



Phone Management

ProVu's ProSys Phone Management Portal provides customers with an effective tool for managing their entire IP phone deployment. It is a valuable aid for support personnel enabling them to view all their deployed IP phones on screen, search for phones by MAC address or phone number plus view all phone settings and history as well as control firm-ware upgrades.

Prosys empowers your support team to make changes and view diagnostics directly, rather than walking the (non technical) end user through these steps over the phone.

A large number of IP phones can be deployed and maintained easily providing an efficient and professional service to the phone's users

This tool is ideal for technical and purchasing staff in:

- ITSPs
- SIP installers
- Anyone who supplies and provides support to customers using IP phones
- Facilities management

Features:

- View and monitor your deployed phones
- Search for phone by: MAC address or phone number (provisioned or actual)
- Ability to edit settings on phones (e.g. change the SIP username and password)
- Manage Firmware Upgrades
- Log of phone status information and errors.
- Log of firmware changes.

Benefits:

- **Faster resolution of problems**
- **Better and Faster customer service**
- **Makes life easier for your support staff**
- **Reduced support costs**
- **React quickly to operational problems**
- **Controlled and safe firmware upgrades**

Phone types:

The chart below shows which management features work on which phones:

							
Basic config	✓	✓	✓	✓	✓	✓	✓
Fake web interface	✓		✓				
Upgrade Tracking	✓	✓	✓		✓	✓	✓
Automatic adoptions	✓	✓*				✓	
Error reporting	✓						

* Limited phones

Phone adoptions:

You really can manage all your SIP phones: if you have phones deployed that were not purchased from ProVu, they can be added into your phone management system for a small one off fee.



Training

ProSys Management is simple to use and can be used without formal training. Our support people are on hand to help if you are unsure.

Should you want to use the advanced features and become a real expert we can run a training course for your team. This can be done at ProVu or at your offices.



API access

You can automate access to Prosys using our XML API. Your systems can talk directly to ours.



Want to find out more?

If you would like to see how our phone management system can help you, we will be happy to arrange an online demonstration and discuss with you how we can help meet your phone management needs:

Please call us on 01484 840048

What is ProSys

ProSys is made up to three useful tools:

Order



Allows you to order hardware, add configuration and drop ship the products to your chosen delivery address (even with your logo) for next day delivery.

Track



As our standard delivery comes with tracking you are able to monitor your parcels until they are received.

Manage



So that throughout a phones life you can easily and quickly manage and update phones.

Find out more at <http://www.provu.co.uk/prosys>

Become a ProVu reseller today, visit <http://www.provu.co.uk/reseller>