



## Improve Call Quality And Reduce Expensive Downtime In VoIP Networks

### The Power of Integration

Codima VoIP Monitoring & Troubleshooting Toolbox delivers easy to use core VoIP management for SIP and Cisco Skinny networks to monitor QoS and troubleshoot VoIP networks in real time. The comprehensive set of tools is ideal to customize scalable solutions for help-desk and network operations centers (NOC's).

### One Click Management

The dashboard approach and One-Click Management makes it easy to monitor and troubleshoot VoIP networks using a comprehensive set of tools.

### At a Glance Reality Check

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. Users can identify patterns such as how many phones are affected, what do the phones have in common e.g., same manufacturer, same software level.

### Prioritize Error Reports

To establish what the scale of the problem is, the toolbox identifies if error reports are intermittent or persistent, if error reports are serious or if they can safely be ignored and the tool identifies if the problem is current, affecting the user now.

### Troubleshooting Made Easy

Real time call analyzing and troubleshooting functions include for example Phone software analysis, QoS analysis using information obtained from monitoring RTCP and RTP, in depth error code analysis, Registration Analysis, VoIP Server Analysis. Also included is the integrated expert system that uses information gathered from a number of sources such as history databases to look for correlations between key statistics in history charts.

### Powerful VoIP Quality Assurance

The root cause of QoS issues can be isolated, as QoS information, including MoS/"R" values is automatically calculated and tracked historically, not just globally but also for every phone and for up to 50 user defined phone groups.

### In Depth Analysis

The Frame Flow Analysis tool provides in depth analysis of VoIP traffic flow. The toolbox can also playback calls and track calls long term directly to an SQL database. The real time protocol analysis tool analyzes the frames it passively monitors, to produce easy to read protocol decode displays. The passive analysis tool provides real time views covering loading, priority, protocols, frame size and ICMP trends.

### VoIP Simulation 24/7

IP telephony systems rely on post deployment measurement and long term service level tracking to continuously deliver good call quality. The toolbox measures QoS in parallel for all simulation sites on the network giving a true indication of the behavior of the whole phone deployment. The tool gives full 24/7 MoS/'R' value analysis, identifying what the actual QoS is between different points on the network, tracking the QoS continually, to allow for time specific variations in the network traffic.

### Easy to Use Centralized Reports

Accessible from a single point, the Reports Manager produces statistical and historical charts for the toolbox in Microsoft® Word and as instant HTML pages.

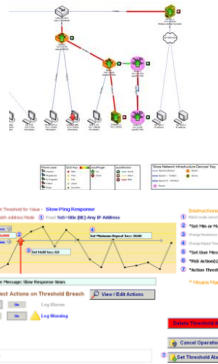
### VoIP Technology Acceptance

While the converged VoIP technology offers cost efficient communication platforms at the same time organizations face expensive downtime and end user dissatisfaction. The new technology unquestionably requires VoIP management. With its fully automated processes, Codima VoIP Monitoring & Troubleshooting contributes to real cost savings by monitoring Quality of Service (QoS) and enabling troubleshooting in real time.



### Key Features and Benefits

- 100% Integration - Reduce IT costs utilizing integrated processes and maximize VoIP network performance with minimum effort
- Seamless VoIP Monitoring and QoS Measurement - Increase client satisfaction and ensure good call quality experience for end users to ramp up IP telephony acceptance
- QoS Tracking 24/7 - Assure real time service level tracking using a set of comprehensive tools that provide value for money
- VoIP Quality Assurance - Provide analysis globally, by phone and by user defined phone groups
- In Depth Analysis - Provide detailed Frame Flow analysis, trend views and long term call logs
- One Click Management - Easy to use clickable symbols, drill downs and dashboards makes the comprehensive set of tools easy to drive enabling IT Professionals to focus on their task
- Easy to deploy - Starts monitoring immediately. Minimal to zero configuration
- Centralized Report System - Track traffic patterns, speed up troubleshooting and increase information flow proactively managing the VoIP network using customizable trend reports
- A VoIP Solution Built From Ground Up - Ensure that IT expertise are spending time on important cost reducing strategic projects rather than managing and maintaining a patchwork of third party software



### IP Pinging

Tracks device status and pinger response times. Reports device failure via emails, SMS text messages and SNMP Traps and shows the pinger failure results directly in the Visio® maps for easy identification of root causes. Provides innovative sound alarms giving instant warnings - no need to watch a pinger console or read alarm reports. Direct access from History charts to the Automated Correlation Engine a statistic based Expert System that identifies the root cause of problems and highlights danger areas.

### Global Alarm System

Provides a sophisticated failure detection system with flood control. Sends alarms reports as Emails or SMS text messages using an independent email client. Issues SNMP Traps.

### Protocol Analysis

Provides a real time protocol decode of monitored traffic. The protocol analyzer and the filters system uses discovered names instead of raw addresses.

### Passive Analysis

Provides passive monitoring of network traffic. Analyzes covers protocols, priority settings and node traffic patterns. For example you can see per node and per protocol diff serv usage. Displays live views of traffic trends, covering loading, priority, protocols, frame size and ICMP reports. Includes direct access from History charts to the statistic based Expert System Automated Correlation Engine.

### VoIP Monitoring

Monitors SIP and Cisco Skinny VoIP networks in real time - delivers One Click access to dashboards that display real time status of VoIP Servers and Phones. Calls are automatically logged and phone/server dialogs are provided, both for past calls and real time using the Call Analyzer. Includes the statistic based Expert System Automated Correlation Engine. The VoIP Call Group Analysis measures QoS and provides Call Counts and Codec usage both globally and for user defined groups of phones.

### VoIP Troubleshooting

Correlates and filters phone information, identifies error patterns that will show for example how many phones are affected, and identify what they have in common, e.g., same manufacturer, same software level. Includes the statistic based Expert System Automated Correlation Engine.

### Frame Flow Analysis

Analyzes the frame flow - separating the dialogs, breaking them down into Media, Signalling and Reporting Protocol components. SIP only.

### VoIP Simulation

Tracks the QoS 24/7 - identifies time-based variations in the VoIP QoS as well as ensuring that suitable Codec are utilized - essentially a post deployment tool, the tool can be used on all types of VoIP networks to simulate continuous calls on the paths used by the VoIP Traffic. Includes the statistic based Expert System Automated Correlation Engine.

### Reports Manager

Creates reports in Microsoft® Word on a daily, weekly and monthly basis and on demand in HTML, using the common centralized reports system available across Codima Toolbox. Reports can be tailored to focus on selected devices or types of devices, e.g., Router or Servers. The Report display can be filtered by function and style.

### Remote Manager

Enables remote management of tools

### SQL Call Logging

Provides long term call logging - stores the information directly to SQL databases for use on SIP and Cisco Skinny (SCCP) networks

### Remote probes

Monitors and analyzes traffic at remote locations - install local probes

Codima's team has a long track record of bringing highly advanced network management technology to the market.

Today Codima is recognized for tools that help organizations to reduce costs, save time and successfully manage their Data and VoIP networks.

Codima is a Microsoft® Certified Partner and a provider to Microsoft® Visio® Toolbox.

Codima is an Avaya DevConnect Gold Partner and the asset inventory, mapping, visualization and VoIP monitoring tools are tested and accepted as Avaya Compliant.

DEVELOPER CONNECTION  
GOLD



Microsoft  
CERTIFIED  
Partner

Microsoft Visio Toolbox

Headquartered in Philadelphia with 11 local offices worldwide, Codima Toolbox resells through our partners globally.

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