

Wildix Mobility Enterprise



Service Configuration Guide

| | |
|--|----------|
| Introduction | 2 |
| Configuration | 3 |
| Step 1. Activate mobility extension for users in order to enable the system to route calls also to users' mobile numbers | 3 |
| • From Wildix Collaboration | 3 |
| • From WMS | 4 |
| Step 2. Enable mobility extension lookup to allow the users to make calls from their mobile numbers using the Wildix PBX | 5 |

Introduction

Wildix Mobility Extension - stay in contact anytime, anywhere, from ONE NUMBER

Wildix Mobility allows you to stay in contact with your colleagues and customers at the same number both from your office or your mobile phone.

All the calls, if not responded from the office number within a specified timeout, are routed to the user's mobile phone.

Moreover, a PBX user can call colleagues and customers via the corporate Wildix PBX from mobile phone using the same number as from the office.

Good news: Wildix Mobility service is enabled by default for all Wildix PBXs and doesn't require any additional licenses. It takes you just several minutes to start using the service.

Configuration

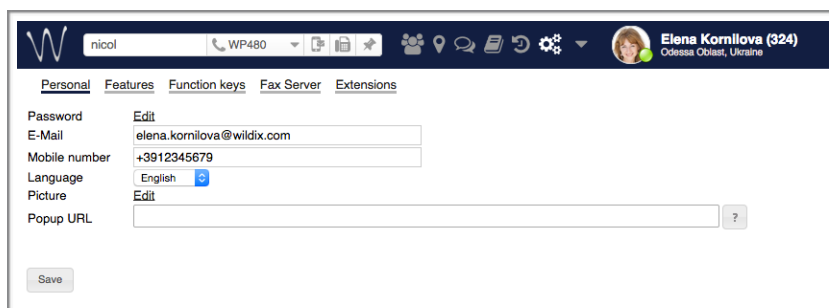
Step 1. Activate mobility extension for users in order to enable the system to route calls also to users' mobile numbers

These easy steps can be performed either by user via Wildix Collaboration or by system administrator via WMS

- **From Wildix Collaboration**

1) Wildix Collaboration Settings > Private:

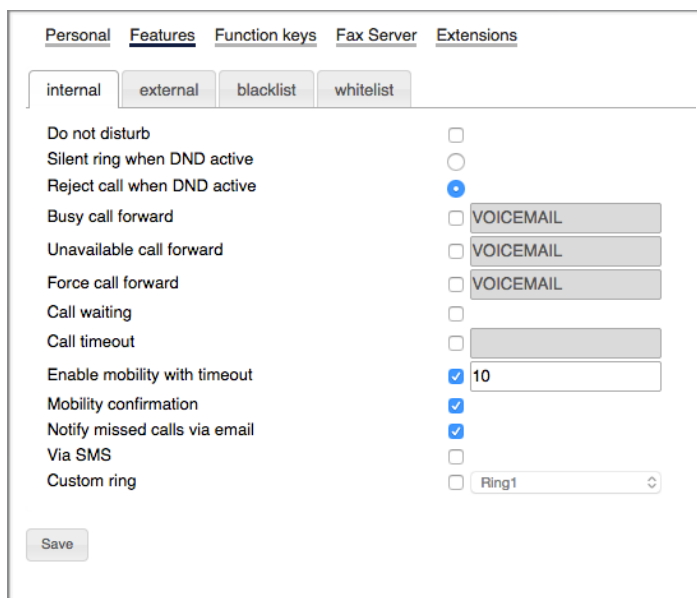
Enter your mobile number into the field "Mobile number" and click "Save"



The screenshot shows the user settings interface for Elena Kornilova (324) in Odessa Oblast, Ukraine. The user is logged in as 'nicol' with extension WP480. The 'Personal' tab is selected, showing fields for Password (Edit), E-Mail (elena.kornilova@wildix.com), Mobile number (+3912345679), Language (English), Picture (Edit), and Popup URL. A 'Save' button is located at the bottom left.

