Teleserver Mobile Pro

Quick Start Guide for Users.

SPEECH
DESIGN

The most important functions of
Teleserver Mobile Pro at a glance

Dear user,

Teleserver Mobile Pro allows you to integrate any desired mobile or fixed-line phone into your company's PBX as a „mobile extension".

Thus mobile employees now have access to not only their e-mail, calendar, etc., but also to their office phone.

Teleserver Mobile Pro provides you with the following features:

- Your mobile phone is now a „mobile extension" of your company. It allows you to be reached everywhere at one phone number (your office number), and you now use only one mailbox.
- The most important functions of your office phone, such as call transfer, are now also available on your mobile phone.
- Using your mobile phone or home office telephone, calls are routed via the company's telephone system. The person you are talking to then sees only your office number.
- Each user of Teleserver Mobile Pro has a personal conference room.

This Quick Start Guide shows you how to use the new features on any mobile or fixed network phone.

The features are available to you as soon as your administrator has entered the corresponding mobile or fixed-line phone in the system and has enabled the respective features for you

Teleserver Mobile Pro

General settings

Password (PIN): `1234`

Language: `English`

Displayed phone number at called participant: `4989123XXXXXXX`

Greeting

Automatic greeting: ☑ After: `10` Seconds

Call forwarding

* Mobile telephone: ⦿ `49175123XXXXXXX` = Call forwarding target number 1

* Alternative mobile phone number:

* 1st alternative target phone number: ○ = Call forwarding target number 2

* 2nd alternative target phone number: ○ = Call forwarding target number 3

Answering machine function: ○ = e-mail

Call forwarding off: ○ (Deactivates also call forwarding when busy and not available!)

Call forwarding when busy

Conditional target number: ⦿ `49175123XXXXXXX`

Answering machine function: ○ = e-mail

Call forwarding off ○

Allow second call: ☑

Call forwarding when unavailable

Call forwarding after: `20` Seconds (0 = immediately)

Conditional target number: ○

Answering machine function: ○ = e-mail

Call forwarding off ⦿

Answering machine

Message delivery to mailbox/mobile mailbox: ☑ `49175123XXXXXXX`

Message delivery to e-mail address: ☐ `sg@musterfirma.de`

Advanced settings

Call Back authorization: ✖

Authorization to record phone calls: ✔

Access to main menu only from the registred active target phone number ☐

* These call forwarding targets also serve to identify the user.

[Save]

Web-based administration interface

Depending on which permissions your administrator has set up for you, you can change your own user settings via a web-based administration interface

Loginlevel `User`
User number:
Password (PIN):
[Login]

LOGIN

First, you have to authenticate yourself using your personal access data* before you can configure settings. To do so, enter the „User" login level as well as your user number and password (PIN).

GENERAL SETTINGS

Change your personal password (PIN) here. With this password (PIN), you can access the web-based administration interface and can also gain access to the OMS voice menu in order to configure your user settings from every telephone.

AUTOMATIC GREETING

If the checkbox is activated, your caller receives a customizable automatic greeting announcement if you do not take the call at the call forwarding target number within the time specified here.

CALL FORWARDING TARGET NUMBERS

Here, enter the phone number to which all your calls are to be forwarded. You can modify a call forwarding target and change the selection of the active call transfer or disable all call forwarding target numbers.

CONDITIONAL TARGET NUMBER WHEN BUSY

Here, specify which target (e.g. secretaries, mailbox, colleague) your caller will be transferred if your call forwarding target number is busy and this number is activated as the „Conditional target number when busy".

CONDITIONAL TARGET NUMBER WHEN UNAVAILABLE

Here you can set the time after which the activated call forwarding target number is regarded as unavailable. Enter an optional target (e.g. secretaries, mailbox, colleague) to which your caller will be transferred if you do not answer within the configured time

CALL ANSWERING

Here, specify where the messages left for you are to be made available.

ADVANCED SETTINGS

Here, your permissions are indicated by corresponding symbols.

SETTINGS

Voice Menu – Controlled by Telephone User Interface (TUI)

Access to main menu:
Dial your own office number

Alternative dial in number:	

While in main menu following features are available:	Dial
Dialling	phone number #
Re-Dialling	# #
List of calls	0 #
Telephone book enty	1 to 9 #
Help	* *
Record own voice memos	* 6
User settings	* 3

Functions available during a call

To	please press
Hold, alternate calls	* 7
Call recording	* 6
Conference	* 5
Disconnect	* 8
Dialling cancellation, End recording	*

Setting options with functional phone numbers
(Ask your administrator for the system access number & functional phone numbers)

