Hosted VoIP
Working from home options

There are a variety of ways to work remotely and still receive business calls based on your individual need. Options include using:

- Your business phone at home (take your business phone home)
- The Webex application
- The mobility feature (Webex app required)
- The remote office feature
- Additional features (e.g., call forwarding, simultaneous ring, Anywhere) also give you the flexibility to work from home while keeping up with business calls.

Recommendation: If you are taking calls from a hunt group or call center, the first three options are preferred.

> **Important: Update your 911 location**
>
> Please update your 911 address in the portal if you're using a method to make outbound calls from a remote location. Instructions can be found here: Hosted VoIP E911 Administrator Guide.

Take your business phone home

You can take your Poly phone home and plug it into a LAN port on your router. The phone will work just like it does in the office. You will be able to receive inbound calls (including those from hunt groups and call centers), make outbound calls and have access to features such as transfer, call forward and conference.

Note:

- If your office is using POE (Power over Ethernet) to supply power to your phone – which most offices use – you'll need a power supply to use your phone remotely unless you have a POE switch at your remote location. You can order a power supply through our store, Lumen Hosted VoIP (cpeportal.com), or search online for "Poly VVX <model number> supply cord" to find other vendors.

- Poly models VVX x00 and VVX x01 power supplies are interchangeable and typically require a 48v AC power adaptor. Poly VVX x50 phones require a unique power supply.

- If your phone does not register, and your router supports SIP ALG, try turning that feature off. All ALG function should be off on any router. This setting can be changed by logging into your personal router or by requesting assistance with the change if the router is supplied by your service provider.

- Additional troubleshooting information can be found in our Using Your Phone at Home guide.

- All business calls will display the external caller's telephone number in caller ID.

- Unanswered calls will go into your work voicemail or follow the routing for hunt groups/call centers.

- Calls made from this phone will show the same caller ID that is delivered on calls made while at your office.

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Webex app

Webex is an application you can download onto your computer desktop, cell phone or tablet. It allows you to use that device like your office phone. You will be able to receive inbound calls (including those from hunt groups and call centers), make outbound calls and have access to features such as transfer, call forward and conference.

If you do not already subscribe to Webex, there are four packages available to choose from. Webex packages are an add-on feature and may include a monthly fee per user.

Webex package	Features	Price
Softphone Only	Voice and video calling using Lumen Hosted VoIP	Free (included with seat)
Basic Collaboration	Includes Softphone Only features plus: • Direct and Team Messaging • 25-person Webex VoIP meeting	$5.95/month each
Standard Collaboration	Includes Basic Collaboration features plus: • PSTN call in or call back numbers	$9.95/month each
Premium Collaboration	Includes Standard Collaboration features plus: • 1000-person meeting	$19.95/month each

Note:

- Listed rates exclude taxes, fees and surcharges. Additional terms, conditions and restrictions may apply.
- For audio quality and privacy, a headset is recommended when using the app on a computer or tablet. A selection of headsets is available to purchase from our online store, Lumen Hosted VoIP (cpeportal.com).
- You can log in and out of the app as needed.
- All business calls will display the external caller's telephone number in caller ID.
- Unanswered calls will go into your work voicemail or follow the routing for hunt groups/call centers.
- Calls made from Webex will show the same caller ID that is delivered on calls made from your office phone.

More information for the **Webex Softphone Only** desktop application can be found here**:** End user guide: Softphone Only package (lumen.com)

Mobility feature (requires Webex)

The mobility feature allows you to forward calls to another device such as your home phone or cell phone. You will be able to receive inbound calls (including those from hunt groups and call centers).

A benefit of the mobility feature (vs. remote office/call forwarding) is you can prevent business calls from going into your personal voicemail by requiring an answer confirmation before an answered call is connected. Unanswered and unconfirmed calls will go into your work voicemail or follow the routing for hunt groups/call centers.

In conjunction with the end-user portal, outbound calls can be made from your mobility device and deliver the same caller ID that is delivered on calls made from your office phone.

The mobility feature is available to program in the end-user portal for those who have Webex assigned to their number. After logging into your end-user portal:

1. Hover your cursor over **virtual desk** in the main menu.
2. Click on **mobility** from the drop-down menu. (**Note:** Mobility will only appear as an option if the Webex feature is assigned to your number.)
3. Recommended settings are:

Mobility	On
Phone to ring	Both
Mobile number	Your devices 10-digit number
Alert for click-to-dial	Yes
Enable diversion inhibitor	No
Requires answer confirmation	Yes
Use Lumen-based call control services	No

4. Click **save**.

Once saved, calls to your office number, including hunt groups and contact centers, will ring the telephone number entered above .

Note:

*   If you do not want to use the Webex app, you can instead set up mobility to receive calls on a remote device. (I.e., mobility is used in place of Webex.)
*   Selecting **yes** for **requires answer confirmation** will prompt you to press a key on your phone to accept a call. This will prevent business calls from going into the voicemail on your personal device.
*   Mobility does not provide features such as transfer or conference through our Hosted VoIP service, however these features may be available on your personal device.
*   All business calls will display the external caller's telephone number in caller ID.
*   Unanswered and unconfirmed calls will go into your work voicemail or follow the routing for hunt groups/call centers.
*   For outbound calls to show the same caller ID that is delivered on calls made from your office phone, you will need to make calls from the end-user portal. (See **Mobility and remote office: Making a call** for details.)

