

Options for Mobilizing Employees to Work from Home

This document applies to:

- Mitel ShoreTel Legacy 14.2
- Mitel MiVoice Connect (Previously ShoreTel Connect)
- Mitel MiCloud Connect
- RingCentral

If you're looking to enable your employees to work from home you have a few options based on your current phone system and budget. This document gives an overview of your options, please reach out to us to discuss your options in greater detail specific to your situation.

Mitel (ShoreTel) Legacy 14.2 ONSITE PBX or Mitel MiVoice Connect (previously ShoreTel Connect)

- **Option 1: External Assignment**

This option allows users to answer and make calls using a non-work desk phone. This does not address network access for data. Outside calls that require routing back to an externally assigned user will utilize two trunks. Here is a video which explains end user configuration.

- **Option 2: VPN**

Providing VPN access to remote users can provide secure voice/data access by dial-up/client-based access and the use of softphone.

Or...

VPN access gained by using a P2P/L2L connection with a hardware device, such as a SonicWALL, allows for voice access via IP230, IP565, IP655 and IP400 series phones as well as softphone and data access.

- **Option 3: Edge Gateway**

Customers on the Connect Platform can use the EDGE Gateway to provide encrypted audio to both softphone users and IP4xx series phones (remember that a PoE power injector is required)

The EDGE Gateway is a virtual only appliance for Hyper V and VMWare and requires 3 public IP addresses.

- **Option 4: Move to Cloud** (partially or entire phone system)

This option can be applied to some users or all. It takes time to setup a cloud installation and implementation. This is a long-term option.

Our recommendations for cloud migrations are either RingCentral which we are a Preferred Partner or to use Mitel MiCloud Connect which we are a Platinum partner. If interested in this option, please let us know.

Mitel MiCloud Connect Users

Users of cloud solutions are easier to adopt a work at home environment for telecommuting options. These options do not address data network access.

- **Option 1: Use Desk Phones at Home**

You will simply need to unplug phones and plug them in at your home office. The phone is configured to connect to the IP of your server which is already hosted on Mitel's servers. PoE brick may be required

- **Option 2: Use Softphone via Mitel Connect App**

Instead of using a desk phone, you can install a Mitel softphone app onto your computer or cell phone to answer and make calls. Calls will go through the Mitel network and not use your own cell minutes.

The UC app will include instant messaging capabilities with those also on your network.

For support options, you'll need to work with Mitel MiCloud support directly.

RingCentral Users

RingCentral is also a hosted cloud-based PBX platform. Therefore, the concept is exactly the same for telecommuting.

- **Option 1: Use Desk Phones at Home**

You will simply need to unplug phones and plug them in at your home office. The phone is configured to connect to the IP of your server which is already hosted on RingCentral's servers.

- **Option 2: Use Softphone via RingCentral App**

Instead of using a desk phone, you can install a RingCentral softphone app onto your computer or cell phone to answer and make calls. Calls will go through the RingCentral network and not use your own cell minutes.

The UC app will include instant messaging capabilities with those also on your network.

Additional elements to consider for enabling your staff to work from home:

- Remote user phone licenses when utilizing the Edge Gateway
- Additional SIP trunk licenses to accommodate bandwidth and usage
- Additional virtual phone switches for softphones
- Noise-cancelling headsets for customer service reps
- 911 call handling – updating 911 location addresses for home locations not office