Functions	Intern. prefix & area code	Company phone no.	Functional Phone no.
Access to main menu :			
Request a Callback :			
Activate call forwarding to mobile phone :			
Activate call forwarding to 1st alternative target :			
Activate call forwarding to 2nd alternative target :			
To switch answering machine function on :			
To switch call forwarding off :			
Activate message delivery to mailbox :			
Activate message delivery as an e-mail :			
Activate message delivery to mailbox & as e-mail :			
To switch voice messages off :			
Take over call :			
Personal conference room :			

*3 Configure user settings — Some of the following setting options

Activate call forwarding to mobile phone	Activate call forwarding to 1st alternative target	Activate call forwarding to 2nd alternative target	Answering machine function on	Call forwarding & answering machine off	Set up conditional target when Busy
1	2	3	4	5	6

can be directly activated by the functional phone numbers (see box top right).

Set up conditional target when Unavailable	Set up answering machine function	Set up automatic greeting	Change password	Status information & settings	Back to main menu
7	8	9	0	* *	#

6 Conditional Target when Busy

To	please press
Switch on conditional target number when busy	1
Switch on answering machine function	2
Switch off conditional target number & answering machine function	3
Change number of conditional target when busy	4
Return to user settings	#

7 Conditional Target when Unavailable

To	please press
Switch on conditional target number when unavailable	1
Switch on answering machine function	2
Switch off conditional target number and answering machine function	3
Change number of conditional target when unavailable	4
Set time after which unanswered calls should be forwarded to target number	5
Return to user settings	#

8 Set Answering Machine

To	please press
Change announcement	1
Switch on message delivery to mailbox	2
Switch on message delivery as e-mail	3
Switch on message delivery to mailbox and as e-mail	4
Switch off message delivery	5
Return to user settings	#

9 Automatic Greeting

To	please press
Switch on automatic greeting	1
Switch off automatic greeting	2
Change greeting	3
Set time after which automatic greeting should be played	4
Return to user settings	#

For Help press * *

OPERATION WITH MOBILE PHONE CLIENT SOFTWARE

Software is available for selected Symbian, BlackBerry and Windows Mobile mobile phones that enables particularly convenient operation of the OMS. The software shows a menu in the display while you are on the call. The menu appears when you make an outgoing call or receive an incoming call. This Quick Start Guide shows examples of operation with the client software.

While making phone calls (active status)

MAKING CALLS
You make calls as usual. During the call, the software provides a menu in the display. The menu appears when you make an outgoing call or receive an incoming call.

FORWARDING
You can transfer calls at any time. To do so, while on the call, select the menu item Dialing/Hold and call the desired party, either by dialing manually or using the addressbook.

ALTERNATE CALLS
To switch back and forth between the dialed parties, select the Alternate menu item. To transfer the call, simply hang up.

RECORDING
You have the ability to record calls if desired. To record, enable the menu item Call recording on/off. To end the recording, select this menu item again. The recording is then sent to your e-mail address as a WAV file or made available in your mobile phone mailbox.

CONFERENCES
You can establish conferences with multiple participants. To do so, while on the call, select the menu item Dialing/Hold and call the desired party, either by dialing manually or using the address book. Now, if you call up the Conference menu item, all parties to the call are connected to each other.

INSTALLATION & SETTINGS

Please contact your system administrator to find out for which mobile phone models Mobility Client software is available in your company. Proper function of the Mobility Client software requires a one-time adaptation to the Mobility solution. Here, the function numbers must be entered into the settings of the software. This should be done by the system administrator. Consult with your system administrator before making changes yourself.

If not making phone calls (passive status)

CALLBACK
Now, if you call up the Callback menu item, your mobile phone places a short call to request a callback from the system. After you have answered the callback, the menu appears in the display and you can call the party you want to talk to. To do so, select the menu item Dialling/Hold and call the desired party, either by dialing manually or using the address book.

CHANGE REACHABILITY
Open FMC Mobility Client on your mobile phone. Using the Call forwarding menu item, you can define whether, and where, you are reachable. You can select between three phones and the mailbox or disable forwarding from your office phone completely.

VOICE MESSAGES
Here, you can configure the location where your voice messages are to be made available.

CONFERENCE ROOM
You have access to a virtual „conference room." To initiate a conference, start FMC Mobility Client and select Conference. Once you have invited others to the conference, enter your extension number. To join a conference, enter the conference room number of the party who invited you.

TAKE OVER CALL
If you have begun an external call on your office phone, you can take over the call on your mobile phone without interruption. To do so, open FMC Mobility Client on your mobile phone, select the menu item Take call, and hold your mobile phone to your ear. As soon as your mobile phone takes Over the call, you can hang up your office phone and continue the call on your mobile.

