



Mobex1 Overview

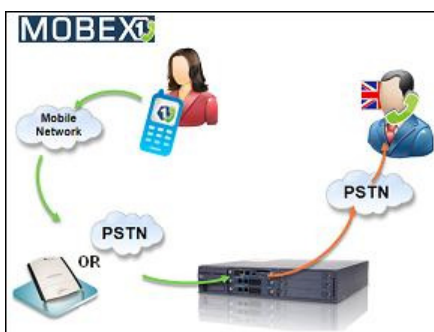
Mobex1 is a simple and intuitive dialling software that runs on most mobile phones.

By making staff more available via one phone number regardless of where they are; at the same time saving up to 85% on their mobile calling costs.

Unlike any other product on the market our solution is very easy to use.

Using intelligent routing to direct calls based on the least cost, you can choose which calls should be called via your phone system or as normal over your mobile network.

Mobex1 increases customer service and customer profits.



The diagram shows mobile calls being sent over the mobile network to either a GSM Gateway or PSTN network, connected to the phone system (DISA) of which connects the call to the destination party.

Installing Mobex1

There are three ways to install Mobex1

Using your Mobile Phone via SMS


1. Browse to www.Mobex1.com and select "get application via SMS", select your make and model of your phone and enter your mobile number in international format. e.g. +6140123456 or +642123456 then click "Send me SMS". Open the SMS on your mobile and select the link, this will open your mobile's browser and let it connect to the internet to download the application. Once downloaded follow the prompts to install the application.

Using your Mobile Phone via WAP / WEB

2. On your mobile browse to <http://www.mobex1.com/download/> and select the link to download the application. Once downloaded follow the prompts to install the application.

Using your PC

3. Browse to www.Mobex1.com and click on the download centre and select "get application via PC" then select your make and model of your phone and click "Download".
 - a. Once downloaded, double click on the file and follow the prompts to install it to the mobile phone. **OR**
 - b. Copy the download file to your mobile's memory card and using filemanger, install it from the memory card.

 **HOT TIP:** To make it easier to open Mobex1, change your mobile's soft key buttons. **On most Nokia phones navigate to:** Tools / settings / general / personalisation / home screen key shortcuts / select right selection key and select Mobex1. **OR** Settings / general / personalisation / stand by / shortcuts / then select right selection key and select Mobex1. Keep pressing back until you get to the home screen. On the home screen you should see Mobex1 and you can now start Mobex1.

Mobex1 Activation

Trial mode

The first time you start Mobex1 it will be in trial mode for 7 days from the date of installation. Please contact your Mobex1 reseller, quoting the IMEI number to purchase a license. Otherwise select Trial mode.

Activation

When you start Mobex1, the application will ask for the license number "Reg.Code". Insert your license number, then using left hand soft key, select Options / Register and Mobex1 will now be registered.

Mobex1 is registered to the serial / IMEI number of the phone.

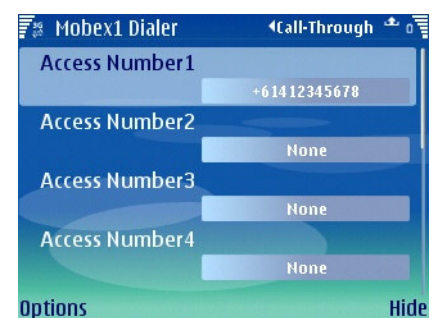
Quick Start


1. To test that Mobex1 will work, call the phone system and ensure you can get dial tone by entering PIN and trunk access DTMF etc. Then enter those codes into the relevant sections of Mobex1.
2. Set the dial in Access Numbers.
3. Set the included numbers. To route everything! ## or choose what you want to be routed via the PBX.
4. Set excludes to the numbers you don't want to go via the phone system.
5. Make a test call!

Mobex1 Settings


Mobex1 works hand in hand with your phone system and will require a PBX technician to enable certain settings in your phone system.

Access Numbers



Once Mobex1 is running, using the toggle key, select the right  button twice and under the "Access Numbers" enter the phone numbers of the phone system. These are the numbers that Mobex1 will dial to get dial tone / DISA (Direct inward system access) from the phone system. E.g. SIM number of mobile gateway.

