Submit

9.2. Resource file management

Resource file management includes the management of pictures, phone books, certificates, ring tones and other files.

Page list field:

- Resource name
- Type: picture, phonebook , certificate, ring tone, other types.
- Applicable model
- Description
- Update time
- Operation: download, edit.

File Name	File Type	Support Model	Description	Update Time	Operation
O&H_universal.apk	APK	DT-200C,DT-200A	AT&T Office & Hand App	2025-05-01 07:30:39	Download Edit
Remotecontrolled.apk	APK	DT-2000,DT-200C,DT-200A		2025-04-11 08:48:33	Download Edit
2025-2-19-9-59-zhzh.xml	Restricted Outgoing Calls	DT-2000,DT-200A		2025-02-19 17:03:04	Download Edit
2025-2-19-9-59-yunc.xml	Allowed Incoming Calls	DT-2000,DT-200C,DT-200A		2025-02-19 17:02:44	Download Edit
2025-2-19-9-59-zhuru.xml	Restricted Incoming Calls	DT-2000,DT-200C,DT-200A		2025-02-19 15:45:52	Download Edit
2025-2-19-9-59-44.xml	Phonebook	DT-2000,DT-200A,DT-200C		2025-02-19 10:26:02	Download Edit
tmobile.digits_2.8.6-1120922.apk	APK	DT-2000,DT-200C,DT-200A		2025-01-22 09:59:26	Download Edit
Dialpad_sign1119.apk	APK	DT-2000,DT-200C,DT-200A	Updated version with fully compatibility of ...	2024-11-20 19:58:24	Download Edit
Zoom_5.17.11(20383).apk	APK	DT-200C,DT-200A,DT-200D		2024-06-21 14:05:58	Download Edit
Nextiva_26.8.1.apk	APK	DT-2000,DT-200C,DT-200A		2024-06-21 14:05:42	Download Edit

9.2.1. Upload files

Click upload file to enter the upload resource file page. Fields to be set:

- Upgrade path: upload file, upload path
 - Upload file: upload the whole resource file.
 - Upload path: the URL of the uploaded resource file.
- Resource name
- Type: picture, phone book, certificate, ring tone, other types.
- Applicable model
- Description

Dashboard
Device
Account
Site
Config
Resource
Firmware
Resource File
E911
Task
Alarm

Default Org

Message
English
Jabert

Resource Files

Selected : 0

Delete

Refresh

Used Space 893.26 MB/1 GB

All Types

All Models

Enter File Name

	File Name	File Type	Support Model	Description	Update Time	Operation
☐	O&H_universal.apk	APK	DT-200C,DT-200A	AT&T Office & Hand App	2025-05-01 07:30:39	↓ ✎
☐	Remotecontrolled.apk	APK	DT-200D,DT-200C,DT-200A		2025-04-11 08:48:33	↓ ✎
☐	2025-2-19-9-59-xzhch.xml	Restricted Outgoing Calls	DT-200D,DT-200A		2025-02-19 17:03:04	↓ ✎
☐	2025-2-19-9-59-yunx.xml	Allowed Incoming Calls	DT-200D,DT-200C,DT-200A		2025-02-19 17:02:44	↓ ✎
☐	2025-2-19-9-59-xzhuru.xml	Restricted Incoming Calls	DT-200D,DT-200C,DT-200A		2025-02-19 15:45:52	↓ ✎
☐	2025-2-19-9-59-44.xml	Phonebook	DT-200D,DT-200A,DT-200C		2025-02-19 10:26:02	↓ ✎
☐	tmobile.digits_2.8.6-1120922.apk	APK	DT-200D,DT-200C,DT-200A		2025-01-22 09:59:26	↓ ✎
☐	Dialpad_sign1119.apk	APK	DT-200D,DT-200C,DT-200A	Updated version with fully compatibility of ...	2024-11-20 19:58:24	↓ ✎
☐	Zoom_5.17.11(20383).apk	APK	DT-200C,DT-200A,DT-200D		2024-06-21 14:05:58	↓ ✎
☐	Nextiva_26.8.1.apk	APK	DT-200D,DT-200C,DT-200A		2024-06-21 14:05:42	↓ ✎

Total 11
10/page
1 2
Go to 1

Upload

Resource Files > Upload Resource Files

* Upgrading Path

☒ Upload
☐ Uploading Path

* Upload

Drag the file here, or [Click to Upload](#)

bmp/png/z/zip/bin/xml/vcf/csv/7z/pem/crt/key/ovpn/tar/gz/der/txt/cfg/wav/apk

* File Name

* File Type

All Types

* Support Model

Please Select Model

Description

Cancel

Submit

9.2.2. Download

Click the download icon [↓](#),download corresponding files to local.

9.2.3. Editing

Click the Edit button [✎](#),edit resource file page, field can be edited:

- Upgrade path: upload file, upload path.
- Upload file: upload the whole resource file.
- Upload path: the URL of the uploaded resource file.
- Resource name
- Type: picture, phone book, certificate, ring tone, other types.
- Applicable model
- Description

Upgrading Path ☐ Upload ☒ Uploading Path

* Uploading Path

* File Name

* File Type

* Support Model

Description

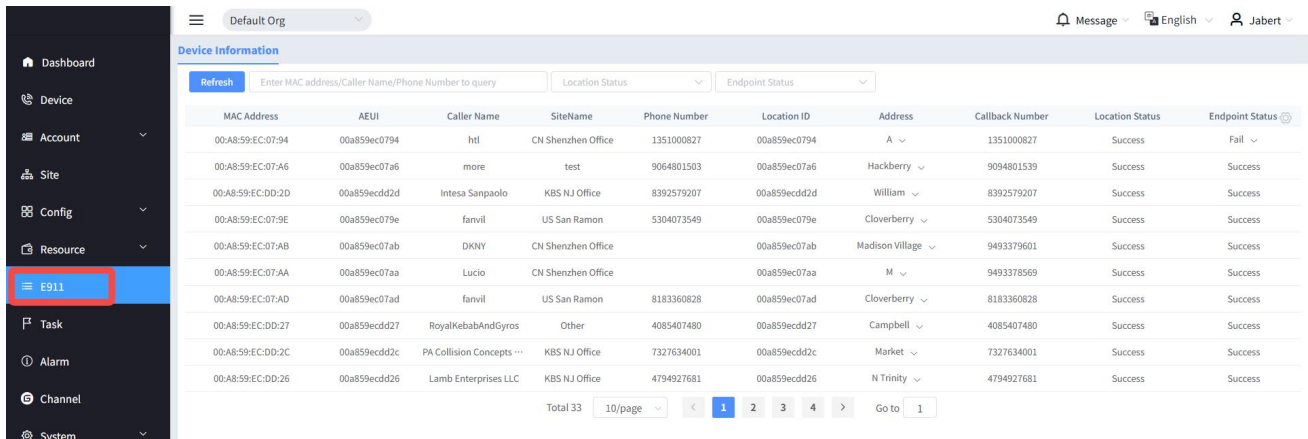
Cancel

Submit

10. E911

10.1. Device Information

This page shows the emergency address, number, contact person, call-back number, and whether the entered address is correct for each device.

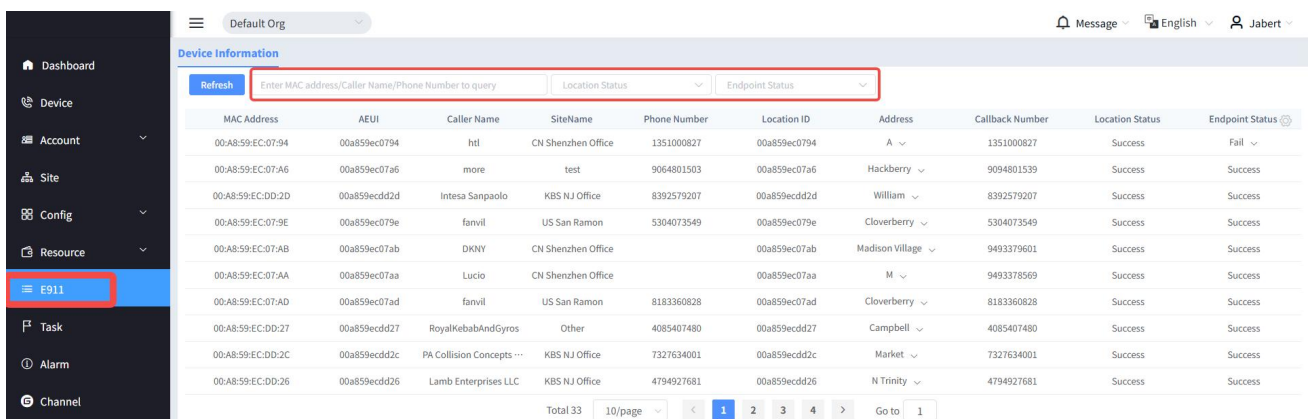


MAC Address	AEUI	Caller Name	SiteName	Phone Number	Location ID	Address	Callback Number	Location Status	Endpoint Status
00:A8:59:EC:07:94	00a859ec0794	htl	CN Shenzhen Office	1351000827	00a859ec0794	A	1351000827	Success	Fail
00:A8:59:EC:07:A6	00a859ec07a6	more	test	9064801503	00a859ec07a6	Hackberry	9094801539	Success	Success
00:A8:59:EC:DD:2D	00a859ecdd2d	Intesa Sanpaolo	KBS NJ Office	8392579207	00a859ecdd2d	William	8392579207	Success	Success
00:A8:59:EC:07:9E	00a859ec079e	fanvil	US San Ramon	5304073549	00a859ec079e	Cloverberry	5304073549	Success	Success
00:A8:59:EC:07:AB	00a859ec07ab	DKNY	CN Shenzhen Office		00a859ec07ab	Madison Village	9493379601	Success	Success
00:A8:59:EC:07:AA	00a859ec07aa	Lucio	CN Shenzhen Office		00a859ec07aa	M	9493378569	Success	Success
00:A8:59:EC:07:AD	00a859ec07ad	fanvil	US San Ramon	8183360828	00a859ec07ad	Cloverberry	8183360828	Success	Success
00:A8:59:EC:DD:27	00a859ecdd27	RoyalKebabAndGyros	Other	4085407480	00a859ecdd27	Campbell	4085407480	Success	Success
00:A8:59:EC:DD:2C	00a859ecdd2c	PA Collision Concepts	KBS NJ Office	7327634001	00a859ecdd2c	Market	7327634001	Success	Success
00:A8:59:EC:DD:26	00a859ecdd26	Lamb Enterprises LLC	KBS NJ Office	4794927681	00a859ecdd26	N Trinity	4794927681	Success	Success

