

Information

Fixed Mobile Convenience
Communication over different networks

Communication for the open minded

Siemens Enterprise Communications
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Cordless – Seamless – Boundless

In today's business world, different types of networks – fixed line networks, mobile networks and corporate networks – ensure that employees can always be reached via telephone and have the information they need to make decisions even when they are on the move. However, each of these networks has its own characteristics and the interfaces between networks hinder efficient, cost-effective communication. Fixed Mobile Convenience (FMC) provides a solution to these problems by integrating field employees' mobile phones and other external phones (home office phones, for example) in a company's HiPath communication system.

Just like a single network

Fixed Mobile Convenience (FMC) consolidates all of an employee's phones (including office, mobile or home office phones) to create a single unit. This makes FMC the ideal solution for companies looking to increase flexibility and improve integration of mobile employees.

One Number Service

Employees only need a single phone number – their office number. They can also be reached on their mobile or home office phones via this number. Even with outgoing calls from the cellphone or home office telephone, the called party sees the office telephone as the origin of the call. Network must be able to transfer external phone numbers as CLIP. (Network feature: "CLIP - no screening").

A real "One Number Service".

Only one mailbox required

Users no longer need to check and update several mailboxes, as a single mailbox can assume the answering machine function for all phones. This makes it easier to provide callers with up-to-date information and ensures that their messages are more reliably received.

Busy display for mobile calls

The busy status for internal subscribers is shown (depending on the solution variant) for as long as the mobile subscriber is conducting a call.

Office phone to go

A wide range of tasks can be performed immediately while on the move. FMC allows users to quickly transfer calls to colleagues, the secretary, or representatives from a mobile or home office phone as easily as in the office (depending on the solution variant). Callbacks are not needed and there is no longer a dead end for calls.

Changing phones during a call

Users are no longer tied to their desks for even the most important calls. A call that has been accepted on a mobile phone can be continued, without interruption, on a fixed line phone (depending on the solution variant), giving users more freedom and room to work.

Conferencing from your mobile phone

Conferences enable several participants to reach agreements fast without making multiple calls. FMC lets users participate in conferences while on the move (depending on the solution variant).

Cost control

Since the FMC solution routes mobile calls to the fixed line network, this part of the call is charged at fixed line network rates only. This can save a lot of money on international calls.

Protecting privacy

Employees can configure where and when they are reachable when they are not in the office, easily separating working hours and private time.

Choosing the right stand-in

Calls must be forwarded to different stand-ins depending on the situation. These destinations are easy to change and redirect while on the move.

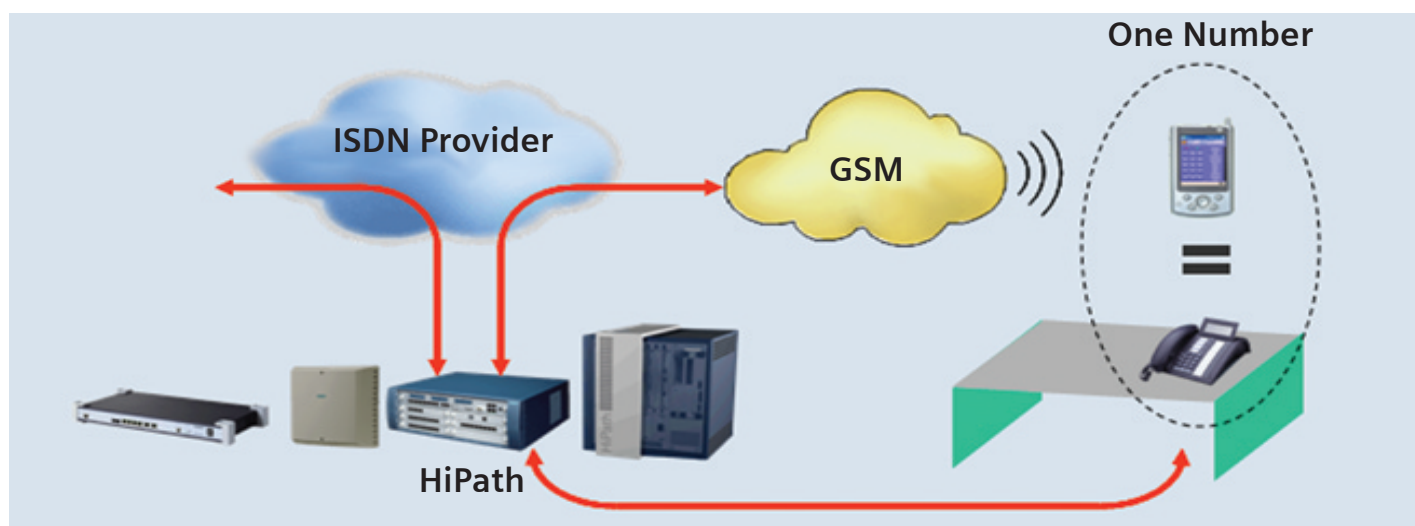
This ensures that callers are always connected to the right phone of the most suitable contact.

