

IP Telephony Management Designed Specifically for Nortel

Teltronics Nortel Monitor Probe for CS1000 delivers the comprehensive service level management metrics and tracking tools required to ensure the optimal performance and maximum availability demanded by IP Telephony users.

Comprehensive Performance & Availability Management

Leveraging decades of telephony and alarms management experience, Teltronics Intelligent Service Level Management (iSLM) goes beyond basic monitoring and alarms management to proactive service level, application, and infrastructure management. The Nortel Monitor Probe for CS1000, a fully integrated component of Teltronics Nim-BUS, is designed specifically to receive/capture, process, track, display and report performance metrics in a Nortel IP Telephony environment.

Scalable, Extendable Solution

Combine the Nortel Monitor Probe for CS1000 with any of Teltronics' iSLM network and voice quality probes to create a unique and robust Service Level Management solution that can be extended to provide comprehensive management of the elements that impact the end user's experience of Voice over IP (VoIP):

- Nortel CS1000 components and peripheral equipment
- Network infrastructure
- Voice quality

Nortel Components and Peripherals

The Nortel Monitor Probe for CS1000 retrieves system inventory of major components:

- Call Servers
- Signaling Servers
- Media Gateways
- Network Routing Servers
- IP Telephone sets

The probe also assists in tracking:

- Phone hardware and firmware versions
- Software serial numbers
- Patch information

Performance metrics and system status can be displayed in Dashboard views, incorporated into Service Level Agreements (SLAs) and monitored for compliance, or used for trend analysis to proactively respond to impending fault conditions:

- PRI status, including the D-Channel
- Call Processor CPU/Memory/Disk metrics
- System component connectivity and availability
- Loop errors (detect error/re-enable loop)
- T1 circuits (disable/enable and clear error counters)
- Disabled I/O devices (detect and re-enable)

Network Infrastructure

The performance and availability of the network infrastructure directly impacts voice quality in Nortel IP Telephony applications. To ensure optimal performance and maximum uptime, the Nortel Monitor Probe for CS1000 monitors:

- System and network infrastructure interface traffic
- Socket-based network services

Voice Quality Management

The Nortel Monitor Probe for CS1000 works in conjunction with various VoIP gateways and IP phone devices to obtain voice quality exceptions in the form of Nortel generated alarm events. In addition, Teltronics Voice Quality Monitor (VQMonitor) probe and VQProbe™ provide proactive monitoring including the real-time and completed call data necessary to ensure maximum performance, exceptional reliability and the highest level of call quality.

Teltronics Nortel Monitor Probe for CS1000 - Performance Metrics

Nortel IP Telephony Element								
Performance Metrics		Call Server	Signaling Server	Media Gateway Controller	Voice Gateway Media Card	Network Routing Server	Layer 2 Elements	Edge Router
	CPU Usage	✓						
	Memory Usage	✓	✓	✓	✓	✓		
	Disk Usage per Drive	✓	✓	✓	✓	✓		
	Critical Process Status	✓	✓	✓	✓	✓		
	Physical Inventory	✓	✓	✓	✓	✓		
	Voice Quality Analysis		✓					
	System Message Analysis	✓	✓	✓	✓	✓		
	Interface Traffic Usage/Loading	✓	✓	✓	✓	✓	✓	✓
	Network Connectivity	✓	✓	✓	✓	✓	✓	✓
	Trap Reception & Analysis						✓	✓
	Patch Information	✓	✓	✓	✓	✓		
	Serial Numbers	✓	✓	✓	✓	✓		
	PRI Status				✓			

About Teltronics:

Teltronics, Inc. is a leading, global provider of innovative communications solutions that enable our customers to increase revenues, decrease costs and improve productivity. The Company designs, develops and manufactures electronic equipment and applications software systems that enhance the performance of communications networks. Teltronics develops VoIP and digital voice communications platforms and software and contact center solutions for small-to-large size businesses and government facilities. Teltronics is also recognized as a leading provider of network management solutions enabling enterprises and ser-

vice providers to effectively monitor and maintain voice and data networks. All products are manufactured in an ISO 9001:2000 certified factory and the Company serves as a contract manufacturing partner to customers nationwide. Further information regarding Teltronics is available at the web site, www.teltronics.com.

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