



# **Mobile Pro**

## **Administration Manual**

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# Safety instructions

Mobile Pro is connected upstream of PBX systems. Any other use or unauthorized modifications to the device will void the operating permit.

The system has been manufactured and inspected with great care. Despite this, we do not recommend using it in situations where malfunctions can cause damage or consequential damage. The manufacturer shall not be liable beyond the extent provided by law.



**Only software that has been expressly approved by the manufacturer is supported.**

**Installing other software of any kind can cause malfunctions and loss of warranty claims.**



**Please observe the safety instructions in the Mobile Pro ins**

# 1 Introduction

This manual is intended for specialists who administer and manage the device:

- System and network administrators
- EDP specialists

## 1.1 Explanation of symbols

The following symbols are used in this manual:

- This symbol introduces an instruction.
- This symbol introduces an optional instruction.
- This symbol identifies list items.



*This symbol identifies tips or additional instructions.*



This symbol and text identify warnings that must be observed, as otherwise property damage or data loss may result.

## 1.2 Function description

### 1.2.1 Basic functions

Mobile Pro integrates external phones (mobile phones, home office telephones, etc.) into PBX systems in a way similar to extension phones.

Thus it enables basic fixed-line functions during a conversation, such as **hold**, **alternate**, **call transfer** and **conference calls**, even on external connections (such as your mobile phone).

In addition, the integrated **call answering system** lets you record the following:

- Voice messages
- Phone calls, voice memos (**memo function**)

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Depending on the user settings, these recordings are forwarded to the mobile mailbox or the company voice mailbox. In addition, the user can receive each recording as an e-mail (with WAV file).

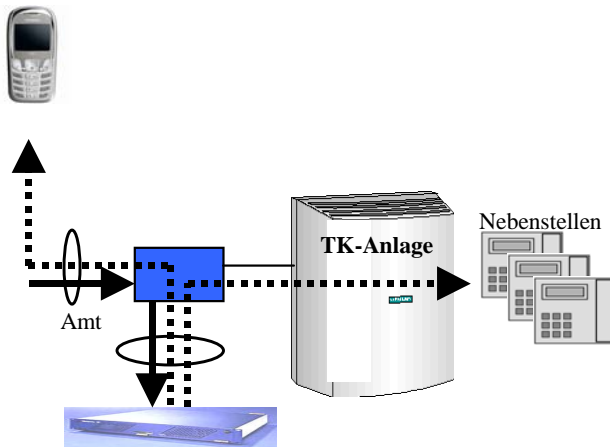
## 1.2.2 Incoming calls to the company

Mobile Pro allows every user to be reached at his or her desk and on the road at **one** phone number.

A call forwarding system is available with four call forwarding target numbers (mobile phone, alternative target numbers 1 and 2, and the call answering system). One of these targets can be enabled.

Two phone numbers can be assigned to each of the call forwarding target numbers (mobile phone, alternative target number 1 and 2), which are then called simultaneously.

If the user is not available at the enabled call forwarding target number or this target is busy, further options for handling the call are available.



**Figure 1:** Call forwarding to a target number via a PBX

In addition, the caller can be informed by a standardized or personal greeting announcement. The caller hears the greeting announcement before the call is answered at the call forwarding target number.

The user can enable/disable or modify all user-defined call forwarding/conditional target numbers and the automatic greeting via the web user interface or from on the road over the phone (depending on permissions).



