

Management Application Platform for all Mitel Switches and Applications Suite

Alarm Management – Alarm Reset - NTP Clock Sync – CDR Storage – Fraud Detection – Secure Access



Available for

- Mitel 3300
- Mitel SX200
- Mitel SX2000
- Mitel 6100
- Intertel 5000
- Enterprise Manager
- Nupoint Messenger
- Commander
- Teleworker
- Quick Conference
- Mobile Extension
- Secure Recording Connector



Mitel's line of IP-PBX's address both small business and large enterprises, providing extensive telephony features, robust call control, and support for a wide range of innovative desktop devices and applications.

A Mitel communications system is a vital business tool that needs to be working and fully available all the time. What would it cost in terms of lost business if a system stopped working, even for a short time? What would be the effect on company image and customer satisfaction? Clearly anything that can be done to reduce the likelihood of this occurring has to be a sound business investment.



The Tracker Management Application Platform has been specifically designed to enable you to monitor and manage these class leading installations in the most efficient way.

It will monitor all Mitel switches and applications suite for alarms, filter them for importance and deliver them to your management centre. In addition it provides a platform to enable you to offer additional recurring revenue opportunities to enhance your service offering to your customers. This will lead to increased customer satisfaction and reduced customer churn.



Pro-active Maintenance for your Mitel communications systems

Reduce costs – Increase recurring revenue– Maximise user

Reduce costs – Increase recurring revenue – Maximise user satisfaction

Alarm Monitoring

The Tracker will monitor the health of your Mitel communications system, day and night, all year round. It will raise an alarm if a problem starts to occur. Armed with this information you can remotely access the system and minimise the effect. Very often you will be able to clear the problem before your users or customers have noticed it. Should it be necessary to go onsite, you can schedule an engineer to arrive with the necessary replacement spares at the earliest possible opportunity.

Alarm Reset

Some alarms can be important but they are of a fleeting nature i.e. a trunk circuit can go down for just a few seconds. The Tracker unit can delay alarm delivery until it has tried to reset the alarm condition or an alarm clear has been received. This feature can significantly reduce the number of alarms received by a management centre and the associated overhead of having a maintenance engineer perform this function.

NTP Clock Sync and Daylight Saving

The Tracker unit can synchronise its internal clock using NTP (Network Timing Protocol). The NTP server can be local or on the internet. The Tracker can then synchronise the MN3300 clock to make sure it is totally accurate. This application uses a location offset to ensure that local time is used and can be scheduled to run at certain times so ensuring that daylight saving is automatically updated twice per year.

Real-Time Fraud Detection

Each year businesses lose significant amounts of money due to internal abuse or external fraud. The Tracker can check calls as they happen and notify you immediately if it finds suspicious calls or call patterns. If such activity is detected then one or more alarms can be delivered to different management centres. The Tracker helps combat the menace of voice fraud and abuse and provides your customers with peace of mind; it is a great value added service.

Alarm Filter

Using the Tracker you can filter alarms so that only 'real' alarms are reported. Filtering can be by severity, rate of occurrence, time of day etc and there are Mitel specific filters supplied that you can alter to meet application needs.

Filtering reduces the number of alarms delivered to your monitoring centre thereby lowering operational overheads and improving efficiency.

Alarm Delivery

The Tracker unit can receive alarms in the form of SNMP traps, serial ASCII data, contact closures, syslog messages or log files. These can be filtered and then delivered to one or more management centres using IP or dial up communications. Alarms can be delivered as an SNMP trap, UDP datagram or ASCII text. A MIB is available for SNMP alarm management systems.

CDR Storage

The Tracker unit features 256MB of non volatile memory for data storage; expandable to 2GB. This can be used to store vast amounts of CDR data from one or more switches. CDR data can be collected via a serial port or Ethernet connection. The stored data can be retrieved as required by IP or dial up or the Tracker unit can be set to FTP it at regular intervals to a suitable FTP server.

Secure Access

There are a number of ways of providing secure access to remote Mitel communications platforms. The Tracker unit has many advantages as it can keep an audit trail of activity, have multiple username/password combinations, has secure menus to control features exposed to users, a built in firewall to limit access to specific ports not just IP addresses, use network address translation (NAT) and can provide serial port connectivity.



The Tracker – the perfect way to manage Mitel switches and applications suite.

