

A unified communications  
profile and portal, wherever you go

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## IP User Mobility— A unified communications profile and portal, wherever you go

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Rather than wait in the office until midnight for that call to Beijing, the executive has dinner at home, then logs into his office's phone system from a laptop equipped as an IP "soft phone"—using the same extension and profile as the desktop IP phone at the office.

When bad weather delays outbound flights, the sales manager logs into the office phone system from a PDA and works just as productively as at his desk—and is just as easy to reach on the office number. For all practical purposes, the airport gate is the office.

When an ad campaign stimulates call volume, the call center manager spreads the workload to additional work-at-home agents. With the temporary workers in the call distribution scheme, the IP PBX serves 30 users, even though it is only licensed for 24 ports.

All of these scenarios are realities with IP User Mobility, a feature available with Release 5.0 and higher software for Toshiba Strata® CIX IP business communication systems.

With IP User Mobility, your identity on the company phone system travels with your extension anywhere you want to take it—not tied to a network port, device or physical location. Your unique calling features, user profile, preferences and security authorizations go with you wherever the work goes—to a home office, hotel room, WiFi hot spot... anywhere you log in from a device that uses Toshiba IP telephony software.

IP User Mobility is something different from typical definitions of "mobility." It is more than the ability to have calls forwarded to other locations or devices where you might be—although it interworks seamlessly with such call features. It is more than the ability to roam around a building or campus with wireless IP phones—although it works on those systems too. It is more than the ability to communicate from anywhere over the Internet using a laptop, tablet PC, or PDA—although it works quite nicely on these devices too.

IP User Mobility refers to the ability to have a single identity—one directory number with all its associated privileges, preferences and features—follow you across all those environments, anywhere within the reach of an IP connection. Even if the "office" is at home today, a conference center tomorrow, and a Starbucks the next day, colleagues and customers interact with you just as if you were in the office. Your physical location is seamless to them.

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### Business advantages of IP User Mobility

Let's take a look at some of the functions and advantages of IP User Mobility for organizations of all sizes.

## Access your unique communication services from anywhere.

Imagine the possibilities. From wherever they are, users can be as fully productive and accessible as they are at their desks:

- Features associated with the user's extension—such as call forwarding, call park, hunt groups, call tracking for billing purposes, automatic call distribution and messaging—work just the same from any logged-in IP telephony device.
- Preferences such as password and login options, user-programmable "soft key" buttons, speed-dial numbers and caller ID transfer over to any IP device being used as an IP soft phone.
- Callers no longer have to track separate numbers to reach employees on their office, home office and mobile phones.

These IP User Mobility capabilities are not limited to the company network; they work anywhere within the reach of an IP connection, on the company network or the Internet.

Suppose you are traveling to a branch office in another city and need to use an extension there for the day. No problem. Just log that phone out, and enter your extension and password. This IP telephone now adapts to your profile—becomes yours as far as the communication system knows, until you log out.

Suppose you're at home and you remember there is business to transact, but your office phone is still logged into the IP PBX system at work. Nobody is in the office to log out for you. No problem. Simply start up your home IP telephone or SoftIPT application on a PC, laptop or PDA, enter your directory number and password, and you're in. The system automatically logs out the IP phone at the office.

Many of these capabilities are user-controlled options. Simply click the wrench button on the main screen to display the control screen. From this fill-in-the-blank interface, users can set preferences such as:

- Whether or not to log in automatically when starting up the IP user device
- Whether or not to require a password at login
- Which Microsoft Outlook profile to use for Contacts
- Which interface card(s) on the Strata CIX communication system to access

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## Prevent unauthorized use of your account.

Since any IP device running Toshiba IPT software can be used to access the organization's communication system, you need ways to limit access to authorized users only. You have multiple options:

- **Allow only authorized users to log in.** Users can choose to require a password of up to 16 characters to log in to the communication system under their personal extension.
- **Protect access to designated extensions.** Certain users, such as those with very high confidentiality requirements, may wish to prevent *anybody* from transferring their extension to another device. For that reason, the ability to transfer registration can be disabled/enabled on a per-station basis.
- **Log out a phone locally.** Administrators can easily program a logout key on the SoftIPT application and IPT phones—either on a button or a flexible access code. Logging out a phone to prevent unauthorized use can then be one-touch easy.
- **Log out a phone from anywhere.** Administrators probably don't want to leave a business phone unattended—or that idle port unavailable—when an employee is at a training class or on vacation. Extensions can be remotely logged off to release the resources for another user.

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*You have multiple options to grant the flexibility of IP User Mobility while protecting the security of the organization's communication system.*

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## Support more users at lower cost.

IP User Mobility enables your organization to do more with the communications resources it has—and forestall the need to buy more phones or license more ports.

### Serve more users than licensed ports.

In the past, each port on the communication system was assigned to a station. A 24-port interface card supported 24 stations. A user with an office phone and a home office phone therefore consumed two ports, even though one of those two phones would be idle at any time. A part-time employee consumed a full-time port. Ports were unavailable for other users even when the primary user was on leave.

