UPLINX SOFTWARE

Remote Phone Control

for Cisco Unified Communications

Product Overview

The UPLINX Remote Phone Control tool for Cisco Unified Communications allows you to access and control any Cisco hard phone from the convenience of your desk.

Any phone administrator can now better support, validate or change a phones' configuration without leaving the desk - savings in time and money.

The tool enables direct phone operations to be executed remotely 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 are now a thing of the past.

- Remotely control a phone by sending key presses
- See the phone display
- Bulk Operation wizards to efficiently perform:
  - ◈ Report on invalid CTL/ITL files
  - ◈ Erase invalid CTL/ITL files
  - ◈ Extension Mobility status, logout/in from CSV
  - ◈ Background image deployment
  - ◈ Screenshot report of phone displays
  - ◈ Bulk Key Macros to change phone settings such as ringtone settings on lines.
- Remotely test a phone's functionality.
- Remote Training/Support.
- Extension Mobility log in/off a remote handset
- Report containing display screenshots
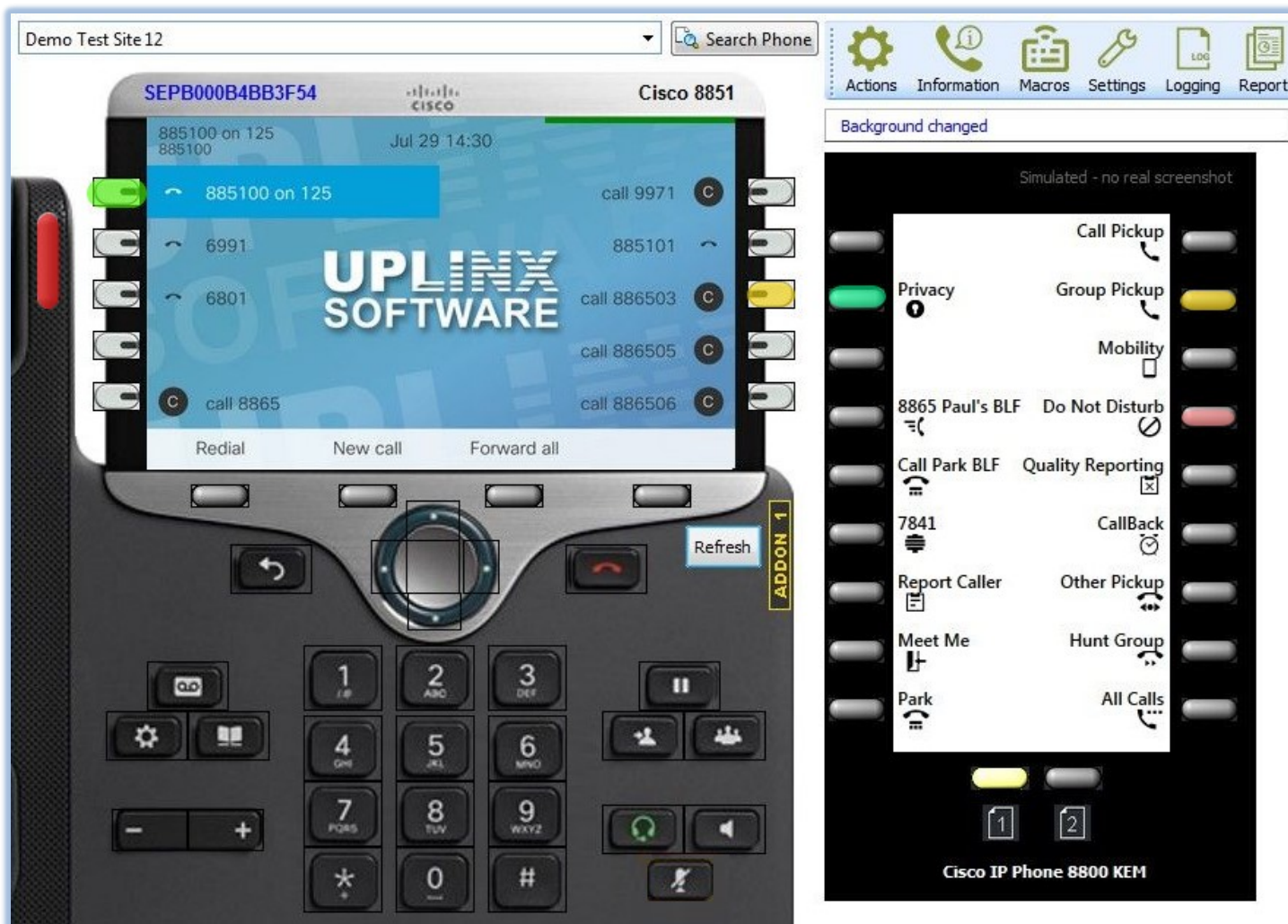
UPLINX Remote Phone Control shows a simulated yet very realistic layout of a remote Cisco phone by retrieving the display from the remote telephone and sending keystrokes made at the application to the remote handset via Cisco CTI. Buttons and softkeys even accurately represent the lamp color; Expansion modules are fully supported.

