

APPLICATION PROFILE

ADDING A SERIAL PORT TO A PBX SYSTEM

THE CHALLENGE

With the growing scope of functionality found in a PBX system, organizations are relying more and more on the system as a channel for sales and information flow. The sheer functionality of the PBX system is increasing the demands upon IT personnel to maintain performance and availability of the system.

In order to meet these demands, network managers and systems administrators need a means to extend the life of the PBX system without incurring huge costs. Many organizations, from small offices to large corporations, use the PBX system's serial port to operate a CRM system and/or to perform administrative tasks. With the number of these administrative tasks and programs steadily growing, many organizations have exhausted all the serial ports available on the PBX system, limiting the use and life of the system.

PRECIDIA'S SOLUTION

Precidia's Remote Access Devices connect serial equipment to an IP network. The inherent design of these devices makes them ideal for another purpose: providing an additional, functioning serial interface to a PBX. Using a Precidia device you can connect to the Ethernet interface of the PBX system, leaving the Precidia device's RS232 port available for your CRM or other programs. These devices, which include the compact *iPocket232*, provide manufacturers, resellers and end users with a simple and cost-effective way to add a functional serial port to the PBX system. Using a Precidia device, organizations are able to continue running programs and performing administrative tasks through the serial ports, extending the service life of the PBX equipment.

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 can realize several benefits by implementing a Remote Access Device to add a serial port:

Cost Savings

The device seamlessly installs into the Ethernet interface of the PBX system, requiring no upgrade or replacement of operational equipment. It allows existing equipment to communicate with various programs requiring a serial interface. The solution utilizes existing infrastructure, eliminating the need to purchase additional equipment.

Improved Operational Efficiency

By connecting the IP enabled PBX with serial-based legacy applications, operators can streamline the flow of information and maximize data usage. For example, within the hospitality industry, hoteliers can feed voice mail data from the PBX to the hotel’s accounting system to improve customer billing.

Retained Administration Capability

Using the Precidia device, the user’s IT department can still maintain the functionality of the PBX system and perform administrative tasks without exhausting the serial ports – offering significant savings in support time and resources.

CONCLUSION

With organizational resources stretched to their limits, PBX users are searching for solutions, which will make better use of existing equipment and systems. 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.

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