

[Support for Yealink W80DM & W90DM multi-cell products on the Evonex platform - v1.1 - May 2024](#)

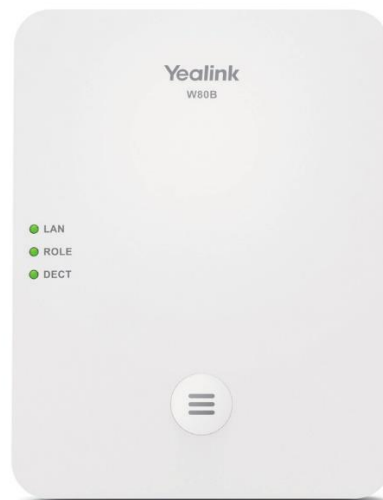
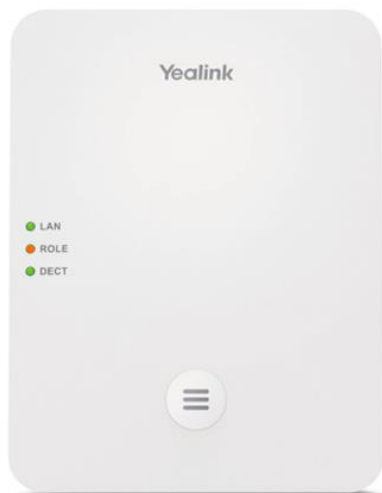
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Product Introduction

The Yealink W80 and W90 DECT multi-cell products should comprise of a DECT Manager (DM), at least one DECT Base-station (B) and at least one DECT handset (H, or R for ruggedised). Examples of each are below:

Yealink W80DM and W80B:



Yealink W90DM and W90B:



Yealink DECT Handset examples:



W73H

Basic DECT Handset



W59R

High-level premium handset



W56H

Mid-level premium handset

The handset range extends beyond the examples shown above – please see [this Yealink page](#) for further details of their supported products, including DECT headsets.

Product History

When the W80 product range was originally launched by Yealink, it was possible to change the role of a unit between a DECT Manager and a Base-station through configuration. With the advent of the W90 product range and the subsequent unification of software structures, DECT Managers and Base-stations are now separate physical products which should be ordered separately from your chosen distributor.



Minimum Supported Versions

For new orders, the platform will only support DECT Manager (W80DM and W90DM) product types. Any pre-existing W80B, W80DM, W90B or W90DM products on the platform that use our 'network only' licences, will continue to function as is, with no changes required.

For new orders, the minimum supported software versions are as follows:

Yealink W80DM – 103.85.0.57

Yealink W90DM – 130.85.0.88

If you wish to convert a pre-existing unit which is already functioning on 'network only' licences to 'Universal' licences, for example, the unit will need to be running the above versions. They will be upgraded during the auto-provisioning process if not completed before. Once the DM unit is upgraded, base-stations will be automatically upgraded afterwards.

PLEASE NOTE, once the units are upgraded to these versions, they cannot be downgraded. Therefore, care should be taken to ensure that you are happy that the currently assigned DM and B units are as required moving forward. Always take a config backup before any upgrade procedure. Please refer to the relevant Yealink documentation for the full list of consequences when upgrading units.

The Evonex Implementation

The Evonex platform is only concerned with the provisioning and registration of subscriptions to the DECT Manager. Evonex has no visibility of DECT Base-stations or DECT handsets that have been attached to the DM. The addition and relevant configuration of Base-stations and Handsets to the DM is not covered in this guide, and our support team does not provide assistance with these tasks. Please source the relevant Yealink documentation yourself to facilitate this.

Therefore, our level of support extends only to the Yealink W80DM and W90DM units. These have been onboarded to the platform as managed devices. This means they can now be monitored in the usual way by the Evonex platform tools and some of the configuration can now be remotely added by auto-provisioning.

The extent of configuration we're able to perform matches the level of other similar Yealink devices we already support (single-cell DECT base-stations like the W60B or W70B for example). Therefore, it is now possible to order 'Standard', 'Lite' and 'Universal' subscriptions against a W80DM or W90DM and for those subscriptions to automatically provision to the device.

Obtaining The Administrator Password

Once the subscriptions have provisioned, you will need to manually complete any other configuration via the web interface of the device. This configuration will include, but is not limited to, adding base stations (W80B or W90B) and registering DECT handsets and assigning them to the provisioned subscriptions.



To facilitate this, you will need to log a support ticket by emailing support@myphones.com or by calling 01494 410000.

Please make sure you send us the following details:

- Contact name
- Contact telephone number
- Contact email address
- Your company name
- Product (W80DM or W90DM)
- Product MAC address
- First subscription telephone number
- End-customer company name

The result of this will be the generation of a randomized password which will give you administrator access to the web interface of the device. We will communicate this password to you, and you are then free to add base-stations, register handsets and alter any other configuration as necessary via the Yealink web interface. Please avoid altering parts of the configuration that have been auto provisioned, as this could result in a non-functional device.

Please Securely Store The Password

The password we generate for the DM is intended to remain for the life of the product while on the Evonex platform. It is your responsibility to store this password securely, ideally in a password vault/manager, to which only relevant support staff or technical administrators have access.

A Couple Of Things To Note

Firstly, we do not support Personal Address Books on the Yealink W80DM or W90DM units. This is because Yealink's implementation of LDAP is limited to one account per DM. Therefore, we have prioritised the Shared Address Book instead.

This means that if a DECT handset user is searching for a contact in the directory, they will only see results from the Shared Address Book, not their Personal Address Book. The user may still access their Personal Address Book via Evonex Connect if they have a Universal Licence.

Secondly, if Universal Licences have been provisioned to the DM, if the UC/xxxxxxxx number is shown at the top of the display when dialing on a handset, this is because of a setting in the DM. To change this, in the web interface go to 'Features > General Information > Display Method on Dialing'.

- The available options are:
 - 'Username' – the default and will show the UC/xxxxxxxx number as auto-provisioned to the DM (do not manually change this number in the config).
 - 'Label' – will show the last 6 digits of the telephone number as auto-provisioned to the DM (it is not recommended to manually change this).



- 'Display Name'. The Display Name configured for the handset. To change this, in the web interface, go to 'Handset & Account > Handset Registration > Edit > Display Name'.

END