10.1.1. Search

Search filter can filter fields:

- MAC address/Caller Name/Phone Number to query
- Location Status : Unkonwn、Fail、Committed、Success
- Endpoint Status : Unkonwn、Fail、Committed、Success



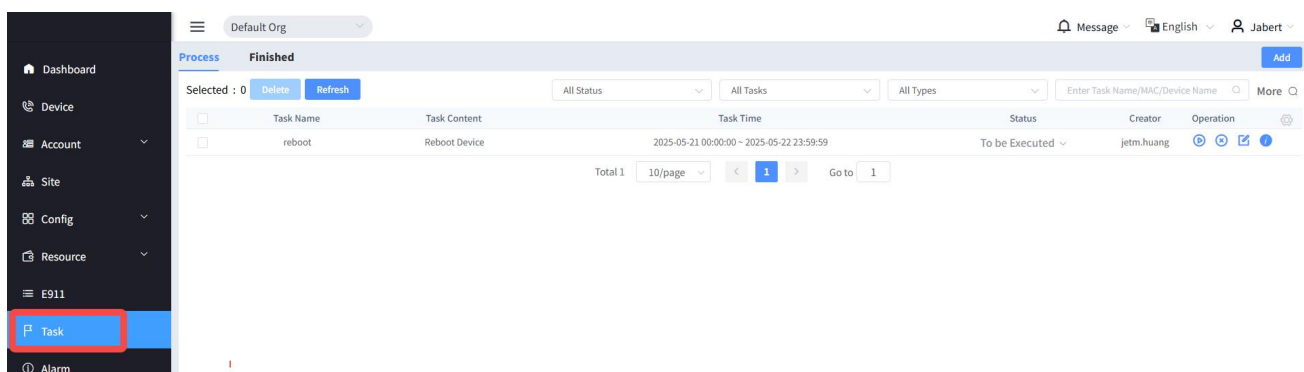
MAC Address	AEUI	Caller Name	SiteName	Phone Number	Location ID	Address	Callback Number	Location Status	Endpoint Status
00:A8:59:EC:07:94	00a859ec0794	htl	CN Shenzhen Office	1351000827	00a859ec0794	A	1351000827	Success	Fail
00:A8:59:EC:07:A6	00a859ec07a6	more	test	9064801503	00a859ec07a6	Hackberry	9094801539	Success	Success
00:A8:59:EC:DD:2D	00a859ecdd2d	Intesa Sanpaolo	KBS NJ Office	8392579207	00a859ecdd2d	William	8392579207	Success	Success
00:A8:59:EC:07:9E	00a859ec079e	fanvil	US San Ramon	5304073549	00a859ec079e	Cloverberry	5304073549	Success	Success
00:A8:59:EC:07:AB	00a859ec07ab	DKNY	CN Shenzhen Office		00a859ec07ab	Madison Village	9493379601	Success	Success
00:A8:59:EC:07:AA	00a859ec07aa	Lucio	CN Shenzhen Office		00a859ec07aa	M	9493378569	Success	Success
00:A8:59:EC:07:AD	00a859ec07ad	fanvil	US San Ramon	8183360828	00a859ec07ad	Cloverberry	8183360828	Success	Success
00:A8:59:EC:DD:27	00a859ecdd27	RoyalKebabAndGyros	Other	4085407480	00a859ecdd27	Campbell	4085407480	Success	Success
00:A8:59:EC:DD:2C	00a859ecdd2c	PA Collision Concepts	KBS NJ Office	7327634001	00a859ecdd2c	Market	7327634001	Success	Success
00:A8:59:EC:DD:26	00a859ecdd26	Lamb Enterprises LLC	KBS NJ Office	4794927681	00a859ecdd26	N Trinity	4794927681	Success	Success

11. Task Management

11.1. Tasks in Progress

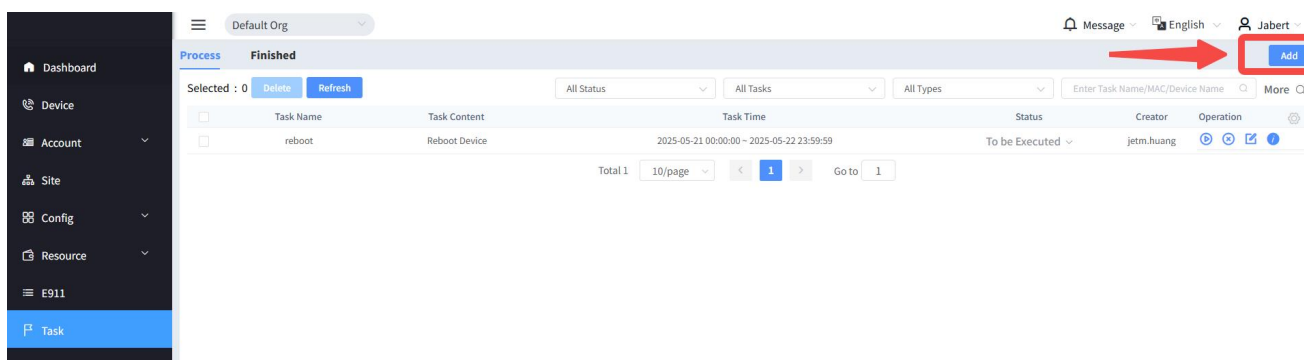
Tasks in Progress list shows the tasks to be performed and in progress:

- Task Name
- Task Content: Reboot Device, Factory Reset, Update Firmware, Upgrade Config By Model, Upgrade Config By Site, Upgrade the Resource File.
- Task Time
- Status: To be executed, in Executing
- Creator
- Execution Time
- Operation: Immediate Execution, Cancel Execution, Stop Execution, Edit, Details



11.1.1. Add the Task

- Click add task to enter the task add page, as shown in the figure
- Task Name
- Task Type: immediately, Scheduled, Repeating
 - Immediately: execute the task immediately after the task is established.
 - Scheduled: after the task is established, the task is executed within the specified time.



Task > Add

* Task Name

* Task Type ☒ Immediately ☐ Scheduled ☐ Repeating

* Task Content

Execution Device ☒ Assign the Device ☐ Enter MAC Address

Please Select All Models Enter the MAC/ Device

Selected Devices: 0

	MAC Address	Device Name	Model
☐	00:A8:59:EC:07:9E	Tommy's Field Test A02	DT-200A
☐	00:A8:59:EC:DD:37	KBS_A_4	DT-200A
☐	00:A8:59:EC:07:A5	Frontier Shenzhen 02	DT-200A
☐	00:A8:59:EE:23:42		DT-200A
☐	00:A8:59:EC:DD:2C	KBS_A_8	DT-200A
☐	00:A8:59:EC:07:C4		DT-200D
☐	00:A8:59:EC:DD:2D	KBS_A_7	DT-200A
☐	00:A8:59:EC:DD:2F	KBS_A_2	DT-200A
☐	00:A8:59:EC:07:C0	shengzhen	DT-200D
☐	00:A8:59:EC:07:AD	Tommy's Field Test A01	DT-200A

Total 72 10/page < 1 2 3 4 5 6 ... 8 > Go to 1

Cancel Submit

- Repeating: After the task is established, the task is executed periodically by day, week and month in the specified time period.

Task > Add

* Task Name

* Task Type ☐ Immediately ☐ Scheduled ☒ Repeating

* Start Time * Duration Hour

Repeating ☒ Daily

☐ Weekly

☐ Monthly

☐ Monthly

* Task Content

Execution Device ☒ Assign the Device ☐ Enter MAC Address

Please Select All Models Enter the MAC/ Device

Selected Devices: 0

	MAC Address	Device Name	Model
☐	00:A8:59:EC:07:9E	Tommy's Field Test A02	DT-200A
☐	00:A8:59:EC:DD:37	KBS_A_4	DT-200A
☐	00:A8:59:EC:07:A5	Frontier Shenzhen 02	DT-200A
☐	00:A8:59:EE:23:42		DT-200A
☐	00:A8:59:EC:DD:2C	KBS_A_8	DT-200A

- Task content: Reboot Device, Factory Reset, Update Firmware, Upgrade Config By Model, Upgrade Config By Site, Upgrade the Resource File.

- Reboot Device

- Factory Reset

- Update Firmware: Select device model, firmware version, current device version requirements (all versions, specified version, version range)

➤ All Versions: Select all devices of this model to upgrade to the new firmware version.

➤ Specified Version: Within the selection range, the current version of the model is the specified version of the device to upgrade the new firmware version.

➤ Version Range: Within the selection range, the device of the model within the set version range can be upgraded to a new firmware version.

*** Task Name**

*** Task Type** ☒ Immediately ☐ Scheduled ☐ Repeating

*** Task Content**

*** Current device version requirements**

Execution Device ☒ All Device of this Model ☐ Assign the Device ☐ Enter MAC Address

■ **Upgrade Config By Model:** Model configuration needs to be selected (in configuration management, the file of general configuration type selection by model can be displayed in the model configuration list). Select upgrade configuration file by model, execute device to select all devices of this model.

Task > Add

*** Task Name**

*** Task Type** ☒ Immediately ☐ Scheduled ☐ Repeating

*** Task Content**

Execution Device ☒ All device of this model ☐ Assign the Device ☐ Enter MAC Address

■ **Upgrade Config By Site:** Site configuration file needs to be selected (in configuration management, general configuration type selection can be displayed in site configuration list by site file).

Task > Add

*** Task Name**

*** Task Type** ☒ Immediately ☐ Scheduled ☐ Repeating

*** Task Content**

Execution Device ☒ Assign the Device ☐ Enter MAC Address

Selected Devices: 0

MAC Address	Device Name	Model
☐	00:AB:59:EC:07:9E	Tommy's Field Test A02
☒	00:AB:59:EC:DD:37	KBS_A_4
☒	00:AB:59:EC:07:A5	Frontier Shenzhen 02
☒	00:AB:59:EE:23:42	DT-200A
☒	00:AB:59:EC:DD:2C	KBS_A_8
☒	00:AB:59:EC:07:C4	DT-2000
☒	00:AB:59:EC:DD:2D	KBS_A_7
☒	00:AB:59:EC:DD:2F	KBS_A_2
☒	00:AB:59:EC:07:C0	shengzhen
☒	00:AB:59:EC:07:AD	Tommy's Field Test A01

Total 72

Upgrade Resource File: select the model, resource file type and resource file. After selecting the execution device, you can update the resource file of the device.

