

# UNIVERGE® MOBILE EXTENSION



## Smart Communications for **Small and Medium Businesses**

For organizations to thrive, they must be flexible. Customers have come to expect 24 hours a day, 7 days a week service from the organizations that they do business with. Now NEC can ensure you have the tools to stay in touch and be competitive – wherever you are – with UNIVERGE Mobile Extension for the UNIVERGE SV9100 communications server.

Mobile Extension gives you access to all of the features of your desktop phone from nearly any external communications device. It enables you to use a mobile device, home phone or other external device to simulate an extension of your office phone. And customers never know you're not at the office! One number access lets them reach you wherever you are.

### Single Number Reach

Mobile Extension gives you the ability to use your cell phone or any other external telephone device as a single line extension of your SV9100.

With one number access, you can use the same business phone number for both your desktop phone and mobile extension. That way, customers, vendors and business associates need only that single phone number to reach you. The amount of time it takes you to respond to your caller is decreased, and your organization benefits by increased customer satisfaction.



### At a Glance

- > One-number access reduces response times and increases customer satisfaction
- > Flexible call control and management increases efficiency
- > Access to key desktop telephone features enables easy handling or redirecting of calls
- > Caller ID routing ensures privacy of your cell phone and external device numbers

## Flexible Call Control and Management

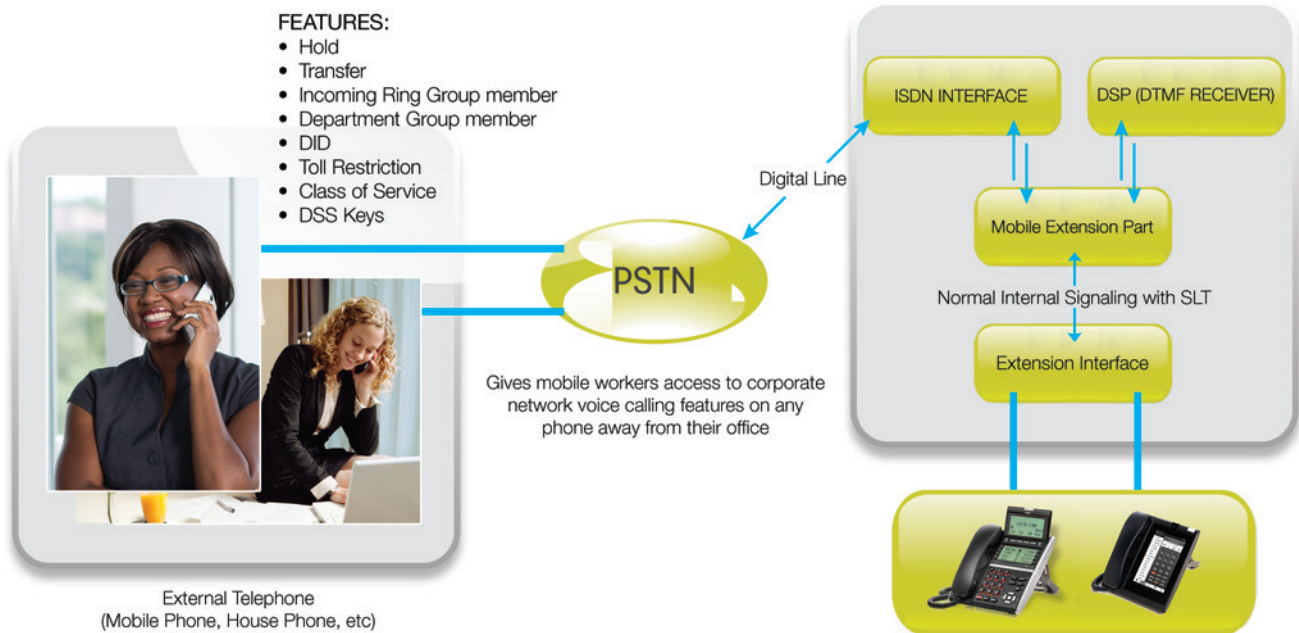
Mobile Extension ensures that you remain in control of your calls. Incoming calls that are not answered by the external telephone can be made to simply follow the SV9100 internal routing – including routing to SV9100 voicemail. This flexibility even enables you to control who gets through. When you combine Mobile Extension with the SV9100 Call Forward Both Ring feature, both your original SV9100 desktop telephone and your external telephone/device ring simultaneously. Unanswered callers who dial your direct extension can be routed to your SV9100 voicemail – even while internal and transferred calls are not.

Remote Mobile Extension users can access their SV9100 desktop telephone features on their mobile/external phone even when answering a Mobile Extension call. You can easily receive calls, transfer incoming calls to other extensions, place calls on hold, make intercom calls, access your voice mail, insert the caller into a conference or perform any number of other call-handling communications server features – all from your cell phone or other external device.

## Access to Key Desktop Telephone Features

Until now, extensions outside the office had no way to access the features of their office communications systems. Offsite workers simply managed without the convenient features of their desktop phones. With the UNIVERGE Mobile Extension, they can access their office telephone-based productivity tools right on their remote or mobile devices.

Using Caller ID Routing, the Mobile Extension user can call into the SV9100 Communication Server, gain system dial tone and use the convenient SV9100 station features. Outgoing calls made using this method will present the caller ID assigned to the user's mobile extension, which enables Mobile Extension users to protect the privacy of their home or cell phone numbers.



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