



Unified Communication



Work from Anywhere
Work with MobeX



Multi-feature softphone client

MobeX is a WebRTC (Web Real-Time Communications) softphone client connected to our hosted network, enabling you to manage your business communications easily and efficiently. Enjoy limitless communications with ease of use to make and receive telephone calls over a secure encrypted internet connection. Simply connect your business extensions to MobeX licences to start reaping the rewards of digital calling.

Available for web and mobile, MobeX can replace the traditional desk phone, providing access to all your calls and communication information from any location. Providing your device has an internet connection, you're free to roam, knowing you will never miss a call again.

MobeX is a feature-rich softphone system that houses multiple calling functions to suit your business needs. From accessing cloud and local phone books, to viewing live statuses of other colleagues, MobeX provides you with the capability to manage your business calls with ease.



How it works

The softphone client works by utilising WebRTC (Web Real-Time Communications) to make a secure encrypted call via an internet connection.

The WebRTC server initiates a real-time communications session encapsulated in a secure IP signal, converting analogue/audio voice into digital signals via the internet connection. This eliminates the need for an on-premise PBX, paving the way for cloud-based telephony platforms such as ours.



- 1 IP Device Caller
- 2 Voice audio breaks up into packets
- 3 Packets sent over internet
- 4 Packets reassemble and played back as audio
- 5 Audio replayed through separate device (smartphone/PC)

MobeX for Web

MobeX Web for PC & Laptop is supported on all modern browsers. The softphone unites communications by embedding voice into business processes to bring employees the real-time communications and information they require. With MobeX, users have the communication tools they need to work efficiently and productively, whether in the office or working remotely.

MobeX Web is a versatile multi-media IP system available on PCs and laptops that delivers high-quality voice and video. MobeX Web can be used as a primary desktop phone in conjunction with a physical desk phone, a supplemental phone or a remote/telecommunication device. With MobeX Web, businesses are now able to optimise business practices and drive workforce engagement.

Make it your own

Personalise your MobeX experience by adding your own profile image and setting customisable statuses to make colleagues aware of your availability. MobeX also accommodates users with dark mode for ease on eyes and various colour modes for those with visual impairments.

Click of a button

The main home dashboard houses user presence BLF (Busy Lamp Fields) displaying your primary contacts in a simple interface. Easily view availability of colleagues with status indicators and initiate quick actions such as call, chat and video calls when hovering over users.

The choice is yours

View and search your cloud contacts from the contacts page. Browse through your contacts and simply choose from a variety of connected numbers and extensions to make a call. You can also do this in the Call History page while managing and reviewing previous call information.





