

MITEL


# Mobile Extension

Mitel® Mobile Extension lets you “twin” your desk phone to another internal or external phone (your cell phone, for example). Calls arriving at your desk phone will ring your cell phone simultaneously, allowing you to answer either device.

Mitel Mobile Extension (ME) Client is an application on a mobile handset that communicates with the Mobile Extension service, and allows you to make calls from your mobile handset through your corporate telephone system.

Your personal Mobile Extension and ME Client settings can be configured using a web interface or a telephony interface(TUI).

This guide includes procedures for accessing and programming Mobile Extension and ME Client using both types of user interface. For information about Mobile Extension administration, refer to the *Mobile Extension Administrator Online Help* available at <http://edocs.mitel.com>.

 **Note:** This guide applies to the standalone version of Mobile Extension. If your Mobile Extension application is part of the Mitel Applications Suite, refer to the *End User Portal Online Help*.

## Mobile Extension Client

The ME Client application makes the following features available to you on your mobile handset:

- OfficeLink; the capability to make a call from anywhere through your corporate telephone system
- Time of day scheduling, allowing you to schedule when the Mobile Extension service is available
- Setting the twinned phone number
- Enabling/disabling the Mobile Extension service
- Enabling/disabling Answer Confirmation

## Setting Up Your Mobile Device

To set up your mobile device to use the ME Client application:

- Install the application; you will receive a text message that the ME Client application is ready to be downloaded. You will need to know your passcode to complete the installation.

Once the ME Client application is started, connected, and Twinning turned on, calls placed from your mobile device will be re-routed through your office telephone system.

For detailed information about using the ME Client on your mobile device, refer to the *Mobile Client Handset User Guide* at <http://edocs.mitel.com>.

## User Web Interface

The User Web Interface allows you to:

- make an OfficeLink call
- customize your User Profile, including:
  - setting your passcode
  - enabling/disabling Mobile Twinning
  - setting your Twinning number
  - setting language preferences

- enabling Inbound and Outbound Answer Confirmation
- configure Time of Day Scheduling

Log in to the User Web Interface by launching your browser and entering the User Web URL supplied by your Administrator. Your desk-based phone extension is your User ID.



**Note:** See your Administrator if you are unable to log in or to make changes.

For detailed information about the User Web Interface, refer to the *Mobile Extension User Web Online Help*, by clicking on the Help link in the User Web Interface.

## Telephony Interface

You can access the Telephone User Interface (TUI) from any touchtone phone. Voice prompts assist you to set or change the following profile settings:

- Enable/Disable Mobile Extension
- Configure mobile phone number
- Set password
- Enable Answer Confirmation (see page 2)

Use the star key to access previous menu.



**Note:** The TUI welcomes you in the Mobile Extension default language. After login, the language selected in your User profile is used.

## Logging In

1. Dial the TUI access number supplied by your Administrator.
2. At the appropriate prompts, enter your desktop extension number and numeric password. (Use the same password in the Web Interface.)



**Note:** See your Administrator if you are unable to log in or to make changes.

## Configuring Your Profile Settings

Follow the voice prompts and enter the appropriate digits to change your settings:

- Press 1 to activate twinning
- Press 2 to deactivate twinning
- Press 3 to change your mobile number
- Press 4 to change your password.
- Press 5 to enable Answer Confirmation
- Press 6 to disable Answer Confirmation



**Note:** After you press 3, you are prompted to enter a new Twin number. Enter your NEW Twin number.


## Call Handoff

After you have answered a call on a twin device, you can pick up the call on your desktop phone by pressing its prime line key.



## Transfer Call to Twin Device

After you have answered a call on your desktop phone, you can press the Transfer or Trans/Conf button on the phone and then enter the extension number of your Line Monitor to transfer the call to your twin device. (See your Administrator for your Line Monitor extension number.) You can also program your Line Monitor extension number into a Speed Call key.

 **Note:** If you have twinned your desk phone to another desk phone, use the appropriate Feature Access Code to transfer calls. Using the Transfer button on the twin phone causes the prime line of the original desk phone to remain in the busy state.

## Hot Desking

Mobile Extension supports Hot Desking and provides the following features:

- Calls are presented to the twinned device even when the Hot Desk user is not currently logged in.
- Calls answered on a twin device can be handed off to a desktop device only after the Hot Desk user logs in.

## Busy/Unavailable Conditions

If your twinned cell phone is in a busy/unavailable state, calls will be forwarded to its voice mail (if available), unless answered from the twinned desktop extension first.

If voice mail is not available on your twinned cell phone, calls received during a busy/unavailable state will follow the "line busy" processing in effect at the desktop extension.

Busy/Unavailable conditions do not apply if Inbound Answer Confirmation is enabled.

## Feature Access Codes

Mobile Extension provides a specialized set of hard-coded feature access codes that are not synchronized with the system feature access codes. Use these codes when you want to invoke the following features.

Dial this code	To activate this feature
**1	Call Hold
**2	Call Hold Retrieve
**3	Cancel
**4	Three Party Conference
**5	Conference Call Split
**6	Transfer/Conf
**7	Swap (Alternate)

### Feature Descriptions

#### Call Hold / Call Hold Retrieve

- To place the active call on hold, press \*\*1.
- To retrieve the call from hold, press \*\*2.

#### Cancel

The Cancel feature access code is a context-sensitive feature that returns your phone to its previous state. For example, if you have placed a call on Consultation Hold, pressing Cancel will

return the call to the active state. If you are in a conference call and you receive a busy signal when trying to add another participant, pressing Cancel returns you to the conference call.



**Note:** In some situations, Cancel is equal to ending your call.

#### Three Party Conference

Use this feature to add a third party to an existing conference. Press \*\*6 to place the current caller on hold. Dial the third party. When the dialed party answers, press \*\*4 to create a three-way conference with the dialed party and the held party.

#### Conference Call Split

Use this feature to split a conference and speak privately with the original party. (Third party is put on hold.)

#### Transfer/Conf

Use this feature to transfer an active call or to call another party when you are in an established call. Dial the feature access code and the extension of the party to call/transfer.

#### Swap (Alternate)

Use this feature to alternate speaking with the current caller and a caller who is on consultation hold.

## Inbound Answer Confirmation

When the Inbound Answer Confirmation feature is enabled, all twinned calls are preceded by a prompt instructing you to "Press \* to accept call". You have the following choices:

- Press \* and accept the call on your twin device
- Hang up and let the call proceed to your desk phone or desk phone voice mail system.

This feature is especially useful in situations where you have twinned your desk phone to the desk phone of a co-worker. With Inbound Answer Confirmation disabled, an unanswered twin call for you may be directed to your co-worker's voice mail. When Inbound Answer Confirmation is enabled, the unanswered or declined twin call is always directed to your own desk phone voice mail.

If Inbound Answer Confirmation is not enabled, then calls will be directed to voice mail, if available. See *Busy/Unavailable Conditions* above.

## Outbound Answer Confirmation

The Outbound Answer Confirmation feature operates similar to Inbound Answer Confirmation, but is used when making OfficeLink calls. When the Mobile Extension Server calls the Current Device Number (the number at which you are currently located), the prompt will instruct you to "Press \* to accept call". You must press the \* key for the OfficeLink call to progress.

Your System Administrator must enable Inbound and Outbound Answer Confirmation before you can use it on your twinned phone.