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Bulk Operations

The desktop edition of the UPLINX Remote Phone Control includes several wizards that are can easily perform everyday batch operations.

Save time and improve projects with the following wizards:

1.) Report on invalid CTL/ITL files

2.) Erase CTL/ITL files

Includes fully functional and **FREE** reports
For invalid CTL/ITL files on Cisco Phones
ⓘ

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

3.) Bulk Extension Mobility login and logout

Bulk operations on phones for Cisco Extension Mobility retrieve which user is logged into each phone and enable remote logout and login of device profiles (required for CUCM firmware upgrades or user migrations to new servers).

Use an Excel/CSV command file to execute commands in bulk or select phones via the interactive search in the GUI to group operations for phones.

4.) Bulk Background Images + Screenshot report

Deploy background images to the phone screen or generate a screenshot report of phones you choose.

5.) Bulk Key Macros to deploy phone settings

Web Edition for Helpdesks

The web edition of the UPLINX Remote Phone Control is installed on a Microsoft Windows Server/IIS web server and Microsoft SQL Server.

Helpdesks and operational support staff can then access the Phone Control Tool from any web browser to help telephony users.

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 requires no shared administrative passwords.

- Multi-cluster, multi-user support with granular reporting.

- CUCM and phone access are only required from the server allowing strong network security with firewalls.

- Web browser access requires no application deployment.

Features

- **Remotely control a phone** by sending key presses
- See the **phone display**
- Ringing sound is played on incoming calls
- **Cisco Call Monitoring** for calls in progress
- **Bulk Operation wizards** to efficiently 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. **Screenshot report of phone displays**
  6. **Bulk Key Macros** to change phone settings such as ringtone settings on lines.
- *Remotely validate a phone's functionality*. Remotely log in to an extension mobility profile, check the phone display, and place calls to troubleshoot connectivity issues without traveling or engaging end-users.
- *Remote Training/Support*. Support staff can remotely view and control an IP handset and talk to a staff member explaining unique features.
- *Extension Mobility* is fully supported to search for and remotely log in/off a remote handset with a user's Extension Mobility profile.
- **Report containing display screenshots** of selected phones. Verify phone screens after migration or background image deployments.
- *Screen Captures* can be taken and used to create user guides and complete build documentation.
- *Macros* repeat everyday tasks to one or multiple phones, such as setting background images and ringtones.
- *Multi-cluster support* allows IP handsets registered to different CUCM clusters to be accessed simultaneously.

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Web Browser or Desktop Application?

Web (Help Desk) Edition

The UPLINX Remote Phone Control web edition is a Windows Server web application that any web browser can access.

It is designed for helpdesks and operational support staff in security-sensitive environments like banks, insurance, and governments. You can also use it together with the UPLINX Provisioning System.

