



Nortel Remote Management Program

IP Office Techs is pleased to announce our new Nortel Remote Management Program. It allows us to dial into your system and program your Nortel System without your interaction. We can add users, change auto attendant settings and more - all without a trip charge and faster than waiting for an onsite technician!

How It Works

We provide you with a remote programming interface (RPI). You connect this to an unused phone port on the system, or swap it out for a working telephone while we are doing the programming. Then we call and walk you through some basic setup steps and you're good to go. If you need help with the one time step of getting the remote device setup, we can find you a local tech who can do it for you.

Cost Savings

Service calls can cost between \$110.00 to \$200.00 for someone to come out and program or troubleshoot your system on site. For the cost of no more than 2 onsite visits you can have the RPI installed and ready to go. There are no monthly charges. You own the equipment. As an incentive, we will give you your first 30 minutes (or one session) for no additional charge, After that, the minimum 30 minute sessions are \$50 each.

In the not so distant past...

We used to call our remote customers on their cell phone and then walk them through time consuming steps by entering cryptic button presses on one of their telephones. This back and forth dialog typically doubled the time it takes to get the programming done, thus increasing your remote charge. With the RPI device, a skilled programmer can get the job done in half the time.

Let's Get Started

Give us a call and we will send you your very own Remote Programming Interface. The complete cost for getting it out to you and set up is \$199.00 and includes the first 30 minute session free. You can wait up to 90 days to use your free session. If you need onsite assistance from a local tech for setup, prevailing additional onsite rates will apply.

IP OFFICE TECHS LLC

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nortel-service.com