



## Fixed Mobile Convergence - SwyxMobile

### Convergence of fixed and mobile network

Today, in most enterprises, mobile and fixed networks are completely separate.

Employees often have several phone numbers and use different voicemail systems. Furthermore, important enterprise telephone system features can not be used by the cell phone. This not only wastes time but

decreases employee availability and hinders the efficient control of communication costs. Fixed mobile convergence is a technology that overcomes these disadvantages and provides a transparent combination of fixed and mobile networks.



### Your mobile device becomes an internal extension

Fixed Mobile Convergence (FMC) technology enables the cell/mobile phone to operate as an internal extension of the enterprise IP-PBX. This allows mobile users to access and use many key features of their office telephone system, e.g. call transfer, call swap, multi-party conferencing, call recording and changing call forwarding settings.



### Available through ONE phone number – at any time and in any place

With SwyxMobile your employees are reachable via one phone number regardless of the communications device that they use (mobile and landline device). So they only have to communicate one business phone number. Calls made from the mobile

phone can be signalled as an office extension number, not as a mobile network number. It is also very useful that colleagues within the office can see whether a mobile employee is currently speaking. This means that decisions can be made faster, and

customer requests can be answered without delay. Finally, important contacts do not need to try several phone numbers in order to reach the mobile employee.

### Efficient message retrieval through ONE voicemail-system

With SwyxMobile your employees are informed through only one voicemail-system when new voice messages are available. The annoying and time-consuming task of listening to completely different voicemail services is now a thing of the past. Furthermore, your mobile users can benefit from the flexibility and comprehensive functionality of the

proven SwyxVoicemail services<sup>1</sup>. On the road, SwyxMobile users can access voicemails by simply clicking the relevant phone keys. Combined with mobile E-Mail services, voicemails will be pushed in real-time onto the mobile phone as well. Back in the office, you can see, listen to, and forward voicemails via the SwyxIt! client and Microsoft Office. As

SwyxMobile is integrated with the SwyxWare Server, every time a user accesses and hears voicemails with SwyxMobile the changes are automatically visible within SwyxIt! and vice versa."

Note 1: The SwyxVoicemail Option Pack must be installed in order to use the voicemail functionality

### Quick set up of ad hoc conference calls via the mobile phone

Telephone conferences are very important in today's business. With more and more people working from home or on the road, mobile conferencing is an ideal way to keep everyone in the 'virtual enterprise' working together. This can very often save travel costs and accelerates coordination with customers, partners and team members.

The SwyxMobile solution includes a conferencing feature that lets a user of a mobile device initiate ad hoc conference calls for a nearly unlimited number of participants. Good news: There are no administration efforts required.



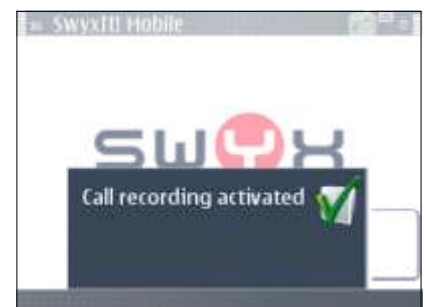
### Record conversations easily with the mobile phone<sup>2</sup>

With call recording becoming very important in most business sectors, mobile users frequently need to record and store both incoming and outgoing phone calls so SwyxMobile services offer an easy-to-use call recording feature.

It provides enterprise customers a simple and cost effective way to protect themselves and decrease potential litigation risks. Furthermore, it can also be used as a simple and

convenient memo function. When call recording is started, all participants will automatically hear a short beep tone just for their information. Recorded calls are automatically stored in pre-defined SwyxServer user directories and could easily be retrieved, listened to, or exported to another application.

