



Fixed Mobile Unification – FMU

End User Manual

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Sensitivity	Unrestricted
Our reference	FMU manual
Version	v1.0
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1. Concept

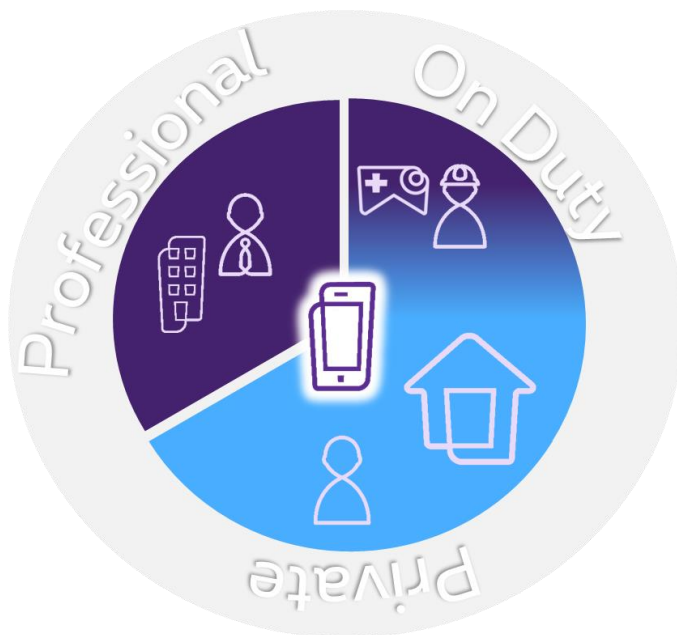
FMU service is an option that is activated at mobile SIM card to integrate the mobile device into the Enterprise telephony system.

The FMU user can chose between 3 user statuses: Professional, On Duty and Private.

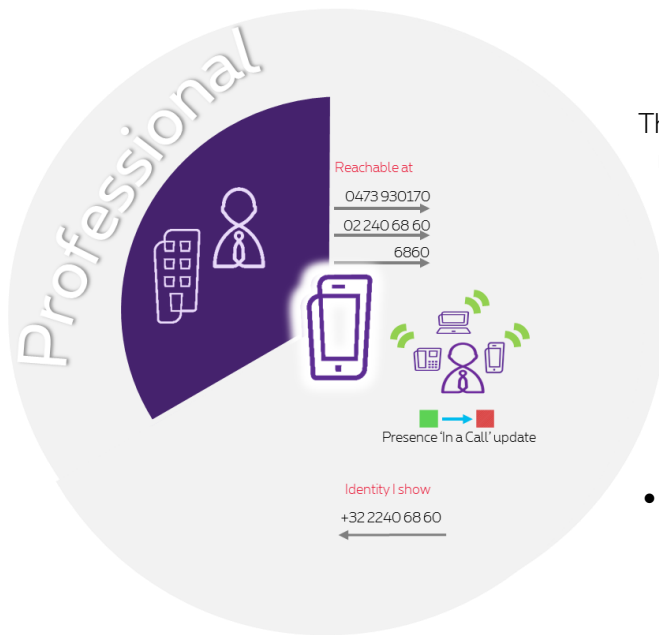
A mobile Application is available to consult the active status and when allowed to manage his profile using:

- Status scheduling (Mobile App)
- Manual status setting
 - o Mobile App
 - o Using #135# - USSD code

2. FMU Status



2.1 Professional



The mobile SIM card is integrated into the PBX and PBX rules apply.

