



MITEL

Management Access Point

The Mitel® Management Access Point is a gateway for remotely accessing, monitoring, and servicing Mitel Integrated Communications Platform (ICP) and traditional PBX systems over public broadband and PSTN connections. It greatly reduces service costs by reducing engineer site visits and drastically improves response times in resolving customer issues. And, it allows you to efficiently solve customer problems without compromising your customers' need for security control.

Reduce Costs

The Management Access Point allows you to remotely administer and troubleshoot installed Mitel systems via traditional PSTN lines or high speed broadband links. This saves on expensive engineer site visits when not absolutely necessary.

Reach Customers and Raise Revenues

The Management Access Point includes an alarm-notification application so that remote problem investigation can be performed before a customer is even aware of an issue. This is a great opportunity to increase revenues by selling customers an enhanced service.

Reassure Customers

The Management Access Point provides a high level of customer protection for broadband Internet and dial-up connectivity. Along with advanced MS-CHAP version 2 authentication capabilities and MPPE encryption, Management Access Point employs source IP address restrictions to prevent potential hackers from establishing a VPN connection. When combined, the customer-controlled security features standard in all Management Access Point models provide a highly secure and reliable solution.



| Feature | Benefit | Description |
|-----------------------------|--|--|
| Remote access | Reduces technician site visits. Lowers maintenance costs. Resolves issues quicker than with engineer site visits. Improves customer satisfaction. | Connectivity for administration and trouble-shooting. |
| Alarm notification | Increases revenue through enhanced service. Improves customer satisfaction. | Notification for alerting service provider of alarm changes. |
| CLI-based call screening* | Ensures connections are available only to authorized telephone numbers. | Screening of in-bound modem calls based on originating phone numbers. |
| IP address screening | Ensures connections are available only to authorized IP addresses. | Screening of Internet VPN tunnel connections based on originating IP addresses. |
| Secure authentication | Ensures security of remote access. | Inability to sniff, capture, or replay passwords. MS-CHAPv2 forced for highly secured VPN connections. |
| Embedded firewall filtering | Ensures security of remote access. | Restriction of LAN access to select Mitel devices and ports. |
| Audit trail | Ensures security of remote | Tracking of configuration changes during privileged connections. |

*CLI-based call screening is available in USA, Canada, UK and France

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