

# Phone Remote



**STOP** running around to resolve **phone issues!**

**VIEW** and **CONTROL** Cisco Phones from your **Computer.**



VoIP Integration Phone Remote is the ultimate remote control and troubleshooting tool which allows you to take control of a Cisco phone from anywhere with network connectivity.

Phone Remote sends keys which are interpreted as if the user had pressed the actual key on the phone. Screen updates show the screen as displayed on the device. This provides the perfect solution for remote troubleshooting, eliminating the need to send a technician to a remote site for most support requests. The ability to share the phone with a user also provides the perfect environment for remote training.

Phone remote provides the ability to view network and device information such as IP address, subnet mask, default gateway, DNS, TFTP, VLAN, serial number, hardware and software version, active and standby CUCM, time zone and much more.

View RTP stream statistics from the current or last call, see the codec, remote destination, packet loss, jitter and call MOS. These are perfect features to use in troubleshooting voice quality issues.

The ability to connect to phones via HTTP or CTI allows you to control a phone even when CTL/ITL issues would normally prevent access .

Phone Remote is ideal for troubleshooting remote site features such as SRST, conferencing, multicast and call routing without being on-site.

Help desk users enjoy the control of the actual phone and the fact they can see exactly what the end user is experiencing allowing for quicker resolution to support requests.



- View Actual Phone Screen**
- Fast 1 Second Refresh**
- CTI or HTTP Control**
- Supports most models.**

Supported Phone Models :  
794x, 796x, 797x  
7921-7926, 69xx, 89xx, 99xx  
7937, IP Communicator (Remote Control only)

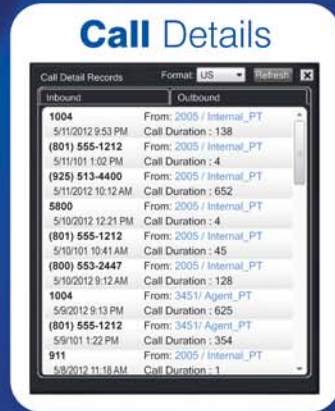
**Remote Control    Troubleshooting    Testing    Remote Configuration**  
**Training    Documentation    Dial Plan Verification    Remote Assistance**

# Intuitive Search

Quickly find phones by extension, description or device name. You can also access a list of recently controlled phones.

A drill-down tree provides for easy navigation through number ranges, locations, device pools, phone types and more.

## Drill-Down Search



## CDR Access

Quickly and easily access Call Detail Records for the controlled device directly from Phone Remote.

## Send Macro Key Sequences

Phone Remote comes with several pre-defined macros such as reset, restart, factory erase and delete CTL/ITL file. An advanced macro editor allows you to create an unlimited number of additional macros.

## Configuration Comparison & Editing

View and edit basic Cisco Unified Communications Manager settings such as Device Pool, Location, MRGL, CSS and more from within Phone Remote.

Easily compare the configuration of two phones to quickly pinpoint any inconsistencies.

## View & Edit



## Compare



# CTI and HTTP Control

With dual control vectors Phone Remote works in all situations, even when HTTP control is broken due to CTL/ITL or security by default issues.

## Screen Captures

Capture screen images to file, clipboard or image editor. This is great for developing training material.

## Direct Links

Direct links in Phone Remote open a browser window to take you directly to the device edit page in CUCM or the phones web page.

## Remote Diagnostics

Phone Remote includes diagnostic tools for the troubleshooting of phone issues.

A Ping and Trace utility allows you to specify the packet size to simulate difference codec's.

View current or last call statistics to aid in the resolution of voice quality issues.

### Ping & Trace

Phone	Net	Stream
Status	Inactive	
Local P	192.168.11.24	
Local Port	80018	
Remote IP	192.168.11.20	
Report Port	81172	
Tx codec	G711/20ms	
Tx Packets	655	
Rx Codec	G711/20ms	
Rx Packets	655	
Conceal Secs	0	
Jitter	0.0017 max	
Lost Packets	0	
MOS Avg	4.500	
MOS Range	4.487-4.500	

Refresh Rate: Fastest

Last Updated: May-31-12, 14:24:05

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### Real-Time Statistics



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