

Remote Phone Testing and Training Without the Headache



Singlewire® RemotePhoneControl

RemotePhoneControl®

by  singlewireSM
software



RemotePhoneControl

Many organizations 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 remotely view and control the user's telephone, regardless of where the user is located. By viewing and controlling 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.

RemotePhoneControl is Ideal for:

- Remote Testing. RemotePhoneControl can save time and headaches by allowing employees to perform testing between multiple sites remotely. 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, projecting a large image of the phone to an overhead projector.

www.singlewire.com/remotephonecontrol

 **singlewire**[®]
software