Compared to the desktop Windows application, it has strong security, detailed logging of any activity, and access filters to restrict actions and phones. Logging, reporting, and statistics of all operations.
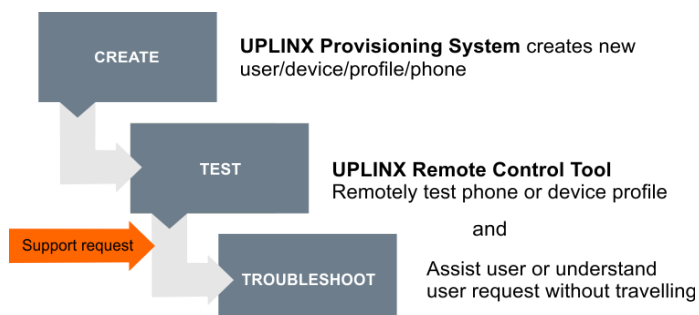
Desktop Application **VS** Web Browser
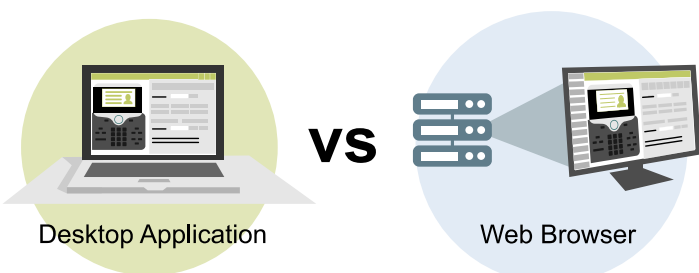
Engineering (Desktop) Edition

The Engineering edition is a Windows desktop application to troubleshoot and perform bulk operations on Cisco IP handsets. These include Bulk EM login/logout, erasing CTL/ITL files, deploying background images to phones, and updating phone settings with key macros. The Windows application is ideal for Cisco experts who do not require auditing of actions.

Easier and Better End-user Support

Viewing the phone layout and screen of the end-user makes it easier for support to assist end-users with problems or requested configuration changes.

CREATE — **UPLINX Provisioning System** creates new user/device/profile/phone

TEST — **UPLINX Remote Control Tool** Remotely test phone or device profile

and

Support request

TROUBLESHOOT — Assist user or understand user request without travelling

Supported Cisco Phones

The UPLINX Remote Phone Control tool supports the following Cisco Unified Communications phones:

- 7921, 7925, 7926, 8821 WLAN phones

- 69xx, 78xx, 79xx, 89xx and 99xx

- 88xx including 8831 Conference phone

- KEM & Expansion Modules more ...

Licensing

Web Edition

The UPLINX Remote Phone Control is licensed based on the number of CUCM clusters and phones configured.

Maintenance and support subscription ensures compatibility with new Cisco releases. For a demo, don't hesitate to get in touch with us at sales@uplinx.com

Engineering (Desktop) Edition

The Engineering edition of the UPLINX Remote Phone Control can be purchased online in the following license types:

- **Basic license (one user)**: only Remote control of unlimited phones on a single CUCM cluster for 3 years, $389. #

- **Standard license (one user)**: only Remote control of unlimited phones on _any_ CUCM cluster for 3 years, $589. #

- **Professional license (one user)**: Remote control of unlimited phones on _any_ CUCM cluster, including all features (incl. bulk wizards) for 3 years, $689. #

- **Enterprise License:** Incl. up to 12 Professional licenses for 1 year. #

User is one Windows user account on one Windows machine (real, virtual or on RDP server). Incl. all software upgrades for purchased years. All CUCM versions 9 to the latest are included, unlimited phones and end-users.

System Requirements

Web Edition

The UPLINX Remote Phone Control (web edition) runs on the UPLINX Service Platform (USP) as a standalone or integrated module. It runs on:

- Windows Server 2016 and later; 6GB RAM, virtualised environments (VMware, Hyper-V).

- IIS & Microsoft SQL Server

Desktop Edition

- Microsoft Windows 10 or Windows Server 2016 and later, recommended 6 GB RAM, i5 CPU or better.

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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. Places calls from remote IP handsets through voice gateways; log into phones using Extension Mobility.

- Providing the ability to remotely log on/off all Cisco Extension Mobility (EM) profiles for firmware updates.

For **end-users**:

- Support teams can remotely view and control Cisco phones to easily understand end-users' problems or requested configuration changes.

- Provide end-user training for unique phone features such as group pickup, conference, or hunt groups.

Videos and Screenshots
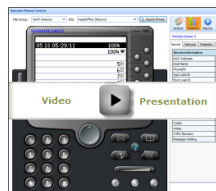
Latest videos and screenshots on
https://www.uplinx.com/phonecontrol/

Free Trial

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 3 phones for bulk deployments and may print 'no license' on images.
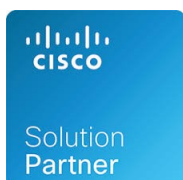
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