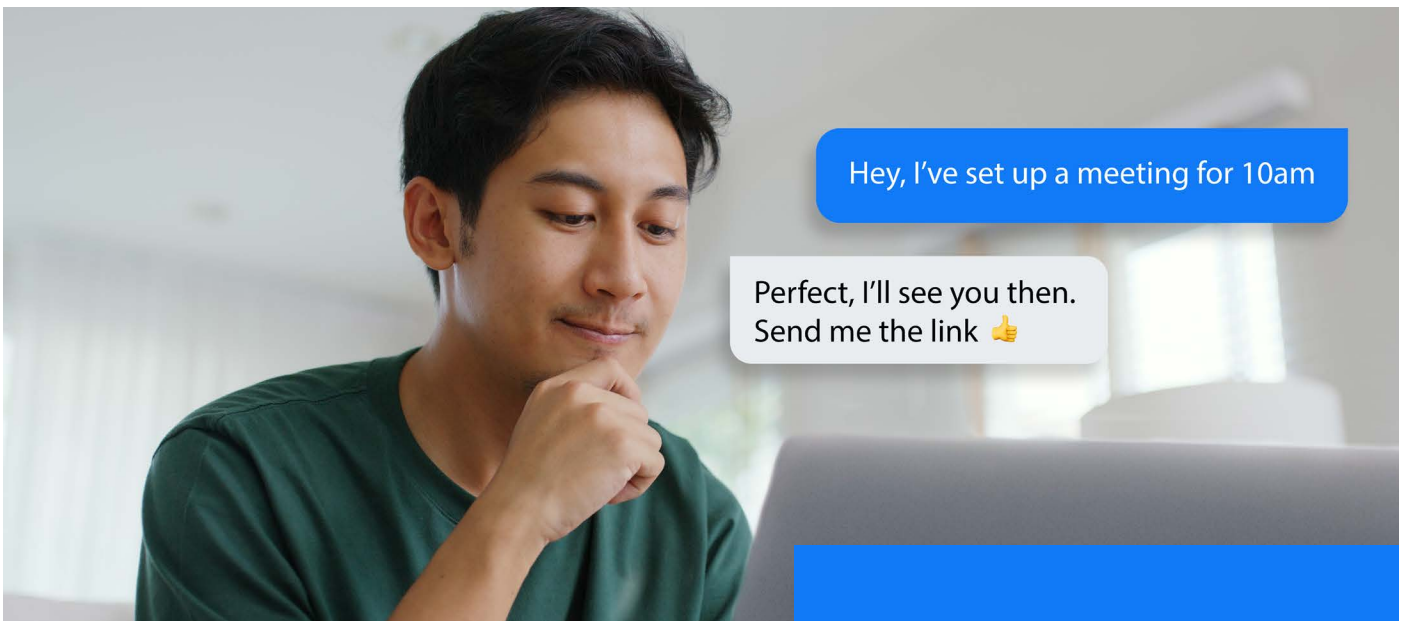
Video Conferencing

MobeX provides a dependable video meeting solution that enables people to connect, collaborate and get more done together. With MobeX video conferencing, teams can come together through face-to-face video interactions, allowing them to communicate effectively through multi-screen sharing, chat and other features.

MobeX's smart and inclusive video conferencing feature enhances the quality of the video experience, giving you the confidence to look and sound your best and making everyone feel included. The platform is designed to be user-friendly, so even those who are not tech-savvy can quickly learn how to use it.

With MobeX, you can organise instant virtual meetings or schedule for the future which will invite all participants internal or external to the company.

The platform's reliability ensures that you can focus on the meeting's agenda, without interruptions or delays. Additionally, MobeX provides a secure platform, ensuring that all your meetings remain confidential and private.



Chat

Eliminate time-consuming email threads and miscommunication with real-time instant messaging. Chat conversations can be displayed full screen with the option to quickly view both current and previous chats. If you wish to take chats into other pages, simply minimise the conversation to enable chat pop ups.

**Grow your business
with the ultimate set
of communication
features**



MobeX Mobile

In a world where hybrid working is becoming increasingly more common for businesses, MobeX enhances the remote working environment, and being able to communicate without the use of static hardware is becoming integral. The MobeX+ mobile app allows simultaneous ringing of a desk handset and mobile device for inbound calls, providing access to all necessary call information.

MobeX+ is the mobile version of the softphone available for both Android and iOS devices. MobeX+ for mobile has been designed and configured for all users. Whether you work in a busy industry and require quick and reliable access to calls, or you take a more relaxed approach and just need the basics, MobeX+ is the ultimate softphone.



Everything you need

The MobeX+ mobile app has been designed to reflect the simplicity and ease of MobeX Web. With a similar layout adapted for mobile users, MobeX+ possesses all the tools you need to take your business communications on the go. Easily navigate through the essentials such as dialpad, contacts and call history.



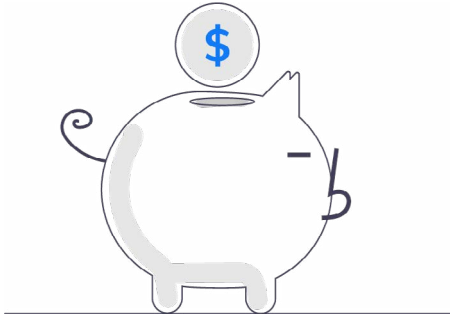
See it all

View the availability of your colleagues and staff members with ease on your mobile. Within the contacts page, MobeX+ houses the interactive and intuitive BLF presence. User avatars are clearly displayed with status indicators attached when users become unavailable. See when your colleagues are on and offline, on a call, on DND and more.



All in one

The mobile softphone is synced to all devices that are connected to the user's telephone extension. When your desk phone rings, so does your MobeX+ mobile app. Receive and make calls in real-time. Not at your desk? No problem, your PC or laptop will ring elsewhere. Don't have your laptop? No problem, your mobile is buzzing in your pocket.