OPERATION WITHOUT MOBILE PHONE CLIENT SOFTWARE

You make calls as usual. Teleserver Mobile Pro functions with any fixed-line or mobile phone. No mobile phone software is mandatory. For incoming and outgoing calls*, the familiar features of your office phone are available on your mobile phone or any other external phone.

You can hold calls, forward them and alternate between calls.
In this Quick Start Guide, we use the following sample phone number.
Own office number: +4930 89 458 122
(prefix - company's phone number - personal extension)
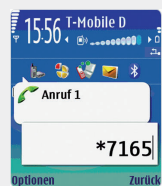
FORWARDING
You can transfer calls at any time. To do so, while on the call, press: * 7. Select the extension (e.g. 165) for internal company calls or the complete phone number of the desired party.
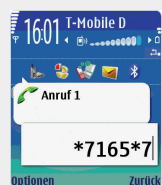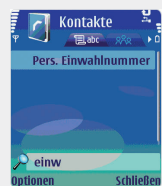
ALTERNATE
To switch back and forth (alternate) between the called parties, dial * 7 again. If you want to transfer the call, simply hang up.
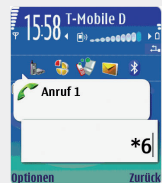
RECORDING
You have the ability to record calls. To record, while on the call, press: * 6, to end the recording, press: *
The recording is then sent to your e-mail address as a WAV file or made available in your voice mailbox.

OUTGOING CALLS
Dial into the main menu of your mobility solution. As soon as you hear the announcement from the main menu, dial the phone number or extension of the party you want to talk to. The call is now routed via your company's telephone system. Note that you may need to dial a certain number (such as „0") to obtain an outside line.

MAKING CALLS USING THE ADDRESS BOOK
If you prefix numbers in your address book with your personal office number, outgoing calls are routed via your company's telephone system. Add a pause character** and the corresponding phone number. The complete sample entry then looks like this:
+4930 89 458 122 p 089 123789654 (own office number – pause - external party to the call)
To do this, use a currently unassigned phone number of the corresponding address book entry (Options / Add number) and always dial this number for all calls. Make internal company calls directly from your address book as usual.

*The prerequisite is that outgoing calls are routed via the mobility solution. ** The pause character can be inserted by pressing the star key three times or pressing it once and holding it down. This varies depending on the manufacturer and mobile phone model. For additional information, refer to your mobile phone's manual.

SETTINGS

You can configure all settings conveniently and at any time from your office or mobile phone using a voice-activated menu (see Menu structure). If you dial your personal office number, you reach the main menu. Here, you can record your voicemail greeting and configure when and where you are reachable and how

you want to receive your voice messages. Some of the settings can be actived directly by calling function numbers. You can obtain the function numbers from your administrator. Save the function numbers in your address book or as a speed dial number.
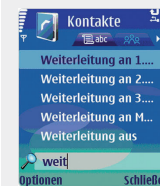
CHANGE REACHABILITY
At any time, you can use your mobile phone to define whether and where you are reachable. You can select between three phones or the mailbox, or switch off call transfer from your office phone completely. In our example, you would do so using the following function numbers:
Call forwarding to your mobile phone +4930 89 458 001
Call forwarding to target 2   +4930 89 458 002
Call forwarding to target 3   +4930 89 458 003
Activate mailbox   +4930 89 458 004
Disable call forwarding   +4930 89 458 005
(int'l prefix – company – functional phone number)

TAKE OVER CALL
Once you have started an external call on your office phone, you can take it over on your mobile phone without interruption. In our example, you would do so using the following function numbers: +4930 89 458 014. Hold your mobile phone to your ear. As soon as the call has been transferred to the mobile phone, you can hang up the office phone and continue the call on your mobile phone
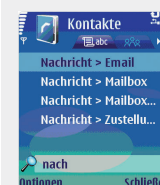
VOICE MESSAGES
At any time, you can configure the location where your voice messages are made available. In our example, you would do so using the following function numbers:
Message in mobile mailbox   +4930 89 458 006
Message in e-mail   +4930 89 458 007
Message in mobile mailbox & e-mail +4930 89 458 008
No voice messages   +4930 89 458 009
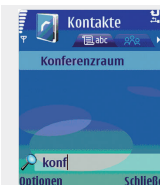
CONFERENCE ROOM
You have access to a personal phone conference room in which you can carry out conference calls with multiple parties. To establish a conference, dial the following function number: +4930 89 458 011
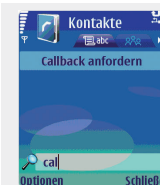
CALLBACK
You can request a callback using your mobile phone. The system then calls you back. Once you answer the callback, you can dial the extension (e.g. 165) or the complete phone number of the desired party. In our example, you would do so using the following function numbers: +4930 89 458 000