

TELNET INSIGHT

Are you using voice over IP?

When migrating to voice over IP, the most common point of failure is your local network. To avoid a headache during the turn-up process, the most important thing to know is whether or not your network is ready for a new VoIP installation. TelNet Insight is an all in one solution that will assess your network, monitor your phone system after installation, and provide key troubleshooting tools to diagnose and resolve issues.



VoIP Network Assessment

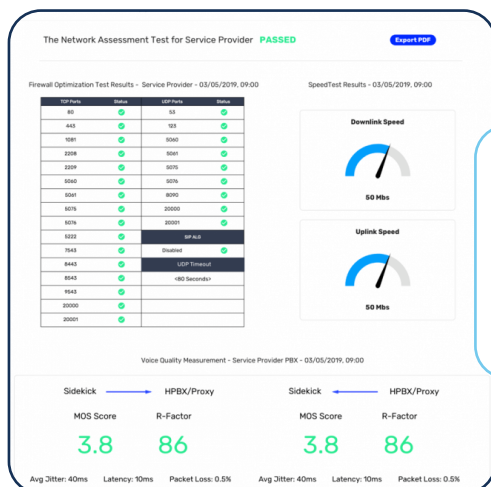
We make sure your network is ready by installing the TelNet Insight Sidekick. This device runs an initial VoIP network assessment to identify any issues or network settings that need to be changed before the installation of your new VoIP service.

Voice Performance Monitoring

After service activation, we will continue to monitor the network and phones to send alerts for setting changes, VoIP quality performance, device registration, and much more.

Troubleshooting Tools

You can perform and schedule a variety of network and VoIP tests all from our Customer Portal! These tests help identify issues by empowering you to perform packet captures, capture SIP Signal Data, and review historical reporting for fast troubleshooting.



- ✓ Validates all required TCP & UDP ports are open on the firewall
- ✓ Runs a Latency & Bandwidth test, SIP ALG, UDP Timeout, and Double NAT Discovery
- ✓ Makes real VoIP calls to validate performance

Know if there is an issue before users report it!

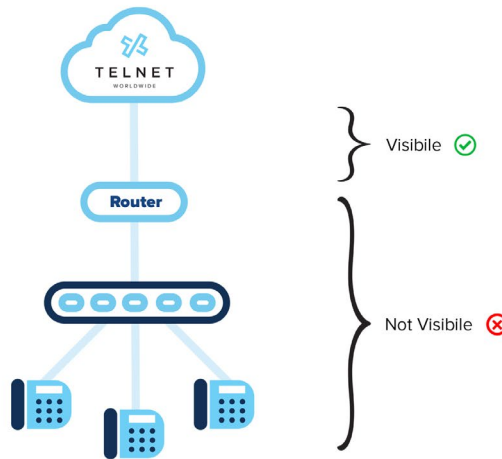
Daily LAN and Performance Monitoring

- Monitor VoIP critical network settings and send alerts when they are not optimized
- Diagnose poor VoIP quality with industry leading network path and performance analytics
- Monitor the status of telecom devices on your network and alerts when a problem is detected

The Insight Difference

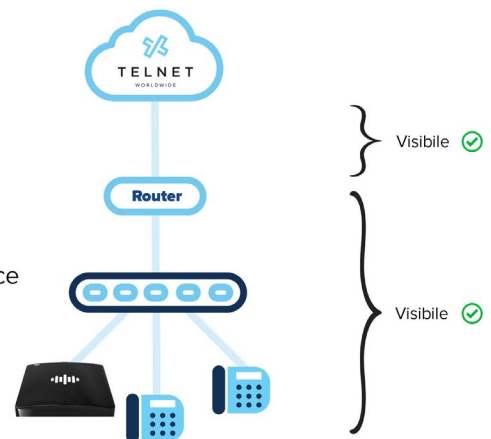
VoIP Deployment without Insight

- ❌ No monitoring or alerts for potential LAN issues
- ❌ Network issues blur into poor service provider quality perception
- ❌ VoIP service provider has no visibility into customer's network
- ❌ No historic baseline for network & call quality performance
- ❌ Troubleshooting puts the burden on the customer to resolve, and can significantly increase the time to resolution for VoIP issues



VoIP Deployment with Insight

- ✅ Monitors network and sends alerts for potential LAN changes and issues
- ✅ Clearly identify network settings that can lead to issues
- ✅ Provide key data to TelNet for troubleshooting
- ✅ Establish baselines for VoIP & network performance
- ✅ Significantly decrease time to resolution on VoIP issues with relevant network and call data



TelNet Insight

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