



## ION SA500 Service Access Point

### Remote Device Administration Solution for Small Offices & Branch Locations

The ION SA500 appliance offers secure, robust IP connectivity in a very small package.

With its low price point and drop-in deployment model, the ION SA500 is the ideal choice for service providers that remotely service Customer Premise Equipment (CPE).

ION SA500 allows service providers to reduce the high cost of field service delivery, as well as leverage Network Operations Center (NOC) tools to deliver the latest patches and proactive monitoring services. Service providers gain increased efficiencies, while customers (large and small) benefit from improved service levels.

## ION SA500 Highlights

### Ideal Choice for Small-to-Medium Business (SMB) Deployments

With its purpose-built design and low price point, the ION SA500 is the smart alternative to traditional VPN and IPsec solutions for the remote management of popular SMB products, such as: Avaya IP Office and Business Communications Manager (BCM).

### Simplify Patch Delivery

Avoid the hassle of dial-up patch delivery or field upgrades. Deliver patches quickly and easily over a secure IP connection.

### Drop-in Deployment

Just set the IP address and the ION SA500 will automatically launch a secure Services SSL VPN™ connection to the service provider's NOC. No special configurations or firewall changes are necessary.

### Centrally Managed

Using the ION PRIISMS software, service providers can easily access and manage customer sites with an easy-to-use online interface

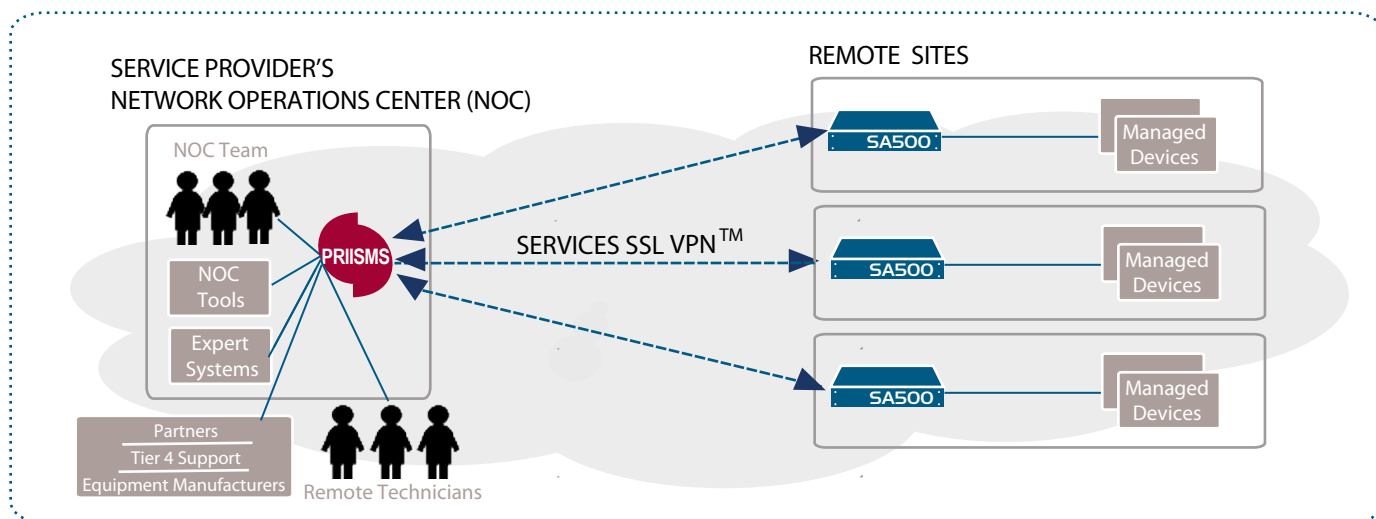
### Flexible & Scalable

The ION SA500 is designed to scale with your services business. Use for installation and Moves, Adds, Changes (MAC) today and for proactive monitoring services tomorrow.

### Highly Secure

Security features, including: encryption, multi-factor authentication, activity logging, and an embedded firewall ensure customer networks are protected.

### VIRTUAL NETWORK for REMOTE MANAGEMENT



About the ION SA500 Service Access Point

## Truck Roll Elimination & Faster Customer Response

The average field service visit (or “truck roll”) costs a service provider \$350. These costs can add up quickly, especially if several visits per year are required.

Given today’s demanding service level requirements, Internet connectivity to customer sites is a necessity. However, traditional VPN and IPsec solutions can introduce unnecessary cost and complexity. The ION SA500 offers an inexpensive, easy-to-deploy alternative.

With the ION SA500, service providers can easily complete tasks that previously required a field service visit, including: installation, patch delivery and Moves, Adds, Changes (MAC). Service providers may further increase efficiencies by using the ION SA500 to leverage centralized Network Operations Center (NOC) tools and engineering resources to remotely troubleshoot issues and quickly restore services.

Overall, the ION SA500 lets service providers deliver **faster response** to customers, while being more **cost effective** than ever before.

## Easily Add New Services

The ION SA500 is designed to deliver a wide range of remote services, from simple administration to sophisticated monitoring and management. For that reason, the ION SA500 is an ideal solution for service providers looking to grow their services business and customers who want the flexibility to add additional services in the future.



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Features at a Glance	
Remote Management & Monitoring	ION SA500
SnapNAT™: Snap-in installation; automatically navigate complex enterprise IP addressing schemes	✓
Pay-as-You-Grow service delivery: Add endpoints and features - to match your service delivery model - when you need them	✓
Plug-and-play remote service delivery	✓
Clientless access	✓
Open architecture for easy integration	✓
Management interface (IP)	✓
Connectivity	ION SA500
Services SSL VPN™: Dynamic, bi-directional SSL VPN tunnel for service provider remote access	✓
Internet: SSL VPN	✓
Proxies: RDP, VNC, SSH	With PRIISMS
Security & Audit	ION SA500
Multi-factor authentication	✓
Encryption (AES)	✓
Access log	✓
Keystroke log	✓
Embedded firewall	✓
Interfaces & Managed Devices	ION SA500
Ethernet ports	2
Table mount	✓

### Specifications

Secure Endpoint Connectivity  
IP (logical) ports: 2

Isolated Management LAN  
100BaseT Ethernet (RJ45)

Administration/Management  
Local: Aux port (300bps-115.2Kbps)  
Remote: PRIISMS compliant  
Diagnostic LEDs: Power, Activity,  
Services SSL VPN™ Status

Physical Description & Operating Environment  
6.25in W x 1.125in H x 6.25in D  
(15.9cm W x 2.5cm H x 15.9cm D)  
Weight: 1.6 lbs. (.73 kg)  
Power: 100-240VAC 50/60 Hz

Operating Temperature: 32° to 113°F  
(0° to 45°C)

Storage Temperature: -4° to 140°F  
(-20° to 60°C)  
Humidity: 10% to 90%  
non-condensing

Approvals & Certifications  
FCC Part 15, Class A  
EN55022, Class A  
EN55024  
UL E232655  
ITE 55DB  
CE  
RoHS/WEEE

Chassis  
Table