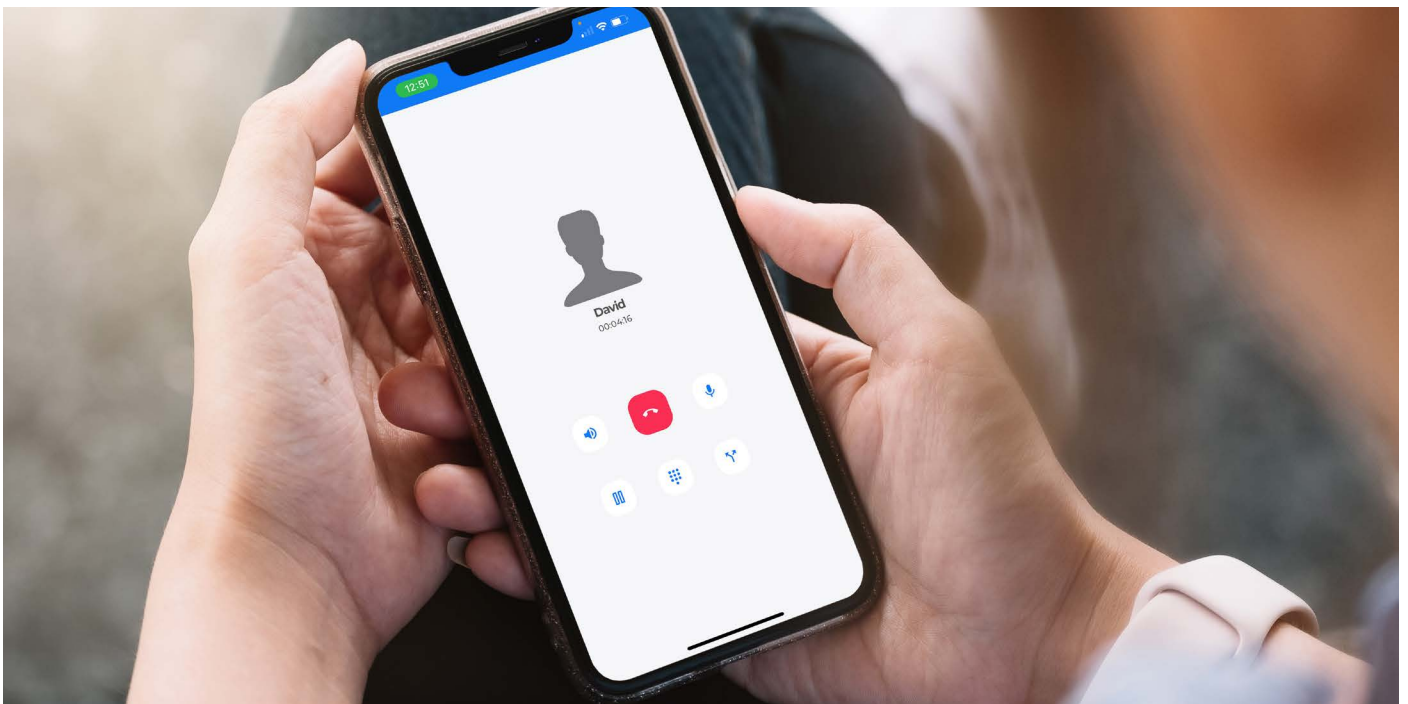
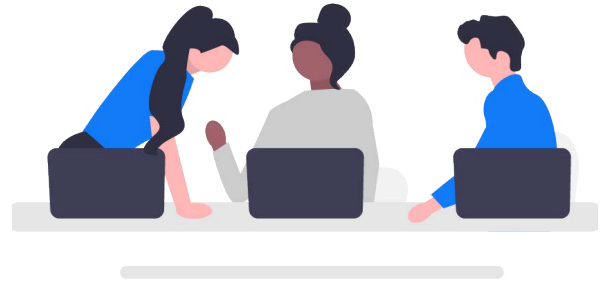


Cost-effective

Revolutionise your business communications and save costs with MobeX. Say goodbye to expensive phone bills and hardware upgrades - Say hello to a scalable and efficient softphone solution.