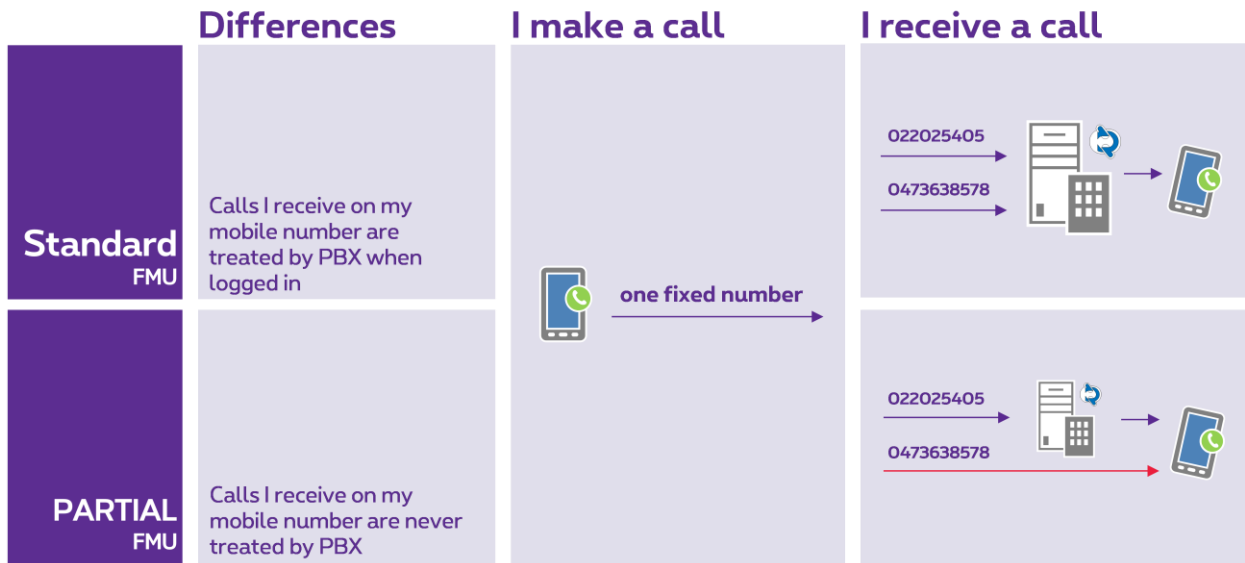
Mobile device behaves as if it were a fixed phone connected to the PBX:

- If user is making an outgoing call using one of the connected device, the professional number (FIX) will be exposed
- Calling restriction and reporting of the PBX apply.
- Internal number works.
- Line status is visible on the PBX

