

Information

Fixed Mobile Convenience

Cross-network Communication in the SME Segment

Siemens Enterprise Communications: www.siemens.com/open

SIEMENS

Cordless – Seamless – Boundless

In today's business world, cross-network communication is the norm for many employees. However, communication across multiple fixed line, mobile, and corporate networks results in infrastructure discontinuity, increased costs and inefficient communication. With its Fixed Mobile Convenience (FMC) solution, Siemens overcomes these drawbacks by integrating mobile employees and teleworkers in the corporate HiPath communications system.

The Fixed Mobile Convenience solution is designed for small and medium-sized enterprises using fixed office telephones, numerous mobile phones as well as fixed line telephones outside the corporate network for internal voice communication.

Fixed Mobile Convenience uses the One Number Service to manage the communication flow between the office, mobile employees and teleworkers.

This means that field staff and teleworkers can be integrated in corporate office communication via mobile and home office phones respectively. All telephone traffic is routed via the company station.

Functional principle

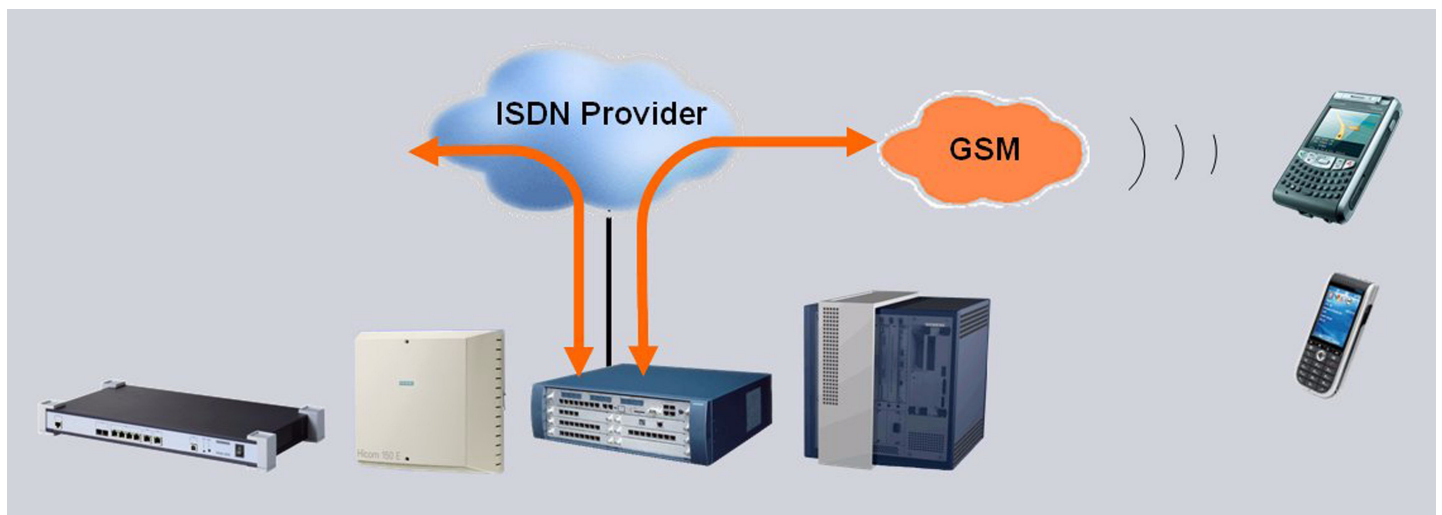
The HiPath system is the central communication node. Incoming calls are signaled on the HiPath system station and on the mobile or home office phone. A connection is established with the external employee (mobile worker / teleworker) via the HiPath system and the caller's phone number is transferred.

In the case of outgoing calls, the mobile station dials into the communication system using an identifier. Enhanced FMC functions are then made available to external employees. A connection is first established with the HiPath system using the mobile phone. Once the mobile station number has been identified, the communications system connects the call to the external destination. The office phone number of the calling party is displayed on the called party's device.