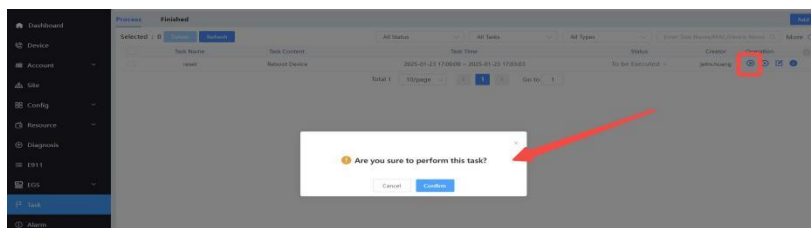
Resource file types: picture, phone book, certificate, ring tone, other files, etc.

The screenshot shows the 'Add Task' form. The 'Task Name' field is empty. The 'Task Type' is set to 'Immediately'. The 'Task Content' is set to 'Upgrade Resource File'. The 'Execution Device' section has a table with columns 'MAC Address', 'Device Name', and 'Model'. The table contains 7 rows of device information. The 'Selected Devices' section is empty, showing 'No Data'.

- Execution Device: Select the device that will perform the task. You can specify some devices or enter the MAC address.

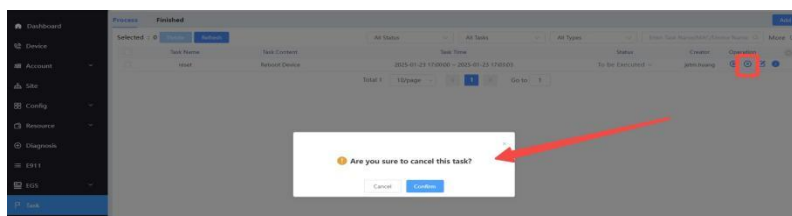
11.1.2. Immediate Execution

In the list of tasks under execution, select a task under execution or to be executed, and click the Immediate Execution icon , The pop-up box prompts "Are you sure to perform this task?" , click Confirm to execute the corresponding task content for the device specified by the task immediately.



11.1.3. Cancel Execution

In the list of tasks under execution, select a task under execution or to be executed, and click the cancel execution icon , The pop-up box prompts "Are you sure to cancel this task?" Click Confirm to cancel the task.



11.1.4. Edit

Click the Edit button  to edit task, edit field:

- Task Name
- Task Type: immediately, Scheduled, Repeating
- Task content

● Execution Device

Task Edit

* Task Name: reboot

* Task Type: ☐ Immediately ☒ Scheduled ☐ Repeating

2025-05-21 00:00:00 - 2025-05-23 07:59:59

* Task Content: Reboot Device

Execution Device: ☒ Assign the Device ☐ Enter MAC Address

Please Select Select Model Enter the MAC/ Device Name

Selected Devices: 1

MAC Address	Device Name	Model
00:A8:59:EC:07:A6	test	DT-200A

Total 1 10/page < 1 > Go to 1

Cancel Submit

11.1.5. Detail

Click the details icon ⓘ to view the task execution.

Execution Details

Task Content: Reboot Device Task Type: Scheduled

Failed 0 / Total 1 Item

MAC	Device Name	Model Name	IP	Execution Time	Status
00:A8:59:EC:07:A6	test	DT-200A	192.168.3.25	2025-05-21 00:00:00 - 2025-05-22 23:59:59	To be Executed

Total 1 10/page < 1 > Go to 1

Cancel Run Again

11.1.6. Delete

Select one or more devices, click the delete button, and prompt "Are you sure to delete the selected task(s)?" select Conform to delete the selected task.

Are you sure to delete the selected task(s)?

Cancel OK

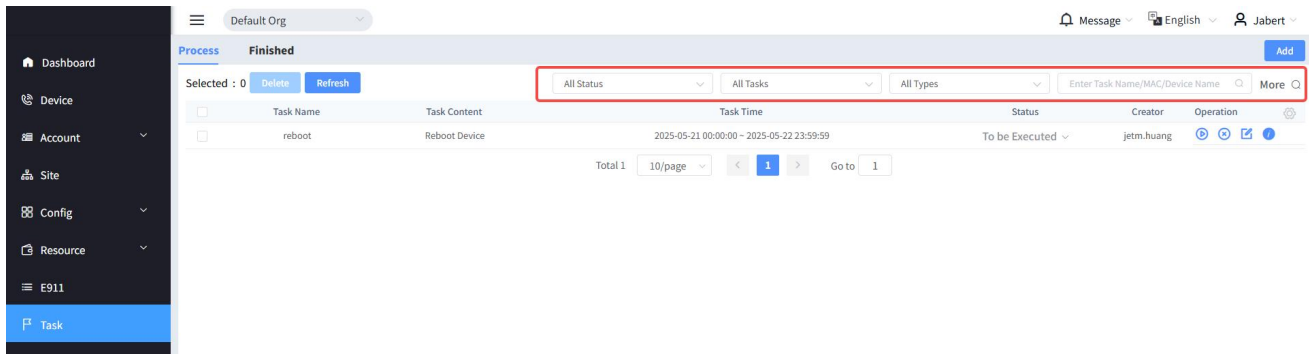
11.1.7. Search

Search filter can filter field

- Task Content
- Task Type
- Execution Time: start time, end time

Fuzzy search is supported in the input box, and the searchable fields are as follows:

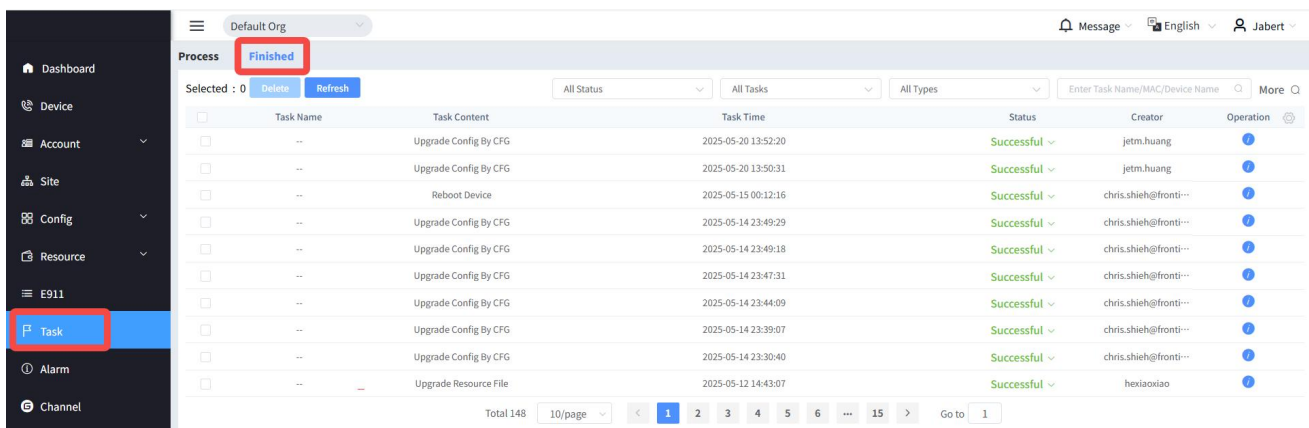
- Task Name
- MAC Address



11.2. Task Finished

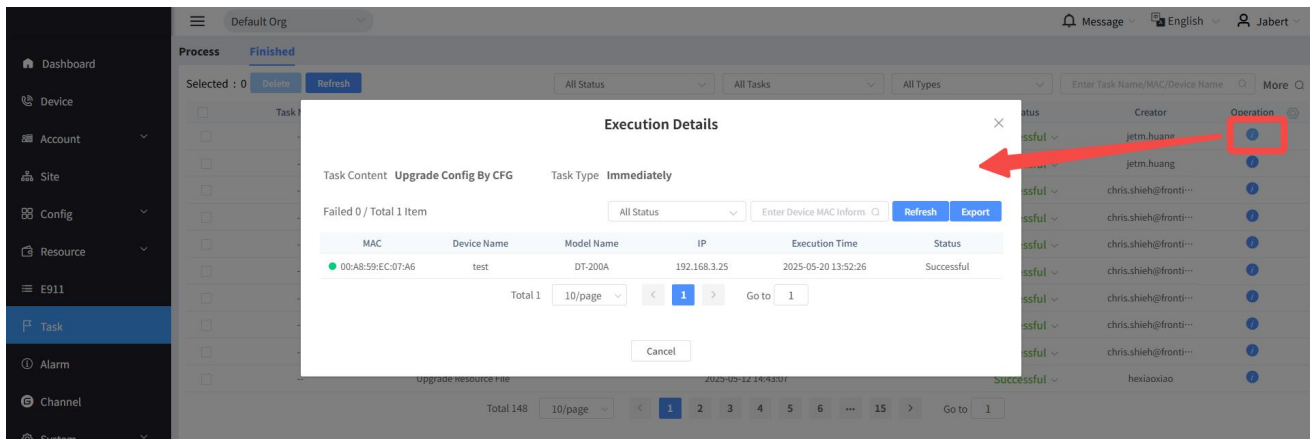
Task Performed list shows the completed or cancelled tasks. The list of executed tasks shows the following fields:

- Task Name
- Task Content: Reboot Device, Factory Reset, Update Firmware, Upgrade Config By Model, Upgrade Config By Site, Upgrade the Resource File.
- Task Time
- Status: Successful, Failed, Cancel, Stopped
- Creator
- Execution Time
- Operation: Details



11.2.1. Detail

Click the details icon  to view the task execution.