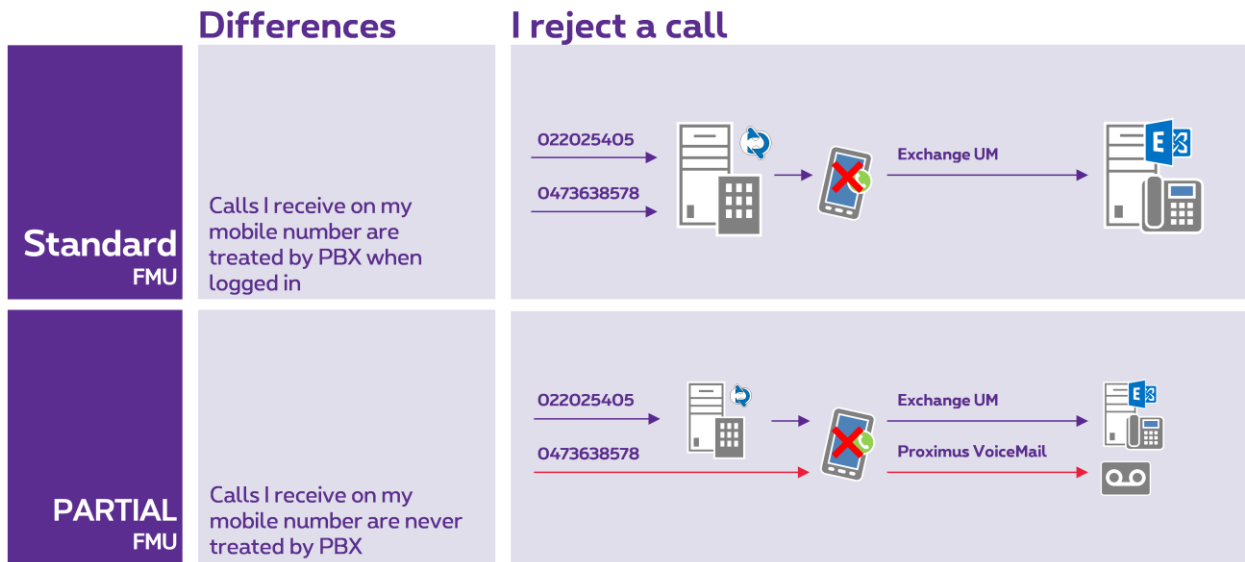
2 Flavours: FMU standard / partial

- FMU standard: all calls made from and to mobile number will be managed by the PBX if professional status is active
 - Outgoing call: fix number
 - Incoming calls on mobile number : managed by the PBX (PBX forwards and routing apply)
 - One voicemail: PBX/UC voicemail
- FMU partial: only the calls made from mobile device are managed by the PBX when professional status is active
 - Outgoing call: fix number
 - Incoming calls on mobile number : direct on the mobile device and towards mobile voicemail

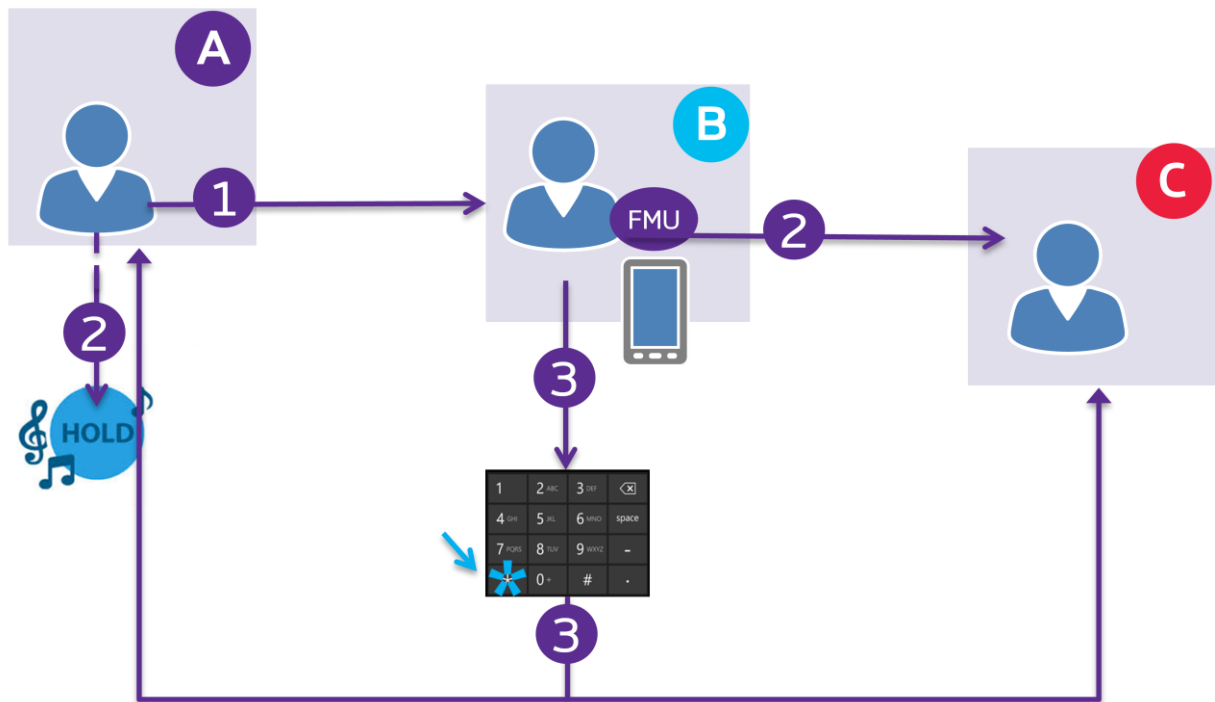
2.1.1.1 Making / Receiving a call in professional mode



2.1.1.2 Missed and Rejected calls



2.1.13 Easy Call transfer



1. 'A' calls 'B', a full FMU enabled user
2. FMU user puts 'A' on hold; and initiates a new call to 'C' (how to do it depends on the phone menu itself)
'C' picks up
3. FMU user press star (*)
'A' is in conversation with 'C'

2.2 Private



The mobile number is completely private.

