NEC

Multiline Client (MLC) Mobile

Your Mobile Workforce Stays Professionally Connected with NEC's Multiline Client Mobile

At a Glance

- Anywhere, anytime access to NEC's desktop telephone functionality through Android™ and Apple® mobile devices

- Supported on NEC's UNIVERGE SV9100, SV9300 and SV9500 communications platforms

- Emulates the intuitive interface of an NEC desktop 32 button self-labeling phone display on personal hand-held devices for a consistent user experience

- Provides single number reach, simultaneous ringing of devices and access to voicemail

- Enables programming of ringtones and configuration of soft-keys

- Offers access to the majority of SV9000 series system features

- Enables easy transfer of calls to and from mobile device and desktop telephone

- Operates internally on corporate Wi-Fi network or outside the network on a reliable VPN connection

- Integrates with web-based UC for Enterprise (UCE) UC Desktop Client

- Works with Business ConneCT (BCT) and UCE Contact Center Suite for contact center agents

- Syncs and provides access to device and Microsoft® Outlook® contacts

- Provides access to Call Logs (Missed calls, Outgoing and Incoming calls)

- Supports Bluetooth® and wired headsets

- Two-way video calls between MLC Mobile users (via Wi-Fi or VPN) (Future)

Overview

Mobile devices are becoming the primary communications method for most of today's on-the-go workforce. Along with this expanded use of mobile phones for business comes the challenge of remaining connected and effective, without the functionality of a networked telephone.

Weak in-building signals can also be an issue. Moving the call to an outdoor location can make continuing the conversation very difficult- and important calls can even be lost.

Today, positive customer interaction and smooth business communications are critical to the success of any enterprise. NEC's Multiline Client Mobile gives both customers and colleagues easy access to your mobile personnel, while also providing your people with the business tools they need to work effectively while they are on the go.

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Solution

Offers True Mobility

MLC Mobile re-invents the office telephone by moving the traditional desktop phone onto your iPhone/iPad/Android Phones/Android Tablets, transforming it into one innovative, feature-packed business device. This solution revolutionizes the users' experience and changes the way businesses use their personal devices.

As a telephone, MLC Mobile delivers a full multiline self-labeling desktop telephone user experience. A familiar NEC desktop telephone intuitive interface supports 32-line keys along with the most sought after SV9000 features, including Bluetooth® compatibility. It delivers integrated system access to device and Microsoft Outlook contacts plus UC for Enterprise's web-based UC Desktop Client. Combining the power of NEC's award winning UNIVERGE® SV9000 phone systems, along with the inherent capabilities of smart devices, the results are unprecedented.

User-Friendly Interface – Little or no staff training required.

Transfer Calls to and from Mobile Device – MLC Mobile is an innovative application that allows your workforce to transfer their NEC desktop telephone to their personal handheld Android or Apple device and vice versa, while maintaining their call connection. When transferred to mobile device, calls are initiated or can continue via Wi-Fi or VPN connection.

SV9000 Features on Mobile Devices – When the desktop telephone functionality is transferred to your mobile device, so is your access to the majority of UNIVERGE SV9000 features, including:

- Seamless integration with your web-based UC Client (currently UC for Enterprise's UC Desktop Client on the SV9300/SV9500 is supported)

- Unified Messaging and Voicemail with Message Waiting Indicator Light

- Integration with UCE Contact Center Suite, UNIVERGE Business ConneCT and UNIVERGE SV9100 Contact Center applications for agent use

- Syncs and provides access to device and Microsoft Office Outlook contacts

Customizable Function Keys – Soft-keys can be adapted to the exact individual requirements of each employee.

Customizable Ring Tone - Set your own personalized ring tone for incoming calls. Additional ringtones can be downloaded on a user's Android device or downloaded music files can be used on an Apple iOS device.

Call History - Incoming, outgoing and missed calls are logged and are accessible to the user. Call history can be used to make call backs, and the numbers can be added to the directory.

Bluetooth and Wired Headset Support – enables users the freedom to utilize different types of headsets to fit their exact needs - whether they are wired or wireless.

