



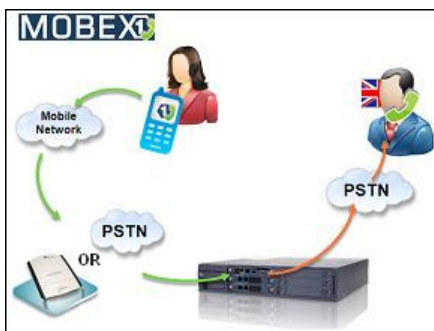
Mobex1 Overview

Mobex1 is a simple and intuitive dialling software that runs on BlackBerry phones 4.2 software versions and higher.

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

Mobex1 can be installed several ways.







Using your PC




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”**. Once downloaded, open the Desktop Manager , Application Manager and Add Applications. For further assistance watch the video tutorial <http://www.mobex1.com/step3-bb.htm>

Using your PC, SMS a link to your phone

On your PC, visit mobex1.com/download enter your mobile number and send SMS. Once you receive the SMS, open it and hit  button, then select **“Get Link”** and open it and download the application. For further assistance watch the video tutorial <http://www.mobex1.com/step3-bb.htm>



Assigning Mobex1 Permission

Press  then select **“Options”** , then press , then **“Advanced Options”**, then  Applications, then scroll down to Mobex1, then press  then **“Edit Permissions”** then press , then set all **Permissions: Mobex1**

	Connections	Allow
	Interactions	Allow
	User Data	Allow

to **“Allow”**


Starting Mobex1

On your phone, press  then select the **“Downloads”** folder ,  then select the Mobex1 icon  


Mobex1 Activation

When you start an unlicensed copy of Mobex1, it will show your **“Device ID”** you can either purchase a license from your reseller or start it in trial mode for 7 days.

Trial mode

To start a 7 day trial press  and select **“Trial”**

Activation

Once you have received your registration code from your reseller, enter your registration code and press  then select **“register”**.

Mobex1 is then registered to the serial / Device ID 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.

Before you can start using Mobex1 a few things are required to be setup.

General Settings

From the Mobex1 screen, press  and select "Settings".

<Included numbers>

Included Numbers:##*#

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>

Excluded Numbers:#02*#

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 always override included numbers!** e.g. If you have an entry in <included numbers> of ## and have an excluded entry #0064# then Mobex1 would pass all calls via the PBX, 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 (½ Seconds) >

The DTMF delay in most cases should be set to 2, you can fine tune this to a lower value to speed up calls via the PBX.

<Access PIN>

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>

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>

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.

<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:

- **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 (on the mobile network) or redirects the call via the phone system automatically.
- **Manual mode:** From the Mobex1 screen, press  and select either
 - "Call" (used when the number you want to dial is not in your phonebook)
 - "Call Contacts" to call a number that is stored in your contacts.

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.

Video Tutorial:

<http://www.mobex1.com/step3-bb.htm>

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www.Mobex1.com

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