SMART and TMA

Self Monitoring And Reporting Technology

GAI-TRONICS®

- **• Ensure your phones are operational**
- **• Streamline manpower**
- **• View at a glance status information**
- **• Plan maintenance and repair work**
- **• Generate automatic reports**
- **• Establish comprehensive database**

Whether you have 1, 5 or 5,000 telephones installed outside, how do you know what's happening out there without physically travelling out to check them? Your maintenance teams have more important things to do with their time so why incur increased costs for doing something that can be done from the office?

Knowing that the telephone is working at all times is imperative where they are safety-critical or providing a customer interface. Has someone left the handset off-hook? Has your roadside telephone been knocked over? Has there been a problem connecting to the phone due to a line fault? How do you know?

For customer service phones - do you have to justify their usage, need to keep a log of all call data, regularly change the memory numbers or send reports to other managers?

GAI-Tronics' SMART (Self Monitoring And Reporting Technology) phones are rugged, line powered analogue telephones offering TMA compatibility, including powerful remote monitoring facilities, as standard. They can also include enhanced features such as activating external equipment, restricting keypad access and enabling remote PIN code door entry.

TMA - Telephone Management Application is a Windows® based software package that allows you to remotely monitor the health status of your SMART, VoIP and GSM (GSM-R) telephones, program their functions and log and report on their stats - all over a standard telephone line. These features ensure that your phones remain operational with minimal manpower.

TMA not only checks the telephone status but also highlights possible problems across the network as it works over the telephone line. Reports from TMA can be used to highlight areas where vandalism or network problems exist and help you plan work on areas that need to be enhanced, maintained or linked into other security measures such as CCTV.

SMART, VoIP, GSM (GSM-R) telephones coupled with TMA softare provide measurable results. In addition, you have the safety of knowing your system works and you have effective management of your network and manpower.
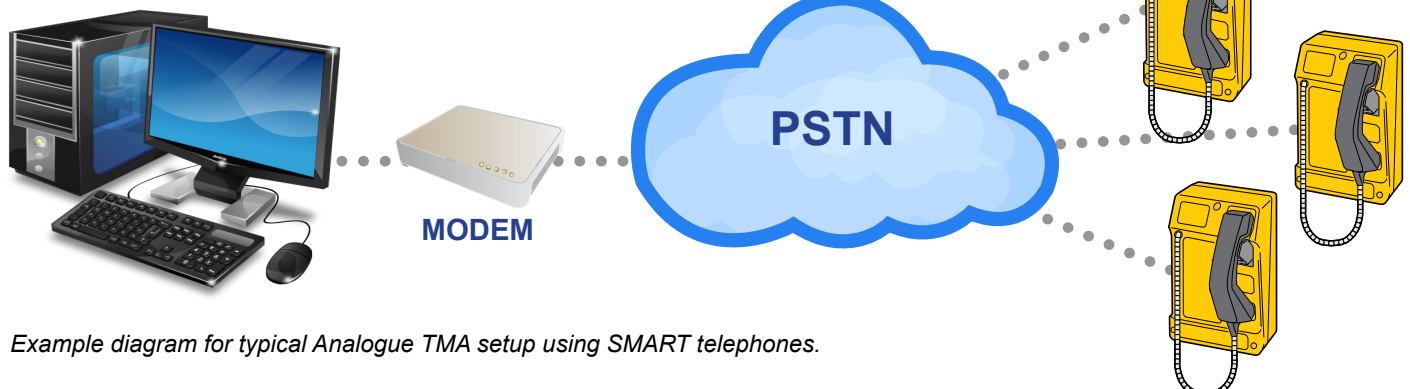

Upto 8 Modems per machine.

TMA can be sited on a PC (using Microsoft® Windows XP®, Windows 2000® or Windows 7 operating system) anywhere in the world as the SMART phones work over a standard telephone line.

TMA remotely monitors the health-status of SMART telephones from a control centre.

- Can poll up to eight phones simultaneously with up to 8 modems per PC.
- Automatic poll maintenance checks can be configured to perform non-stop, daily, or weekly.
- TMA checks that the phone is contactable & then retrieves identifying information: telephone serial number & software version, as well as faults and sensors including stuck buttons, handset integrity, phone tilt, line conditions (current levels) & call-in progress interrupted.
- 'At a glance' health status on TMA - telephones will show a yellow '**X**' for a fault exception and a red '**X**' for inactive phones. You will also hear an audio alert.

MODEM

PSTN

Example diagram for typical Analogue TMA setup using SMART telephones.

GAI-Tronics can now provide the Telephone Management Applicaion (TMA) the full compliment of VoIP telephones.