*In the system configuration, you can enable "**Calling line identification**" as administrator. Then the user sees the number of the caller—even at the call forwarding target number.*

*If this phone number transmittal is disabled or has been suppressed by the caller, the user's own number is transmitted.*



*If a user receives a call from a colleague who is also a user of the system, he or she sees the number entered into the colleague's user settings under "**Number displayed for the party called**".*

*This number is transmitted even if the colleague is calling from his or her mobile phone.*

*This allows a connection to be established via the system when returning a call from the list of missed or previously received calls.*

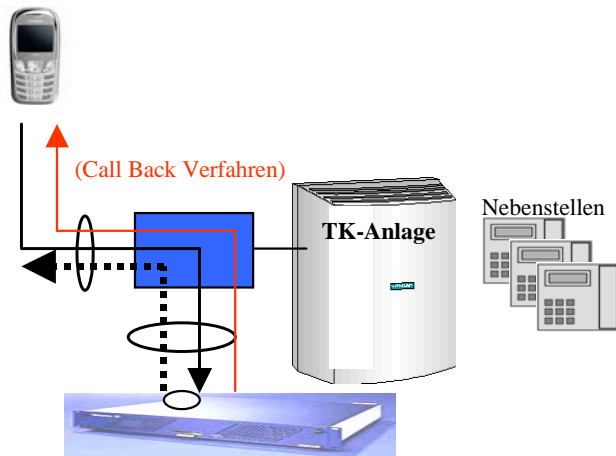
Example:      49              89              80511              411  
                    Country      Area              Company      Colleague's user No.  
                    code              code              phone              number

## 1.2.3 Outgoing calls via Mobile Pro

Outgoing calls (within the caller's own company or outside the company) can be made via Mobile Pro if the user's own number (generally the extension number) is entered as one of his or her call forwarding target numbers. Then the full functional range of the system is available to the user during a call, without having to dial via the main menu.

When establishing telephone connections via the system, in addition to the basic functions (see Section "1.2.1", on page 6), the following other functions are available:

- **Redialing**  
(list of most recent called party numbers)
- **Call from list of missed/previously received calls**
- **Speed dial targets**  
(configured via the phone)
- **Call back calls**  
(a call back from the system can be requested via a function number)



**Figure 2:** Establishing telephone connections via Mobile Pro



When establishing a telephone connection, the party you dialed sees the number you entered in the user settings under "**Number displayed for the party called**" (e.g. number of the branch). The prefix, company phone number, and extension number of the user are automatically displayed without an entry. If you desire to suppress the call number, enter the "@" symbol in this field.

## 1.2.4 Internal company calls from non-registered telephones

If not all employees in your company use Mobile Pro, call forwarding and call answering are still available to registered users. These non-registered employees do not call directly via the extension number of the registered users, but via the system.

In this case, the employee (caller) dials:

Example:	0	45 811	411
	Out-side line	Company phone number*	User No. (extension No.)

\*) Instead of the company phone number, alternative access number where applicable (see Page 25).

This also applies to functional phone calls (see Page 14) such as the **"Direct access to voice mailbox"**:

Example:	0	45 811	118	411
	Out-side line	Company phone number*	<b>Function number for "Direct access to voice mailbox"</b>	User No. (extension No.)

\*) Instead of the company phone number, alternative access number where applicable (see Page 25).

or when participating in a **"Personal conference"**:

Example:	0	45 811	222	411
	Out-side line	Company phone number*	<b>Function No. for "Personal conference"</b>	User No. (extension No.)

\*) Instead of the company phone number, alternative access number where applicable (see Page 25).

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## 2 Administration via the administrator web interface

### 2.1 Basic settings

To manage the system,

- start the Internet browser on your computer and
- enter the URL or IP address of Mobile Pro (ask your administrator for this).

*The login window appears.*

- Fill in the following fields:

Mobile Pro >> Login	
Login level	Select the "Administrator" login level.
Language (Web):	Select the language for administration purposes via the web.
User number	<u>Caution:</u> Do <b>not</b> fill in this field for the initial setup. The administrator user number is required for later service or administration access.
Password (PIN)	Enter the administrator's password (PIN) here. Enter <b>052002</b> (factory default) for the initial setup. <i>The password (PIN) must consist of 6 digits.</i>

- Click "Login".



