



RemoteWorking

The ipLDK platform is capable of advanced remote working solutions. This short guide shows the benefits of remote working and the supporting technologies.

Remote working solution

Remote or 'Tele-working' is the term used to describe workers who work outside of the main workplace, often from home. A 'teleworker' requires access to the communication and data networks of the company without having to physically be situated in the office. The ipLDK remote working technology allows users to have IP based telephones connected via a broadband connection to the office ipLDK system. This allows the user to have an extension from the system anywhere in the world, enabling the user to make and receive calls via the office system transparently. LG-Nortel also offer a WiFi IP handset which allows wireless IP connection to the ipLDK system via specified WiFi access points. Calls between the office and IP handsets are free thus potentially reducing call costs.

The Technology

Remote working on the ipLDK uses Voice over IP (VoIP) technology to deliver voice calls over IP networks such as the Internet. IP based handsets have been developed to use IP networks for telephony. This means that to connect into the office all the user needs to do is plug in an active Ethernet (RJ45) cable into a pre-configured keyset. At this point the handset then searches for, and connects to, the office system. Alternatively using a WIT 300H handset users simply enter the wireless network password and the handset will self register with the system.

To ensure reliability the ipLDK remote worker solutions employ advanced networking quality of service protocols such as DiffServe.

IP Hardphone, IP Softphone and WiFi handsets

The LG-Nortel ipLDK system offers three ways for teleworkers to connect to the office; IP hardphones, WiFi handsets and PC-Based IP Softphone (Phontage). The IP hardphone replicates a 7000 Series digital keyset but connects via an IP network such as the Internet. The WIT 300H WiFi handset uses specified wireless access points and the Internet to wirelessly connect to the office system. The third option for remote workers is the PC or Windows Mobile Based IP Softphone, called Phontage, which is a computer application that users load onto a laptop, PC or PDA. Using a microphone and headset the user can then make voice calls via the office system over IP networks.

