Alti-Mobile Extensions

An Alti-Mobile Extension extends AltiGen's IP-PBX extension features to remote workers using cell phones or home phones via trunk interface.

When configured, the property of trunk interface is changed to simulate an extension. An Alti-Mobile Extension user will gain most of the system routing, call control, voice mail, CTI, and call center features through PSTN telephone network.

An Alti-Mobile Extension includes the following capabilities:

*   Call Control: transfer, hold, park, call pickup, conference

*   Call Handling: single/multiple call waiting and queuing, RNA routing, account codes

*   Paging through Audio Output/Trunk/Extension/IP

*   AltiView/AltiAgent CTI client

*   Conversation Recording (centralized or to extension's voice mail)

*   Workgroup agent with login/logout and ready/not-ready

*   #82 – Dial tone mute

*   Supervisor silent monitor and barge-in

An AltiGen IP-PBX's extension/agent can be internal (on-premise) using voice or data wiring, external over IP (WAN/VPN), cell phone, or PSTN network, or an extension of other PBX via adjunct tie trunk or over PSTN trunk simulated as MobileExt port. The extension can be dynamically logged in using #27 from internal, mobile, or IP device.

Alti-Mobile Extension Diagram

A simulated physical boards (MobileExtAnalog) will be created if a Triton analog trunk is configured as MobileTrunk. A simulated physical boards (MobileExtDigital) will be created if a Triton T1/PRI trunk is configured as MobileTrunk.

Figure 1.   Alti-Mobile Extension Diagram

To set up an Alti-Mobile Extension:

1. Select a Triton trunk (PRI trunk strongly recommended) to be used as a mobile trunk. To configure the Triton trunk, select the Triton trunk from the trunk channels in the **Trunk Configuration** window, then click the **Trunk Properties** button, or double-click the list entry to view the **Triton Trunk Line Properties** window.

Figure 2.   Triton Analog Trunk Line Properties Window

Figure 3.   Triton T1/E1 Trunk Line Properties Window

Figure 4.   Triton ISDN PRI Trunk Line Properties Dialog Box

2.   Select the **Use this Trunk As Mobile Trunk** check box.

3.   If necessary, continue adding channels as mobile trunks, then restart
      AltiWare. After AltiWare has restarted, a mobile extension board will

show up in the **Boards View** in ACM Admin (i.e. MobileExtAnalog or MobileExtDigital).

Figure 5.   Boards View

4. Assign a virtual extension to a mobile extension port by changing the virtual extension to a physical extension, and then assigning it to a mobile extension port. The Alti-Mobile Extension will be displayed in the **Extension View** window.

Figure 6.   Alti-Mobile Extension - Agent Extension View Window

5. Configure the mobile PSTN number for the Alti-Mobile Extension by selecting the extension from the **General** page of **Extension Configuration** in AltiWare Administrator, then click on the **Line**

Properties button to invoke the **Mobile Extension Port Configuration** dialog box.

Figure 7.   Mobile Extension Port Configuration Dialog Box

- **Target Phone Number** - the number that will be dialed when AltiServ tries to ring this Alti-Mobile Extension. Do not include the trunk access code.

- **Caller ID** - a caller ID can be entered for caller identification. When using a dedicated link, the mobile trunk must be assigned. Caller ID verification can be disabled on the dedicated mobile extension ports.

- **Mobile Trunk Allocation** - select either **Shared** or **Dedicated**. Selecting the **Dedicated** option enables the browse button (...), which in turn, invokes a **Mobile Trunks** window to select the desired mobile trunk.

Figure 8.   Mobile Trunks Window

- **Play Phrase After Answered** - system will play the given phrase when the mobile PSTN phone answers the call from the system to call the Alti-Mobile Extension.

- **Play Phrase Before Dial Tone** - system will play the given phrase before the dial tone when the PSTN phone user tries to use system to make an outgoing call as the Alti-Mobile Extension.

6. In the **Board View** of AltiAdmin, double-click the mobile extension board. When the next window appears, click the **Board Configuration** button to open the **Mobile Extension Board Configuration** window:

Figure 9.   Mobile Extension Board Configuration Window

- • **Mobile Extension Ports** - allows the user to adjust the number of mobile extension ports (96 ports maximum)

- • **Key Simulation** - allows the user enable/disable the FLASH simulation.

- • **Mobile Extension Ports** - displays fields for the channel, target phone number, Caller ID, Trunk Allocation (Shared or Dedicated), Phrase 1 (Play Phrase After Answered), and Phrase 2 (Play Phrase Before Dial Tone) of each extension port.

- • **Mobile Trunks** - displays fields for the board, span, channel, trunk allocation, mobile extension and status of each mobile trunk.

Alti-Mobile Extension Limitations

- • Quantum analog trunk will not be supported.

- Only PRI mobile trunks can deliver Caller ID information to the Alti-Mobile Extension.

- Alti-Mobile Extension uses * to simulate "Flash" key, if enabled.

- An Alti-Mobile Extension cannot support Centrex calls.

- After switching a trunk between regular trunk and mobile trunk, or when adjusting the number of mobile extensions ports in a mobile extension board, AltiWare must be restarted in order for the changes to take effect.

- The Alti-Mobile Extension's "Primary Caller ID" field under Caller Identification may need to include the area code. This field requires a perfect match to accept a call from the mobile PSTN phone. Some local CO's will send the area code with the Caller ID even though the call is in the home area code.

- No caller name delivery to the Alti-Mobile Extension is supported.

- No Message Waiting Indicator delivery is supported. (Use Message Notification as a workaround).

- If the Alti-Mobile Extension is using dynamic link between the virtual and physical mobile extension channels, the caller ID is required for verification purpose when the Alti-Mobile Extension calls in the system to get system outbound dialing.

- Since the DTMF key * is used for simulating the FLASH-HOOK, so there is no way to send * to system. So the central transfer, IVR, VM (backward the VM menu) and boomerang features are limited.

- For RNA for Alti-Mobile Extension, the ring count may not be accurate.

- On Triton Analog boards with answer supervision, strange behavior may occur.

- When placing calls to Alti-Mobile Extensions that are cellular phones, if the cellular phone is out of signal range, the caller may hear long periods of silence.