2) Wildix Collaboration Settings > Features:

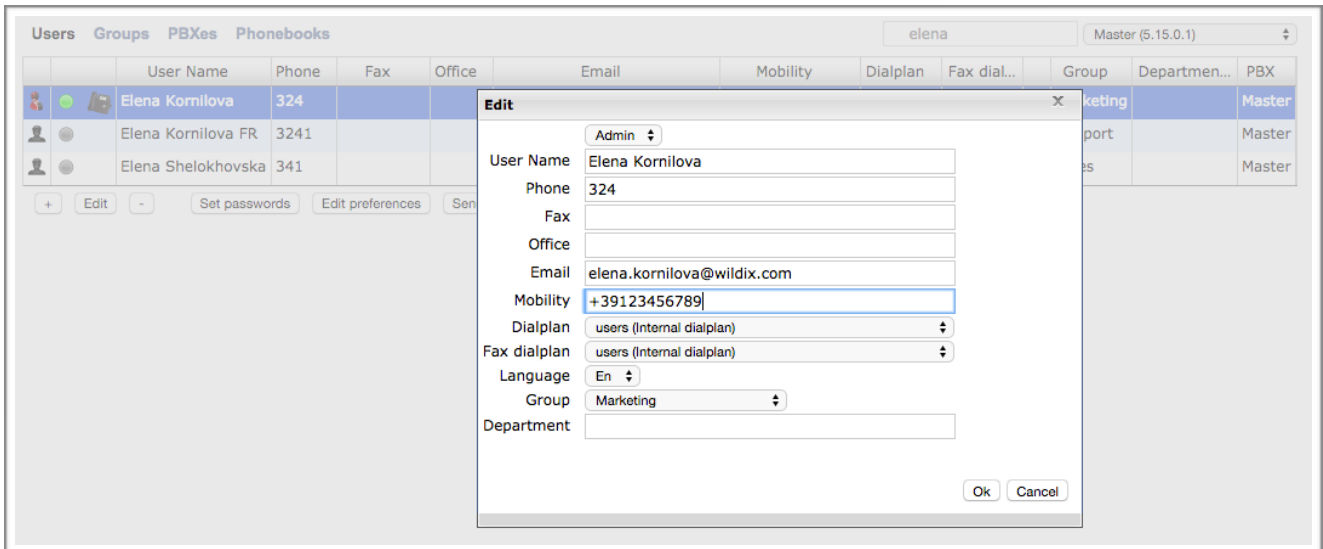
Check the field "Enable mobility with timeout" and enter the timeout in seconds into the field, then click "Save"