Note 2: The SwyxRecord Option Pack must be installed in order to use the recording functionality



**SwyxMobile main benefits include****More Efficient Working Practices**

- Mobile device acts as a 'normal' internal extension giving mobile users access to enterprise telephony features
- Only one business number and one business voice mailbox for both mobile and desk phones
- Office-based users will be able to see on their SwyxIt! softphone if a colleague is already speaking on his mobile phone

**Cost Savings**

- Easy to deploy. No expensive network integration required
- A cost-effective and simple-to-integrate alternative to DECT phone devices
- Helps minimise long distance and international calling expenses by routing calls over the business network
- Additional cost reductions e.g. better usage of framework contracts, least cost routing, etc.
- Leverages investment in existing SwyxWare infrastructure

**Improvements in Customer Service**

- Calls made from the mobile phone using SwyxIt! Mobile are displayed to the called party as coming from the callers's business number, not mobile number
- Make it easy for your customers, prospects and partners to contact you - you only have one telephone number that they need to remember / call
- SwyxWare caller lists are automatically updated when using the mobile phone

**Easier Management**

- All existing SwyxWare user rights are easily applied
- Better tracking of employee's voice communication costs
- Enables better compliance with regulatory requirements (through better call tracking, call recording, cost allocation)

**Easily adjusted call forwarding settings via the mobile phone**

SwyxMobile allows users to easily activate or deactivate their call forwarding settings while out of the office. Incoming calls can be easily redirected to another subscriber or to the voicemail. Using the SwyxIt! Mobile call forwarding menu options, the user can indicate the circumstances under which the forwarding should take place:

- **Call forwarding unconditional**  
If the mobile user has activated this option, all incoming calls will be immediately redirected either to a specific phone number or to voicemail

- **Call forwarding busy**  
This option allows all incoming calls to be redirected (to another phone number or to voicemail) if the SwyxMobile user is currently speaking (busy)
- **Call forwarding no reply**  
This option allows inbound calls to be forwarded when the user lets the mobile ring for longer than a certain period of time.

All three types of forwarding can be enabled simultaneously. Regardless of which of the three redirection methods are used, whenever the user defines a direct forwarding for his

calls, a note will appear in the display which shows the new status. With call forwarding capabilities, customers can take advantage of a powerful tool that makes them easier to reach while mobile.



### Making the most of WLAN (SIP) integration

Many enterprises already have WLAN infrastructure available. In addition, most of the current smartphones not only have standard GSM functionality but also have WLAN capabilities that include an in-built SIP stack. This means if the mobile phone is in a

WLAN area where it is able to register with the SwyxServer via SIP, all calls can be made via the WLAN. In this case, no GSM calling costs are incurred. If the mobile phone cannot connect to the Swyx IP-PBX via WLAN the calls can still be made using GSM

(via DTMF-based 'two-stage-dialling')<sup>2</sup>.

Note 2: The availability of this functionality is currently planned for Q2 2008. The usage of supplementary features is restricted and depends on the specific device.

### SwyxWare as a powerful platform

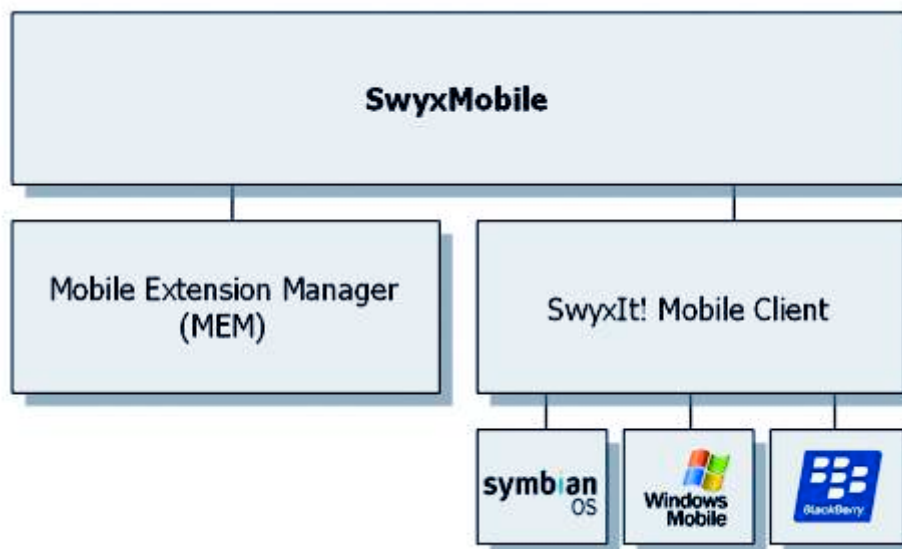
With SwyxMobile you automatically profit from the proven advantages of the SwyxWare product line. At the same time, you can leverage your existing investments in the SwyxWare telephone system. As swyxWare is a pure software-based solution, implementation and scaling can be done very simply. The purchase of new, expensive hardware is not required. And, as SwyxMobile is seamlessly integrated into SwyxWare all existing configurations and user rights can be automatically applied. In

