



Hot Topic

Subject: Remote Office – Everything you ever wanted to know...

What it is:

Remote Office is a feature available with Premium Residential and Premium Enterprise TelPack service bundles. It allows for the mobile or home-office user to designate any phone (cellular/home/hotel) as his/her business phone. This feature further demonstrates VoIP mobility. Unlike Simultaneous Ring or Find-me / Follow-me, Remote Office allows both incoming and outgoing calls to appear as if they are from the user's office phone.

"We receive a lot of calls where the user has enabled the Remote Office feature but then is not able to make a call. While Wanetics has documented how to enable the feature in user guides, sometimes reading a full guide isn't the right answer."

-Customer Support Center

Details:

The most common problem is that the user activates Remote Office and subsequently picks up the designated Remote Office Phone and attempts to make a call directly. For Remote Office to work, calls must be placed through the web portal, either via Call Manager or the Telephony Toolbar.




Remote Office Phone



Business Phone

To activate Remote Office –

1. On the *User – Call Control* menu page, click **Remote Office**. The *User – Remote Office* page appears.
NOTE: You can access this page by clicking "RO" on your Web Call Manager page or by clicking on the **Remote Office** icon on the **Telephony Toolbar**. 
2. For **Remote Office**, select "On"
3. Type the number of the remote phone in the *Remote Phone Number* text box.
4. Save your changes by clicking **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

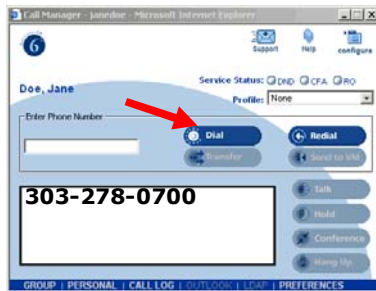


Tips:

To make a call when Remote Office is activated -

1. Type phone number into Call Manager or the Telephony Toolbar and click "dial"
2. The phone designated as the Remote Office Phone will ring
3. Pick up the phone to initiate call
4. Call will then be active

The Remote Office Phone can not be simply picked up and dialed to make a phone call. Call Manager or the Telephony Toolbar must be used.



Type phone number into **Call Manager** and click **Dial**



Remote Office Phone will ring
Pick up the phone to initiate call

Receive calls on Remote Office Phone automatically -

1. Call is initiated by third party dialing the user's business phone number
2. Only the designated Remote Office Phone will ring
3. Caller ID on Remote Office Phone will show the caller's name and number



Call is initiated by third party dialing the user's business phone number



Only Remote Office Phone will ring

For an animation of the Remote Office functionality please [click here.](#)