*The "Service" login level is available for service access. After administrating the system, users can log in via the "User" login level.*

## 2 Administration via the administrator web interface

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After the administrator "Login", the following overview appears:

The screenshot displays the administrator web interface. On the left, there are four main navigation categories: 'System administration', 'User administration', 'Music on Hold', and 'Service'. Each category has a list of sub-items with right-pointing arrows. The 'User administration' category is highlighted, and its 'User overview' sub-item is selected. The main content area shows the 'User overview' page for 'All users'. It features a search bar with a dropdown menu set to 'Name' and a search term input field. Below the search bar is a table with columns for 'Number', 'Name', 'Department', 'Level', and 'Mobile'. The table is currently empty. At the bottom of the table area, there is a 'Show:' dropdown set to '10' and a status indicator 'User (Found: 1)'. A 'Delete' button is located at the bottom right of the table area.

**System administration**

- » Administrator
- » System parameters
- » Numberingplan
- » e-mail
- » User rights level
- » Functional phone numbers

**User administration**

- » User overview
- » New user

**Music on Hold**

- » Selection
- » Upload

**Service**

- » Service Settings
- » RAS Dial
- » System information
- » Logfiles
- » Backup
- » Restore
- » Reset
- » Filemanager

» Logout


User administration >> User overview >> **All users**

Search: Name Search term: Search

Number	Name	Department	Level	Mobile
--------	------	------------	-------	--------

Show: 10 User (Found: 1) Delete


**Figure 3:** Mobile Pro entry masks

 *At the initial administration, the "User overview" is empty. Begin with the "Administrator" menu.*


You can manage the system and create users via the individual entry masks of the *Basic settings*, *User administration*, *Music on hold*, and *Service* menus.

- Click the corresponding menu item.
- Then fill in the corresponding fields and save the entries.

 ***You can call up a detailed explanation for all of the entry masks at any time. To do so, click on "Help".***

 ***Caution!***  
*At the initial administration, please make the corresponding settings in all entry masks of the "Basic settings".*

---

 *The numbering plan has to be filled out during the setup (generally by the service technician).*

The individual menus are briefly explained below.

### 2.1.1 Administrator

Enter the administrator's data here.

The administrator user number should:

- have as many digits as the extension or user number
- not exist as an extension number
- be easy to remember (e.g. 888)

### 2.1.2 System parameters

Enter the basic data for connecting the system as system parameters.

- For the type of connection ("System is operated on"), "Call through" is already set as default.

**Please leave this setting** and

- fill in the corresponding fields.

**Please also be sure to observe the explanations of the individual fields in the online help.**

### 2.1.3 Numbering plan

The entries for the "Numbering plan" menu item must be made during the setup and are described in detail in the "Installation and service manual".

You can also find information concerning the numbering plan under "Help".

### 2.1.4 E-mail

The system offers users the option of having recorded conversations, voice memos and recorded messages delivered to an e-mail address as WAV files (see Section "Call answering" on page 18).

## 2 Administration via the administrator web interface

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To do so, you must configure the corresponding e-mail settings here.

To test whether the settings are correct,

- click "Test settings".



*Make sure that a valid e-mail address is entered in the "Administrator" menu.*

*A test e-mail will be sent to the administrator.*

### 2.1.5 Authorization classes

Up to 3 authorization classes can be set up here.

To do so, enter lists with the first digits of all phone numbers that are to be blocked for the respective authorization class. Separate the entries with a comma.

Each user is allocated one of these authorization classes in the "User administration" menu (see "Advanced settings" on page 18).



#### **Caution!**

*If a user is allocated an authorization class with an empty field, this user has no dialing restriction.*

### 2.1.6 Functional phone calls

With functional phone calls, you can:

- 1) Request a call back from the system
- 2) Configure user settings over the phone (registered telephone)
- 3) Leave parties (registered in the system) a message **directly** without calls being signaled at their phones
- 4) Use personal "conference rooms"
- 5) Take over calls on other phones

To enable functional phone calls for all users of the system,

- enter corresponding function numbers here.

