

APPLICATION PROFILE

IP ENABLING A PBX SYSTEM

THE CHALLENGE

Managing a company's PBX system can be challenging, often requiring dedicated personnel or contractors to maintain the system. Many organizations, from small offices to large corporations, still require dedicated resources to trouble shoot, configure, and upgrade PBX systems on a regular basis. In many cases there are multiple offices and resources are limited, so offsite administrative tasks are often completed using an analog modem, which is costly, slow and cumbersome.

PRECIDIA'S SOLUTION

Precidia's Remote Access Devices, including the *iPocket232* and *Ether232Plus*, connect serial equipment such as a PBX to an IP network. Using a Precidia device the serial port of a PBX can be network-enabled by connecting it to the company's LAN/WAN or other IP network, making it instantly accessible from a central location. These devices provide manufacturers, resellers and end users with an extremely flexible and cost-effective way to network-enable PBX systems. Using a Precidia device reduces the personnel costs associated with monitoring a PBX system in local and/or remote areas, because the system is monitored in real time from a central location on the network, using a standard PC.

For use with legacy PBXs from all manufacturers including Mitel, NEC, Nortel and Avaya, this simple 'plug and play' solution extends the service life of an expensive PBX system and simplifies the management and maintenance.

Configuration with a Precidia Device:



BENEFITS

End users, resellers and manufacturers of PBX systems realize several benefits by implementing a Remote Access Device:

Cost Savings

The device seamlessly installs into the serial port of the PBX system, requiring no upgrade or replacement of older, operational equipment.

It allows existing equipment to communicate from remote sites by linking to the LAN/WAN or other IP network. The solution utilizes existing infrastructure, eliminating the need to purchase additional equipment and phone lines.

Remote Administration

Using the Precidia device, the user's IT department can remotely configure, maintain and upgrade the PBX system without having to leave the office – offering significant savings in support time and resources. The device also has the capability to perform automatic routing of traffic to backup for disaster recovery.

Remote Diagnostics

The Precidia device facilitates remote configuration and diagnostics. This feature offers vast cost savings, by eliminating additional modems and the need to dispatch personnel on service calls. In addition, there are statistics available from the Precidia device via an embedded web server, further simplifying maintenance and diagnostics.

CONCLUSION

With organizational resources stretched to their limits, PBX users are searching for solutions, which will make better use of existing equipment and systems. There has been a growing trend towards IP enabling PBX systems to remotely monitor and manage administrative tasks via the LAN/WAN or other IP network. Precidia's solution offers additional value to PBX system manufacturers, resellers and customers by improving productivity and providing significant cost savings in resources.

The Precidia PBX solution can respond to similar challenges in industries ranging from broadcasting, building automation and security.

For more information, please contact:

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