# Remote Office

340 Mark Simcoe Mon, Feb 15, 2021 Feature guides, User Features 1202

# **Remote Office**

# Description

Allows a user to define a phone number, any working phone number, mobile or land line. This Device can then be used to make and receive calls. Outgoing calls will present the users 'WHC' CLI not the devices CLI for business continuity when you are away from your office.

Remote Office is a feature of the following applications

- Office UC Desktop
- Office UC Smartphone
- Office UC Tablet

### **Function**

• In the 'Remote Office setting within the 'WHC' application define the number of the device you wish to use to make and receive calls.

#### **Incoming Calls**

- Incoming Calls to the users 'WHC' number are automatically forwarded to the 'Remote Office' location.
- The caller will see the users WHC CLI, if delivered, on their phone.

### Outgoing Calls

- Outgoing calls are made from the WHC application, UC-Office.
  - Use either the pre-defined Contacts
  - Or
  - Manually dial for the web app

Note: - Do Not Dial from the 'Remote Office' device

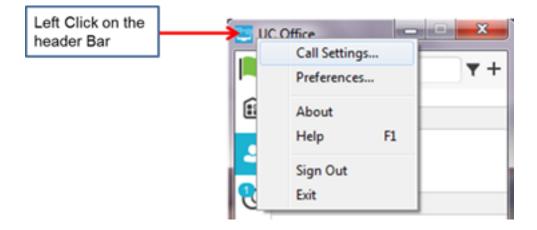
- The user will receive an incoming call on the 'Remote Office' device.
- When the user answers the incoming call an outgoing call is made to the dialled number
- The called number will see the users WHC CLI, if delivered, on their phone.

For SIPT users this feature will not work for internal inbound calls between PBX users that do not pass through the WHC platform.

# Configuration/Operation

## Office UC Desktop

• From the application left click on the Office UC icon on the header bar



- Select Call Settings
- Select Remote Office

Call Settings	Cr. Barrow	
Call Director	This service allows you to use your home phone, your mobile phone, or even a hotel phone as your business phone. This application	
Remote Office	allows you to make phone calls from this remote phone and have them billed to your business. This service also directs all calls	
Forward Calls	coming to your business phone number to ring the remote office phone. Service: Disabled	
Do Not Disturb		Disabled
Hide Number	_	
Simultaneous Ring Personal	_	

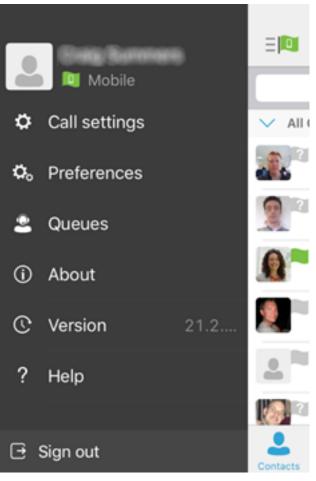
• Select the 'Edit' Icon

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allows you to make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone number to ring the remote office phone.	
02036510331 Save Cancel	
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- Configure the Remote Office number
- Enable Service
- Click Save

## Office Smartphone

• From the application (iPhone Shown) click on the settings option



- Select Call Settings
- Select Remote Office
- Configure The Remote Office settings

Click Save

Online URL: <u>https://kb2.ic.uk/article.php?id=340</u>