Providing the functions of traditional Analogue TMA plus many more. TMA over Internet Protocol allows the computer to connect directly to the IP Network, no requirement for a tradition modem setup.
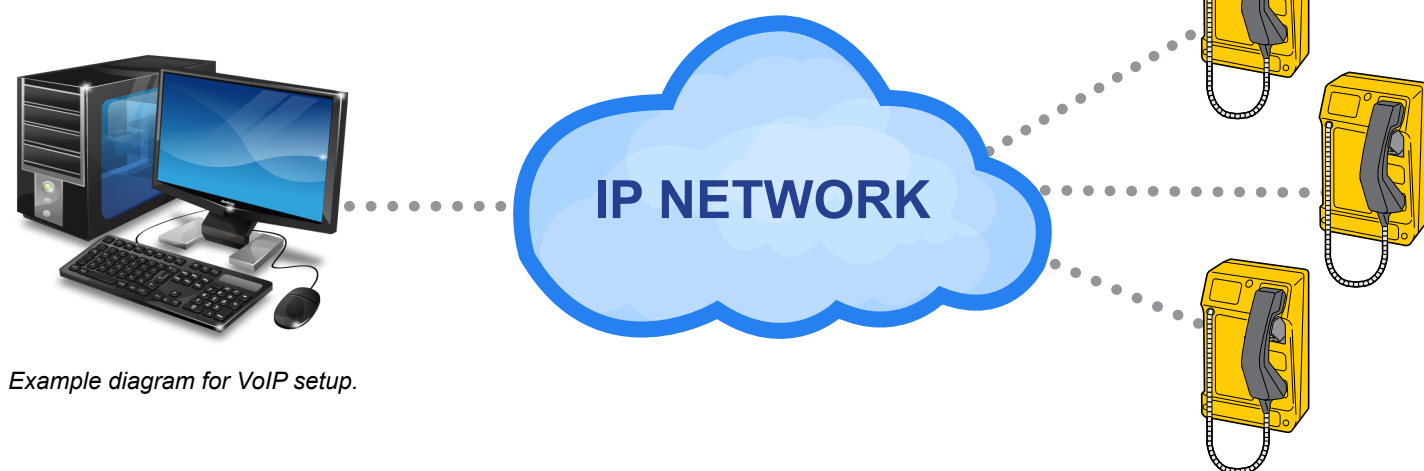
TMA for VoIP opens up a number of configurable information about each of the telephones on the IP network; IP address, which firmware version the phone is running, the units MAC ID and serial number for the unit. The user can also access all of the information about which exchange the unit is attempting to register to.

Using Telnet on any Windows machine will enable TMA to access all of the configurble information about each unit.

GAI-Tronics provide a label on every VoIP telephone and carton, detailing the unique MAC ID of the unit. This enables the control room to identify the location of any telephone on the IP network via Mac ID reference. The units can also be given a name making unit identification quick and simple.

VoIP telephones by GAI-Troncs:
Auteldac4, Titan, Commander, VR Help Point, DDA & PHP400.

IP NETWORK

Example diagram for VoIP setup.

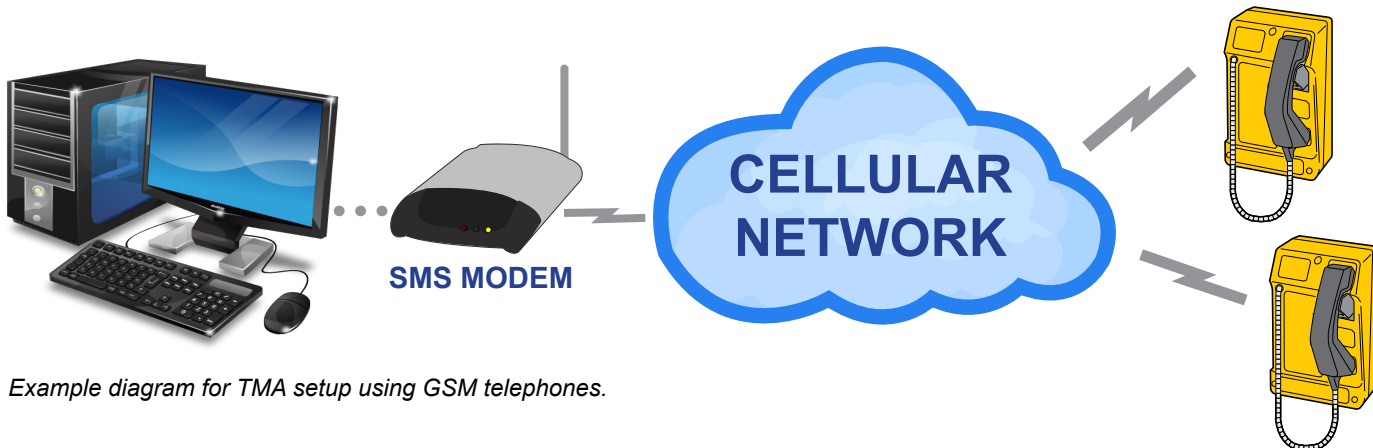## Telephone Management Application (TMA) for GSM and GSM-R

completely erradicates the requirement a hard wired network infrastructure. By connecting our TMA SMS Modem to a desktop PC, the user now has the ability to change the configurables of units that are already deployed in the field from the warmth of a control centre, reducing site visits and maintenance costs.

The SMS Modem provides real time data from the GSM telephones via Wirelss Communications (SMSmessages) over the cellular network, in the same way as your personal mobile phone. SMS status commands are sent to the phone requesting the current status of the device, signal -89dBm, supply: 12.2V, Bat: 4.191V, Temperature Now: 20 Min: 18 Max: 26, No fault/Fault and current software version: 1.0. (figures are used as examples of typical installation).

GSM telephones by GAI-Troncs:
Titan, Commander & PHP400.

SMS MODEM

CELLULAR NETWORK

Example diagram for TMA setup using GSM telephones.

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