

Integral DECT In English

What is DECT?

Imagine: you're in the office next door and a colleague informs you that there is an important call holding for you back at your desk. By the time you get back to your desk, the caller has hung up. Then later that day, you're urgently trying to get hold of a colleague. There's no reply from his phone, even though you know he's in the office all day.

These everyday frustrations can easily be solved with the deployment of Digitally Enhanced Cordless Telephony, more commonly known in the telecommunications industry as DECT.

Put simply, DECT gives users a cordless, compact phone that they can carry with them when they're away from their desks, so that critical calls aren't missed.

So how does Integral DECT work?

It's very similar to a small-scale cellular phone network for your offices. A series of base stations are connected to the office PBX and placed at strategic points to provide wireless coverage where it's required. When within range of a base station the users' DECT handsets are able to make and receive calls as if they were ordinary phone extensions. DECT base stations or systems will support simultaneous calls, and it is possible to move from coverage area to coverage area seamlessly, due to its 'roaming' functionality. In order to receive wide-area coverage over large sites, all that is needed is more base stations.

Thanks to advanced digital techniques used in making and receiving calls, sound and speech quality are excellent. Multiple systems can also exist in the same location and are immune to cross talk or interference. DECT acts just as a desktop phone when the user is away from their desk and reduces the likelihood of missing that vital call. It can bring low-cost mobility around the workplace for a variety of job functions - sales, support, administration or finance - and improves the interface to external callers. Callers connect more often with the people they need to talk to, and without the interference problems associated with mobile phones. A further argument is that DECT helps to centralise call costs, as all calls made are logged through the main company switchboard, and it negates the need to have mobile phones or pagers operating in the office.



Who's cordless?

So how do you know if DECT is right for your business? Quite simply, it's suitable for anyone who needs to take a part of their 'desk' with them, wherever they are. Questions you may want to ask yourself could be as follows: does your company have a large site or multiple buildings? Do members of staff carry mobile phones with them at all times? Or do you have internal paging? If the answer to any of these questions is yes, then DECT can definitely solve these problems for you or your staff. Smaller, lighter and better than ever Deploying

DECT is straightforward:

Many phone system vendors have DECT base stations for their products. These are added onto existing systems easily, with minimal reprogramming. DECT handsets have also benefited from the same developments that have seen their mobile phone siblings become smaller, lighter and more practical than ever before. As people become more mobile in the workplace, and as callers demand more urgent attention than ever before, having a cordless telephony solution like DECT is another step in maintaining healthy telephone relationships with all your customers and suppliers.