Wideband CODEC - utilizes wideband CODECs (G.711 and G.729) for the truest possible speech reproduction—resulting in crystal clear audio.

There are many business challenges that are answered by having a robust mobility solution. It extends the reach of your staff and allows for increased efficiency and flexibility. NEC's Multiline Client Mobile allows responses to be immediate, regardless of the user's location—meeting the challenge of availability, so important to customers and colleagues alike. Multiline Client Mobile is highly adaptable and can be customized for each individual's needs which results in better efficiency and higher productivity. It gives users the visual displays and features needed to perform their job intelligently, connected to the network.

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Exit

Enables user to quit "Help" mode and other phone options by pressing this key

Help

Explanations of the Soft Keys can be called up in the station display by pressing this key

Station Display

Displays call / feature activity information plus date, time and soft-key operation

Status Display

Displays station login, incoming call and message waiting status information

32 Line / Feature Keys

4 pages of 8 keys that can be programmed as flexible line keys / programmable feature keys by system administrator

Soft-keys

Enables one-touch access to displayed features shown

Dial Pad

Functions exactly like a keypad on a desktop telephone

Audio Device

During active calls enables ability to switch audio to internal mobile device speaker or Bluetooth / wired headset

Mute

Mute and un-mute the microphone during active calls

Video

During active calls, initiate video between MLC Mobile users

Call Control Keys

Hold – Places internal/external call on hold

Answer – Press for incoming calls or to retrieve call on Hold

Speaker - Controls built-in speaker which can be used for hands-free dialing/monitoring; switch audio during active calls

Recall – Finishes a call when pressed and enables user to place another outgoing call upon hearing dial tone

Feature – Enables programming of One-Touch Speed Dial Keys and used to activate telephone set-up functions

Transfer – Move calls to another person easily without attendant assistance

Mic – Controls microphone during hands-free speakerphone calls

Up / Down Arrows – Volume controls for Android devices

UC Client

Provides access to users' web client logon screen
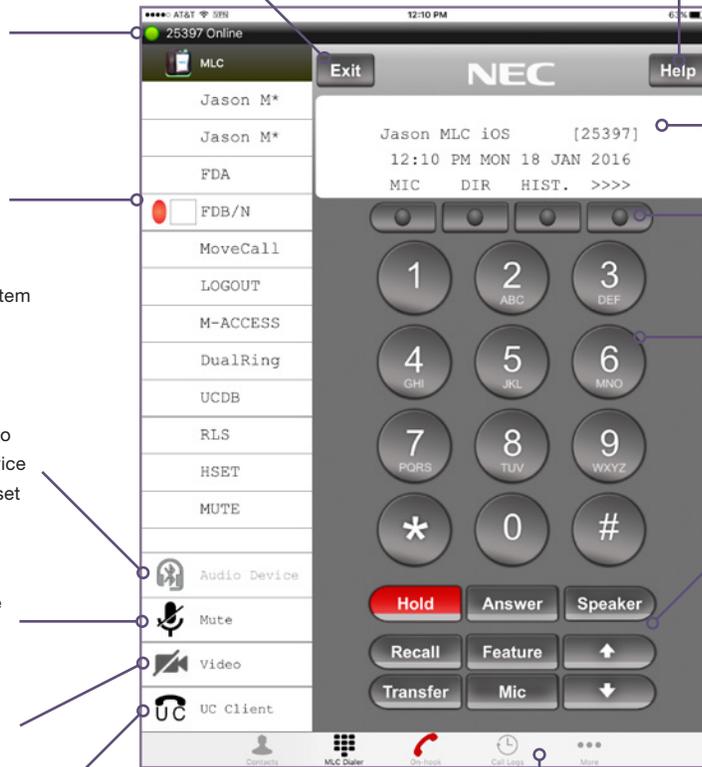
MLC Mobile Menu Bar

Access contacts, the MLC Mobile Dialer, answer incoming calls, view Call Logs and more…

MLC Mobile First Level Smartphone Screens

Swipe Left

Swipe Right

Audio Controls and Optional Features

Dial Pad

System Lines and Feature Keys

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