No link with the PBX nor the rules defined on the PBX.

Mobile User then only receives calls made to its mobile number

If user is making an outgoing call using his mobile device, the private number (Mobile) will be exposed

2.3 On Duty



The On Duty status resembles the Private status but the Mobile user remains reachable for the PBX (for calls on his fix number or from colleagues)

2.4 Overview

Features	FMU Standard Professional mode	FMU Partial Professional mode	FMU On Duty mode	Private
Dial out using your Fix number	✓	✓		
Dial out using the Internal dial plan	✓	✓		
Incoming call CLI transparency	✓	✓	✓	✓
One VoiceMail (PBX voicemail)	PBX Voicemail	PBX VM and Proximus VoiceMail	Exchange UM and Proximus VoiceMail	PBX VM and Proximus VoiceMail
Simultaneous Ringing	✓	only for calls entering on fixed number	only for calls entering on fixed number	
PBX routing policies (Team Call, Response Groups) will make the mobile device ring	✓	only for calls entering on fixed number	only for calls entering on fixed number	
Intra company tariff	✓	✓	✓	✓

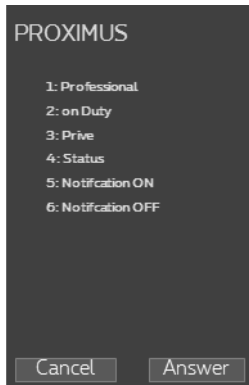
Definitions:

- **Dial out following the PBX dialling policies & using your Fix number:** when placing a call from the mobile, the PBX dialling policies apply (call barring, reporting...) & called party will see the Fixed Number.
- **Dial out using your Internal dial plan:** possibility to call colleagues on their PBX extension
- **CLI transparency:** when receiving a call, the displayed calling number is the original calling number. When the incoming call is an external incoming call, the full calling party CLI will appear.
- **One Voicemail:** PBX voicemail
- **Simultaneous Ringing:** Fix and mobile device ring
- **PBX feature from my mobile device when call is entering via long mobile Number:** when someone contacts the user on his mobile number and the user receives the call on his mobile, he will benefit from the PBX features: call queuing, call transfer, call pick up group, ...

3. Status Management

3.1 Using USSD code

Dial #135# on mobile device and chose the status



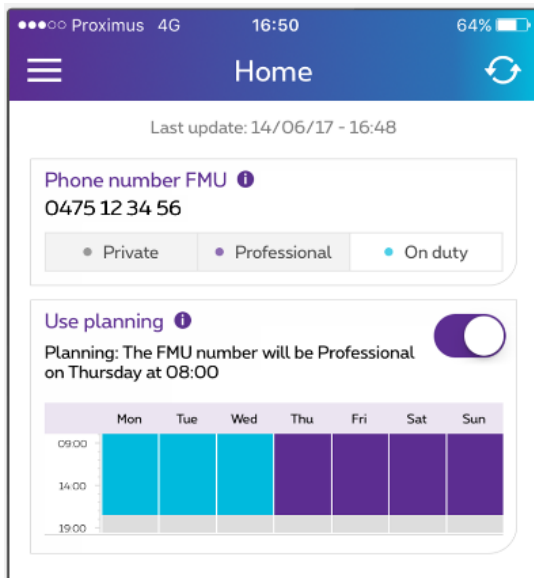
1/2/3 → see above the status description

4: to know what status is active at the moment

5: “beep” notification ON: when activated, the end user will hear a “beep” when making a call in professional mode

6: to deactivate the Beep notification

3.2 Via Mobile Application



It is possible to manage the status manually or via a scheduling.

Manually: the status is selected and until another status is selected the chosen status remain active

Scheduling: it is possible to define some slots with a specific status on a 7 days calendar. The status will be automatically updated by the system.

See user guide for details.