



## Aastra MX-ONE™ Mobile Extension

What if your GSM phone or cellular phone was connected to your PBX just like any other office extension?

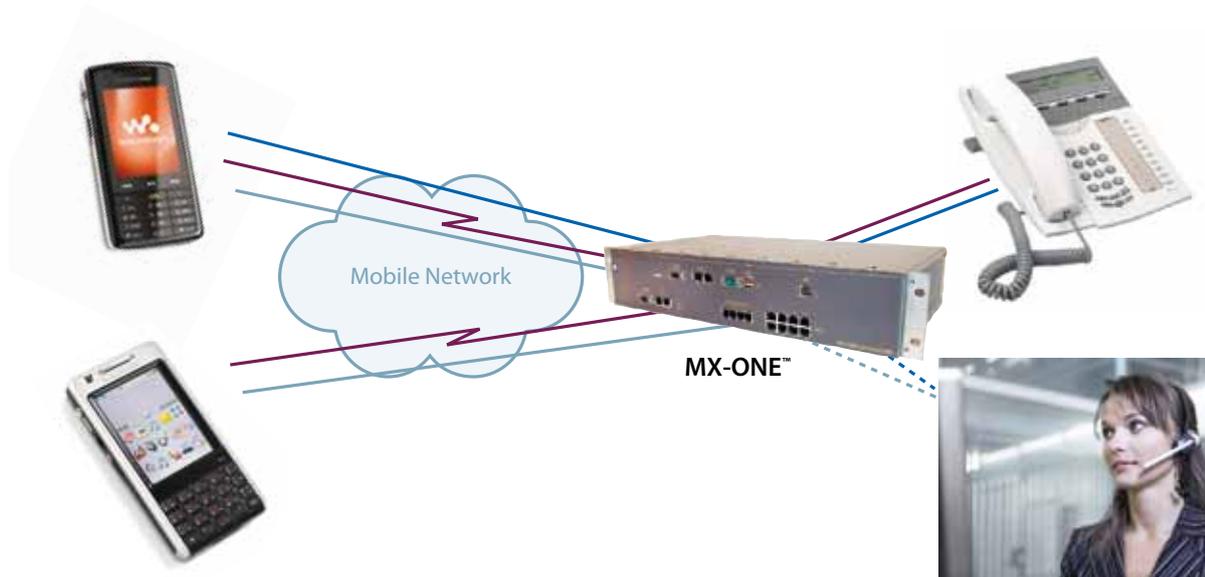
The Aastra MX-ONE™ can give you this unique service and more.

### **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 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.

The MX-ONE Mobile Extension will bring you all of these in one small package. Wireless access combined with the services, applications and flexibility of the MX-ONE allows your employees to become truly mobile.



## How It Works

Traffic to and from the mobile user passes through the MX-ONE allowing the system to link services to the calls. Users of MX-ONE 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 Personal Number function will bring a true one-number solution to a Mobile Extension user.

For other users of the MX-ONE, the mobile user exists just like any other MX-ONE extension. This then means that all the advanced services of the communication system are applicable and they do not need to know that they are specifically calling a Mobile Extension. The unique thing with the Mobile Extension is that the mobile user now has the same options and has access to the same services as colleagues back in the office.

## Benefits & Features

### There are three winners with the MX-ONE Mobile Extension:

- The customer calling your company
- The mobile user
- The company

Anyone calling your company is a potential customer. Providing a fast and efficient service, while maintaining control of the call, is a must in today's competitive environment. You have to make sure the caller is connected to the right person or, if the person is busy or unavailable, make sure the call is handled professionally. Depending on the call, this may mean connecting to an appropriate colleague, the secretary, voicemail, or you may even need to intrude into an ongoing cellular call.

If you are a cellular user today, you may belong to a common numbering plan and you may also have automatic call forwarding from your PBX extension to your cellular phone – but these come without services; no back office or secretary, and no support from your company attendants. To be efficient, you need to get in touch with colleagues just as they must have access to you. Contacting you should be just like contacting any other person on any other extension. They don't need to know where you are or what you are doing.

