

ERICSSON MOBILE EXTENSION



What if your mobile phone was connected to your PBX just like any other office extension? The Ericsson BusinessPhone or MD Evolution Communication System can give you this unique service and more.

Be mobile

In today's companies employees are increasingly mobile – some around their desks, some within the office or factory, and others over a wider area. Different people and different jobs have different requirements regarding total

communication solutions. No matter where you are or who you are communication is a critical factor in your performance level.

Wireless access, allowing you to move around and still be able to call or be called, is a fundamental element of mobility. However, supporting mobile behavior requires much more than just wireless access. You also need applications, services, support, and flexibility. Ericsson Mobile Extension will bring you all of these in one small package.

Mobile access combined with the services, applications, and flexibility of BusinessPhone or MD Evolution allows your employees to become truly mobile.



How it works

Traffic to and from the mobile user passes through the communication system allowing the system to link services to the calls. Users of the Mobile Extension are defined just like other standard extensions. A telephone number is associated with the extension as well as the relevant Class of Services. The Tandem function will bring a true one-number solution to a Mobile Extension user. For other users of the system, the mobile user exists just like any other extension. This then means that any normal service is applicable and they do not need to know that they are specifically calling a Mobile Extension.

Benefits

Mobile Extension is a groundbreaking feature that shows Ericsson's commitment to creating the Mobile Enterprise. By transforming your mobile phone to a full-featured company extension you can achieve the following benefits:

Higher Customer Satisfaction

- One-number solution, even if a user has an additional system phone (analog, digital, cordless, IP, softclient)
- Attendant features, such as camp on or absence info, to better support your clients
- Increased reachability through intrusion or diversion bypass for important calls, even if busy or in a meeting

Improved Efficiency and Productivity

- Inquiry, transfer, conference and other services which enhance communication possibilities
- Less call attempts by using automatic callbacks
- Call screening by secretary

Cost control and savings of mobile communication

- Authorization code, service class restrictions, abbreviated numbers...
- Less calling back of customers because of higher reachability
- Save money on long-distance and international calls (Least Cost Routing)
- Cost savings on equipment

Corporate telephony with Sony Ericsson P900 and P910

Corporations have traditionally used wired phones and DECT phones in the office, but now there's a strong trend towards GSM. However, it is important that users can access all the features and functionality of their enterprise communication system, no matter which phone they're using. The Sony Ericsson P900 and P910 were developed to work together with the Ericsson Communication System. With its pen and large screen, it's easy for users to utilize the PBX features and keep in touch.

The perfect mobile extension

With Corporate Telephony users can easily utilize all the functions of their BusinessPhone or MD Evolution. The function of routing calls, via the PBX, to the final destination (called party) is taken care of inside the telephone. An intuitive graphical interface makes the functions easy to use. Typical in-call features as inquiry, conference or call-back are only a click away. Changing the communication profile of the mobile extension is available through a new menu on the Sony Ericsson P900, P910, P990 or any other SYMBIAN standard mobile phone. E.g. you can easily activate your mailbox system, set informations or activate the tandem function using a menu accessed via the control line at the bottom of the display window.

Complemented with Mobile Messaging through BackStage or Unified Messaging the Mobile Extension on MD Evolution or BusinessPhone acts as a fully integrated wireless system phone.



Technical Specifications

Network connectivity

- Fixed line ISDN

This is the most common form for Mobile Extension Deployments. A fixed ISDN network connection is used to connect the Mobile Extension to the system. The network should be able to distribute tone signals (DTMF) for the signalling of the Mobile Extension. It should also be able to route the original A-number to the Mobile Extension (CLIP no screening).

- Direct Link to operator

If the Mobile Extension is combined with Mobile VPN/IN service offered by an operator, the solution can be enhanced even further in terms of user friendliness and cost savings. By using a direct link, the operator can set up a "hot line", which automatically routes each call from the Mobile Extension to the access point in the system. The close integration makes the mobile phone a real internal extension. Further recommended operator services are cost-optimized call tariffs, e.g. based on flat rates.

- Fixed Wireless Access

By means of using a Fixed Wireless Access Terminal, the connection to a mobile network can be easily realized. Depended on the call charges, this option can provide clear cost benefits.

Capacity & Modularity

- Up to 128 Mobile Extensions per MD Evolution system and 100 for BusinessPhone system
- 2 Mobile Extensions included in basic package

Security

- A-number verification (or code by DTMF for MD Evolution system)
- Voice-guided authentication with PIN-code if the A-number is not available

Compatibility

- Min. MD Evolution 7.0 or BusinessPhone 6.0
- Sony Ericsson P900 , P910, P990i for Corporate Telephony or other SYMBIAN standard mobile phone
- Min. BackStage 6.0 or Unified Messaging 1.1 for SMS notification
- Any public subscription supporting DTMF signaling
- ISDN connection to public network

CTI Support

With the integration of the Mobile Extension in MD Evolution or BusinessPhone, users can interwork with standard CT applications, such as BackStage. This allows the user to search directories and make call set-up etc. directly from a PC client or a Pocket PC.

Automatic resolution of dialed number

Numbers stored in the mobile phone are usually different to what users dial from a telephone on the PBX. The stored number does not contain the route number, which is required to receive an outside line. Furthermore it is usually stored starting with the international access code, e.g. +43. As outgoing calls from Mobile Extensions utilize the fixed lines where the PBX is connected to, the number has to have a format, which is different to the format in the mobile network.

Mobile Extension solution takes care of this number mismatch and automatically corrects the dialed number to the right format. It even detects if the wanted destination resides in the own PBX or in the own private network, and does not route these calls out of the system, thereby saving costs. This function can be either activated in the Sony Ericsson P900, P910, P990i or, if other mobile phones are used, in the system itself.

Mobile Extension Features

Active

- Direct dialing like internal extension
- Hold
- Inquiry
- Transfer
- Authorization code
- Conference
- Consult corporate Voicemail
- Dictaphone
- Individual abbreviated numbers
- Make calls via CTI / CSTA applications
- Make calls via LCR
- Project / account code
- Refer back
- Request automatic call back
- Set absence information
- Set diversions & profiles
- ICD calls (Active / Passive) for MD Evolution

Passive

- A-number presentation (operator dependent)
- Absence info (Text, Voice)
- Automatic call back on busy / no answer
- Bypass diversion
- Camp-on on busy
- Diversion on busy / no answer
- Forced release on busy
- Group hunting (Serial distribution)
- Intrusion on busy
- Monitoring on a busy-lamp key
- Monitoring via CTI applications
- Reachable under corporate extension
- Reroute to operator on busy / no answer

User services through Corporate Telephony

These features can be customized by means of an XML-based PBX-file.

Service available when dialing or in speech:

- Callback on busy / no reply
- Inquiry
- Refer back
- Conference

Settings of services and features:

- Activate / deactivate Mailbox system
- Retrieve Messages
- Set / cancel Internal Diversion
- Activate / deactivate Tandem
- Set / cancel Absence Information
- Dictaphone function