General Settings

With Mobex1 running, using the toggle key on the phone, select the right or left button  to navigate to the "settings" page.

<Included numbers> Default entry:

This entry is to get Mobex1 to pass calls to the phone system. Here is an example entry. The # is to separate each prefix and the * is a wild card. Here are some examples that will pass calls to the phone system:

#00* numbers starting with 00
 #+44* numbers starting with +44
 #* all numbers

When you add the entries, it must be added in one line and should be formatted like this E.g. #00*#+44*#

<Excluded numbers> Default entry:

This entry lets Mobex1 know which calls you don't want dialled via the phone system. e.g. Voicemail, toll free and free numbers in your free calling business plan. **Excluded numbers override included numbers!** e.g. If you have an entry in <included numbers> of #00*# and have an excluded entry #0064*# then Mobex1 would pass all numbers starting with 00 but excluding numbers starting with 0064. Here are some excluded examples:

#777 exclude the number 777
 #+614*#04* exclude all Australian mobiles
 #04123456 exclude free calling number
 #1300*#1800* exclude toll free numbers

When you add the entries, it must be added in one line and should be formatted like this:
 #777#+614*#04*#04123456#1300*#1800*#

<DTMF Delay (Seconds)> Default entry: 0

The DTMF delay is seldom used and in most cases be set to 0. If the phone system takes a short while to start listening to DTMF then a delay is required.

<Access PIN> Default entry:

The PIN number is when the phone system requires a PIN number before it gives internal dial tone to the phone system. If your phone system can recognise your mobile number and then immediately present dial tone, then this entry is not required.

<Trunk access> Default entry:

When the phone system provides dial tone, what do you press to get an outside or external line? Most phones systems use either 0,1 or 9 and in some cases don't require this entry.

<Submit code> Default entry:

If the phone system supports overlap dialling then this entry is not required. If the phone system uses VOIP lines then entering a # will speed up the dialling.

<Show Notification> Default entry: enabled

This entry (enabled) displays the application during calls going from and to the phone system. **Note:** If you are using features like call hold, and the application is hidden (disabled) then you will not be able to put the call on hold.

<Call Hold, Resume & Transfer>

These are phone system dependant and enter the appropriate DTMF codes if your phone system supports these. E.g.: *

<Custom DTMF>

If your phone system supports sending DTMF while on a call. E.g. Setting up a conference call, checking voicemail etc. Then you can create your own custom named entries that send DTMF. Select Options, Add DTMF and give the service a name. E.g. Conference, then enter the DTMF associated with the service.

<Answer code>

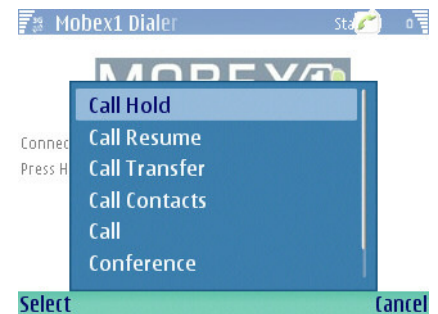
Some phone systems can play a message to the user and ask the user to confirm to accept the call by pressing a number. This is to avoid calls being lost to voicemail especially if the mobile is part of a ring group. If the phone system is setup for this then enter the number here.

Making Calls

Mobex1 can be used in two modes for establishing calls:

1. **Automatic mode:** Using your phone to call as normal, Mobex1 checks the number you are dialling against the include and exclude patterns and then either dials it as normal or redirects the call via the phone system automatically.
2. **Manual mode:** In this mode you need to open Mobex1 and select "Options" and either "Call from contacts" or "Call" by entering the number you want to dial.

Incoming Calls



When Mobex1 detects an incoming call that matches the number entered into the access number, then Mobex1 will pop up on answering call and provide the user with further options for call control. e.g. Put the call on hold and then transfer the call to another party (phone system dependant).

Support

For support please contact your local dealer, Mobex1 reseller or email support@mobex1.com

FAQ:

Please visit <http://mobex1.com/faq.php> for the current list of frequently asked questions.

Contact Us:

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