



## General Information

The @COM Business Manager supports two methods of mobile phone integration;

The **Voice over WiFi** method allows suitable mobile phones to register at the @COM Business Manager so they will function as internal extensions when they are in range of a suitable WiFi Access Point.

The **Mobility Extender** method allows forwarding of your desk phone to your mobile phone with the added ability to attended or blind transfer the forwarded calls to any other internal extension or phone number.

These two methods can be used in combination with each other and are described in more detail below.

## Voice over WiFi

### What is Voice over WiFi?

Because WiFi networks support the IP protocol it is also possible to transport VoIP over these networks, when this is done it is called "Voice over WiFi" or "VoWLAN".

Wireless phones supporting WiFi are available from multiple manufacturers. This creates the possibility to have a single phone for use within in the office using WiFi, and when outside the office using the cellular network (GSM). The phone will operate as any other normal internal phone when connected via WiFi, with nearly all features you would have on any other basic SIP phone.

### What are the WiFi requirements?

VoIP needs a highly reliable and fast Local Area Network, the generic WiFi networks are not capable for the transport of VoIP. However it all depends on your expectations...

Using a normal generic WiFi access point situated near your workplace you might encounter drop-outs & echoes on some calls, especially if you need to move around in a large office while on the phone. If you don't mind these drawbacks you could be one of the many happy users of Voice over WiFi. However if you do not want to make any concessions, you will need specialized WiFi equipment. Because normal WiFi networks will never be capable of complying with the network demands for VoIP (not even WDS networks!)

Ask your vendor for more information about these products.

### What are compatible Mobile phones?

Any WiFi enabled phone with an integrated SIP Client can in theory be used in combination with the @COM Business Manager. However we strongly advise you to use mobile phones with an integrated SIP client and not SIP clients that run as add-ons, since these are known to cause echoes.

By a general rule, all mobile phones that have a SIP client already installed on the phone by the manufacturer will very likely be suitable. This applies to for example most Nokia mobile phones. If the SIP Client has to be installed after purchase by the owner, it usually does not work very well.

This can cause:

- High delays
- Echoes
- Dropouts

But also integration problems like:

- The phone rings while already in a cellular call
- No option to disable call waiting
- Voicemail is not configurable.

## Mobility Extender

### General

The mobility extender feature on an @COM Business Manager does not require your mobile phone to support WiFi, it operates on any mobile phone even normal phones.

With the mobility extender you are able to receive calls send to your office desk phone on for example your mobile phone. These calls can be transferred to any other extension in your office or external phone number using the keys on your mobile phone. And all this is done without making additional cellular phone costs or the use of extra software on your phone.

An additional option also allows you to forward you office phone to your mobile phone by calling your office phone with your mobile phone. However this requires your office phone to have a DID number and your mobile phone to send its calling line identification number (CLIP).

It's not possible to place a new call directly to extensions from your mobile phone via the mobility extender unless all phone have DID numbers assigned to them. A solution for this is to enable the DISA feature on your @COM Business Manager. Ask your vendor for more information on the DISA feature.

### How does it work?

The mobility extender feature works by listing for DTMF tones on all calls forwarded to your mobile phone which needs to be programmed as the preset forwarding number in the @COM Business Manager. By sending DTMF tones the @COM Business Manager will recognize certain commands, available are:

- \*0 Return to held call / Disconnect
- \*1 xxx Blind transfer call to extension xxx
- \*2 xxx Attended transfer to extension xxx

### When does it work?

The mobility extender feature functions only on calls forwarded to the preset forwarding number, which is usually your mobile phone number. It's not possible to enable this feature on more than one mobile phone per extension unless special custom-scripts are used.