The One Number Service ensures that employees can be reached on all phones assigned to them via a *single* phone number.

This enables more efficient collaboration between external employees and the company and ensures a more professional communication process with customers. Depending on the call charge structure, it also cuts network costs for mobile subscribers.

The FMC solution for medium-sized businesses is available in several variants for different HiPath systems. Software is activated through licensing without the need for additional hardware.



FMC Solution Variants

HiPath 2000 with Mobility Entry

Call pickup

Seamless pickup and transfer of calls from and to mobile phones using a function key on the station.

Twinning

The HiPath system signals incoming calls simultaneously at the system station and on the mobile phone.

Busy indication

When mobile users are conducting a call on their mobile phones, the "busy" status is displayed to all internal stations in the system.

Mobile phone functions in the idle state

- Quick dial-in for identification
- Dial destination phone number
- Program call forwarding
- Activate/deactivate do-not-disturb (private mode)
- Send text messages with selection options
- Activate/deactivate station number suppression
- Reset all services

Mobile phone functions in the talk state

- Consultation hold
- Toggle
- Switch
- Conference
- Quit and return
- Callback

Optional extra

"Mobility Client" software package

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"Mobility Client" software package

Mobility Client

You can upgrade your mobile phone with the "Mobility Client" software package to ensure easy access to the FMC functions. With this software, the mobile phone functions as a station phone. Functions available in the idle state can be activated from the menu. Call state functions are displayed automatically during calls and can also be activated directly from the menu. You will find an up-to-date overview of certified mobile phones at:

<http://www.speech-design.com/hipath-mobility-clients>

HiPath 3000 with HiPath Xpressions Compact Mobility

GSM coverage

Application possible on almost all mobile phones.

Single voicemail box

All missed calls are stored on the station's internal company mailbox.

Acoustic menu navigation

User-friendly operation and function activation.

Serial call

Call signaling on the fixed line telephone with call forwarding to a defined alternate destination number (mobile phone, for instance).

Configure/Select

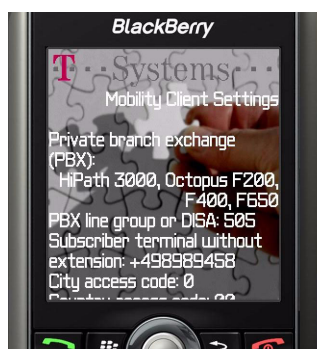
Alternate destinations for mobile employees.

Mobile phone functions in the idle state

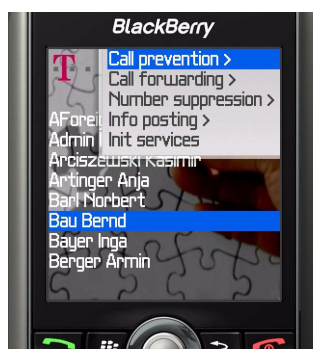
- Quick dial-in for identification
- Dial destination phone number
- Private mailbox
- Manage alternate destinations
- Activate/deactivate call forwarding destinations

Mobile phone functions in the talk state

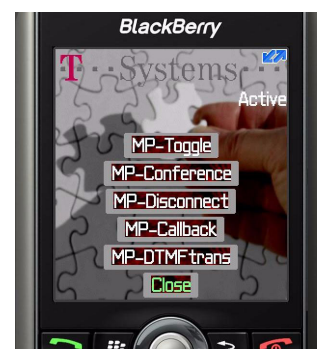
- Hold/consultation hold
- Toggle
- Switch
- Conference
- Release



Mobility Client Settings



Idle State Functions



Talk State Functions

Requirements and Recommendations

Systems: HiPath 2000 V2; HiPath 3000 V7

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

Mobile stations	Additional B channels	Ports to HiPath Xpressions*
10	4	4
20	6	8
30	8	8
40	10	12
50	12	12

* not on HiPath 2000

To achieve further cost savings, special offers (such as network operator flat rates) should be taken into account and adapted to the changing call charge structures.