11.2.2. Search

Search filter can filter fields:

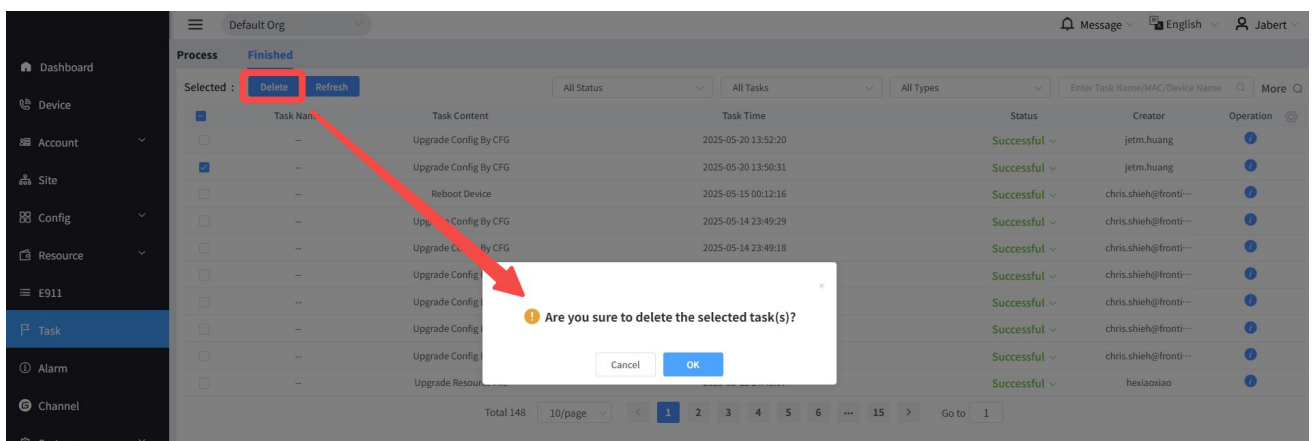
- Task Status: Successful, Failed, Cancel, Stopped
- Task Content
- Task Type
- Execution Time: start time, end time

Fuzzy search is supported in the input box, and the searchable fields are as follows:

- Task Name
- MAC Address
- Device Name

11.2.3. Delete

Select one or more devices, click the delete button, and prompt "Are you sure to delete the selected task(s)? " select Conform to delete the selected task.



12. Alarm Management

12.1. Notice Management

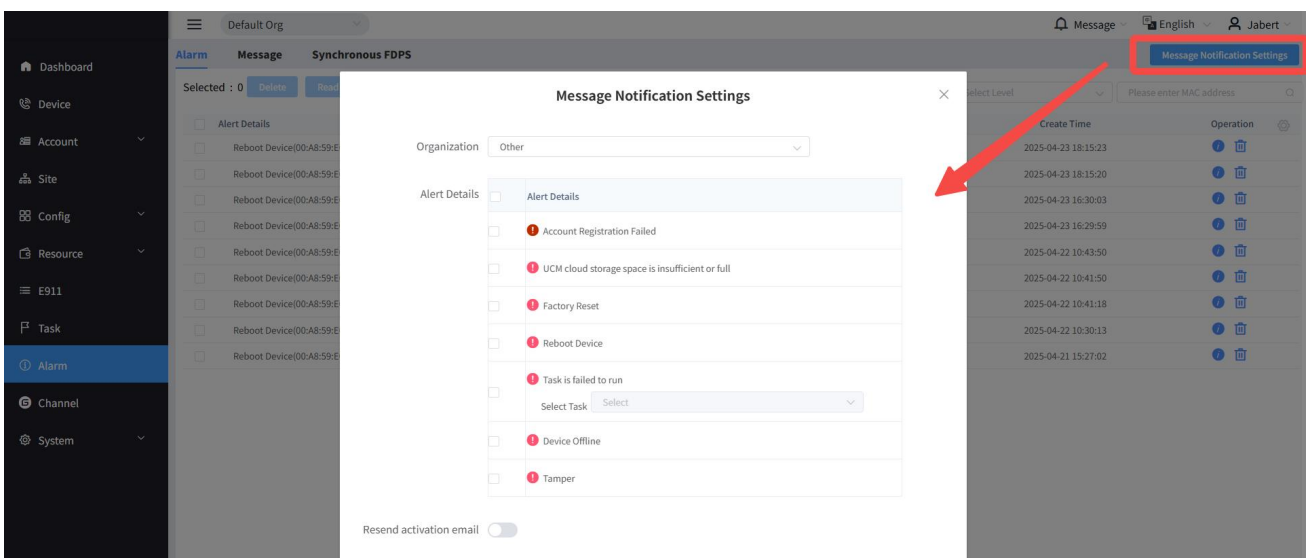
12.1.1. Message Notification Settings

The platform supports sending alarm e-mail / in station alarm messages to users when the device is abnormal (account registration fails, storage space is insufficient or sufficient, factory settings are restored, task execution fails, etc.). Users can choose to check or deselect the corresponding exception items. When the device is abnormal after deselection, users will not receive the alarm notification e-mail.

Note: the old firmware version of Frontier device does not support alarm management. Please obtain the firmware version information supporting alarm notification on Frontier official website.

Click the Alarm Management> Message Notification Settings button to enter the message notification setting page, as shown in the figure:

- Organization
- Alert Details:
 - Account Registration Failed
 - Storage space is insufficient or full
 - Factory Reset
 - Reboot Device
 - Task is failed to run
 - Select Task:Immediately,Scheduled,Repeating
 - Device Offline
 - Send Email
 - Subscriber:Set the mailbox to receive alarm messages. You can set up more than one mailbox.

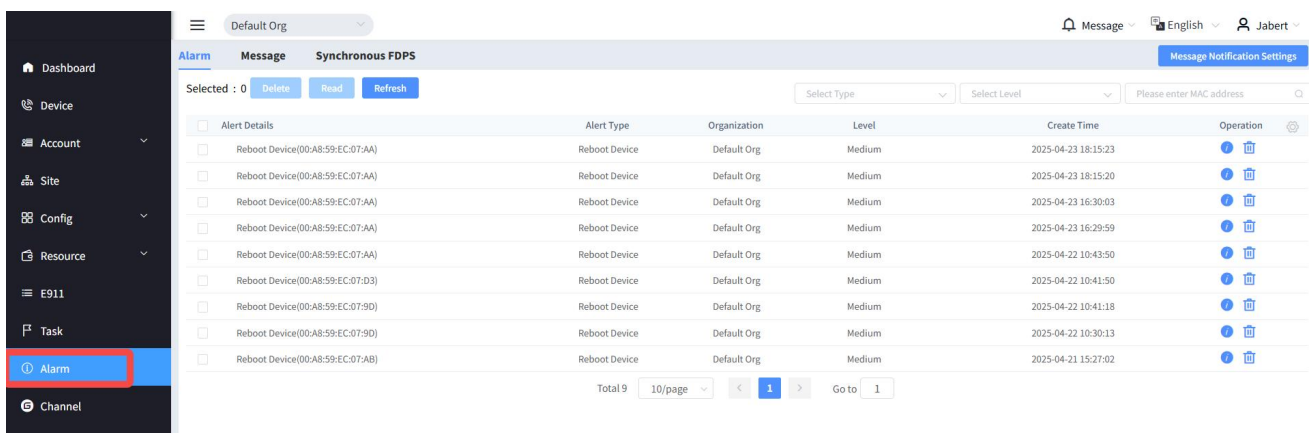


12.1.2. Notice Management List

Notice Management Listpage displays alarm information and displays contents:

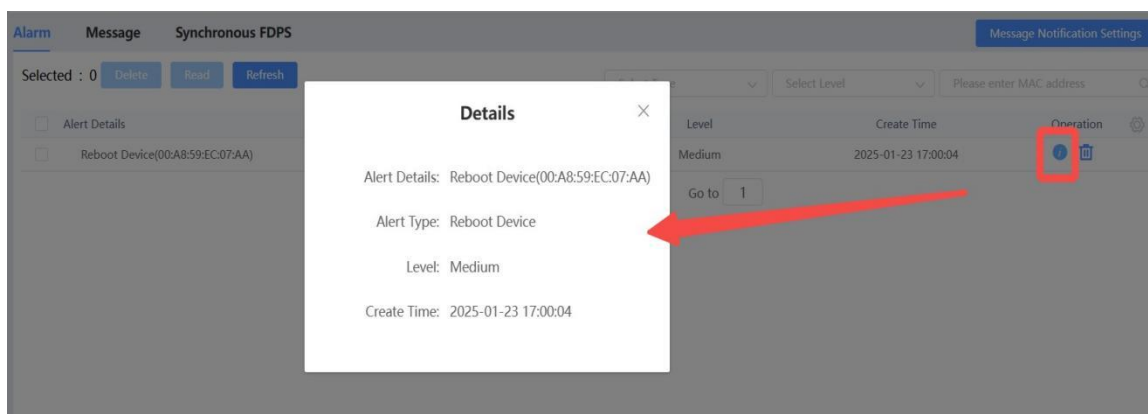
- Alarm Detailed: alarm type + device MAC address
- Alarm Type: Account Registration Failed, Storage space is insufficient or full, Factory Reset,Reboot Device, Task is failed to run,Device Offline
- Organization: the organization of the alarm equipment
- Level
- Time
- Operation: details, delete

When the user has unread alarm information, the alarm content and the message prompt in the navigation bar are marked with a small red dot. After the message is marked as read, the red dot disappears.



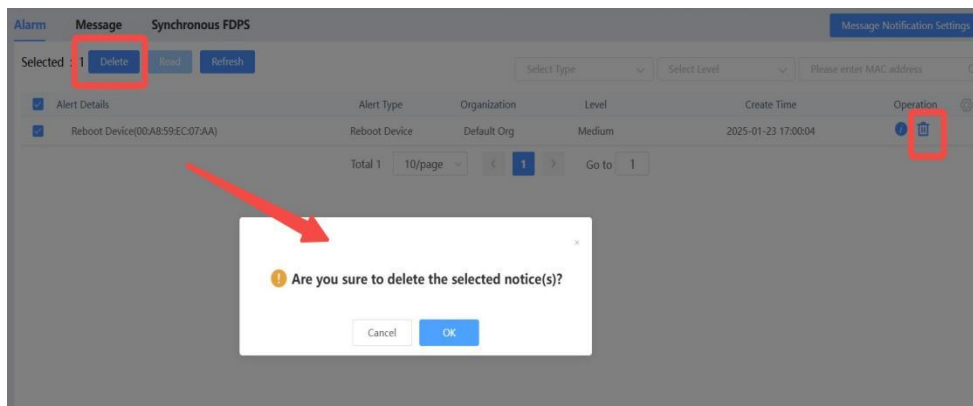
12.1.3. Detailed

Click the details icon , check the details of alarm information.