Remote office feature

The remote office feature is available for numbers built to premium, analog and virtual seats. Remote office allows you to forward calls to another device such as your home phone or cell phone.

In conjunction with the end-user portal, outbound calls can be made from your mobility device and deliver the same caller ID that is delivered on calls made from your office phone.

Remote office is programmed in the end-user portal (instructions below). Once programmed, calls to your office number, including hunt groups and contact centers (see **important** below), will ring the remote office telephone number entered.

Important: Calls to your remote office number can go into your personal voicemail.

Because business calls can go into your personal voicemail, the remote office feature is not recommended for numbers built to contact center, receptionist or admin seats. It is also not recommended if you are a member of a hunt group/contact center.

See the **notes** below for details and possible solutions.

Note:

- Calls that get picked up by your personal voicemail will not follow the hunt group/contact center call routing.

- Business calls to your remote office number can go into your personal voicemail if:

   1) Your personal voicemail picks up in fewer rings than your work voicemail. **Solution:** Program the voicemail on your personal device to require more rings than your work voicemail.

   2) Your personal voicemail picks up in fewer rings than it takes for a hunt group/contact center to route the call properly. **Solution:** Program the voicemail on your personal device to require enough rings to ensure call routing occurs first.

   3) You turn off a cell phone that is being used as your remote office number. **Solution:** Do not turn off your cell phone or deactivate the remote office feature in the end-user portal.

- When enabled (on), calls ring your remote office device only; your desk phone does not ring.

- Remote office does not provide features such as transfer or conference through our Hosted VoIP service, however these features may be available on your personal device.

- All business calls will display the external caller's telephone number in caller ID.

- For outbound calls to show the same caller ID that is delivered on calls made from your office phone, you will need to make calls from the end-user portal. (See **Mobility and remote office: Making a call** for details.)

Remote office instructions

After logging into your end-user portal, you can manage remote office in the **shortcuts** widget on the landing page.

To enable this feature, next to **remote office**:

1. Enter the 10-digit phone number you want to designate as your **remote office** location.
2. Click the **on** radio button to enable this feature.
3. You will see a **success** message confirming these changes saved.

Mobility and remote office: Making a call

To make a call using the **mobility** or **remote office** feature, sign into the portal. From the **shortcut** widget on the home page:

1. Enter the 10-digit phone number you want to call into the **call this number** field.
2. Click the **handset** icon.

3. After a slight pause, your remote office device will ring.
4. Answer your device to complete the call.
5. Your office caller ID information will be displayed to the called number.

Caution: For this feature to function properly, all call forwarding options and simultaneous/sequential must be off.

Additional features

Below are other features that will give you the flexibility to work from home while keeping up with business calls.

Accessing voicemail remotely

Access your voicemail remotely from any phone using either of these methods:

Dial your own 10-digit number
- When prompted to 'enter your own mailbox' or while listening to your greeting play, press *
- When prompted, enter your PIN + #

Dial your Voicemail Retrieval Number (855-539-6245 or 855-540-6245)*
- When prompted, enter your 10-digit number + #
- When prompted, enter your PIN + #

*To identify the appropriate number, check with our administrator or hover your cursor over **help** in the end-user portal and refer to the voicemail retrieval number listed there.

Call forwarding

You can call forward your work number to another number such as a cell or home phone.

Notes: (these notes apply to simultaneous/sequential ring, also.)**:**

- Unanswered calls will go to your forwarded telephone number voicemail (i.e. cell phone voicemail) instead of your office voicemail.
- Call forward will only forward calls made to your directly dialed office number and will not forward calls from a hunt group or contact center.
- Call forward does not provide features such as transfer or conference through our Hosted VoIP service, however they may be an available feature of the employee's personal cell phone.
- All business calls will display the external caller's telephone number in caller ID.

Simultaneous or sequential ring

Both simultaneous and sequential ring will ring up to five different telephone numbers. As implied by the names, simultaneous ring will ring all desired phones at once and sequential ring will ring desired phones in a specific order.

- Simultaneous ring will ring up to five numbers plus your work phone at the same time.
- Sequential ring will ring up to five numbers with the option of ringing your work phone first.
- Neither provides features such as transfer or conference through our Hosted VoIP service, however they may be an available feature of your personal phone.
- All business calls will display the external caller's telephone number in Caller ID

Employees can set up simultaneous or sequential ring by logging into their end user portal and selecting:

Call Features > **Find Me** > **Simultaneous (or Sequential) Ring** > edit phone number(s)**,** select **on,** click **save**

Alternative options

Based on business needs, additional options include:

- Voicemail to email
- Escape to operator
- Intercept user
- Anywhere feature

For more information, please contact your System Designer or the Hosted VoIP helpdesk at MACDesk@lumen.com, 844.88LUMEN (844.885.8636), or via live chat in the Hosted VoIP portal.