



Telephony

Fixed Mobile Unification



Choose when and how you want to be contactable for your business calls

Nowadays, almost all your employees have both a fixed-line phone and a mobile phone. But that's not always easy to balance in practice. Which number should they give to external business contacts? On which number, on which phone and on which voicemail do they wish to be contactable for business calls? Moreover, as a company you want to keep an eye on your costs and certain company rules on fixed line or mobile phone usage.

It's possible to enhance your Unified Communications platform with Fixed Mobile Unification (FMU), a Proximus service in which the mobile phones of your users are integrated into your telephony platform. This means it's no longer necessary to deal with two phones and you increase each employee's accessibility.



Fixed Mobile Unification offers the following:

One business number: your employees can give their fixed telephone number as their business contact number instead of their personal mobile number. They can be reached both on their fixed and their mobile phone at this number. This is also the number which is displayed with each outbound call, regardless of whether the call is made from a mobile or a fixed telephone.

One voicemail: all messages come in on the business voicemail and can also be consulted and managed there.

One call flow: the mobile phones are fully integrated into your communication platform and considered an extension of it. All telephone exchange rules also apply to the mobile phones, letting your employees manage their calls on their mobile phone like on their fixed phone.

Presence status: since the mobile phones are integrated into the communication platform, the latter also knows the presence status of the user when using his mobile phone.

Correct number display: users will see the correct number of an incoming call displayed on both their fixed and mobile phone, including in the case of forwarded calls. Both phones ring when a call comes in.

Login/logout: when a user logs out, his mobile phone number is no longer integrated in the communication platform and becomes a private phone with its own number and voicemail. This makes it easy to keep private and business calls separate.

The FMU concept:



FMU is a service which is delivered over the Proximus network. This means:

- You don't need to have a smartphone. The service works with all types of mobile phones.
- You don't have to install and manage any apps on the mobile.
- You don't have to have mobile data.

FMU is available on:

- Explore with business trunking.
- Fast Internet.
- A FMU-certified telephony solution.

Advantages of Fixed Mobile Unification

- **FMU is device-independent:** users don't need a specific type of smartphone or OS to use this service. FMU works on all mobile phones.
- **Easy to use:** the IT department or user doesn't need to install and manage apps on the user's mobile.
- **No additional costs are charged for calls between colleagues.**
- **Simple billing:** if the user is logged in, calls are charged to the company bill. If the user is logged out, calls are charged to the mobile phone bill.
- **Not a single call is lost:** your employees can be reached on their business number at all times, no matter where they are.
- **FMU supports your corporate identity:** the business (fixed) number is always displayed with every outbound call.

More info



If you would like more information or a free demo, please contact **your Account Manager**