NEC

For UNIVERGE SV9100/SV8100 Communications Platforms

Fixed Mobile Convergence (uMobility™ Client)

At a Glance

- Flexible SIP-based client that connects mobile devices directly to NEC's UNIVERGE SV9100/SV8100 communications platform

- Easy to use – does not require server installation and configuration

- No central control and administration of users

- Available as a free download through the Apple iTunes Store and Google Play Store

- Connects to a user's network anywhere there is Wi-Fi or cellular data (4G and LTE data only) access and is registered as a standard SIP extension

- Anytime, anywhere reach improves efficiency and productivity

- Enables station-to-station and external dialing via mobile devices

Overview

Mobile devices are becoming the primary communications method for most of today's workforce. With this expanded use of mobile devices, employees now have multiple phone numbers to reach them by - making it confusing for customers and colleagues to know which number to call. Weak in-building signals can also be an issue and can make talking difficult or having important calls dropped.

To ensure that your customers and co-workers can quickly connect to the person that they need to reach, you need a solution that can simplify your communications. With NEC's Fixed Mobile Convergence (uMobility Client) from bizRTC, LLC., you are able to provide your employees with enhanced in-building coverage and the ability to connect to your Wi-Fi network through any Internet access – simplifying the way they can be reached and manage their messages.

The uMobility Client

The uMobility Client is a flexible SIP-based client that connects mobile devices directly to your NEC UNIVERGE SV9100/SV8100 communications platform so that it functions as a standard SIP device . It is supported on Apple®iPhone® and iPad® and Android® phones and tablets.

The uMobility Client application can be easily downloaded from the corresponding application store…iTunes®, Google® Play and Blackberry World and it's free. A third party or standard SIP license is required on the voice platform.

With uMobility's network access capabilities, you can take advantage of the Wi-Fi at your office, home or even at a public hotspot. It replaces the weak and unreliable cellular signal experienced from inside a building with the much stronger and more stable Wi-Fi signal - ensuring solid voice quality. Or, you can take advantage of a strong 4G/LTE cellular data connection where Wi-Fi access is unavailable. This enables you and your employees to be reached anytime, anywhere – resulting in a more efficient, responsive, collaborative and productive workforce.

Another added benefit of uMobility is that it reduces cell phone minute charges each time a mobile device is connected to your network since it does not require the use of cellular minutes – resulting in potential cost savings. uMobility Client offers your business true mobility with the high-quality voice communications that our customers have come to expect from NEC.

Anytime, Anywhere Reach and Enhanced Message Management

uMobility enables your employees to be reached via a single number by transparently twinning calls that are made to their preferred business phone number. Employees can have it set up to where both their desktop phone and mobile device rings simultaneously when their preferred phone number is called. The same business phone number is used by customers, vendors and business associates whether your employee is in the office or not. Only a single phone number is required for reaching their contact, alleviating the frustration of not knowing which phone number to call or where to leave a message.

If that desired employee is not available, the call is directed to his or her preferred number voicemail account. No longer will your employees have to miss that important phone call from a customer, play phone tag or check multiple voice mailboxes; uMobility speeds up connectivity, improves responsiveness and reduces caller wait time.

Enterprise Dialing via Mobile Devices

With the uMobility Client, your mobile device users are able to do station-to-station and external dialing as well as utilize the trunking services of your business's switch. This allows them to place calls by entering a valid extension or a fully-dialed number. By placing the call through the switch, the caller ID that is presented is the user's business phone number instead of the cellular number which reinforces single number reach.

uMobility also allows your business to track uMobility phone usage in the office since all of these phone calls are captured by your phone system call logs.

NAT Support on the UNIVERGE SV9100/SV8100

With the UNIVERGE SV9100/SV8100's support of the Network Address Translation (NAT) mode for standard SIP terminals, users can connect to their company's network through the uMobility Client anywhere that they have network access. This alleviates the need and expense of installing and configuring special Virtual Private Network (VPN) software. NAT support for uMobility simplifies your communications.

Independence from Specific Cellular Carrier Technology

Because uMobility does not depend on specific cellular technology, it provides your business the flexibility to select or keep your cellular carrier of choice. So, your business can negotiate the most economical plan that will suit your needs.

Improved Efficiency and Productivity

The uMobility Client enables your employees to be reached anytime, anywhere which results in better efficiency and higher productivity. Your business can streamline communications and information delivery by handling calls more promptly from any location without having callers directed to voicemail. Those important calls will never be missed again.

Increased Customer Satisfaction

Providing your customers with a single number that can be used to reach their contact on the first try positively impacts customer service dramatically. No longer will your customers have to be routed through automated attendants and directed to different voice mailboxes. They can be confident that they will reach the person they need when they need them.

Enhanced Functionality with Full Server-Based Version

The uMobility Client provides you with the option to upgrade to the full server-based version, which offers centralized management and enhanced mobile functionality, including network handover. The server-based version lets your employees effortlessly roam on and off campus, from your business's Wi-Fi to cellular networks and back again via their mobile device.

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