MX-ONE Mobile Extension will do it for you, and it will also make it possible for attendants and secretaries to provide the same

services to all users, as cellular users are handled like any other extension, i.e. making it much easier and faster to actually extend the call to the sought party. This not only increases service to incoming callers, it also simplifies handling for the attendants, thus reducing the attendant-time spent per call. As it with Mobile Extension becomes easier to get hold of people, employees no longer have to spend time returning calls to people just because they are away from their desk when a call came in.

Reducing the need to redial for missed calls corresponds to a reduction in tariff costs. Depending on the company's communication patterns, savings can also be made when moving traffic between cellular and fixed/wire-line connections.

## Flexibility

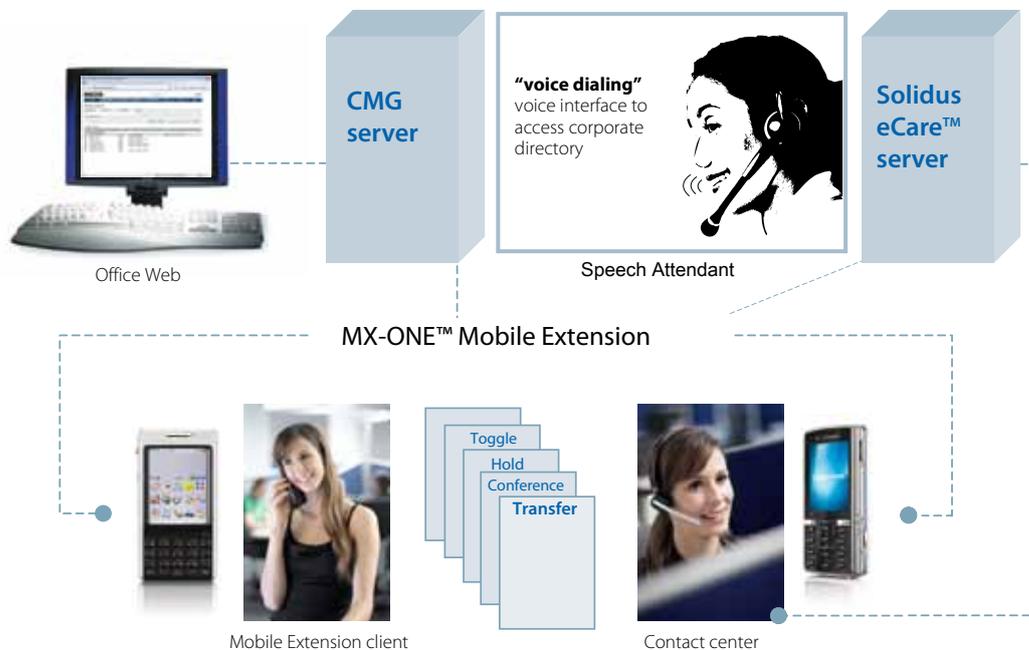
The Parallel Ringing feature allows a user with a mobile phone (using Mobile Extension) and another office phone (e.g. the desk phone) to enjoy the freedom of having them ringing simultaneously. Hence, the user can choose to pick up the call on the most suitable phone. Up to three MX-ONE extensions / terminals (any type) can be set-up to ring simultaneously.

The user may want to use the office phone, or perhaps a phone in another office, or maybe he/she wants to use the home phone for a while. With the MX-ONE, the user can easily switch between phones and with a simple procedure from the phone to be used, the user "moves" the Mobile Extension to the desired phone.

For security reasons, these alternative telephone numbers must be registered with the MX-ONE in advance, just as the default number is.

## User Case

When traveling to meet with a customer, a salesman is called by his manager. During the conversation the attendant interrupts to explain that the customer is calling and wants to change delivery dates as well as requesting confirmation before the meeting. The salesman's manager hangs up and the salesman accepts the call from his customer. Having talked for a while, he parks the call from the customer. He then calls the supply manager establishing a conference call to reach an agreement. The salesman hangs up leaving the customer and the supply manager to sort out the details. He re-dials his manager to finalize the discussion. Having finished the call, he immediately receives a Callback from the



supply manager updating him on the details of the agreement, prior to the approaching meeting.

