

MobileConneX Application

Fixed-mobile convergence utilizing existing PBX infrastructure

MobileConneX enables seamless access to the features and applications of a central corporate PBX, allowing field staff to better serve customers and coworkers.

Reduces communication costs.

Extends the life of the corporate PBX/KTS.

Simplifies corporate dialing plans.

Interoperates with a broad range of enterprise PBX platforms.

The Citel EXTender™/PBXgateway™ Product Suite

Distributed enterprises utilizing a central PBX with advanced features and applications require IP migration solutions that leverage existing infrastructure investments, but also pave a road to the future of IP telephony. Citel's EXTender™/PBXgateway™ product suite accomplishes both objectives. Branch offices, call centers, mobile workers, and home-based workers connect to the corporate voice network over an IP network, while the enterprise extends the useful life of the existing PBX. As a result, enterprises achieve:

- Lower monthly telecom operating expenses through unified dialing plans and IP network utilization.
- Increased productivity through centralization of PBX management combined with distribution of PBX features and applications across the enterprise.
- Elimination of individual PBX or Key (KTS) Systems at branch offices and call centers.

Citel's EXTender/PBXgateway telephony solutions are designed for operational simplicity. Configuration, management, administrative, and diagnostic functions are accessed using a dial up modem, local terminal, HTML, or Telnet connection.

During the transition from digital to IP telephony, smart enterprises require the best from both. With a broad product suite for enterprises with configurations ranging from a single teleworker to a large network of branch offices and mobile employees, Citel has the right managed IP telephony migration solution for you.

MobileConneX Key Benefits

Increased Productivity

Mobile employees, using any mobile phone, are able to access PBX/KTS dial tone, receive office-bound calls, and invoke business calling features such as internal dialing, transfer, hold, and conference. In addition, they can provide callers with a single reach number, and enjoy the convenience of one voice mailbox for all messages.

Cost Savings

With access to internal (four-digit) dialing, there are no toll charges when calling any office within the enterprise, regardless of physical location. And placing regular long-distance and international calls through the corporate voice system keeps all employees on a unified dialing plan. Furthermore, with MobileConneX digital desksets are not even needed for workers who spend little time in the office.

Flexibility

A MobileConneX-enabled PBXgateway interoperates with leading PBX platforms, simplifying the migration to a converged voice system. Users can easily program where and when to have calls routed to them by accessing their PBX's IVR feature (in Roaming mode).

MobileConneX Features

Citel's MobileConneX software is pre-installed on all Citel PBXgateway I and PBXgateway II units. It works with the existing call control platform to extend existing PBX features and applications to mobile telephone users. All corporate PBX features such as internal dialing, hold, conference, and transfer are available just as if the user was at the corporate office. And MobileConneX is compatible with all mobile telephones, so no new mobile equipment investment is required.

PBXgateways are available with 8, 12, or 24 ports. Once the MobileConneX application is configured, any number of the gateway's ports may be used for mobile devices (the remaining available ports may be deployed to connect compatible Citel EXTender units). The 8- and 12-port gateways are each equipped with one DB-9 console port, which can be used for a modem or a local terminal connection. The 24-port gateway is equipped with dual DB-9 console ports, permitting easy system management. One port can have a modem attached, while the other is used for a local terminal connection.

Depending on user needs and corporate security standards, each port can be programmed with one of four operation modes. Or, when service initialization speed is the primary issue (such as in large-scale deployments) a default setting may be established for all users in a group.

Roaming Mode allows the user to program and modify the dialback number via the Interactive Voice Response (IVR) system. When a caller dials the mobile user's office number, MobileConneX routes it to the cell phone or analog PSTN phone that the user has programmed.

In **Fixed Mode** the System Administrator programs a permanent dialback number in the gateway. The user cannot program or modify the dialback number via the IVR system.

Similar to Fixed, the **Fixed/Forced Mode** allows only the System Administrator to program a dialback number in the gateway, and the user cannot modify it via the IVR system. However, Fixed/Force mode also requires the gateway to call the pre-assigned dialback number before allowing access to PBX dial tone and features. As a result, this mode is the most secure of the four.

In **Disabled Mode** the user can access the corporate voice system to place outgoing calls. However, MobileConneX will not route incoming calls to the user's cell phone or any other outside phone.

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