Since not all users will be logged into the phone system at all times, wouldn't it be nice to use port capacity more efficiently? With IP User Mobility, you can oversubscribe the communication system to support more users than ports.

For instance, if you have 100 users—each with their unique extensions—but you know only 40 will be on the phone at any given time, there's no need to license interfaces for 100 users. Just provision two 24-port cards—enough for 48 simultaneous users. The system manages profiles for as many additional users as you wish.

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### Allow multiple users to share one IP phone or soft phone.

Suppose two employees share a desk in a job-sharing arrangement, working on alternating days. Or one workspace is occupied by separate first- and second-shift workers. Or a conference room is pressed into service for a temporary team.

For all of these arrangements, IP User Mobility enables you to do more with less. One physical IP telephone can serve multiple users on demand, adapting its capabilities to the user logged in at the moment. There's no need to supply separate telephone sets for employees who use the same workspace at different times.

### Ensure resilient, high-availability service.

Users or administrators can specify both a primary and secondary interface card to connect to the communications system. Simply enter the IP addresses of the cards in an intuitive control screen. The system seeks to connect to the primary interface card first, then to the secondary card if necessary.

The connection automatically transfers to the secondary card if the IP connection to the primary card is lost for any reason. Users are assured of high-availability service, even if a primary connection is unavailable.

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### Get the advantages of IP User Mobility for your organization.

#### On the network side...

It's easy to get started. Existing Toshiba communication systems with a VoIP interface card and R4 processors—from the Strata CIX40 for small businesses to the Strata CIX1200 for large enterprises—can all support IP User Mobility. You only need one or more LIPU or MIPU interface cards and Release 5.0 or higher system software.

IP User Mobility is free of charge. It is included in system software and requires no special license to activate.

#### On the user side...

IP User Mobility works on Toshiba IP telephones and a broad range of popular IP devices that support Toshiba SoftIPT client software. Desktop, laptop or tablet PCs running Windows 2000, Windows XP and Windows Vista are all excellent candidates to be SoftIPT phones. So are PDAs running several versions of PocketPC and SmartPhone operating systems. And wireless Toshiba IP phones on a Wi-Fi network. Users have a wide range of choice for taking advantage of IP User Mobility.

#### To configure and manage the system...

Administrators use the same easy-to-use eManager software that controls the Strata CIX system itself. Build stations and assign directory numbers for each user. Enable or disable IP User Mobility for any individual user. Manage passwords and access privileges, and monitor system use. All of these functions can be managed locally or remotely over the network from anywhere.

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*Existing Toshiba IP business communication systems—from the Strata CIX40 for small businesses to the Strata CIX1200 for large enterprises—can all support IP User Mobility.*

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## Closing thoughts

If you already have a Strata CIX communication system, take advantage of IP User Mobility to enable your people to be more productive while using fewer network resources. If you are evaluating new business communication systems, consider the advantages of IP User Mobility for your organization:

### Reduce the cost of the communication system by:

- Supporting more users than licensed ports
- Using only one port to serve a user's multiple locations
- Enabling an IP phone to serve multiple users on demand

### Foster better productivity and customer service by:

- Enabling workers to access their customized phone services from anywhere
- Making it easy for callers to do business with even the most mobile employees
- Enabling your people to go where the work goes, anywhere within the reach of an IP LAN or the Internet

At a time when costs for just about everything in business are going up, Toshiba offers an innovative way to do more for less.

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*Reduce the cost of the communications system while fostering better productivity and customer service—just by turning up a feature that is included at no extra charge in Strata CIX system software.*

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## About Toshiba America Information Systems Inc. (TAIS)

Headquartered in Irvine, Calif., TAIS comprises four business units: Digital Products Division, Imaging Systems Division, Storage Device Division, and Telecommunication Systems Division. Together, these divisions provide mobile products and solutions, including industry leading portable computers; projectors; imaging products for the security, medical and manufacturing markets; storage products for automotive, computer and consumer electronics applications; and telephony equipment and associated applications.

TAIS provides sales, marketing and services for its wide range of information products in the United States and Latin America. TAIS is an independent operating company owned by Toshiba America, Inc., a subsidiary of Toshiba Corporation, which is a global leader in high technology and integrated manufacturing of electrical and electronic components, products and systems, as well as major infrastructure systems. Toshiba has more than 191,000 employees worldwide and annual sales of over US \$76 billion (FY2007). For more information on Toshiba's leading innovations, visit the company's Web site at [www.toshiba.com](http://www.toshiba.com).

## IP User Mobility from Toshiba

Toshiba IP PBX systems, from the Strata CIX40 for small businesses to the Strata CIX1200 for large enterprises, all support IP User Mobility. This feature enables users to log into the communication system under their office extension from anywhere—even when the extension is being used by another IP device. This feature also enables users who share a common workstation to log in under their individual extensions and profiles.

This capability was launched in 2007 and is included in Release 5.0 system software, working with LIPU and MIPU interface cards. Strata CIX communication systems, software and phones that support IP User Mobility are available from Toshiba's nationwide network of Authorized Toshiba Dealers.

For more information on Toshiba's leading innovations, visit [www.toshiba.com](http://www.toshiba.com).

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