Some unique features of the MX-ONE make this scenario possible for our salesman:

- Intrusion
- Conference
- Callback

The following services were also used:

- Parking
- Second Line
- Original CLI/A-number in mixed environments

The above example clearly highlights some benefits of having access to MX-ONE features when on your cellular phone.

## Technical Information

### Service levels

Any public subscription can be used for Mobile Extension as long as the telephone can generate and the network can distribute tone signals (DTMF signals). The operator must deliver the correct CLI (Calling Line Identification) from the Mobile Extension phone to the MX-ONE.

- Phone/terminal-automated routing

For a range of Symbian-based phones, the Mobile Extension Client will now make them work efficiently with the Mobile Extension function. The client application in the phone is automating the whole call routing procedure and thus offers an alternative to routing services provided by the mobile operator.

Symbian-based phones provided by Sony Ericsson have built-in support for Mobile Extension. The function block designed for Mobile Extension, called Corporate Telephony, will automate the routing of the calls. In addition to call routing, it will also provide a graphical user interface for telephony services executed via DTMF tones i.e. Callback, conference, change profile etc.

- Network/Operator-automated routing

If the MX-ONE Mobile Extension is complemented with a Mobile Extension VPN/IN service offered by an operator, the solution can be enhanced even further. The solution grants that all calls to and

from the Mobile Extension user are routed through the MX-ONE, with no special action needed by the users.

### Capacity

- With MX-ONE Telephony Server up to 32.000 Mobile Extensions can be initiated per system
- The number of registered A-numbers for authority verification is a maximum of 47,000 per system, depending on the configuration of the system and numbering plan used

### Security

- CLI/A-number verification, providing carrier-class security
- Authentication with PIN-code in case correct CLI/A-number is not available (This alternative access control can be disabled if required)

### Compatibility

- Any public subscription supporting touch-tone/DTMF signaling i.e. PSTN analog, ISDN, GSM, CDMA, WCDMA etc.
- MX-ONE connection to public network

Via Media GW:

- ISDN PRI

Via Media GW Classic:

- ISDN PRI
- DASS, DPNSS
- CAS (MFC-R2, DP, DTME)

### CTI Support

With the integrated support for cellular phones in the MX-ONE, users can connect with standard CSTA applications (Computer Supported Telecommunications Applications), such as Office Web or the Snapware applications. CSTA services work with Mobile Extensions just as with any other extension category. With these applications, the user can search directories and make call set-up directly from a PC.

With the Corporate Telephony service in the Sony Ericsson P990, P1i and W960 (Symbian-based phones from Sony Ericsson), the users will not only be supported with automatic call routing for Mobile Extension but also a new SIP based interface, over WCDMA data, to the CSTA services of the MX-ONE.

## Contact Center Agent

MX-ONE Mobile Extension users can serve as agents in Solidus eCare™ contact centers, Aastra's server-based contact center platform. By configuration of CTI groups and CSTA agent monitoring, Mobile Extension can expand the flexibility of the already powerful Solidus eCare™ platform. With this solution, up to 250 CTI groups with any combination of Mobile Extensions and other MX-ONE extensions can serve as agents to the Solidus eCare™ contact center.

## Features

- Abbreviated Dialing
- Account Code
- End-to-end DTMF
- Authorization Code
- Callback
- Call Diversion
- Call Offer
- Call Pick-up
- Operator (switchboard attendant) services
  - Extending
  - Camp on Busy
  - Monitoring
  - Recall
  - Serial Call
  - Call Splitting
  - Intrusion
  - Forced Release
- Call Waiting
- Class of Service
- Common Bell Group
- Conference
- CSTA Monitoring
- Customer Identity (CID)
- Data Privacy
- Do Not Disturb
- Emergency Category
- External Number Redial
- Faultman's Ring Back
- Follow-me
- Three Party Services
  - Hold
  - Inquiry
  - Refer Back
  - Transfer
  - Conference
- Internal Group Hunting
- Intrusion
- Message Diversion
- Hotline
- Paging
- Parallel Ringing
- Parking
- Personal Number
- Secretarial Monitoring
- Individual Diversion
- Simplified Interception

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