Remote Phone Control for Cisco Unified Communications

Product Overview

The Uplinx® Remote Phone Control tool for Cisco Unified Communications 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.

Benefits

- **Remotely control a phone** by sending key presses
- **See the phone display**
- **Ringing sound is played on an incoming calls**
- **Cisco Call Monitoring** for calls in progress
- **Bulk Operation wizards** to easily perform:
  1. Report on invalid CTL/ITL files
  2. Erase invalid CTL/ITL files
  3. Extension Mobility status, logout/in from CSV
  4. Background image deployment
  5. Bulk Key Macros to change settings on phones such as ringtone settings on lines.
- **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.
- **Extension Mobility** is fully supported to search for and remotely log in/off a remote handset with a users Extension Mobility profile.
- **Screen Captures** 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.

Web (Help Desk) Edition

The web edition of the Uplinx® Remote Phone Control can be used as a central server based application, standalone 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. Its role based user module allows for strong security and granular control of operators. Logging, reporting and statistics of all operations.

Engineering (Desktop) Edition

The Engineering edition is a Windows desktop application to troubleshoot and perform bulk operations on Cisco IP handsets such as: Bulk EM login/logout, erase CTL/ITL files, deploy background images to phones and update settings on phones with key macros.
Licensing

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

Engineering (Desktop) Edition
The Engineering 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 for 3 years. Includes all upgrades. Bulk operations and silent monitoring are not included.
• Professional: Licensed to one PC and for any CUCM cluster for 3 years. Includes all upgrades. Includes all features and unlimited phones and clusters.
• Enterprise: Includes up to 12 Professional licenses for 1 year. Includes all upgrades.

Supported IP Handsets
The Uplinx Remote Phone Control System supports the following Cisco Unified Communications handsets:

• 7921, 7925, 7926, 8821 WLAN phones
• 69xx, 78xx, 79xx, 89xx and 99xx
• 88xx including 8831 Conference phone
• KEM & Expansion Modules

Bulk Operations
The desktop edition of the Uplinx® Remote Phone Control includes several wizards which are very easy to use to perform batch operations. These operations can be also saved and scripted or executed from the windows task scheduler.

Save time and improve projects with the following wizards:

1.) Report on invalid CTL/ITL files
Includes fully functional and free reports for invalid CTL/ITL files on Cisco phones

2.) Erase CTL/ITL files
Erase CTL/ITL files to remediate invalid CTL/ITL files.

3.) 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.

4.) Bulk Background Image Deployment
Deploy background images to the phone screen.

5.) Bulk Key Macros to deploy phone settings
Deploy phone settings only available at the phone itself by replaying sequences of keys. For example, select a specific ring tone, change ethernet port settings or screen brightness.

Web Edition for Helpdesks and operational support
The web edition of the Uplinx® Remote Phone Control is installed on a central Microsoft Windows Server with IIS Web Server.

It is designed for helpdesks and operational support staff tasked with supporting production telephony systems.

The web edition has the following unique features:

• Strong 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 and phone access is only required from the server allowing strong network security with firewalls.
• Web browser access requires no application deployment.

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 Server 2008R2 64-bit and later
• IIS & SQL Server
• Virtualised environments (VMware, Hyper-V)

Desktop Edition
• Windows PC 32-bit or 64-bit, recommended 4 GB RAM, i5 CPU or better
• Windows 7 or Windows Server 2008R2 and later
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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

The demo version is fully functional but is limited to 3 phones for batch deployments and may print ‘No License’ on images.