Application Note – Using Cisco OnPlus Service with Cisco UC320 Voice Deployments.

The new Cisco OnPlus™ Service (available currently in the US and Canada) greatly expands a Cisco VAR's visibility, access and control of Cisco UC320 deployments. Cisco VARs that have, or are moving towards, a managed voice service practice can utilize Cisco OnPlus™ Service with the UC320 to drive efficiency and profitability.

Cisco OnPlus™ Service is a cloud-based platform that enables channel partners to economically deliver managed network services through discovery and monitoring of the entire small business network.

Cisco OnPlus offers enhanced managed functionality for the Cisco UC320 solution components, including phones, switches, and analog gateway devices.

Key Cisco OnPlus functions that can be used with the Cisco UC320 Unified Communications solution include:

Function	Benefits
Discovery and Asset Inventory	Use OnPlus to discover and build a topology for the network the UC320 resides on. Build an assets inventory for serial numbers for the UC320, any Cisco Switches or AP's and Cisco IP Phones
Remote Connectivity without a static WAN address	For Adds/Moves/Changes, use OnPlus to easily connect to the UC320 and other Cisco devices on the network without a static WAN IP address, without establishing a VPN, and without port forwarding
Warranty & Service Contract Status for UC320, Phones, Switches Etc	Use OnPlus to track, display and be alerted for Cisco Product Warranty and Service Contract Status
Field Notice and PSIRT information	Use OnPlus to automatically receive Field Notice, PSIRT Security Alerts, and End of Life Notifications for Cisco hardware and software
Remote Monitoring & Alerting	Use OnPlus to set up remote monitors and be automatically alerted for site or devices status
Configuration Back Up and Archiving	Use OnPlus to automate ongoing configuration back ups of the UC320 and other Cisco devices and keep an archive in the OnPlus cloud

Firmware Updates	Use OnPlus to remotely push firmware updates to the UC320 and other solution components
Reporting	OnPlus provides automated reports that can be sent to customers providing a summary of inventory, events and tasks that have been performed on the system
PSA Integration	Use OnPlus to send alerts to Connectwise or Autotask ticketing systems for maintenance scheduling and billing of tasks for the system