this way, the introduction of Fixed Mobile Convergence is very cost-effective and easy.

SwyxMobile provides all the benefits of a graphical user interface and greatest ease of use when the SwyxIt! Mobile client is installed onto devices running Symbian, Windows or BlackBerry (RIM)<sup>3</sup> Mobile operating systems. SwyxMobile functionality is, however, still accessible with nearly every mobile device even without the SwyxIt! Mobile client.

Users of mobile devices that are not running the SwyxIt! Mobile client can still take advantage of SwyxMobile functionality by dialling a telephone number pre-defined by their business to connect with their SwyxServer. Thereafter, they simply use sequences of keys on their mobile phone to access specific features such as call forwarding and call recording.

Note 3: BlackBerry (RIM) version of SwyxIt! Mobile client is currently scheduled for Q2 2008.



### Telephony Features

- Reachability via extension dialling (office phone number)
- Call Hold, Call Transfer, Consultancy Call, Call Swap
- Remote Inquiry of Voicemail
- Initiating phone conferences (with nearly unlimited participants)
- Activating / deactivating of call recording
- Set call forwarding (unconditional, busy, no reply)
- Call twinning (simultaneously ringing of desk phone and mobile phone)
- From SwyxIt! desktop clients it is easy to see when a SwyxMobile mobile user is speaking on their mobile phone
- Integration into phone's 'native' Contacts, Speed-Dials and Call logs

### Signalling

- Signalling via DTMF when using GSM / 3G mobile network
- Signalling via SIP within a WLAN area (where an active SIP registration is available)
- Transparent routing of the target phone number. In this case, DTMF sequences entered by the user will be used to control the tone dialling menus of the called number.

### Supported Platforms



- Symbian: S60 3<sup>rd</sup> Edition
- Windows Mobile: Version 5 and 6
- BlackBerry (RIM): JDE 4.2 (availability currently planned for Q2 2008)

Note: SwyxIt! Mobile is designed for the named mobile platforms. However, Swyx cannot guarantee that SwyxIt! Mobile works on the platforms without restrictions. A current list of all successfully test devices is available on request.

### Configurations and settings

- Seamless integration with SwyxWare configurations and user rights/restrictions
- Configurable settings within SwyxIt! Mobile Client: Mobile Extension Number, Post diallable digits<sup>4</sup>, Country code, Area code, International prefix, Long distance prefix, Public access prefix, Subscriber number. In addition, emergency numbers<sup>5</sup> and other important phone numbers (e.g. hotline of the mobile network operator) can also be pre-entered

### Security

- User authentication: via Caller ID and additionally via Mobile ID (numeric PIN).

### Packaging and Licencing

- Documentation: includes Quick-Start Manual
- Supported languages: English, German (other languages are planned)

SwyxIt! Mobile is part of the SwyxProfessional Option Pack but can also be purchased as a separate SwyxMobile Option.

Note 4: The number of post diallable digits depends on specific GSM mobile network and the outside line of the related SwyxServer.

Note 5: In general, emergency calls are transmitted via GSM mobile network enabling the GSM provider to locate you more easily.