

MITEL

Mobile Extension

Enabling mobile workers to receive all calls via a single number regardless of their location or telephony device.

Mitel® Mobile Extension enables a Mitel 3300 IP Communications Platform (ICP) or Mitel SX-200® IP Communications Platform (ICP) user to link their desk phone with an internal or external PSTN-connected phone (i.e., a cell phone). This is known as “twinning.” When the user’s desk phone rings, the twinned phone will ring simultaneously. The device that answers the call first will establish a voice path with the incoming call and the other phone will cease to ring. Unanswered calls can be forwarded to voice mail. Mobile Extension extends a range of common PBX features to the selected twinned device, providing a single number contact and a truly integrated mobile and desktop experience.

One Number – One Voice Mail

Callers can now contact you using just one phone number, wherever you are at any time or day. An incoming call will simultaneously ring your desk phone and your selected twinned device. If neither device answers, the call can be forwarded to voice mail.

Calling Line Identification (CLID) Presentation

Mobile Extension reports the Name and Number (when available) to your twin device*. If the Twin Device has a display, e.g. cell phone, the Calling Line Identification information will be displayed, enabling the user to choose whether they would like to take the call or allow the call to go to voice mail.

Hot Desk Interaction

Mobile Extension can also be used to twin a device with a hot desk profile, such that even when the hot desk user is logged out, the mobile extension feature will still be active.

Works with any Mobile Phone Technology or Service Offering

Unlike competitive offerings, Mobile Extension is not limited or tied to any particular cell phone manufacturer, technology or service offering. Mobile Extension can be an internal extension, cell phone or PSTN-connected line, thereby providing complete flexibility for your workforce.

Easy call Handoff – Cell / Wireless Phone to Desk Phone

Users who take a Mobile Extension call on their cell / wireless phone have the option to seamlessly transfer the call back to their desk phone, simply by pressing a button on their desk phone. Hot desk users can go to any telephone on the network and transfer the call to the closest desk phone.

* 3300 IP Communications Platform only



it's about **YOU**

Acts Like Another Office Extension

Providing access to powerful PBX features, Mobile Extension extends some of the most commonly used PBX features to the chosen twinned device, including features such as three-party conference, split, swap, hold and transfer – enabling the user to transfer or set up and control a conference call from a twinned device to any other telephone number internal or external to the organization.

User Interface

Mobile Extension users can choose between a web-based Graphical User Interface (GUI) or a Telephone User Interface (TUI) to configure their own individual settings. Users can activate or deactivate the Mobile Extension service and change the destination number at any time from any location. The TUI and GUI are available in a wide range of languages.

Reporting and Statistics Package

A range of reports and statistics are available to the system administrator to help manage the Mobile Extension solution. This information enables the system administrator to report on Mobile Extension activity, usage and the number of registered Mobile Extension users that are active during a particular period.

G.729 Compression Support

Audio compression is available as a system wide option for users who connect to the Mobile Extension server via a low bandwidth connection such as DSL. When compression is enabled, the maximum number of simultaneous calls per server is 15.

Encrypted Media Streaming and Secure MiNET

Mobile Extension calls are encrypted in line with all other 3300 ICP calls. This ensures security of the voice traffic across the network.

Minimum Hardware (server) Requirements (small system configuration)

Item	Minimum requirement
CPU	Pentium 4 – at least 1.8 GHz (note 1)
RAM	512 MB (minimum)
CD-ROM	Yes (for Managed Application Server installation)
Hard Drive	10 GB

This configuration supports 200 Mobile Extension users, 10 TUI ports, and 66 concurrent outgoing calls. It **does not** support G.729 audio compression.

Hardware (server) Requirements (large system configuration)

Item	Minimum requirements
CPU	Pentium 4 – at least 3.6 GHz (note 1)
RAM	2 GB (minimum)
CD-ROM	Yes (for Managed Application Server installation)
Hard Drive	20 GB

This configuration supports 500 Mobile Extension users, 20 TUI ports, 166 concurrent outgoing calls, and G.729 audio compression.

Note 1. See the Mitel Mobile Extension Engineering Guidelines and Managed Application Server, Version 7.0 Technician’s Handbook for more information on server compatibility. Both of these documents are available from Mitel OnLine.

Software requirements

Managed Application Server software,	Release 7.0.2.6 or above
Mobile Extension software blade,	Release 1.1

Note: Mobile Extension Release 1.1 is only supported on Managed Application Server, Version 7.0.2.6 or above.

Applications Processor Card

The Applications Processor Card (APC) is a CPU on a compact PCI card. The Managed Application Server software and Mobile Extension blade can be deployed from an APC installed in a 3300 ICP or SX-200 ICP controller. This configuration supports 30 users, ten outgoing lines (concurrent calls), and four TUI ports. Audio compression is not supported in this configuration. For more information about installing the APC, refer to the appropriate controller documentation.

Note 2. Only supported on the large configuration; see Mobile Extension Engineering Guidelines and the product release notes for full details.

Platform IP License Requirements

Platform IP licenses are included with the Mobile Extension user license. Please consult the Mobile Extension Blade Guide for more information.

Co-residency with Other Managed Application Server Supported Applications

If Mobile Extension is to co-reside with the Mitel Teleworker Solution, the Managed Application Server must be deployed in Server-Gateway mode. The Mobile Extension application is not supported when the Managed Application Server resides in a DMZ. For full details of configuration options, see the Mobile Extension Engineering Guidelines available on Mitel OnLine.

General

Max. number of users per server	500 (note 2)
Max. number of concurrent calls	166 (note 2)
Max. number of TUI ports	20 (note 2)
G.729 compression	Yes (See the Mobile Extension Engineering Guidelines for full details)
Supported languages	English, French (Canadian and European), German, Italian, Dutch, Portuguese (European), Spanish (Latin American and European)
Minimum 3300 ICP software	Release 6.0 or higher (CLID requires 7.1 UR1 or higher)
Minimum SX-200 ICP software	Release 3.0 or higher (CLID is not supported)
Desk phone	See Mobile Extension blade guide for full details of supported sets
Supported features	Three-party conference, split, swap, hold and transfer

MITEL it's about YOU

Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently.

Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

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