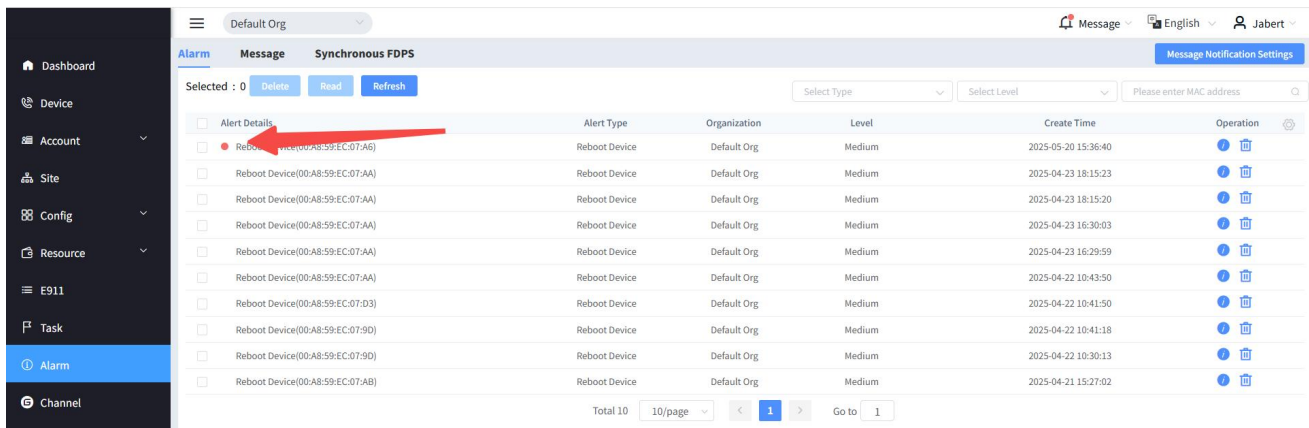
12.1.4. Delete

Select an alarm message and click the delete icon  to delete a single alarm message. Select multiple alarm information and click the delete button to delete the selected alarm information.



12.1.5. Mark as read

Select one or more unread alarm messages, click Mark as read, the message will be marked as read, and the red dot in front of the message will disappear.

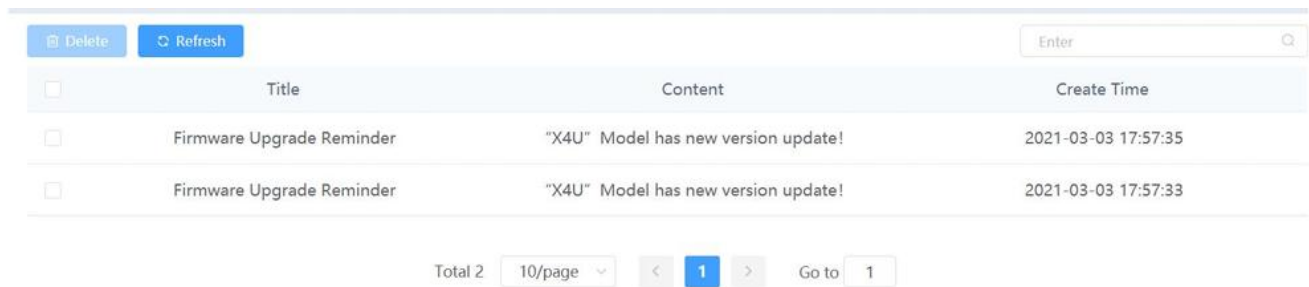
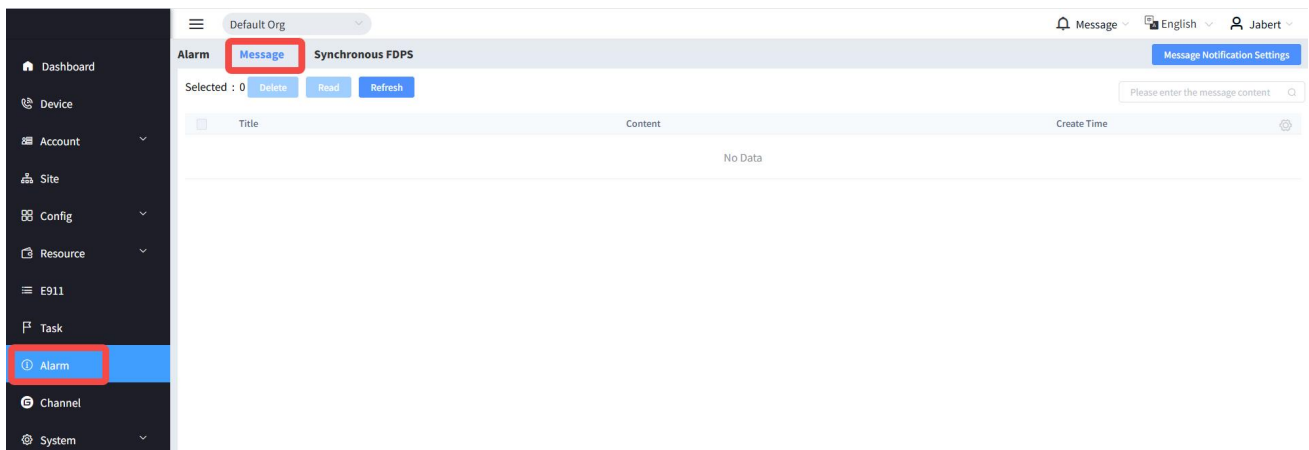


12.2. Message Management

Message Management list shows firmware version update messages. If the user is in Firmware Management - Official Firmware > New Version Notification Settings ([9.1.2. New Version Notification Settings](#)) ,Select On Site Notice. When the firmware version of the set model is updated, the message notification will be displayed in the message management list and the message notification in the navigation bar.

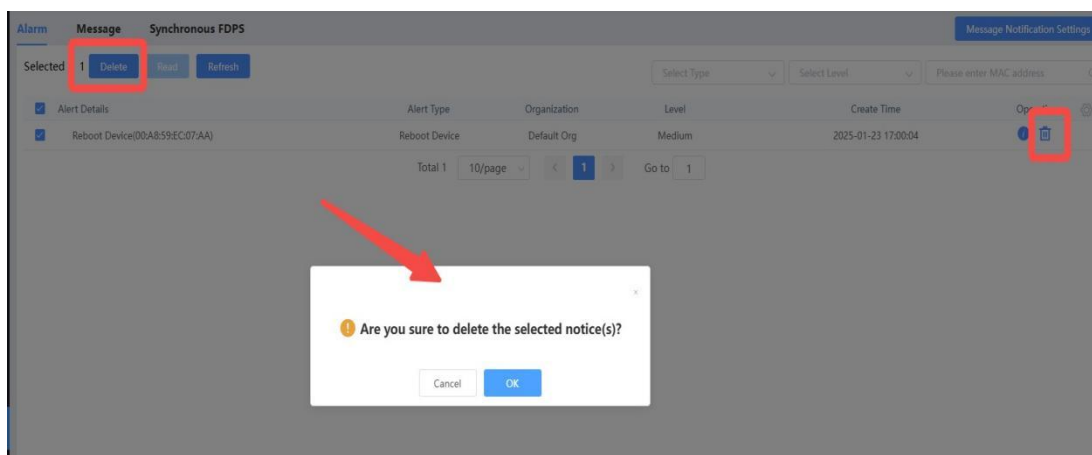
Message management list display fields:

- Title: firmware upgrade reminder
- Content: XX model has a new version update
- Time



12.2.1. Delete

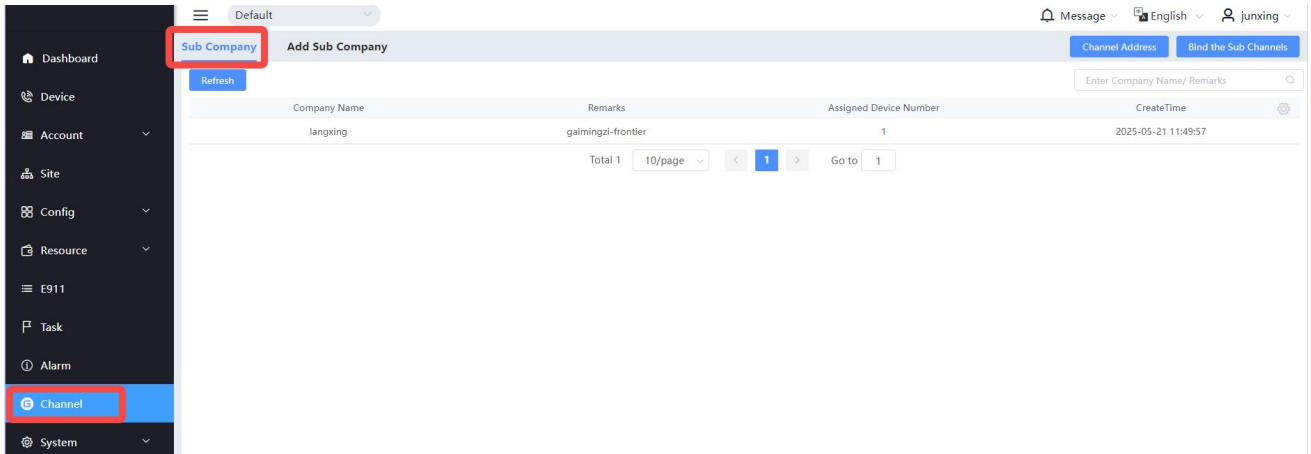
Select one or more message notifications and click the delete button to delete the selected message.



13. Channel management

13.1. List of bound channels

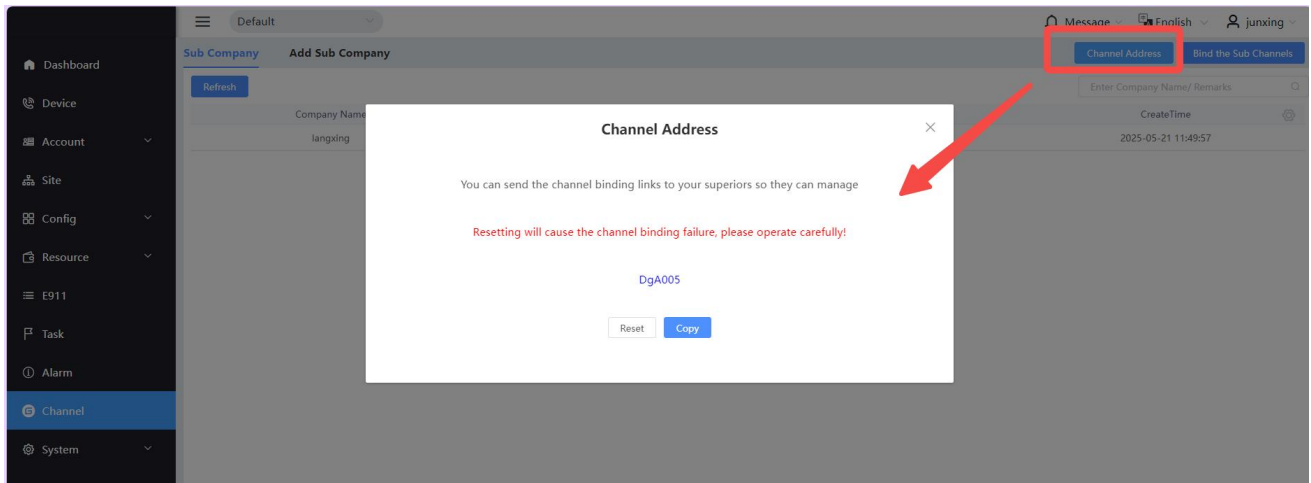
You can view the list of subordinate channels that have been bound on the bound channel list page.



