

## Technology that connects - Wireless PBX and how it works

Today, modern enterprises are increasingly faced with the twin challenges of contracting timescales when it comes to business lifecycles, and the need for better customer relationships. GSM technology has been effective in addressing both issues from a connectivity perspective, be it internally or with the customer. An example of this is the wireless EPABX.

The wireless EPABX is ideally suited for enterprises seeking to integrate new branches, remote locations and project sites. It combines all the features of a classic office switchboard with the flexibility and speed of wireless connectivity.

How does a wireless EPABX work?

PBX (Private Branch Exchange) is a private telephone network used within a company or organisation to facilitate calls between users internally and to offer multiple lines for external communication, through SIP trunks. A wireless EPABX is an advancement over the traditional PBX, where the system operates over the mobile network rather than through fixed telephone lines.

The wireless EPABX has the following components:

**Handsets:** These are regular fixed line or cordless instruments that can be located in any part of the office and be connected to the wireless PBX. These can be assigned extension numbers or can operate with individual phone numbers.

**EPABX console:** The apparatus that receives calls from the public mobile network and distributes them internally through wired or wireless handsets.

**GSM SIMs:** SIM cards embedded in the EPABX console, that function as 'trunk inputs' in the wireless EPABX and connect it wirelessly to the nearest station using the same technology as a mobile phone.

**Base Stations:** Cell phone towers that are part of the GSM network and connect the wireless EPABX system to the public network.

For medium enterprises the following components help enhance the functionality of a wireless EPABX:

**Distribution hub:** In large installations, a distribution hub helps regulate incoming and outgoing calls. There are instances when base stations operating across remote locations go out of range of the adjunct unit. In such cases, it is the distribution hub that routes communication across the base stations.

**Management system:** To run and manage the different features of the EPABX, troubleshoot and generate reports to enhance its operations.

**Interactive voice response menu system:** An electronic way to direct calls without the need for a receptionist to be physically present.

A wireless EPABX system offers a number of advantages to a modern enterprise.

- It enables a company to reduce the cost of ownership of telecom infrastructure, while assuring reliability and connectivity.
- It is quick and easy to install and scale and because of wireless connectivity over the last mile, has no permission or installation hassles for wiring or extending cables or towers.
- It requires very little maintenance. On-site visits are rarely needed and troubleshooting can be either self-administered or done remotely and is usually extremely quick.
- It can easily be upgraded to accommodate new features, users or geographies as the scope of the company's operations increases.

High quality wireless connectivity provided by wireless EPABX addresses all the communication needs of today's enterprises and is quickly becoming the go-to solution for smart business managers and owners looking to have their communications infrastructure up and running at business-speed.

Available as a managed solution from Tata Docomo Business Services, wireless EPABX offers convenience, economy and technology - perfectly combined into one compact package.