To carry out a functional phone call, a user dials as follows:

- 
- From **external** phones registered in the system: prefix, company phone number, and desired function numbers;
  - From **internal** phones: number for obtaining an outside line, company phone number,<sup>1)</sup> and the desired function number. The system detects the user and carries out the desired function directly immediately.



*For call back calls, phone charges are incurred by your company's fixed-line connection as soon as you answer the call back.*

*For functional phone calls for user settings, the connection is terminated without the call being answered; the caller hears the busy signal. No connection is made and no phone charges are incurred.*

*For the functional phone numbers „Voice-mailbox direct access“, „Personal conference“ and „Handover“ the call is answered and therefor chargeable [see "Function numbers (default settings)" on page 16].*

If an individual function number is assigned for „Takeover of calls", the takeover of calls occurs exclusively through this functional phone call.

If no call can be taken over (because none exists), the user hears the announcement and is then returned to the main menu.

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<sup>1)</sup> Instead of the company phone number, alternative access number where applicable (see Page 25).

## 2 Administration via the administrator web interface

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Basic settings >> Function numbers	
<b>Request call back:</b> - From a registered telephone (phone number transmittal); - From any phone (with or without suppression of phone number)	x00  x00 with user number
Call forwarding to mobile phone <b>on</b> :	x01
Call forwarding to first alternative target number <b>on</b> :	x02
Call forwarding to second alternative target number <b>on</b> :	x03
Voice mail <b>on</b> :	x04
Call forwarding <b>off</b> :	x05
Message delivery to mailbox/mobile mailbox <b>on</b> :	x06
Message delivery as e-mail <b>on</b> :	x07
Message delivery to mailbox/mobile mailbox and as e-mail <b>on</b> :	x08
Message delivery <b>off</b> :	x09
Voice-mailbox direct access:	x10 with user number
Personal conference:	x11 with user number
Handover	x12

**Table 1:** *Function numbers (default settings)*



*Functional phone calls can also be selected from the main menu and carried out from on hold.*



*The number of parties in a conference room is limited to 30.*

**The default settings must be modified in every case (replace "x ..." by a number).**

**When selecting function numbers, be sure to enter only phone numbers that are easy to remember and that are not yet assigned or used as extensions in the company.**

---

## 2.2 User administration

### 2.2.1 New users

To create new users,

- click on "New user".

*In the web interface, the "**User administration >> New user >> User data**" entry mask appears.*

#### 2.2.1.1 User data

To create a new user or to modify the data of a user,

- fill in these entry masks and save the entries.



*Virtual user:*

*If a user has no extension phone for the company PBX, enter a phone number for this "virtual" user in the "User number" field and enable the "Virtual user" checkbox in the "Advanced settings" menu.*

*In this case, in the "Call forwarding" menu, set the time after which an automatic greeting should start to 5 sec. and enable the "Automatic greeting" checkbox.*

After saving the entries of a newly created user, other entry masks are displayed which need to be filled out for this user:

- >> User data
- >>Advanced settings
- >> Call answering
- >> Call forwarding



***Please observe the explanations of the individual fields in the help function.***

## 2 Administration via the administrator web interface

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### 2.2.1.2 Advanced settings

Here you can set advanced settings, in particular permissions for the user.

***Please observe the explanations of the individual fields in the help function.***

### 2.2.1.3 Call answering

Here, configure where the following recordings are to be delivered:

- Messages of the answering machine function
- Call recordings and voice memos

They can be delivered to a voice mailbox or mobile mailbox and/or as a WAV file by e-mail. Each of these options can be switched on or off via checkboxes.

When using a mobile mailbox, please note:

A mobile mailbox phone number is:

Mobil prefix xx mobile phone number.

Examples for Germany:

T-Mobile:	xx = 13
Vodafone:	xx = 50
E-Plus:	xx = 99
O2:	xx = 33

(A mobile mailbox phone number of 0170/123456 with T-Mobile, for example, is 0170/**13**123456).



***Please observe the explanations in the help function.***

We recommend that you verify the phone number (by calling it) or obtain current information from the mobile provider.

