



## RemotePhoneControl

If you are like many organizations, you have staff in several buildings or in different communities altogether. When users are spread across environments, support becomes a challenge.

Singlewire Software's RemotePhoneControl application allows you to assist your users without incurring the expense for additional staffing or travel throughout the country. RemotePhoneControl allows authorized support staff to connect to and view the same telephone at which a user is looking, regardless of where the user is located. By viewing the image of the phone via a web browser support staff is able to quickly determine if there's a problem with the telephony infrastructure or if the problem is due to user error.

Because RemotePhoneControl is browser based, any authorized staff can use it. Plus, RemotePhoneControl allows you to do things beyond simply viewing any XML-capable phone, including:

- Display any XML-capable phone on your PC or laptop
- Viewing the operation of a phone
- Taking control of the phone
- Viewing multiple phones

RemotePhoneControl is different from Cisco's SoftPhone (which provides an actual telephone on your PC) in that it actually controls the remote telephone for testing, troubleshooting, and training purposes.

### Typical Users

The users who will find this application most useful include:

- **Remote Testing.** RemotePhoneControl can save time and headaches by allowing employees to perform testing between multiple sites remotely. For example, you are upgrading the Cisco UC environment for a customer. The servers are in Chicago, but there are remote sites in San Diego and Boston. Using RemotePhoneControl you can view phones from each of the remote sites and make test calls without the need to physically be there.
- **Helpdesk/Technical Support.** These departments will find the application particularly useful for troubleshooting and testing IP phones without having to send a technical support person to the phone's physical location.
- **Training.** The training department can use the application to show new employees the many features of the IP phone, and ensure they are using it correctly. Each employee can get individual instruction without the trainer having to visit each desk personally. Another common scenario used by Cisco UC partners is to train end users by projecting RemotePhoneControl onto the screen while instructing a class. In this way the users can see the image of the phone as it's being dialed by the trainer.

### Contact Us:

For more information on RemotePhoneControl, or to learn about other Singlewire IP Telephony applications, contact your local Singlewire representative today.

- Travel. For employees who travel, RemotePhoneControl makes it easy to check for missed calls and waiting messages, eliminating the need to constantly dial into the voicemail system and saving on long distance phone calls.

## Requirements

The requirements to use RemotePhoneControl include:

- Windows 2000, XP, Vista, or Linux workstation
- IP address of the phone
- Username and CallManager password for the phone
- Network connection

## Supported Phone Models

The following models of Cisco phones are supported:

- 6921
- 6941
- 6961
- 7911
- 7921\*/25\*/26
- 7931/37
- 7940/41/42/45
- 7960/61/62/65
- 7970/71/75
- 8961
- 9951
- 9971

\* For 7921 and 7925, the Message Waiting Indicator state is not available pending a firmware fix from Cisco.

### About Singlewire

Singlewire Software develops and supports innovative voice applications centered around secure, fast, and reliable mass notification capabilities. Our main application offerings: InformaCast, PushToTalk, and DORA allow our customers unprecedented control in designing mass notifications, assigning them to specific recipients, and determining the medium for dissemination—IP phones, IP speakers, email, etc.—all with the peerless capacity for customization to our customers' specific environments. Singlewire is devoted to maintaining the agility and imagination needed to fulfill our customers' needs and fostering an environment for successful partnerships between our customers and our company.

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