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HealthMobile Technical FAQs

Mission Critical Voice Communications for Healthcare Environments.

Designed for the unique priorities of the healthcare industry, HealthMobile from Enterprise PCS has pioneered licensed, in-building cellular service that integrates directly into existing PBX or VoIP infrastructure platforms. More than an in-building wireless service, HealthMobile will positively impact clinical workflow, patient care and satisfaction, regulatory compliance and safety, as well as budgeting and cost control.

HealthMobile combines the simplicity of traditional cellular with the cost savings and integration capabilities of in-building wireless, resulting in the most reliable, seamless in-building and campus communications service available today.

Do HealthMobile calling plans have unlimited calling included?

Yes. HealthMobile from Enterprise PCS is an unlimited usage product.

Can devices used normally within the facility be utilized outside the Picocell coverage area?

Depending on the usage plan and calling features assigned to the device, Enterprise PCS HealthMobile devices can be used worldwide.

How much coverage can be expected from the Picocells installed in a healthcare facility?

The system is typically built to cover the spaces in and around a building or group of buildings. If a longer range is desired, the system can be modified to cover a very large area.

How does Enterprise PCS bill for the HealthMobile service?

HealthMobile is designed to be billed to on a flat-rate basis to a single entity rather than to individuals. It is similar to a mobile extension off of the existing TDM PBX or IP PBX call control platform.

How is e911 routing handled?

E911 services mirror the functionality of the PBX when the phones are within the local coverage area.

Which wireless phones work on the HealthMobile platform?

Any unlocked CDMA device can be utilized on the HealthMobile network.

How much do Enterprise PCS HealthMobile devices cost?

The price of phones varies from as low as \$50.00 depending on the type of device desired. Please see phone selector for details on phone types, features, and pricing.

How easy is it to add a device (phone) to the HealthMobile service?

Adding a device to the network is similar to the configuration and provisioning of an IP PBX endpoint.

Does the device alert users when leaving HealthMobile network and into the public network?

Yes. Each device has indicators that alert users when they are out of the local coverage areas. Depending on configuration, devices can be programmed not to function other than for emergency calls once outside of the local coverage area.

If devices are added mid-contract, can the new devices be co-termed with the original contract?

Yes. Since HealthMobile is designed specifically for the needs of larger enterprises, there are several options for adding devices and sparing during the contract term.

What transmission technology does HealthMobile utilize?

HealthMobile from Enterprise PCS uses CDMA cellular technology for voice transmission, which operates on license-spectrum and is generally interference free and highly reliable.

How does HealthMobile connect into existing PBX or call control platforms?

Depending on the type of PBX installed, a variety of gateway devices are used to pass voice transmissions and other signaling through the PBX infrastructure and over the HealthMobile network.

How many Picocells are required to cover an average healthcare facility?

The number of Picocells required vary from installation to installation and depend on a number of factors, including square footage, building age, and the amount of underground facilities. A Enterprise PCS Sales Engineer will help configure the best coverage solution for your HealthMobile users.

Want to learn more about Enterprise PCS HealthMobile and how it can streamline your organization's wireless communications? Call your Enterprise PCS Account Manager or visit www.EnterprisePCS.com today.