MITEL

Mobile Extension Release 1.5

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 or "twin" their desktop phone with an internal or external PSTN-connected phone (i.e., a cell phone). When the user's desktop phone rings, the twinned phone will ring simultaneously. The first device answered will establish a voice path and the other device will cease to ring. Mobile Extension extends a range of common PBX features to the selected twinned device and provides a truly integrated mobile and desktop experience.

One Number – One Voice Mail

Be reached with one number wherever you are – incoming calls simultaneously ring your desktop phone and your selected twinned device. Unanswered calls can be forwarded to voice mail.

Calling Line Identification (CLID) Presentation

If the twinned device has a display the CLID information will be displayed, enabling the user to view the name and number of the caller.

Hot Desk Interaction

Twin a device with a hot desk profile so that even when the hot desk user is logged out, the twinning 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.

MITEL

Easy Call Handoff – Cell / Wireless Phone to Desktop Phone

Seamlessly transfer calls accepted on cell / wireless phones back to a desktop phone, by pressing a button on the desktop phone. Hot desk users can go to any desktop phone on the network and transfer the call.

Acts Like Another Office Extension

Extend some of the most commonly used PBX features to the chosen twinned device, such as three-party conference, split, swap, hold, and transfer.

User Interface

Choose between a web-based graphical user interface (GUI) or a telephone user interface (TUI) in a wide range of languages to configure individual settings. Users can activate or deactivate the Mobile Extension service and change the destination number at any time from any location. For larger networks where multiple Mobile Extension servers are connected in a cluster, a single global TUI number is supported.

Reporting and Statistics Package

A range of reports and statistics enable the system administrator to report on Mobile Extension activity, usage, and the number of registered users that are active during a particular period.

Answer Confirmation

With the "Answer Confirmation" feature enabled (available on a system-wide or per-user basis), a user answering a call at the twinned device receives an audio prompt instructing the user to press * to accept the call. Unanswered calls will proceed to the user's desktop phone voice mail. This feature is useful when you have twinned your desktop phone to a co-worker's desktop phone. Without this feature, unanswered twinned calls could be directed to your co-worker's voice mail.

Clustering Support Using a Master / Slave Implementation

The following features are available with a master / slave server implementation:

- Global TUI functionality across all slave servers
- Global GUI functionality for all Mobile Extension users
- Single server backup (cold standby) for master and slave servers
- One master server supports up to five slave servers
- A central database backup for configuration settings
- All user and configuration changes are tracked for up to five connected slave servers
- Supports up to 2,500 users across the cluster (five slave servers each supporting up to 500 users per slave server)
- Backup is a cold standby server. In the event that the master or slave servers fail, the cold standby server can be brought into service.
- Automated cold standby swap-over feature allows the system administrator to bring the cold standby server into service with minimal effort.
- Provides a real-time activity list of recent master / slave communications events
- Provides query access (via export) of all slave configuration data

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 ensuring security of network voice traffic.

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 Mitel Standard Linux 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 Mitel Standard Linux 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 Mobile Extension Engineering Guidelines and Mitel Standard Linux 8.2 Installation & Administration guide for more information on server compatibility. Both of these documents are available from Mitel OnLine.

Software Requirements

Mitel Standard Linux	Release 8.2 or above
Mobile Extension software blade	Release 1.5

Mitel Application Processor Card

The Application Processor Card (APC) is a CPU on a compact PCI card. The Mitel Standard Linux 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, 10 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.

Co-residency with Other Mitel Standard Linux Supported Applications

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

Platform IP License Requirements

Platform IP licenses are included with the Mobile Extension user license. Please consult the Mobile Extension Installation and Maintenance guide for more information.

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
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)
Desktop phone	See Mobile Extension Installation and Maintenance guide for full details of supported sets
Supported features	Three-party conference, split, swap, hold and transfer

NOTE 2. Only supported on the large configuration; 3300 ICP Release 7.1 UR2 or higher required. See the Mobile Extension Engineering Guidelines for full details.

Global Headquarters	U.S.	EMEA	CALA	Asia Pacific
Tel: +1(613) 592-2122 Fax: +1(613) 592-4784	Tel: +1(480) 961-9000 Fax: +1(480) 961-1370	Tel: +44(0)1291-430000 Fax: +44(0)1291-430400	Tel: +1(613) 592-2122 Fax: +1(613) 592-7825	Tel: +852 2508 9780 Fax: +852 2508 9232

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

www.mitel.com

GD 392_916 PN 51010027RD-EN