13.1.1. Channel address management

Click the channel address management button to view the channel address management link. After copying, you can send the link to the superior channel for binding.

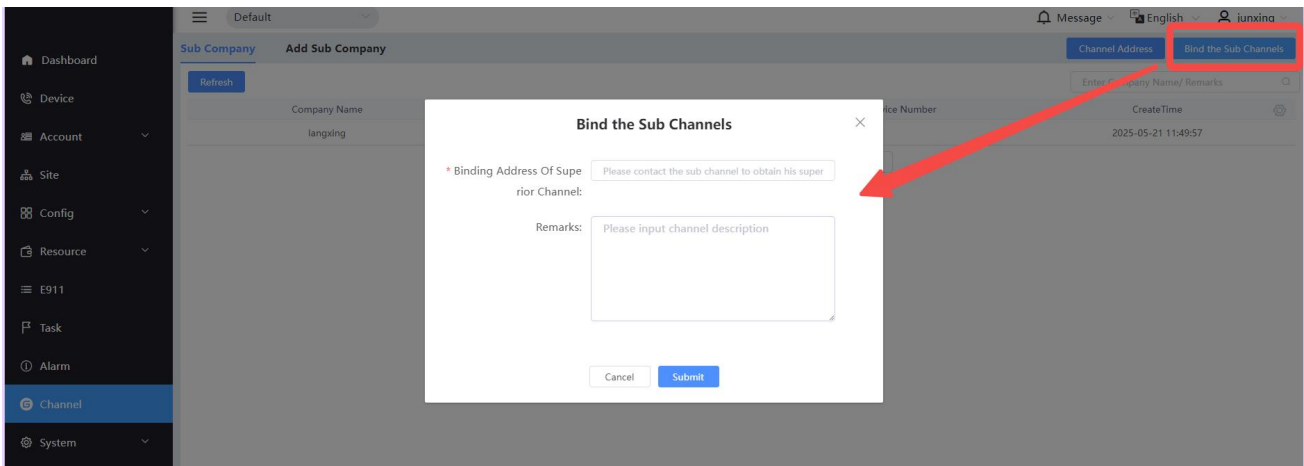
Note: Click Reset to reset the binding link, and the binding of the channel that has been bound is invalid.



13.1.2. Binding lower-level channels

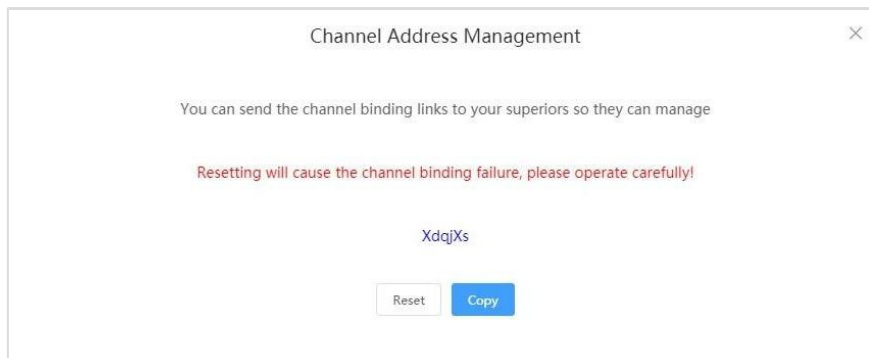
Click the Bind lower-level channel button to bind the lower-level channel.

- Upper-level channel binding address: Enter the bound address sent by the lower-level channel ([13.1.1. Channel address management](#)).
- Remarks: Remarks on the channel



13.1.3. Disassociation

Reset the binding link will release the bound superior channel.



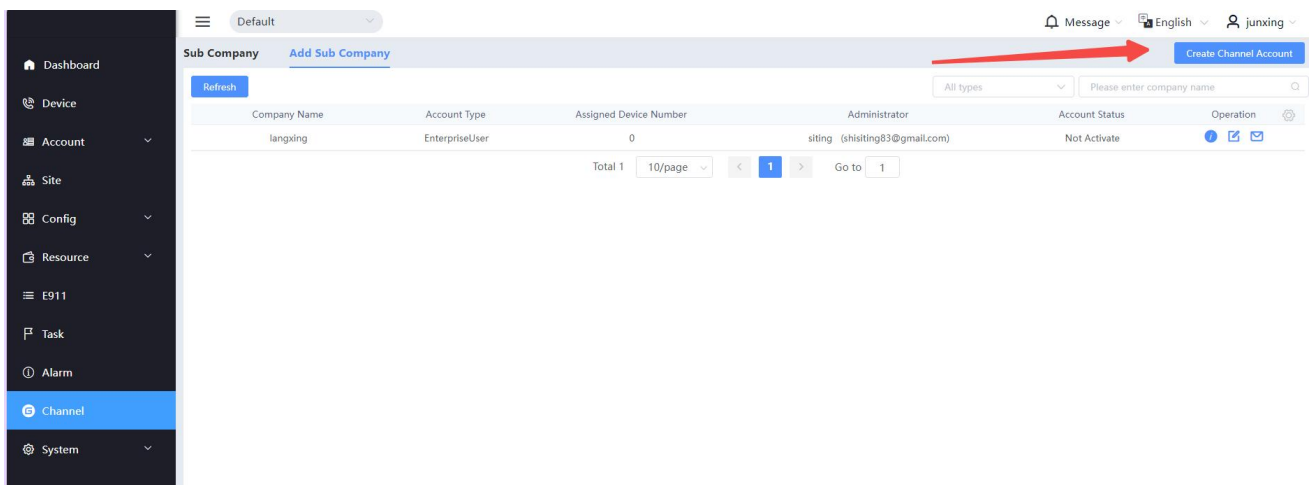
13.2. List of channels created

Channel accounts refer to accounts created for agents, service providers, distributors, integrators, and corporate users. Principles of channel account creation:

- 1) First-level channel accounts are created by the FMDM administrator, including various account types such as agents, dealers, distributors, and corporate users.
- 2) When the FMDM administrator creates a first-level channel, he can specify whether he has the authority to create a lower-level channel account.
- 3) First-level channel accounts can create second-level and lower-level channel accounts; when creating second-level and lower-level channel accounts, you can specify their superior channel account.
- 4) Channel accounts at or below the second level do not have permission to create subordinate channels by default. You need to apply to the first-level channel for creation and specify its superior channel account.
- 5) On the channel account page, you can only view direct lower-level channel accounts

13.2.1. Create a channel account

Click Create Channel Account to enter the create lower-level channel account interface.



Create channel account configuration properties:

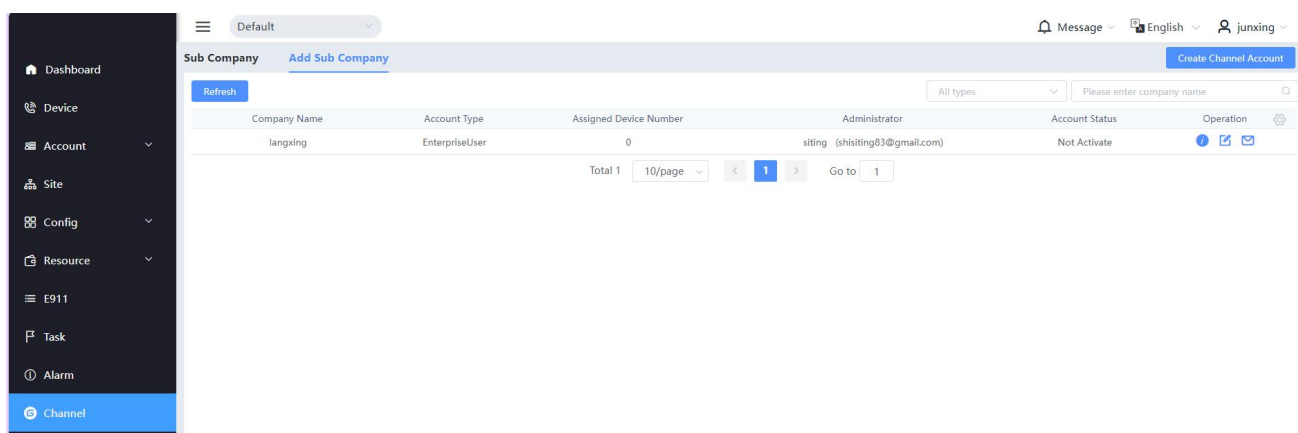
- *Mailbox
- Display name
- *Company name: editable
- *Account type: default is enterprise user, can only be modified by system administrator
 - Distributor
 - ITSP Service Provider
 - Reseller
 - System Integrator
 - VAD
 - Enterprise User
- *Upper-level channels:
- Country/Time Zone
- Language
- *Whether to allow the creation of sub-channels

After the creation is completed, the system sends an email to the customer's mailbox, which is activated by the customer, and the user name and password are set.

