

Codima VoIP Monitoring & Troubleshooting Toolbox

Call Quality Boosts VoIP Usage

Organizations choose to implement VoIP because it is cost efficient and feature-rich. However, in order to get the most out of VoIP technology, it needs to be regularly maintained to ensure that service levels for call quality are met and expensive downtime is avoided.

Improving call quality not only reduces expensive downtime but also boosts the end user experience and increases adoption and usage.

Out of the Box Monitoring & Troubleshooting

The Codima VoIP Monitoring & Troubleshooting Toolbox delivers easy to use core VoIP management for SIP and Cisco Skinny networks to monitor Quality of Service (QoS) and troubleshoot VoIP networks in real time.

This comprehensive set of tools is ideal for customizable and scalable solutions for help-desk and network operations centers (NOCs). Furthermore, no setup is required as it runs out of the box.

Real Time Intuitive Troubleshooting

The Codima VoIP Monitoring & Troubleshooting Toolbox offers users intuitive troubleshooting capabilities to allow them to prioritize and address the most pertinent problems or errors first.

The Toolbox identifies problems and errors in real time and determines if error reports are intermittent or persistent. It also pinpoints if errors are critical (for instance at the registration or invite state) or less critical (for instance in the cancel stage). It also highlights any problems that are currently affecting users.

Included in the toolbox is Phone Software Analysis which spots patterns affecting specific phone manufacturers or software levels. Other tools include QoS Analysis using information gathered from monitoring RTCP and RTP, in depth Error Code Analysis, Registration Analysis, VoIP Server Analysis and an integrated expert system uses information gathered from history databases and other sources to look for correlations between key statistics in history charts.

VoIP Troubleshooting Grid



One Click Management

The unique One Click Management and dashboard approach make it easy to navigate all diagnostics. From a single point, users can view phone status in real time, track errors, registration problems and view QoS SLAs, speeding up fault detection and making troubleshooting

much more effective.

Call Logging and Call Analysis

The toolbox includes a real time Call Analyzer to show the dialogs involved in setting up, clearing calls and error reporting. It also maintains an on-line Call log. The SQL Call Logging Add on provides Long term logging of this Call information to an SQL Database

VoIP Simulation

The Codima VoIP Monitoring & Troubleshooting Toolbox can be used with any type of VoIP network to simulate synthetic phone traffic and monitor ongoing QoS for user selected key paths in the network 24/7.

Comprehensive QoS Analysis

The root cause of QoS issues can be isolated as QoS information, including MoS/"R" values is automatically calculated and tracked historically, for every phone, and for up to 50 user defined phone groups, or for the entire network.

Cisco Approved

The Codima VoIP Readiness Toolbox is part of an integrated solution that includes automatic asset inventory and direct visualization in Visio®. This complete, cost effective network management solution delivers a return-on-investment within the shortest payback time. Cisco endorses the use of the Codima VoIP Monitoring & Troubleshooting Toolbox by its partners for post deployment monitoring and troubleshooting of Cisco Skinny networks.

Key Features

- Seamless VoIP monitoring and QoS measurement ensures good call quality experience for end users
- Easy to deploy with minimal configuration needed
- Identify and prioritize problems and errors in real time for easy troubleshooting
- One Click Management and clear dashboards make it easy to navigate
- 24/7 QoS Tracking using a comprehensive set of tools to provide analysis globally, by phone or by user defined phone groups

Tools

Asset Inventory & Reports ■ Mapping ■ Visualizing in Microsoft® Office Visio® ■ Multi-site Scheduler ■ IP Pinging ■ Global Alarm System ■ Protocol Analysis ■ Passive Analysis ■ VoIP Monitoring ■ VoIP Troubleshooting ■ Frame Flow Analysis ■ VoIP Simulation ■ Reports Manager ■ Remote Manager ■ SQL Call Logging ■ Remote Probes

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