

Remote Worker Business Benefits From a VoIP+PBX Internet Telephone System.

Imagine the business benefits from being able to put a central office telephone extension on a remote workers desk that has all the same features of those in the central office. This is now achievable using Miton's VoIP+PBX Internet Telephone System, whether users are Home-based or at the other extreme are frequent international travellers living out of a suitcase and communicating from hotel rooms. Both extremes can be closely integrated into the Central Office System where each user appears as a single telephone extension on the central switch.



The office environment revolves around a company's telephone system which enables employees to interact effectively with customers and each other to provide a consistent business image. However, more and more employees are working from isolated home offices, or small regional offices, and this has meant they could not communicate as effectively. New technology means these users can now be part of the central telephone system and be integrated into the team. The VoIP+PBX Internet Telephone System together with Internet Telephones forms a complete telephone exchange that integrates all users as a single effective business unit. Calls can flow seamlessly between from the Central system and Remote Workers. The Remote Worker can even use the Central Telephone System to make outside calls – at no cost to them!



Remote Workers enjoy **identical** telephony operation and facilities as if it were directly connected to a Telephone Server in the central company's premises. Yes, **absolutely identical!** Some of these features are listed below:

Business Benefits:

- Make employees just as effective at home offices so save on central office overheads. No need to provide a desk phone in the office
- Remote users appear as if they are in the central office to outside callers
- No call charges between the remote worker and the central office – even for callers from international locations.
- Remote users seamlessly integrated with the main office Telephone System to maximize efficiency.
- Built-in Conferencing for users and outside contacts
- Keep track of remote users performance through call logging

General Features:

- Multiple Mail Folders
- Web Interface for Voicemail Checking
- E-mail notification of Voicemail
- Voicemail Forwarding
- Visual Message Waiting Indicator
- Message Waiting Stutter Dial tone
- Multiple Line Extensions
- Directory Listing
- Conference Bridging
- Unlimited Conference Rooms
- Call Queuing
- Visual Notification of Voicemail
- Call Detail Records
- Local Call Agents
- Remote Call Agents

Call Features:

- Default or Custom Messages
- Music on Hold
- Music on Transfer
- Call Waiting
- Caller ID
- Caller ID Blocking
- Caller ID on Call Waiting
- Call Forward on Busy
- Call Forward on No Answer
- Call Forward Variable
- Call Transfer
- Call Parking
- Call Retrieval
- Remote Call Pickup
- Do Not Disturb

There is no feature loss whatsoever

Remote Worker Connection Options to Central Office:

Connection options are as flexible as the concept itself. A key consideration is the frequency and volume of likely use with due consideration being paid to the type of Remote Worker.

There are two ways the Remote Worker can connect to the central Telephone System. Internet connectivity via broadband with suitable phone offers the best solution since the connection is permanent, or optionally an existing telephone connected via the public telephone network can be used.

Remote Worker Equipment Requirements:

There are four basic options available to enable the Remote Worker to be part of the System.

1. Normal Telephone direct to the Central Telephone System:
2. Normal Telephone via Adaptor to through the Internet
3. IP Phone via the Internet
4. PC-Based Soft IP Phone via the internet

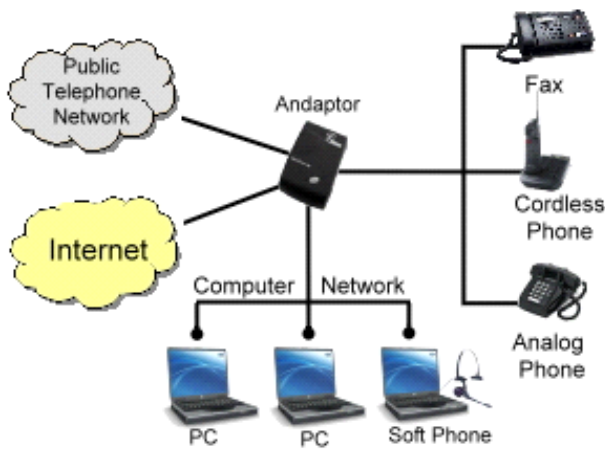
1. Normal Telephone through Public Telephone Network



The VoIP+PBX Call Server can be connected to the Public Telephone Network using Analogue or Digital Basic-rate or Primary Rate (E1/T1) connections, as well as being connected to VoIP networks. In this manner, outside callers using conventional telephones can be connected to the Call Server and the VoIP+PBX Call Server acts as a normal telephone exchange. Outside callers can be connected to remote workers seamlessly using the methods shown below.



2. Normal Telephone via the Internet



In this example, conventional telephones are used via an adaptor to connect to other phones either via the Internet, or by conventional means via the Public Telephone network. The adaptor has a built-in network hub for connecting PC's.

Example Application: Suppose there are two people in remote locations who simply want to keep in touch with each other without paying call charges. They can simply use the equipment above and connect their normal telephone to an Adaptor that provides communications over the Internet.

3. IP Phone via the Internet



IP Phones are connected directly to the Internet, or IP-based network, such as a Local Area Network of a company. These telephones appear as a normal extension on the central Call Server with all the features of Office workers at their disposal.

Example Application: Small Home-Office based consultants with six offices. This example is a group of Home-office based consultants who work closely together and want to appear as a larger company, even though they are home based. The VoIP+PBX Call Server would be located in one of the offices. This could optionally be connected to the Public Telephone Network so external calls could be received and made by any extension. All offices would have a single IP phone connected via Broadband to the Internet. The six offices would be able to conference together and with external callers.

Example Application: International Company with overseas offices. Using this method a UK based company who has a reseller in the USA and Canada could seamlessly pass incoming external calls directly to their reseller over the Internet.

4. PC-Based Soft IP Phone via the internet



This is the method most suitable for a mobile office. A soft-phone is installed on a PC and using a headset and screen-based phone keypad, calls can be made and received from anywhere there is an Internet Connection. E.g. Hotels.

The four connection methods can be used simultaneously providing multiple choices of connections depending upon the needs of the user.

Linking Offices Together Via the Internet:



VoIP+PBX call Servers can be connected together so that multiple offices can use IP Phone Telephony to communicate. This limits the Internet Bandwidth required.

Example Application: Centralized Audio Conference Bridge. In this example a corporate has offices in diverse locations and wants to have a central Conference Bridge capability for their customers and themselves. The Audio Conference Bridge server is located at the main office. Internal in both offices and external callers could all make use of this central resource.

Diagram Showing All Connection Options



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