

ActiveRelay: Unmatched Mobility for Enterprise Workers

Metreos™ ActiveRelay delivers unmatched communications capabilities to mobile workers, enabling seamless communications across any set of IP or PSTN phones. ActiveRelay gives users easy, flexible and complete control over where they receive calls, where voicemail is delivered, what phone they want to use at any time during the call and more.

ActiveRelay has been proven reliable and highly scalable by some of the world's largest IP communications customers, and is one of a number of industry-leading applications available independently or as part of the Metreos Application Suite.

Features for End Users

Single Number Reach – Users can adopt and communicate a single work phone number, but can receive calls to this single number in any location on any IP or PSTN phone. This makes mobile workers more easily reached by customers, partners and other employees.

Simultaneous Ring – Incoming phone calls ring simultaneously on all the user's configured phones, allowing the user to pick up calls from the most suitable phone given the circumstances. Once a user answers the phone, the other phones automatically stop ringing.

Desktop Pickup – If a user answers an incoming call on a cell phone, she can seamlessly transfer the call back to an IP desk phone without interrupting the call.

Mobile Pickup – If a user answers an incoming call on a desk phone, he can seamlessly transfer the call to a mobile phone without interrupting the call.

Pickup Confirmation – When a user receives a work call on her mobile phone, she receives a confirmation prompt, providing the option to take the call or let it roll into voicemail.

Mobile Privacy – When the user picks up a call on his mobile phone, the call connection is immediately ended to the other phones, ensuring that no one can listen in on the call.

Add Number

Name (Optional)	<input type="text"/>	Example: "My Cell Phone"
Phone Number	<input type="text"/>	No dashes, periods, or hyphens - Example: "8005554444" or "4444"
Delay Call Time	<input type="text"/>	Amount of seconds to delay a call to this device
Call Attempt Timeout	<input type="text"/>	Amount of seconds before ending a call attempt to this device; 0 for no timeout
Active Relay	<input type="checkbox"/>	Enable active relay for this number

Time of Day Restrictions

Time of day restrictions allow you to define when this number can be contacted during the weekday.

☐ Enable for weekdays as well as: ☐ Saturday ☐ Sunday

Start	07:15 PM	Start of time when the device can be contacted
End	07:15 PM	End of time when the device can be contacted

Figure 1. ActiveRelay Web Interface for adding FindMe number.

Features for End Users (continued)

Caller ID – Caller ID is preserved and displayed on calls to all the users' phones.

PSTN Display – Incoming calls from corporate extensions appear as full PSTN phone numbers on the user's phones.

Zone Sensitive – User accounts are associated with time zones, and ActiveRelay understands virtually all time zones and daylight savings rules, so the application seamlessly determines whether or not a user should be called based on their Routing Rules (explained below).

Configuration Options for End Users

Ring Delay – Users can set the delay per phone before the phone begins to ring to avoid having all phones ring at once when in the office.

Ring Time – Users can set the amount of time per phone to ring per incoming call if not answered.

Routing Rules – Users can specify call routing rules to control which phones they want to ring during different days and times.

Default Voicemail – Users can choose which of their phones they want to receive voicemail messages if they do not pick up an incoming call.

Block Filter – Users can specify a list of phone numbers to block from ringing through to their mobile and other phones.

Allow Filter – Users can specify a list of phone numbers to allow to ring through to all their phones, even during day/time windows that limit access for other callers.

Configuration Interfaces – Web, IVR, Web services and IP Phone XML interfaces are available to users to conveniently set their ActiveRelay configuration options.

Metreos Packaged Applications

Paging & Intercom
RapidRecord
ActiveRelay
Click-To-Talk
VoiceTunnel
Scheduled Conferencing
Cross-Cluster Extension Mobility
SCCP Proxy
IPCC Remote Agent
more...

Figure 2. Metreos Packaged Applications

Features for Administrators

User Controls – Administrators can choose to hide selected configuration options from end users. This provides a means for administrators to configure the system in a way they have determined to be ideal and to protect that configuration from change by end users.

Application Controls – Administrators can choose to hide any mention in the user interface of other Metreos applications that have not been installed or are not in use at that customer location.

User Search – Administrators can use sorting and filtering features to quickly search for specific user accounts.

Phone Number Rules – Administrators can specify restrictions and patterns to which phone numbers entered by end users must adhere. This protects end users from making errors and reduces help desk calls.

Secure Access – SSL security is integrated and provided for secure administrator access to the system.

Call Detail Records – All calls received through ActiveRelay generate Call Detail Records that are stored for analysis and reporting.

CDR Reporting – Administrators can run reports using Call Detail Record data to analyze communications system use in a variety of ways.

Forwarding Hotkey – Administrators can set up special phone key combinations to make it easy to transfer a call while the confirmation message is played or during the call.

Extension Display – Administrators can optionally choose to present enterprise extensions on Caller ID for calls received from mobile or home phones through the Metreos VoiceTunnel application, allowing users to keep their mobile and other phone numbers private while presenting their single enterprise number consistently.

Company Branding – Administrators can customize the administrative console with their own company's logo and look and feel.

More Mobility Solutions

If your company is looking for more mobility solutions to gain further advantage from your IP telephony platform, check into:

Metreos VoiceTunnel -

Allows a remote user to use a mobile or home phone to be authenticated and securely connect to any corporate IP PBX, making calls as if the phone is a local enterprise IP PBX extension.

Metreos SCCP Proxy -

Enables a company to secure the VoIP traffic moving from one network to another, regardless of the endpoints in the call. Also allows an employee to use an IP phone at home or another networked location in a completely secure manner without the need for a VPN.

Figure 3. Other Metreos mobility applications.

Application Architecture

Multi Cluster – A single installation of ActiveRelay can support multiple Cisco CallManager clusters.

High Availability – ActiveRelay supports a distributed, redundant architecture using clustering, publisher/subscriber and failover functionality built into the Metreos 2400 Enterprise application environment.

Scalability – A single Metreos 2400 server can support 120 concurrent calls and 20K BHCA, and the number of clustered servers that can be deployed to server ActiveRelay users is unlimited. Scalability has been proven into the tens of thousands of users supported.

IP Phone Independent – ActiveRelay can be configured to receive all calls and ring any set of one or more specified IP or PSTN phones, so it does not require a user to have an IP phone.

G.729 Support – ActiveRelay supports endpoints using G.729 compressed audio.

System Requirements

ActiveRelay requires Cisco CallManager version 4.0 or later.

A Complete Application Environment

Unlike applications from other vendors, ActiveRelay is not just a standalone application. It is part of a complete application environment: the Metreos 2400 Enterprise.

This means that ActiveRelay benefits from environment features that improve reliability and manageability of the application and protect the integrity of your IP PBX. It also means that when you decide to add other applications, you can run them on the same platform and server(s), and you will have a common application container for planning for and managing scalability, performance, deployment, configuration and security for all your applications - whether you buy packaged applications, build your own or both.

The Metreos 2400 Enterprise provides all the capabilities you will need, including:

- Includes several packaged voice applications
- Provides a visual IDE for rapid custom application development
- Abstracts the complexity of telephony protocols
- Protects the reliability of the PBX
- Supplies native media processing such as conferencing, prompt processing, speech recognition and text-to-speech
- Automates management of applications across the distributed IP telephony infrastructure

Figure 4. The Metreos communications application environment.