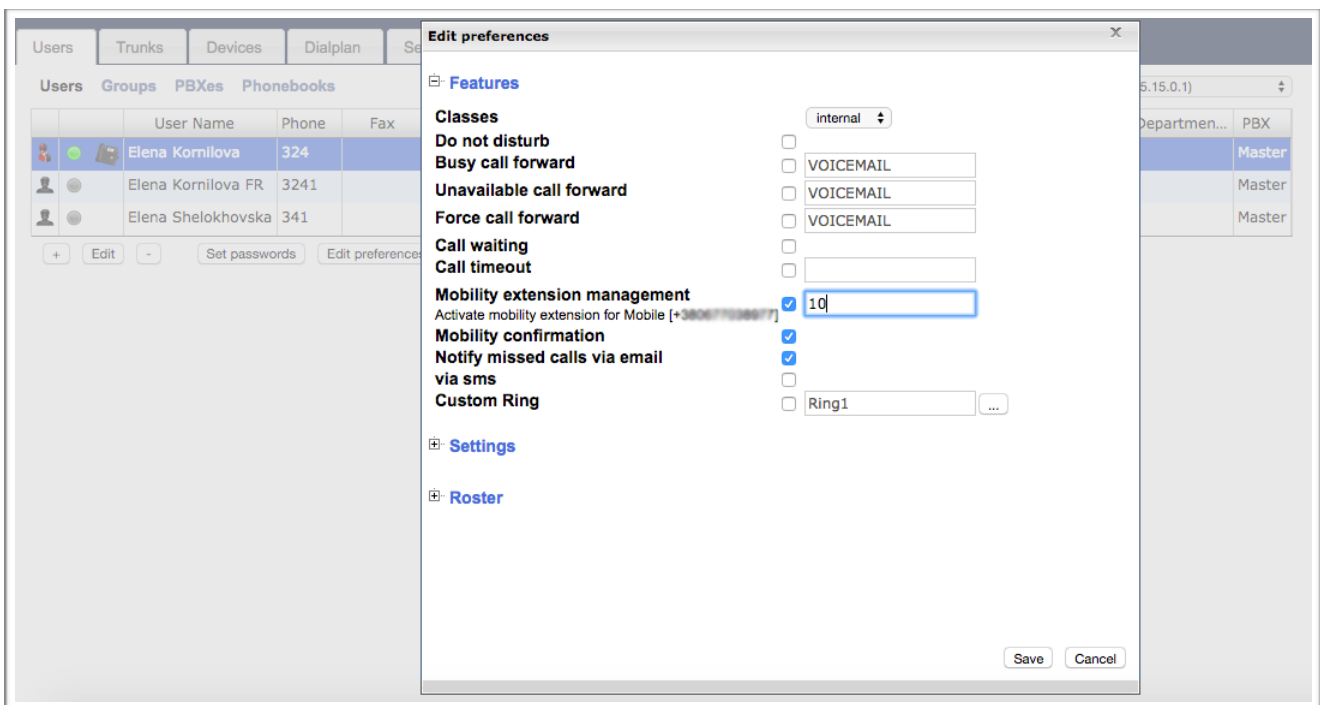
The screenshot shows the 'Features' settings page for the user. The 'external' tab is selected. The settings include: Do not disturb (checkbox), Silent ring when DND active (radio), Reject call when DND active (radio), Busy call forward (checkbox with VOICEMAIL dropdown), Unavailable call forward (checkbox with VOICEMAIL dropdown), Force call forward (checkbox with VOICEMAIL dropdown), Call waiting (checkbox), Call timeout (checkbox with input field), Enable mobility with timeout (checkbox checked with input field containing '10'), Mobility confirmation (checkbox checked), Notify missed calls via email (checkbox checked), Via SMS (checkbox), and Custom ring (checkbox with Ring1 dropdown). A 'Save' button is at the bottom left.

- From WMS

- 1) Double click on the user in Users menu and enter the user's mobile number into the field "Mobility", then click "Ok"



- 2) Select the same user and click "Edit preferences", check the field "Mobility extension management", enter the timeout in seconds, then click "Save"

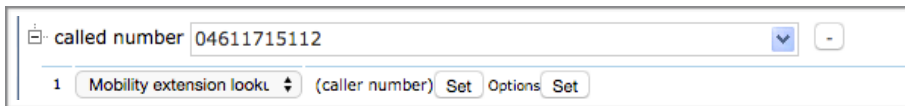


Note: You can decide for which call class Mobility extension must be enabled. To enable Mobility extension for the classes other than "Internal", select another class and repeat the step 2 for this call class.

As a result, in case the user does not respond to an incoming call from his office number within a specified timeout, the user's mobile phone starts ringing as well.

Step 2. Enable mobility extension lookup to allow the users to make calls from their mobile numbers using the Wildix PBX

Add Dialplan operation "Mobility extension lookup" to the Dialplan procedure for incoming calls management ("main" by default). Example:



The screenshot shows a configuration window for a dialplan rule. At the top, there is a field labeled "called number" with the value "04611715112" and a dropdown arrow. Below this, a list of operations is shown. The first operation is numbered "1" and is labeled "Mobility extension lookl" with a dropdown arrow. To its right, there are two "Set" buttons: one for "(caller number)" and one for "Options".

Notes:

The function "Set" (caller number) allows you to normalize the caller number (e.g. in case the operator changes the number by cutting the prefix).

The function "Set" (Options) allows you to check the box in order to enable the automatic callback to the PBX user.

As a result, once the user calls the indicated office number from his mobile number, the system recognizes the PBX user and the DISA service starts (which invites the user to dial a number), making it possible to call colleagues and customers via the corporate PBX, without displaying the user's mobile number.