Function

The HiPath system is the central point of communication for all FMC solution variants. The HiPath system not only signals incoming calls on the station, but also on the mobile phone or home office phone. It also transmits the caller's phone number to all phones.¹

When making an outgoing call, the mobile/external subscriber first dials into the HiPath system and then dials the desired call destination. The called party's phone displays the caller's office phone number.¹

Depending on the solution variant, the most important functions from users' office phones are available on their mobile/home office phones. This includes consultation and switching functions, as well as conferencing and incoming message recording.



FMC solution variants

HiPath OpenOffice EE, HiPath OpenOffice ME and OpenScape Office MX with Mobility Entry			
HiPath 3000 with Mobility Entry			
HiPath 3000 with Xpressions Compact Mobility			
General functions			
Call signaling on station and mobile phone (parallel)	X	X	X
Call signaling on station and mobile phone (consecutive)	X		
Transmission of caller phone number to mobile phone ¹	X	X	X
Transmission of office phone number for outgoing mobile phone calls ¹	X	X	X
Shared voice mailbox	X	X	X
Changing forwarding destination via a call ²	X		
Do not disturb/call forwarding (on/off)	X	X	X
Call number suppression on/off		X	X
Send text message		X	X
Automatic identification of registered subscribers	X	X	X
Acoustic menu navigation	X		
Callback ²	X	X	
Talk state			
Consultation on mobile phone	X		X
Toggle on mobile phone	X		X
Switching on mobile phone	X		X
Conferencing on mobile phone	X		X
Incoming message recording on mobile phone	X		
Callback on free and busy			X
Interruption-free device change	X	X	X
Busy display for mobile calls		X	X

¹ Network must be able to transfer external phone numbers as CLIP. (Network feature: "CLIP - no screening").

² Provided that DID numbers with main numbers and extension numbers are configured.

Mobile Client

To ensure easy access to FMC functions, mobile phones can be updated with a "Mobility Client" software package. This software provides a menu for the most important FMC settings, establishes connections automatically via the HiPath system when dialing and provides standard station functions in the talk state. An up-to-date overview of certified mobile phones is available at:
<http://www.speech-design.com/hipath-mobility-clients>.



Recommendations

Systems:

- HiPath OpenOffice EE V1
- HiPath OpenOffice ME V1
- OpenScale Office MX V2
- HiPath 3000 from V7

To achieve further cost savings, special offers (such as flat rates for network operators) should be taken into account and beneficial call charge structures should be used.

Depending on the number of mobile stations, we recommend configuring the following number of trunks (B channels) and ports to HiPath Xpressions Compact:

HiPath OpenOffice EE with Mobility Entry	HiPath 3000, OpenScale Office MX with Mobility Entry	HiPath 3000 with Xpressions Compact Mobility	Mobile subscribers	Additional B channels	Ports to Xpressions Compact *)
			10	4	4
			20	6	8
			30	8	8
			40	10	12
			50	12	12

*) only applicable for HiPath 3000 with Xpressions Compact Mobility

System requirements / network connection

In regions (public networks) where caller phone numbers cannot be transmitted, users calling from mobile phones cannot be automatically identified. The user number and PIN code must be entered via DTMF.

In regions (public networks) where external phone numbers cannot be transmitted to the network via trunks, caller numbers cannot be displayed on mobile phones and office numbers cannot be displayed when calling from a mobile phone.

On trunks that do not have DID numbers with main numbers and extension numbers, function numbers for control functions (such as changing destinations and callback) cannot be dialed free of charge. A connection to the mobility system (for example via Automated Attendant) must first be established. Once the user is identified, the desired control function must be selected via DTMF.

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