



Remote Workers/ Work from Home Guidance

In order to help you, our customers, to ensure the continuity of operations for your businesses while migrating to a dispersed remote workforce, VoxNet is offering the following information and guidance that will help you prepare your business's ability to stay connected to each other and to your customers.

Adjusting Business Schedules

Business Hours Profile - During this time you may wish to alter the business hours or even how calls are routed during business hours. Business Hours Profiles are setup and assigned in the Incoming Call Routing page of the Hosted Services Portal. The Business Hours Profile defines the open and closed business hours and are applied in the Incoming Call Routing page which defines where calls are routed both during and after business hours. Calls are typically routed during and after business hours to either a Ring Group (group of phones) or an Auto Attendant. During this time, you may wish to leverage your Holiday or Inclement Weather Auto Attendant to use a modified announcement and options for callers.

Specific configuration directions regarding these items can be found in your VoxNet Administrators Guide. If you do not have your guide you can click [here](#) to access this guide on our website.

Auto Attendants

You may wish to update the greeting people hear during this time to let them know how your business is operating, even on a limited basis. You also may wish to change how calls are routed when callers select options that are presented to them in the menu. These can all be modified by accessing the Auto Attendants page in the Hosted Services Portal.

Emergency Overrides

For any number in your Incoming Call Routing page, you can set an Emergency Override destination that could be set to go to an Auto Attendant, Ring Group, Individual extension, or even an outside telephone number. When Emergency Override is enabled on a telephone number this overrides the schedule and routing destinations set for call routing.

Faxing:

If you normally send and receive faxes on a physical fax machine at the office, you may wish to consider adding Hosted Faxing as a service to your VoxNet UCC Platform. For a low monthly fee, a fax number can be setup to allow users to send and receive faxes to and from their email. You can even forward your fax land line to this account during this work from home period.

Please contact VoxNet support for assistance in getting Hosted Faxing added to your account today!

Maintaining Collaboration while Remotely Dispersed:

Hosted Services App

The **FREE** Hosted Services Desktop and Mobile Apps provide click to call, presence, chat and SMS capabilities to users. These features can be extremely helpful to keep people connected when working Remotely. Users can share their current status as Working from Home, Out of Office, At Lunch, etc. so other team members can be kept aware of their availability. Chat can be leveraged to expedite internal communications instead of relying on email.

HD Meeting

VoxNet offers HD Meeting, an Audio/Video/Web Collaboration tool, for 25 or 100 Participants at a low monthly per-user cost!

HD Meeting allows licensed users to schedule and host meetings for audio, video and content sharing so your employees can continue to work collaboratively, even when working from home!

Please contact your VoxNet Account Manager with any questions or to request a demonstration today!

To contact Voxnet Support regarding any of these or other topics:

By Phone: Call the Help Desk at 877-703-6400.

By Email: Submit a summary of your issue and a phone number where you can be reached to support@voynetinc.com.

Sending Employees Home to work:

Call Forwarding to Mobile or Home telephones

Your IP phones can be manually forwarded using buttons on the phone, or by using the Hosted Services portal, to an outside telephone number, such as a mobile or home line. Please note that calls that ring to an extension as part of a Ring Group or ACD Call Center Queue do not follow this forwarding feature. *Note: using call forwarding will result in two lines being used for the duration of any forwarded call for the duration of that call.*

Call Twinning

Using the **FREE** VoxNet Call Twinning feature allows users to configure their extension so that calls are routed simultaneously to their IP Phone and to an outside telephone numbers such as a cell or home phone number. This feature can be enabled in the Hosted Services portal by the user or an Admin.

Note: using call twinning to route to a cell phone or home line will result in two lines being used for the duration of any forwarded call for the duration of that call.

Softphone Mobile and Desktop Apps

The Softphone Mobile and Desktop Apps are available as a licensed feature per user on the VoxNet platform. The Softphone App allows users to both make and receive calls using the business lines using an app loaded on their mobile phone. This is available for both iPhone and Android devices as well as a desktop PC version.

Please contact VoxNet support for assistance in getting softphones added to your account today!

For more information on the Mobile/Desktop Softphone and Hosted Services Apps, click [here](#) to access the user guide.

Taking office IP phones Home

It is possible to reconfigure the IP phones sitting on desks in office to be used from home. Taking a phone home will require that you obtain the appropriate power supply for the IP phone. *Please contact VoxNet Support and our representatives will help you get phones setup and assist with an order for power supplies.*

