



MITEL

Management Access Point

Reduce Your Service Costs and Improve Customer Satisfaction

The Mitel® Management Access Point is a gateway for remotely administering, monitoring, and servicing Mitel Integrated Communications Platform (ICP) and traditional PBX systems. Installed on a customer LAN, the Management Access Point provides service technicians with an access point into remote customer networks, maintenance and diagnostic ports (serial and IP), as well as 24 / 7 alarm monitoring to proactively alert you to customer problems. It provides service technicians with a consistent remote service interface, so that they can efficiently resolve their customers' problems without asking them to relinquish control over access security. This greatly reduces service and maintenance costs with fewer on-site visits and drastically improves response times.

Customer Security

Management Access Point offers the latest in dialup networking and Virtual Private Network (VPN) security, including MS-CHAPv2 and 128bit encryption support for Internet VPN connections as well as CLI-based or IP-address screening. It also offers a firewall that restricts access to customer-specified IP addresses and service ports. Only with customers enabling a one-time privileged connection, can firewall rules be changed or the Management Access Point be reconfigured.

Easy Configuration and Operation

The Management Access Point is easy to configure based on a simple menu-driven interface. Scripts can be created to speed installations and reduce errors. Remote service engineers can easily establish connections based on Microsoft dialup networking and VPN client capabilities.

Alarm Monitoring

All Management Access Point units include integrated alarm-monitoring capabilities for the Mitel 3300 Integrated Communications Platform (ICP) and the Mitel SX-2000® LIGHT. Management Access Point units continuously monitor customer systems and relay alarm conditions via SNMP, dialup, or email to one or two destinations. Upon receipt of an alarm from a 3300 ICP or SX-2000 system, the Management Access Point unit automatically interrogates the device to obtain details on the alarm to include with the alert to help immediately determine the urgency of the situation. A single Management Access Point unit can monitor multiple systems up to its device limit of five or 16, depending on the model. See specifications table.

Basic Unit Specifications

Data Memory:	96M of memory available for storage of user data
Modem:	V92, V42bis and MNP5
Console Port:	RJ45 serial, 19200bps, 8 bit, no parity, 1 stop bit
Serial Ports:	300bps – 115200bps, 15 meter maximum distance cable
Ethernet 1 - LAN:	10/100 base-T for connection to customer network or DMZ firewall port (requires static IP)
Ethernet 2 - WAN:	10/100 base-T for external WAN access in Management Access Point E/M/S/U only
Security Firewall:	Menu configurable based on IP device limit, NAT, proxy
Supported Protocols:	PPP, PPTP, FTP, UDP, TCP/IP, TELNET, SNMP, CHAP, MS-CHAPv2
Alarm Monitoring:	3300 ICP and SX-200 SNMP alarms traps support included. Generic ping monitoring of availability for any device/link. Configurable daily comfort "all OK" notifications. Notification delivery to up to 2 destinations via email, SNMP, or proprietary dialup
AC Power:	90-265Vac, 8AV nominal, 50/60 Hz
UPS:	3 hour internal UPS included in E/M/S/U model only
Operating Temperature:	0° to 40°
Humidity Range:	5% to 95% non-condensing
19" Unit (1U):	Width 434mm, height 44mm, depth 220mm, weight 2.5kg (Management Access Point E/M & E/M/S/U)
6" Pro Unit:	Width 80mm, height 44mm, depth 150mm, weight .38kg (Management Access Point Pro)
MTBF:	80,000 hours
Safety:	EN60950 1993, UL, CSA
EMC:	Susceptibility EN 50082-1: 1992 Emissions EN 55022: 1995 class A CE certified 2001 FCC compliance, part 15 class A, part 68

Management Access Point – Port Specifications

Mitel Part Number	Description	10/100 Ethernet	Modem	Console Port	Serial Ports	Managed Devices	User Memory	UPS
51008940	Management Access Point Pro	1	1	1	1	5	96M	No
51008924	Management Access Point E/M	1	1	1	1	5	96M	No
51008926	Management Access Point E/M/S/U	2	1	1	2	16	96M	3 hr

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GD 392_923 PN 51005601RD-EN

