

Nautel Phone Home

Phone Home is a system developed by Nautel that takes advantage of the vast amount of data collected by Nautel transmitters by proactively sending information to the cloud via the internet once a user enables Phone Home on their transmitter.

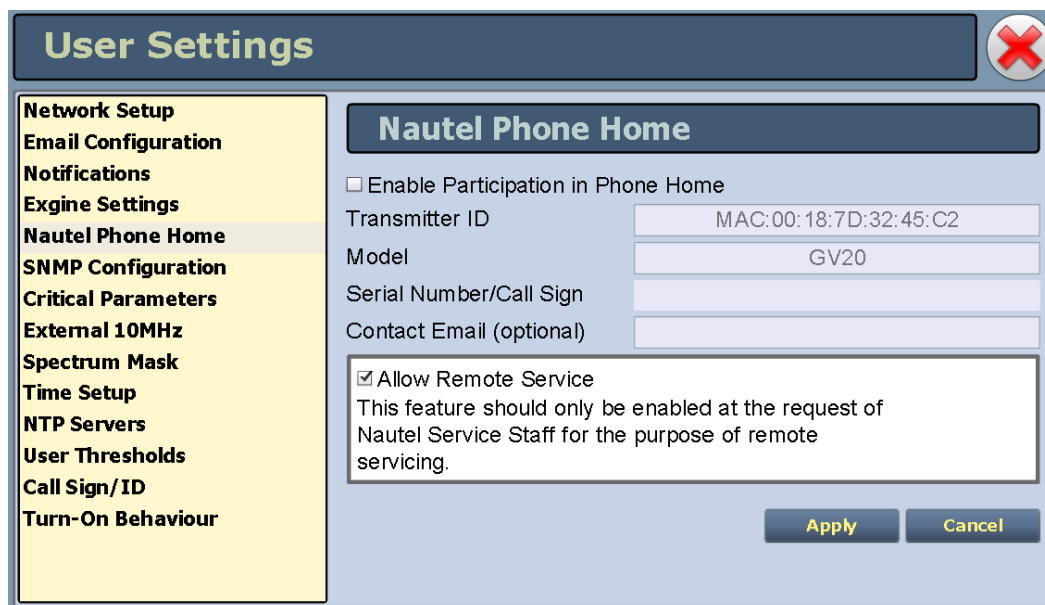
This data includes logs, alarms and meter readings which are then stored in a database and can be analyzed by Nautel staff if an alarm is reported by the transmitter. Since all data is pushed out to Nautel by the transmitter to the cloud, there is no need to reconfigure your firewall and potentially compromise your transmitters security. All data transfers are one way.

Nautel Transmitters are intelligent, collecting data on nearly every aspect affecting your transmitters performance. When this data is used by Nautel customer support staff for diagnostics purposes it cuts down on repair time and gets you back on air faster.

Nautel customer service technicians can use Phone Home to analyze data in real time, even accessing the live AUI, or to view the state of a customer's transmitter at any time leading up to a fault.

This unique diagnostic approach allows Nautel support staff to take a trip back in time and review the events leading up to and during an alarm occurrence, giving customer service technicians valuable insight into how your transmitter is behaving before, during and after an alarm and how this behavior may be related to the alarm event.

Figure 3.2.124: Nautel Phone Home



The screenshot shows a 'User Settings' window with a sidebar on the left containing various configuration categories. The 'Nautel Phone Home' category is selected and highlighted. The main content area is titled 'Nautel Phone Home' and contains the following settings:

- Enable Participation in Phone Home
- Transmitter ID: MAC:00:18:7D:32:45:C2
- Model: GV20
- Serial Number/Call Sign: [Empty field]
- Contact Email (optional): [Empty field]
- Allow Remote Service

A text box below the 'Allow Remote Service' checkbox contains the following text: "This feature should only be enabled at the request of Nautel Service Staff for the purpose of remote servicing." At the bottom right of the window are 'Apply' and 'Cancel' buttons.