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PCS



HealthMobile User 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.

What types of devices are compatible with HealthMobile from Enterprise PCS?

Enterprise PCS Networks HealthMobile platform is built on CDMA technology, meaning almost any commercially available CDMA handset can be used in your healthcare facility.

Can users replace their pagers and 802.11x phones with Enterprise PCS HealthMobile devices?

Depending on the communications and usage policies of your facility, paging, voice, and enhanced features like SMS can be delivered on your HealthMobile device.

What are the typical functions of Enterprise PCS HealthMobile phones and service?

Enterprise PCS uses commercially available CDMA handsets to provide service in healthcare environments. Features such as Call Waiting, Call Forwarding, Address Book, Voice Mail, and Short Messaging Service (SMS) are standard. In addition, enhanced features, such as four-digit dialing and other features are also available.

How durable are Enterprise PCS HealthMobile devices?

Enterprise PCS offers a wide range of devices to suit the needs of your facility. Enterprise PCS has standard, ruggedized, water-resistant and waterproof phones, as well as a variety of smart phones and PDAs.

How long is the battery life on devices offered by Enterprise PCS?

Enterprise PCS's HealthMobile network is optimized to maximize battery life. Typical usage yields talk time of 8-12 hours, while standby battery life can exceed several days.

What Voice Mail options are available with HealthMobile?

HealthMobile users can choose to use the central voice mail system of the PBX or call control

platform, or use voice mail provided directly from Enterprise PCS.

Will Enterprise PCS HealthMobile devices improve coverage in our facility?

Enterprise PCS Networks only deploys coverage in building and campus environments of our clients. As a result, HealthMobile coverage is optimized for every facility, no matter how old the building or how deep the basements, coverage can be obtained.

Do Enterprise PCS HealthMobile devices integrate into existing PBX or call control platforms?

HealthMobile is designed to integrate seamlessly into the leading TDM PBX and IP PBX systems, including Nortel, Avaya, Mitel, Cisco and others.

Can users 4-digit dial to other users as with traditional desk sets?

Yes, with the integration of HealthMobile into your existing PBX or call controller, HealthMobile users can 4-digit dial to other HealthMobile users within the facility or to other desk sets.

Can I run applications on my device?

Depending on the type of device, a number of third party applications are available.

Can I use the device for e-mail?

Depending on the capability of the device, email service is available.

What types of accessories are available?

Because HealthMobile is designed specifically for health-care environments, a number of accessories are available to support the needs of caregivers, administrators and support personnel.

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.