---

#### 2.2.1.4 Call forwarding


The system offers various options for call forwarding that need to be configured here.


In the **Call forwarding** section, up to 2 target numbers - separated by a comma - can be entered in the each field for **mobile phone, first alternative target number** and **second alternative target number**. One of these targets can be marked as active. The user can modify the active call forwarding selection via phone or the web user interface.

An incoming call is signaled at a user's extension and at his or her enabled call forwarding target number.

The system regards all entered phone numbers of the call forwarding target numbers as registered numbers. A user can dial into the main menu of the system from call forwarding target numbers. All functions of the system are then available to the user.

As the **conditional target number for (busy/unavailable)**, you can enable a "conditional telephone number" or the call answering (mailbox/mobile mailbox, and/or e-mail). The call forwarding to conditional target numbers can also be switched off.

 *Dialing into the main menu is not possible from conditional target numbers.*

 **Caution!**  
*If 2 numbers are entered for an enabled call forwarding target number, the call is forwarded*

- to an enabled **conditional target number when busy** only if both numbers of the enabled call forwarding target number are busy
- to an enabled **conditional target number when unavailable** only once both numbers of the enabled call forwarding target number are unavailable or the set time when unavailable has expired.

 **Please be sure to observe the detailed explanations in the help function.**

### 2.2.2 User overview

In the user overview, registered users are listed with the following entries:

Number	Name	Department	Class	Mobile phone
--------	------	------------	-------	--------------

You can do the following:

- Configure how many users will be displayed
- Sort the individual columns
- Filter out information via a search function
- Delete users

To modify the settings of a registered user,

- click the number or the name of the user.

*You see the "User data" entry mask of the selected user and the following menu items:*

- >> User data
- >> Advanced settings
- >> Call answering
- >> Call forwarding

## 2.3 Music on hold

### 2.3.1 Selection

Mobile Pro plays hold music for the party on hold. Six standard pieces of music are available for selection, but you can also load your own musical selection into the system.

### 2.3.2 Upload

You can upload a file with your own hold music to the system. Note the required file format:

**8-bit - 64 Kbps - CCITT A-Law encoded,**  
Max. file size 5 MB.



*When using music, make sure not to infringe any **copyright laws**.*

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## 2.4 Service

The service menu provides the administrator with important functions for maintaining the system.

### >> Service-Einstellungen

Settings necessary for connections allowing remote maintenance.

### RAS Dial

Settings for outgoing RAS connections.

For a detailed description, refer to the Installation and service manual.

### >> System information

This displays the expansion stage and the version number of the included software. This information is helpful when contacting us with questions / support inquiries.

In the "Update history" link you see a description of the updates that have already been made.

### >> Logfiles

This allows you to download logs of all connections of the system. These data can provide information about the use of the system.

### >> Backup

Whenever you have changed system or user data during an administration session, we recommend making a backup. Then, in case of malfunction, you can quickly restore a system from the backup data.

### >> Restore

We recommend making a backup before the reset.

A restore enables you to restore the system using the data saved during the backup.

## 2 Administration via the administrator web interface

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### >> Reset

Resets the system to the (default) factory settings.

**Caution!** All settings and data are lost!

### >> Filemanager


Files can be downloaded from the system (such as logfiles) or data can be uploaded to the system (such as updates).

---

## 3 User access

### 3.1 User access via TUI

Use the "Dial up scheme" form to notify each user of the personal access numbers, function numbers, permissions as well as the call length and recording time.


 You will find the form on the documentation CD.

### 3.2 Web user interface

Each registered user can log into the web user interface via the login window as "User" with his or her user number and password.

Depending on permissions,<sup>1)</sup> the user then has the option of managing the following settings:

- General settings
- Greeting
- Call forwarding
- Call forwarding when busy
- Call forwarding when unavailable
- Answering machine
- Advanced settings

 The Web user interface is described in detail in the *user-online-help*.

