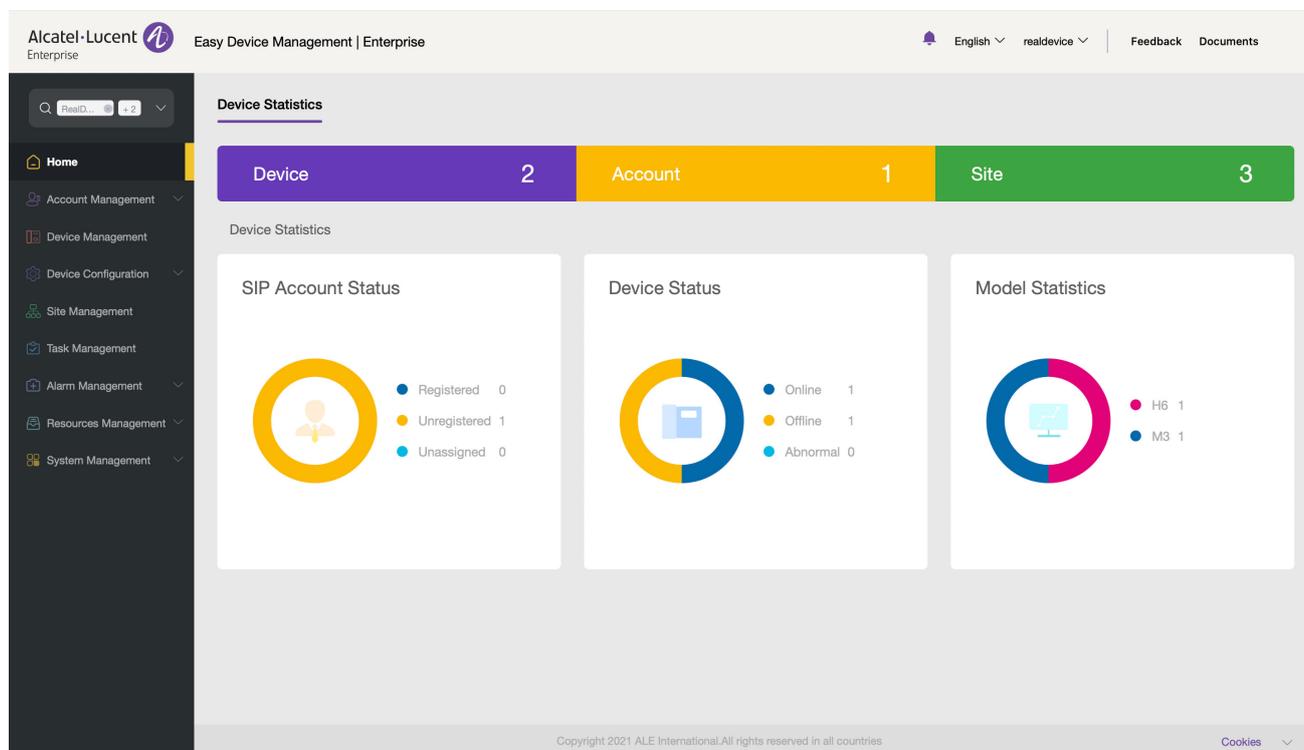


ALE Easy Device Management - Cloud

ALE's Easy Device Management (EDM) - Cloud is a cloud-based solution that provides easy provisioning and management of ALE devices using an intuitive graphic interface. It allows users to manage configurations, firmware, and resource files of devices, in addition to performing scheduled tasks. Device status monitoring and alerting and remote diagnostics services provided by the cloud platform ensure that errors are detected and responded to in a timely fashion. With TLS encryption, EDM - Cloud delivers confidentiality and boosted security for communications between EDM - Cloud and terminal devices while making device management more efficient for users.



Feature Highlights

- Public cloud architecture: Servers set up on AWS make services available to users worldwide.
- Automated deployment: Terminal devices can be connected to the device management cloud platform upon boot-up. Automatic deployment, firmware upgrade, account registration, automatic detection and update of configuration files are supported to allow plug-and-play of devices for end-users.
- Flexible configuration management: Not only batch management but also configuration management by model, site, and custom group are supported. Administrators can flexibly adjust strategies to meet different management needs.
- Scheduled task execution: Scheduled task execution is available on a Daily, Weekly, Monthly, and One-Time basis. Administrators can allocate execution time for tasks such as configuration updates and firmware upgrades as needed.

- **Effective alarm management:** Real-time monitoring of devices and custom alarm strategies help the administrator discover and deal with abnormal devices in a timely manner to ensure normal use for end users.
- **Remote device diagnostics:** Users can run network diagnostics, capture packets, export logs, and take screenshots, etc.
- **Enterprise-level information security:** TLS encryption, two-way TLS authentication, and HTTPS protocol are supported.

Feature Overview

Device Management

- **Automatic connection:** The device automatically establishes a connection with the platform after it is connected to the Internet.
- **Automated deployment:** After the device is connected to the platform, it can be automatically deployed.
- **Batch operations:** Batch import/delete/update operations for devices are supported.
- **Real-time status display:** Device status, account information and other basic information can be viewed in real time.
- **Account management:** Remote control of account registration for devices and creation of common SIP server templates are supported.
- **Remote management:** Update of device configuration files, firmware upgrade, restart, and restoring factory settings can be performed remotely.
- **Scheduled task execution:** Tasks can be executed immediately and scheduled to run periodically, on a site-by-site and model-by-model basis.
- **Remote firmware notifications:** Firmware notifications are pushed remotely to terminal devices for automated firmware upgrade.
- **Supported models:** M3/M5/M7

Account Registration

- **Automatic account registration:** After the device is connected to the platform, account registration can be performed automatically.

- **Batch management:** Batch import/export/delete accounts as well as editing and modifying account information are supported.
- **SIP server management:** Templates can be created for SIP server management.

Configuration Management

- **Global configuration:** Users can manage common configurations and apply them to all devices at one time.
- **Configuration by site:** Customizing configuration templates for different sites allows the configurations to take effect on all the devices on the same site.
- **Configuration by model:** Customizing configuration templates for different device models allows the configurations to take effect on all the devices of the same model.
- **Configuration by group:** Customizing configuration templates for different groups allow the configurations to take effect on all the devices of the group.

Site Management

- **Site hierarchy:** Multi-level site management is supported.
- **Site management:** Accounts and devices can be managed on a site-by-site basis.

Alarm Management

- **Alarm level:** There are 3 alarm levels, i.e. minor, major and critical.
- **Alarm list:** Alarm statistics is displayed in the list, allowing users to view details about each alarm.
- **Alarm strategy:** Real-time and scheduled alert notifications are supported.

- **Alarm notification:** Alerts can be sent via email or displayed directly on the platform.

Device Diagnostics

- **Remote diagnostics:** Users can identify and fix device issues quickly.
- **Multiple diagnostic methods:** It supports diagnostics through Ping, route tracing, packet capture, log exporting, and screen capture.

System Management

- **Sub-account & role management:** Users can create sub accounts, create and assign roles with different function and data permissions
- **Log management:** Users can view and export operation logs.

Specifications

Technical Features

- Device registration
- Device configuration
- Device firmware upgrade
- Device status analysis
- Multi-site management
- Alarm management
- Device diagnostics
- Task management
- Sub-account and role management
- Log analysis

Protocol Security

- TLS encryption
- Mutual TLS authentication
- HTTPS protocol