

Mitel Platform Integration

Gain Enhanced Functionality and Additional Benefits

Designed For Compatibility With The Mitel 3300 and SX2000



Data Track has had a long standing partnership with Mitel for many years, working closely with sales, operations and product development. We have invested heavily in the Mitel relationship and can deliver tightly integrated solutions that benefit the management of your network.

If you use the Mitel SX2000 or 3330 VoIP communications platforms, then we can provide call management, call recording and PBX maintenance and alarms solutions that help you to maximise the return that you get from your network and manage it more efficiently.

"Data Track Technology is a long-standing partner of Mitel, offering comprehensive integration with our market leading IP Communication solutions. Mitel's customers have been delighted with the products, service and support from Data Track and we look forward to developing our partnership to offer further benefits for our joint customers."

Graham Bevington, EMEA Managing Director, Mitel



Call Management For Mitel

Discover how Eclipse CMS lets you import your Ops Manager information for configuration and how you can trace calls or merge cluster sites together.



Call Recording For Mitel

Activ! Voice uses the Mitel SRC and full use of the MiTai and OAI links so that you can easily implement comprehensive call recording on the Mitel platform.



PBX Alarm Management For Mitel

Capture and filter PBX alarms from your SX2000 or 3300 voice network against user defined rules before forwarding to your alarm management software.



PBX Tools For Mitel

Setting the current date and clock time on your Mitel PBX estate is a chore. PBX programming is time consuming. The clock set tool can automate the whole process.



Eclipse AMS - the complete solution for the management of large or small multi-vendor networks.

Saving Time and Cost

By eliminating the need to manually collect and document alarms, AMS removes a time consuming and non-productive stage in the alarm handling process, allowing a significant reduction in operating cost. Skilled personnel can be focused on more complex tasks such as analysing and clearing real faults. The AMS SQL database provides a continuously updated overview of the status and performance of the system, thereby helping you to deliver the highest level of service.

Alarm Display

New alarms can be set to generate an on-screen pop up alert and an audible signal. Alarm data can be filtered for reportable events, data can be translated and predetermined actions taken. The appropriate response can be configured differently for each alarm at each site. Up to 100 lines of text can be added as a clearance report. AMS supports multiple workstations so that a number of users can manage the system in a highly efficient manner.

Simple to Use and Configure

The simple to use Windows interface allows users to quickly and easily configure Eclipse AMS for any number of remote sites. Non-technical personnel can add sites, group and link sites, configure alarms, assign engineers to rotas and draw a network schematic with minimum training. Administrators can assign user rights via a username/password system.

Alarm Audit Trail

AMS keeps a full history of alarms including who acknowledged and cleared them together with the clearance report. This audit trail includes any engineer callout information, it can be sorted by any of the fields and used to produce management reports.

Operational Status at a Glance

Operational status of sites can be viewed on-screen in a number of different user selectable views. Status can be viewed by site, on a schematic diagram or in a list format according to individual user preference. In each case alarms are colour coded to show if they are new, pending, or have been cleared. Sites can be grouped by customer, contract or location; each group icon will reflect the status of the highest priority alarm in its group. Any number of groups can be configured.

Sorting and Reporting

Alarms can be sorted on-screen by any of the database fields in any order. A number of shortcut buttons can be configured to instantly sort alarms around preset criteria, e.g. critical alarms for site X for the last 24 hours. The powerful sorting feature enables a number of reports to be produced; these can be displayed on-screen or printed. The system is able to produce alarm dockets that can be distributed to field engineering staff.

Alarm Re-broadcast

Selected alarm messages can be automatically (or manually) rebroadcast via e-mail or SMS to relevant personnel. This facility presents users with alarm information without the need to actively monitor the Eclipse AMS application. Users are able to initiate remote sessions with equipment using IP or PSTN connectivity by simply clicking on a site icon.

Integration with Corporate Systems

AMS can be used as a front-end collection and filtering system for corporate management systems. Alarms can be captured, acknowledged, filtered and converted to an SNMP trap for onward transmission; SNMP Get commands can be used to synchronise the databases.