13.2.2. Created channel list display

The created channel list display includes:

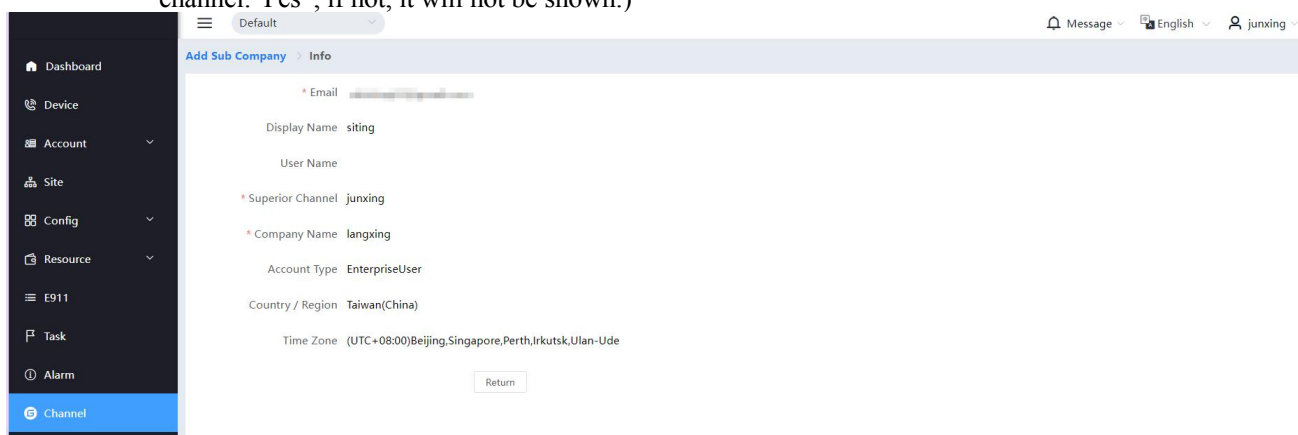
- Company name
- Account type:
- Number of devices: Count the number of equipment allocated under the channel account and the number of equipment imported from ERP orders.
- Administrator: display name + mailbox
- Account status: inactive, normal, deactivated
- Operation function: details, edit, disable/enable
 - This function is only available for location administrators and first-level/second-level channels, and other users can only view without editing permissions. Whether the first-level/second-level channel has editing permissions depends on whether the channel has the permission to create channels)



13.2.3. View details

Click the view details icon  to view account details. Display attributes:

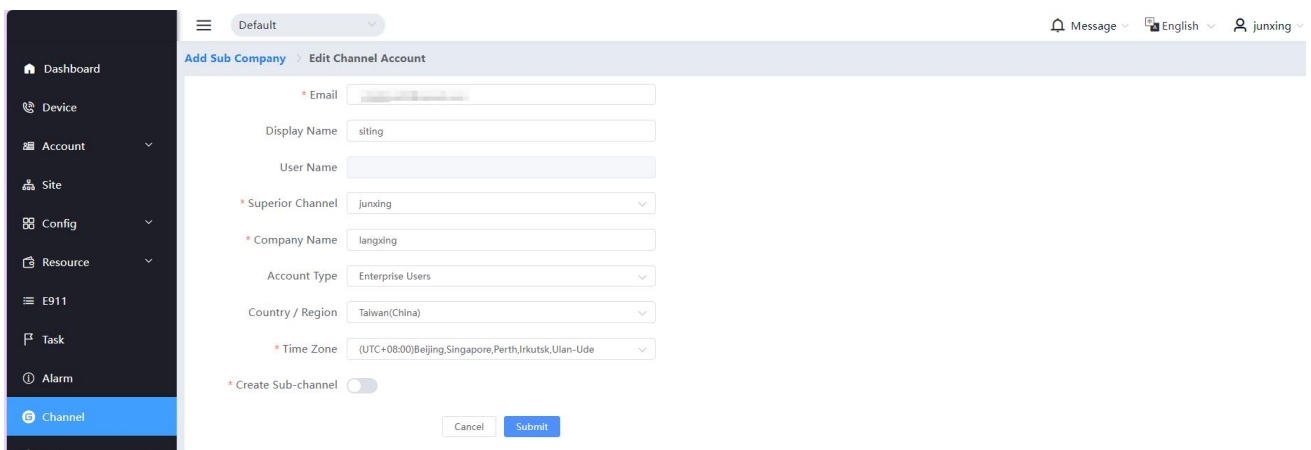
- Email
- Display name
- Upper-level channels
- Company name
- Account type
- Country / Region
- Time zone
- Is it possible to create lower-level channels (If available, this item will be displayed as “Create Sub-channel: Yes”; if not, it will not be shown.)



13.2.4. Edit

Click the edit icon  in the operation to edit the channel account. Editable attributes are:

- Email
- Display name
- Superior Channel
- Company name
- Account type
- Country / Region
- Time zone
- Create Sub-channel

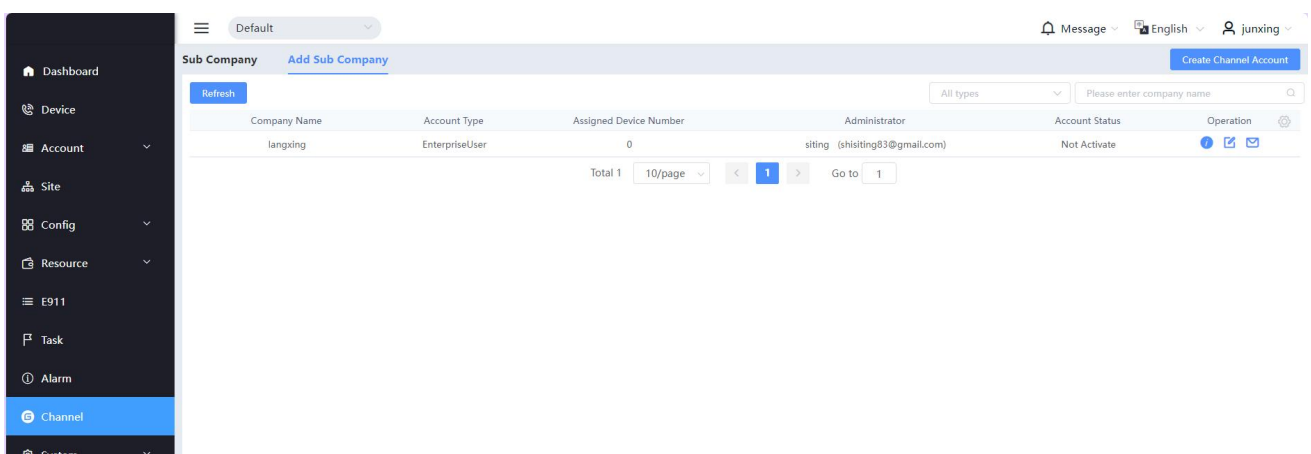


The screenshot shows the 'Edit Channel Account' form. The left sidebar contains navigation items: Dashboard, Device, Account, Site, Config, Resource, E911, Task, Alarm, Channel (selected), and System. The top bar shows 'Default' as the selected language, 'Message' as the notification status, 'English' as the language, and 'junxing' as the user. The form fields are: Email (with a placeholder), Display Name (siting), User Name (empty), Superior Channel (junxing), Company Name (langxing), Account Type (Enterprise Users), Country / Region (Taiwan(China)), and Time Zone (UTC+08:00|Beijing,Singapore,Perth,Irkutsk,Ulan-Ude). There is a 'Create Sub-channel' toggle switch and 'Cancel' and 'Submit' buttons at the bottom.

13.2.5. Disable/Enable/Lock

Click the enable/disable/lock icon in the operation list to enable/disable and lock the account.

- Enable  : When the account is disabled or locked, click the enable icon to enable the account. After enabling, the account status is displayed normally.
- Deactivate  : Click on the deactivate icon to stop using the account, and the account status shows disabled.
- Not Activated  : Click this icon to automatically send an activation link to the designated email. Once activated, the admin account will be ready for use.



The screenshot shows the 'Sub Company' table. The left sidebar is the same as in the previous screenshot. The top bar shows 'Default' as the selected language, 'Message' as the notification status, 'English' as the language, and 'junxing' as the user. The table has columns: Company Name, Account Type, Assigned Device Number, Administrator, Account Status, and Operation. The table contains one row with the following data: Company Name: langxing, Account Type: EnterpriseUser, Assigned Device Number: 0, Administrator: siting (shisting83@gmail.com), Account Status: Not Activate, and Operation: (enable, deactivate, not activated icons). The table has a 'Refresh' button and a 'Create Channel Account' button. The bottom of the table shows 'Total 1', '10/page', and 'Go to 1'.

Company Name	Account Type	Assigned Device Number	Administrator	Account Status	Operation
langxing	EnterpriseUser	0	siting (shisting83@gmail.com)	Not Activate	  

Please activate your Frontier MDM account inbox x



donotreply@frontieriot.com
to me ▾

5:43 PM (22 minutes ago) ☆ 📧 ↶ ⋮

Hi, siting

Please click the button below to activate your account.

Active Now

The activation link will expire in 3 days, please activate in time

If clicking on the button above does not work, please copy and paste the following URL into a web browser:
<https://mdm.frontieriot.com/system/activeUser?sn=YWN0aXZlVXNlcjI0NzYyOTM0MTMxNTg5MTIwXzE3NDc3MzQyMTg=>

This is an automatically generated email. Please do not reply.

14. System Management

14.1. User Management

Users refer to FMDM users, which can be agents, distributors, service providers, end customers, etc. who need to deploy and manage equipment on FMDM. They represent an organization (company) and want to manage the equipment in the organization.

A user account refers to a sub-account under a channel customer, which is used for the channel customer to divide multiple organizations or sub-accounts to manage devices.

User management is divided into:

- User management (User):
- Role management (Role)
- Organization

The admin role authority of each channel customer is specified when the superior channel is created, and cannot be modified by itself.

When the channel creates a lower-level channel, the admin role authority set for the lower-level channel must not exceed your own admin authority.

14.1.1. User Management

The user management page displays all user accounts, roles, and organization information of the channel.

Users with admin privileges can edit user accounts with non-admin privileges.