Boost Productivity

Stop restricting your workforce by making and receiving calls from a static deskphone. Build and encourage a more dynamic way of working with a limitless new method of communication.



Simply download and begin

Business communication software can have a complicated and lengthy setup/installation process. However, with MobeX, you and your colleagues can start utilising all call features in a matter of minutes due to the auto-provisioning platform built into the core of the product. Receive your simple OTP (One-Time Password) and you really are good to go. The lack of required hardware virtually eliminates equipment installation time. The service is just one app download away.

MobeX Features



Busy Lamp Fields

Easily view statuses of users with various presence indicators.



Presence Quick Actions

Hover over users busy lamp fields to call, chat and video call colleagues.



Personalised Status

Display your own custom status if a feature code is not available.



Local Phonebook

When on a smartphone, use MobeX+ to contact your local contacts.



Retractable Dialpad

Open and close the interactive dialpad on most system pages.



Notification Bell

Stay alert with call notifications.



Feature Codes

Using the dialpad, enter Feature codes to set statuses, join call queues, transfer calls etc.



DND

Restrict calls coming through to you by switching Do Not Disturb on.



Alternative Colour Mode

Key colours change for those who are visually impaired.



Chat Pop Ups

Take your chats to different pages with minimal chat windows.



Call History

View and manage your recent call history. Perform actions such as calling back from this page.



Avatars

Personalise your user profile with a custom profile image.



Cloud Phonebook

Browse contacts from your hosted directory.



Dark Mode

Relieve stress on the eyes with a dark mode interface.



Chat

When a call is not necessary, quickly and efficiently chat with other MobeX users.



Video Conference

Collaborate with other MobeX users face-to-face with enhanced video conferencing within seconds.

Multi Screensharing

Multiple users can share their screen simultaneously while using MobeX's video conferencing.

Conference Chat

Utilise the built-in chat function while attending a conference.

Quick Join

Quickly and effortlessly join conference meetings via a link.

Schedule Conferences

Set up meetings with MobeX users in advance of the meeting date and time.

Meeting Calendar

View your upcoming meetings. See the organiser, guests and any notes.

Mute Incoming Calls

Mute incoming calls locally when you are not able to answer them.

Blind Transfer

Transfer a caller to another agent or group without speaking to the new agent first.

Make a call

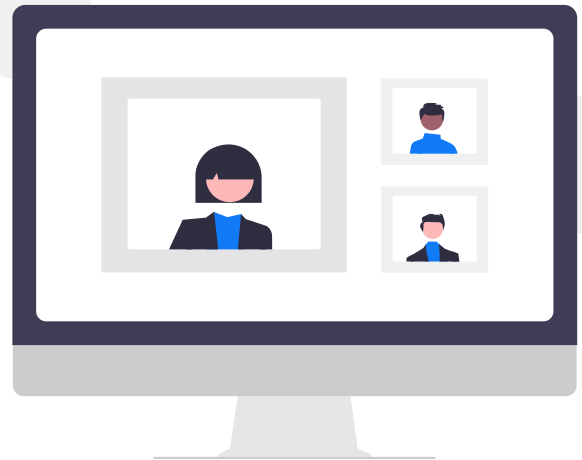
Make a call to all your contacts with or without MobeX licenses.

Receive a call

Receive a call from anyone and everyone regardless of your location.

Keypad

Use the keypad to dial feature codes, agents and groups while on a call.



Custom Layout

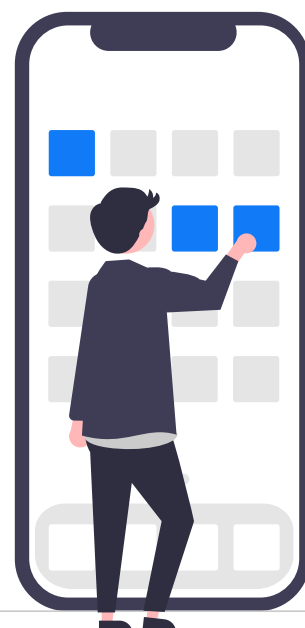
Using the dialpad, enter feature codes to set statuses, join call queues, transfer calls etc.

Transfer

Transfer calls between yourself and other agents.

Switch to other call

Switch between two or more calls while keeping others on hold.





WebRTC Communications Platform