

APPLICATION NOTE - 7

Feature: Mobile Extension on GSM/3G/CDMA

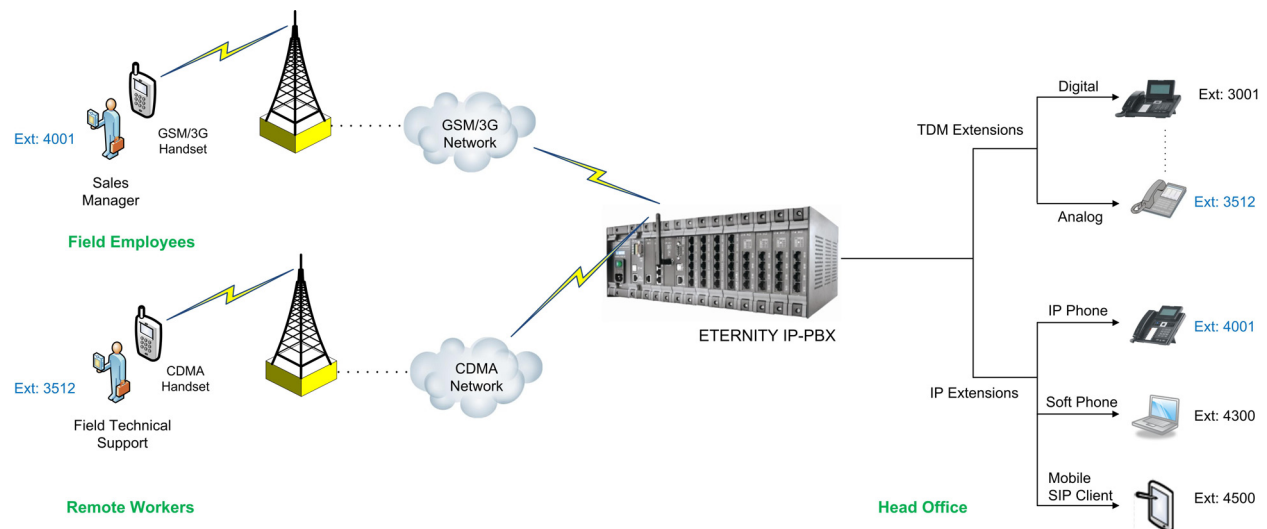
Product: ETERNITY PE/GE/ME

Why Mobile Extensions?

In this new age of businesses, employees need to be mobile, working away from the office premises. Hence, the concept of mobile office has evolved to a large extent. Mobile users need accessibility to their desk calls on their mobile phones wherever they go, so that their work is not hampered and the client/customer can be treated promptly with the same gratitude.

ETERNITY Mobile Extension provides true mobility to its users by allowing them to use their mobile phones as PBX extensions. Not only users can make and receive calls, they can also access most of the PBX functions like Transfer, Forward, Voice Mail, Directory Dial and Conference using their mobile phones from within and outside office. It provides seamless mobility to the users, usually working from field or away from office premises. Using this functionality, not only users can make and receive calls remotely, they can also use their mobiles to avail PBX features just like standard extension of the PBX.

ETERNITY Mobile Extensions



Here, as shown in the application diagram any GSM/3G/CDMA Mobile can work as an extension. Once programmed as Mobile Extension, users can make internal or trunk calls as well as attend desk calls from their mobile phone. While doing so, mobile phone users can access most of the system features in a similar way to other extensions of the PBX.

Making a Call:

The mobile user number is required to be preprogrammed in the system. When a call lands on the PBX trunk from this preprogrammed number, the system will give direct access to its features and resources. Now, Mobile user can make calls using system trunks, put call on hold, transfer it to internal extension by just dialing an extension number and even initiate conference etc.

Receiving a Call:

To receive desk phone calls on mobile number, user can set call forward on his desk phone to GSM/3G/CDMA Mobile Number. It is also possible to ring Desk phone as well as Mobile phone simultaneously, when a call is received on the Desk phone (Dual Ring). Moreover, the Mobile user can also have the flexibility to receive their desk calls automatically on different numbers depending upon the time. For example, it is possible to automatically forward user extension call to Mobile 1 during working hours, to home phone during break hours and to Mobile 2 during non-working hours. Dual ring can also be used while using scheduled call forward.

While receiving forwarded calls from the desk phone, Mobile user can answer it, put call on hold, transfer it to internal extension by simply dialing an extension number and even make calls using system trunks etc.

Mobile Extension Features

- Make Internal and Outgoing Calls
- Receive Internal Calls and Incoming Calls of Trunk
- DDI Routing (on T1E1PRI)
- Return Call to Original Caller (RCOC)
- Global/Personal Directory Dialing
- Raid
- Call Transfer
- Scheduled Call Forward (With an option of Dual Ring)
- 15 Participants Conference
- Priority
- Forced Release
- Barge-In
- Interrupt Request
- Do-Not-Disturb
- DND Override
- Call Pickup
- Call Toggle
- Call Hold
- Paging

Benefits

- Flexibility to use existing GSM/3G/CDMA Mobile phones as Extension of the PBX
- Convenience to Access system features remotely using Mobile Phones
- Integration of Mobile Users with existing Communication Network
- Simplified and Converged Communication between IP, Digital, Analog and Mobile Extensions
- One Number Access for Desk phone and Mobile Extension with an option of Dual Ring

Target Customers

- Small and Medium Businesses
- Enterprises with Mobile Workforce

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| Release | 19-May-2010 |
| Product Name | ETERNITY IP-PBX |
| Software Version | ETERNITY V10 Onwards |