



# Uplinx® Remote Phone Control for Cisco Unified Communications

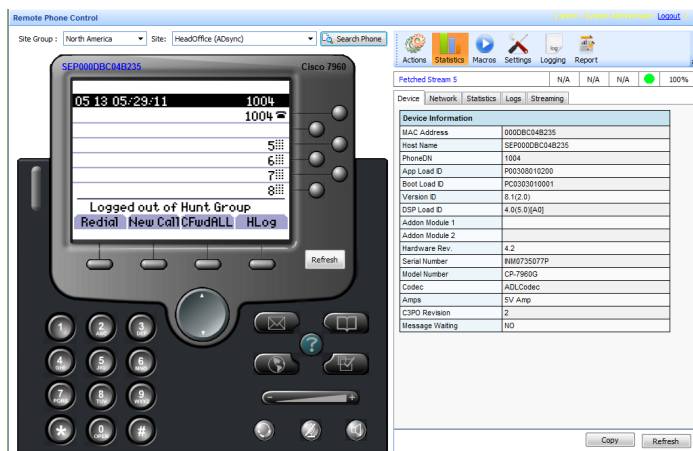
## Product Overview



The Uplinx® Remote Phone Control tool for Cisco Unified Communications (UC) is a solution which allows a phone administrator or service desk operator to remotely control a Cisco IP handset within their enterprise to validate or change its configuration.

The tool allows direct phone operations to be executed remotely but with the same level of control as sitting in front of the phone. Time consuming trips like 'walking the floor' for user support, configuration validation or troubleshooting a reported issue can now be a thing of the past.

The tool allows for provisioning activities to be validated immediately ensuring that changes have been successful which saves an organisation both time and money.



The Remote Phone Control is available in two editions:

### Web Edition

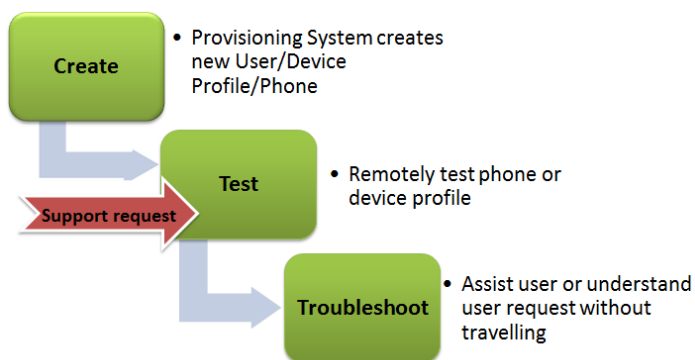
The web edition of the Uplinx® Remote Phone Control can be used as a central standalone application or as a module with the Uplinx Provisioning System to validate new setups and remotely troubleshoot telephony issues. It is designed for helpdesks and operational support staff tasked with supporting production telephony systems.

### Desktop Edition

The desktop edition is a Windows based standalone application for deployment engineers to troubleshoot and perform batch operations on Cisco IP handsets such as: Bulk EM login/logout, pushing background images to phones and running Phone Key macros.

## Benefits

- ◆ **Remotely validate a phones functionality.** Remotely log in an extension mobility profile, check the phone display and call your desk phone to troubleshoot connectivity issues without travelling or engaging end users or onsite staff.



- ◆ **Remote Training/Support.** Support staff can remotely view and control an IP handset and talk a staff member through some unique features which may be configured on their IP handset or User Device Profile such as: group pickup, conference, or a hunt group.
- ◆ **Extension Mobility** is fully supported with staff being able to search for and remotely log in/off a remote handset with a users Extension Mobility profile.
- ◆ **Bulk operations** to perform Extension Mobility logout and re-login, background and ringtone deployments on a group of phones.
- ◆ **Screen Captures and Phone configuration reports** (based on our leading Report Tool for Cisco UC) can be taken and used to create user guides and complete build documentation.
- ◆ **Macros** allows for common tasks to be undertaken in bulk to IP Handsets such as setting background images and ringtones.
- ◆ **Multi-cluster support** allows IP handsets registered to different CUCM clusters to be supported by the same instance of the Remote Phone Control tool.



## Bulk Operations



The desktop edition of the Uplinx® Remote Phone Control is ideal for new or upgrade projects to perform batch operations of EM login/logout, distribution of background images, macros (to set ringtones on lines for example).