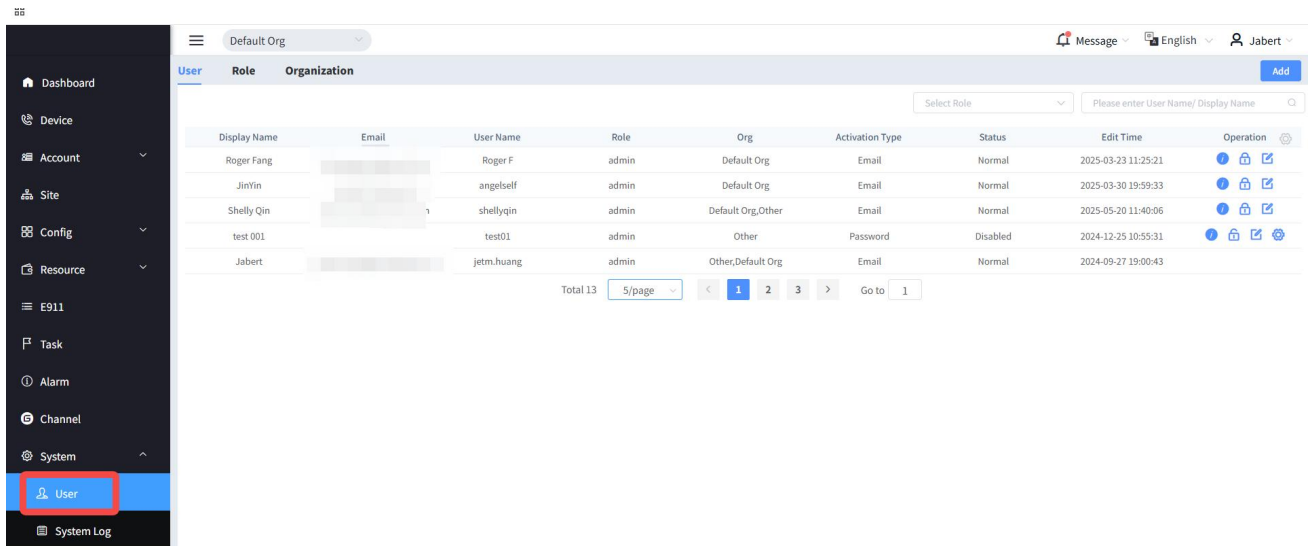
The channel default admin user account can edit other user accounts with admin privileges.

When adding an account, an activation email is sent to the user's mailbox by email, and the user name and password are set when the user activates.

User management list display

List display fields:

- Display name
- User name
- Email
- Role
- Organization
- Editor
- Last edit time
- Last login time



Add user

Click to add user, you need to enter the fields:

- Display name
- Email: Enter the email address, the server will send an activation email to the email address, and the account can be activated after the authentication is completed. [Refer to 2.2 Activation.](#)
- Role: The role permissions of a sub-account cannot exceed that of your own account.
- Organization: Manageable organization, multiple choices available.

Add ×

Display Name

* Activation Type

* Email

* Role

* Org

* Country / Region

Cancel
Submit

Search

Search field:

1) Filter:

- Choose permissions

2) The input box supports fuzzy search, and the input fields:

- User name
- Display name

User	Role	Organization						Add
				Select Role	Please enter User Name/ Display Name			
Display Name	Email	User Name	Role	Org	Activation Type	Status	Edit Time	Operation
test 001		test001	admin	Other	Password	Disabled	2024-12-25 10:55:31	i l e d
Jabert		jetm.huang	admin	Default Org,Other	Email	Normal	2024-09-27 19:00:43	i l e d
Tommy Lee			Fanvil Test Engineer		Email	Normal	2024-10-01 13:04:15	i l e d
Dou Le		doule	Fanvil Firmware Manager	Default Org	Email	Normal	2024-12-24 10:50:48	i l e d
hexiaoxiao		hexiaoxiao	Frontier IOT Test Engineer	Other,Default Org	Password	Normal	2025-01-23 16:57:55	i l e d

14.1.2. Role Management

Add role

On the role management page, click the "Add role" button to enter the add role page, customize the role name, and assign different permissions to the role. The added role permissions will not exceed the permissions of the logged-in account.

Configurable attributes:

- Character name
- Description
- Permission setting

Role
Add Role

* Role Name

Description

* Permission Setting

☐ All

☐ Dashboard

☐ Device Management

☐ Add Device
☐ Edit Device
☐ Export Device
☐ Reboot Device
☐ Transfer organization
☐ Update Resource File
☐ Set Account
☐ Device Details
☐ Task Logs
☐ Device Diagnosis

Role management list display

Display attributes:

- Character name
- Description
- Update time
- Operation: edit, delete.

User Role Organization Add Role			
Role Name	Description	Update Time	Operation
admin		2021-03-01 16:31:26	
ceshi	ceishi	2021-03-03 22:40:03	 

Total 2 10/page 1 Go to 1

Edit

Select any role name and click the "Edit" button to change the permissions of the corresponding role. The role of the default administrator cannot be edited.

Role > Edit Role

* Role Name:

Description

* Permission Setting

☒ All

☒ Dashboard

☒ Device Management

☒ Add Device
☒ Edit Device

☒ Export Device
☒ Reboot Device

☒ Transfer organization
☒ Update Resource File

☒ Set Account
☒ Device Details

☒ Task Logs
☒ Device Diagnosis

Delete

You can select a role name/multiple role names and click the "Delete" button, and the prompt "Are you sure you want to delete this role", click OK, and the corresponding role will be deleted from the list.

Note: If the role has an account in use, it cannot be deleted.

Tips


Are you sure you want to delete this role

Cancel

Submit

14.1.3. Organization Management

- 1) The upper-level organization can manage the lower-level organization;
- 2) The upper-level organization can only view the equipment and site statistics of the lower-level organization, but cannot view the detailed information such as equipment and configuration parameters. (privacy protection)
- 3) FMDM system administrator can manage all organizations and basic information of all equipment (not including private data).
- 4) Organizations can be created by the superior organization, or users can register and create themselves.

5) The authority of the lower-level organization account is not higher than the authority of the upper-level organization account.

User	Role	Organization	Add Organization		Refresh
Organization Name	User	Describe	Update Time		Operation
admin_jin111	admin_jin111		2021-02-25 15:59:51		✎ 🗑
fanvii	admin	null	2021-02-25 15:59:58		✎
ceshi	admin_jin111	ceshi	2021-03-03 22:44:11		✎ 🗑

Total 310/page1Go to1

Add organization

In the organization management interface, select Add Organization to enter the Add Organization page.

Configuration properties:

- Organization name
- Assign users: Assign to the main user by default, and you can add other users.
- Description

Default Org

MessageEnglishJabert

AddRefresh

User	Role	Organization
Organization Name	User	Description
Default Org		
Other		

Add

* Organization Name

* Assign Userjetm.huang

Description

CancelSubmit

Organization management list display

Display attributes:

- Organization name
- User
- Description
- Update time
- Operation: edit, delete

Add Organization		Refresh
Describe	Update Time	Operation
	2021-02-25 15:59:51	✎ 🗑
null	2021-02-25 15:59:58	✎
ceshi	2021-03-03 22:44:11	✎ 🗑

Edit

Select an organization and click the edit button to edit the organization name, assigned users and description.

Edit

* Organization Name

* Assign User

admin

chris.shieh@frontieriot.com

miya

hexiaoxiao

doule

jetm.huang

Description

Delete

Select an organization, click the delete button, and prompt "Are you sure to delete the organization 'test124'? After deleting the organization, all data under this organization will be deleted", click OK to delete the organization.

Are you sure to delete the organization  ?

There are devices in this organization. Please transfer the devices to other organizations first

* Organization

* Synchronize the corresponding SIP account ☒ Yes ☐ No

14.2. System Log

14.2.1. View log list

In the system log interface, you can view the operation log of the organization you belong to. Note that you can only view the logs of the last 90 days. Log display fields:

- User name

- Operation type:
- Operation content: modified content
- Organization
- Operation time
- IP address

User Name	Operation Type	Operation Detail	IP Address	Organization Name	Update Time
jetm.huang	Edit Task	Add[Reboot Device]	113.116.40.145	Default Org	2025-05-20 15:02:34
jetm.huang	Edit Account	Delete[]	113.116.40.145	Default Org	2025-05-20 13:52:20
jetm.huang	Edit Device	Update[00:A8:59:EC:07:A6]	113.116.40.145	Default Org	2025-05-20 13:50:31
jetm.huang	Edit Device	Add[00:A8:59:EC:07:A6]	113.116.40.145	Default Org	2025-05-20 11:58:17
jetm.huang	Edit Device	Update[00:A8:59:EC:07:A6]	113.116.40.145	Default Org	2025-05-20 11:50:34

14.2.2. Search

The system log supports filter query conditions:

- Organization name
- Operation type
 - Login
 - Logout
 - Edit organization: [add, delete, edit] organization name
 - Edit user
 - Edit site
 - Edit device
 - Edit configuration
 - Edit template
 - Edit account
 - Edit channel users
 - Edit resource file
 - Edit alarm task
 - Edit task
- Start time-end time

The input box supports fuzzy search, and the input field: user name.

Dashboard

Device

Account

Site

Config

Resource

E911

Task

Alarm

Channel

System

User

System Log

Default Org

MessageEnglishJabert

System LogExport

All LogsAll OrganizationsStart TimeToEnd TimeEnter the User Name

User Name	Operation Type	Operation Detail	IP Address	Organization Name	Update Time
jetm.huang	Edit Task	Add[Reboot Device]	113.116.40.145	Default Org	2025-05-20 15:02:34
jetm.huang	Edit Account	Delete[]	113.116.40.145	Default Org	2025-05-20 13:52:20
jetm.huang	Edit Device	Update[00:A8:59:EC:07:A6]	113.116.40.145	Default Org	2025-05-20 13:50:31
jetm.huang	Edit Device	Add[00:A8:59:EC:07:A6]	113.116.40.145	Default Org	2025-05-20 11:58:17
jetm.huang	Edit Device	Update[00:A8:59:EC:07:A6]	113.116.40.145	Default Org	2025-05-20 11:50:34

Total 4255/page123456...85Go to 1

14.2.3. Export

Click the Export button to export the system log as an Excel table.

Dashboard

Device

Account

Site

Config

Resource

E911

Task

Alarm

Channel

System

User

System Log

System LogExport

All LogsAll OrganizationsStart TimeToEnd TimeEnter the User Name

User Name	Operation Type	Operation Detail	IP Address	Organization Name	Update Time
huang	Login	[huang]	113.116.40.145	Default	2025-05-21 11:30:19
huang	Logout	[huang]	113.116.40.145	Default	2025-05-21 11:30:16
huang	Login	[huang]	113.116.40.145	Default	2025-05-21 11:13:18
huang	Logout	[huang]	113.116.40.145	Default	2025-05-21 11:13:14
huang	Login	[huang]	113.116.40.145	Default	2025-05-21 11:10:10
huang	Logout	[huang]	113.116.40.145	Default	2025-05-21 11:08:59
huang	Login	[huang]	113.116.40.145	Default	2025-05-21 10:21:20
huang	Logout	[huang]	113.116.40.145	Default	2025-05-21 10:21:17
huang	Login	[huang]	113.116.40.145	Default	2025-05-21 09:52:28
huang	Logout	[huang]	113.116.40.145	Default	2025-05-21 09:52:23

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