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<sup>1)</sup> You assign these permissions in the "User administration" menu under "Advanced settings".

# 4 FAQs

**Question 1** How does one distinguish a direct call from a call via Mobile Pro?

**Answer:**

For a call via the system, you receive an audible signal before the caller can be heard.

**Question 2** You try to establish a connection from a registered telephone (such as a mobile phone) to Mobile Pro and do not reach the main menu.

**Answer:**

Please verify that your phone number transmittal is enabled (on your mobile phone, for example).

**Question 3** A registered user requests a system call back via the call back function, but the system does not call back.

**Answer:**

Your phone number transmittal may not be enabled.

The function number for the call back cannot be called (a function number must be externally reachable).

**Question 4** Recorded messages are not delivered to the user via e-mail.

**Answer:**

Check and test the e-mail server settings in the web administration (Basic settings >> E-mail >>).

Select the user in the web administration (User administration >> User overview >>). Verify the e-mail address in the menu item >> Call answering >> and whether it is enabled as the message delivery target.

---

# Glossary

Administrator password	Number that identifies the administrator when logging into the web interface.
Administrator user number	With this number, the administrator can log into the web interface to manage the system. A user needs this number to reach the main menu of the system from a <b>non-registered</b> phone and configure user settings, for example.
Alternate	If you have put someone on hold to connect to another party, you can switch back and forth ("alternate") between the parties as often as you want.
Alternative access number	If your company's PBX does not permit dialing directly into the main menu [outside line, company phone number, user number] from an extension, you can reach the main menu using the alternative access number (instead of the company phone number).
Authorization class	Group of phone numbers that are not allowed to be dialed (e.g. 900 numbers and other premium-rate numbers, long-distance calls, international calls, etc.).
Browser	Program for viewing websites (e.g. Internet Explorer or Firefox).
Call answering	The system's call answering feature allows you to record voice messages temporarily. Depending on the user setting, this recording is forwarded to the mobile mailbox/company voice mailbox and/or as a WAV file to an e-mail address.
CLIP	Calling Line Identification Presentation; calling number is transmitted to the called party.

## 4 Glossary

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Conference room	Every Mobile Pro user has his or her personal conference room. This can be reached by dialing in with the function number, followed by a conference room number.
Conference	Multiple parties can participate in a call, as opposed to alternating between calls (see below).
FAQ's	Frequently Asked Questions (see Chapter 4, "FAQs", on page 24).
Function number	Number that carries out a function assigned to it when dialed.
Hold	While you have an existing connection to one party, you can make another connection without losing the connection to the first party (refer also to Alternate).
IP address	Address of a device in a network that corresponds to the specifications of the Internet Protocol.
IP	Internet Protocol; defines how devices in a data network communicate with each other.
LAN	Local Area Network: local data network.
Network prefix	In many countries (such as in Germany), there are competing fixed-line telephone companies (telephone networks). These offer different call prices depending on time of day and connection destination. You can use the corresponding prefix of the telephone network for each individual call ("call by call") to select the telephone company with the best price.
Numbering plan	To support different ISDN call number formats, automatic call numbering plans are created. A unique numbering plan is generated for every possible number transformation. This consists of filter and generator. The number of numbering plans is unlimited.

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Takeover of calls	When a call is signaled at a phone or while you are on a call, you can take over the call on another phone; for example, you can take over a call from a fixed-line phone on a mobile phone and vice-versa.
User number	Number under which a user is registered in the system. It is needed to log into the web user interface, to dial into the main menu, and for some functional phone calls. The user number is usually the user's extension number.
User password (PIN)	Number with which the user can access his or her user settings via the web user interface and from non-registered telephones.
User	A party for whom a "user profile" is created in the system. A user is thus "set up" in the system, and his or her phone numbers/mailbox/e-mail address are registered.
Virtual user	A user is a "Virtual user" if a user has no extension phone of the PBX to which the system is connected. For incoming calls via Mobile Pro, the system immediately dials the associated call forwarding target number.



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