A common requirement in each project is to configure phones and had been performed manually in the past by 'walking the floor' and configuring each phone individually.

Save time and improve projects with the following features:

### Bulk Extension Mobility login and logout

Bulk operations on phones for Extension Mobility retrieves phone status and allows for remote logout and login of profiles (for example for firmware upgrades or user migrations to new servers). A command file from Excel can be used for bulk entries or groups of phones can be selected via the GUI.

### Bulk Background Image Deployment

Bulk operations on phones to set a common background image.

### Bulk Key Macros to deploy phone settings

Execute recorded phone macros which contain sequences of keys to configure phone settings. For example select a specific ring tone or pre-set background images, audio preferences or screen brightness.

## Web Edition for Helpdesks and operational support



The web edition of the Uplinx® Remote Phone Control can be used as a central standalone application or as a module with the Uplinx Provisioning System to validate new setups and remotely troubleshoot telephony issues. It is designed for helpdesks and operational support staff tasked with supporting production telephony systems.

The web edition has the following unique features:

- ◆ Stronger security with auditing and dedicated access rules centrally managed and policed.
- ◆ Authentication of login credentials via Active Directory means no dedicated administrative passwords need to be maintained.
- ◆ Multi-cluster, multi-user support with granular auditing down to individual actions.
- ◆ CUCM server access is only required from the server
- ◆ Web browser access requires no application

## Supported IP Handsets

The Uplinx Remote Phone Control System supports the following Cisco Unified Communications handsets (CUCM versions 6 and newer):

- ◆ 7906, 7912
- ◆ 7921, 7925, 7926 WLAN phones
- ◆ 7931
- ◆ 7940-45, 7960-65, 7970-7975
- ◆ 69xx , 89xx and 99xx SIP phones (except 6911)
- ◆ Expansion Modules 7914/15/16 (12 or 24 buttons)

## Licensing

### Web Edition

The Uplinx® Remote Phone Control tool is licensed based on the number of phones configured on CUCM and the number of CUCM clusters that need to be supported. Maintenance and support subscription ensures compatibility with new Cisco releases. Please contact us at sales@uplinx.com

### Desktop Edition

The desktop edition of the Uplinx® Remote Phone Control tool can be [purchased online](#) in the following license types:

- ◆ Standard: Licensed to one PC and for one CUCM cluster, lifetime support and upgrades
- ◆ Professional: Licensed to one PC and for any CUCM cluster, lifetime support and upgrades
- ◆ Enterprise: Includes up to 12 Professional licenses for system integrators, RTU 1 year for support and upgrades

## System Requirements

### Web Edition

The Uplinx® Remote Phone Control System (web edition) runs on the Uplinx Service Platform (USP) as a standalone or integrated module. USP requires and is supported on:

- ◆ Windows 2003/2008 (x86/x64) Server with IIS
- ◆ SQL Server 2008 (Express or Server)
- ◆ Virtualised environments

### Desktop Edition

PC 32-bit or 64-bit, recommended 4 GB RAM, i5 CPU or better, Windows 7, Windows Vista, Windows XP SP2/SP3, Windows Server 2003 and 2008 with .Net 4.0



## Benefits Summary

For an **IT department**:

- ◆ Making it easier for support staff to ensure end-to-end provisioning activities have been completed successfully by remotely placing calls from IP handsets and logging into phones using Extension Mobility.
- ◆ Providing the ability to remotely log off all Extension Mobility (EM) phones in an enterprise for firmware updates.
- ◆ Used in conjunction with the Uplinx® Provisioning System, the Remote Phone Control system allows for the validation of phone and extension mobility Moves Adds and Changes (MACs) undertaken via the Provisioning System. This makes the Uplinx® Service Platform the single solution for all Cisco UC provisioning and validation activities.

For **end users**:

- ◆ Support staff can remotely view and control an IP handset and talk a staff member through some unique features which may be configured on their IP handset or User Device Profile such as: group pickup, conference, or a hunt group.

## Videos and Screenshots



Please watch the latest videos and screenshots on <http://www.uplinx.com/phonecontrol.htm>

## Free Trial to download



Try before you buy. Try Uplinx® 'Phone Control Tool Desktop Edition' for free - then simply add a license key.

The demo version is fully functional but is limited to 15 phones for batch deployments and may print 'No License' on images.



## Contacts:

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<http://www.uplinx.com>



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