



Remote Office

Overview

With the Remote Office feature you can forward all incoming calls from your Hosted PBX number to a remote office number, such as your mobile or home office number, when you are away from the office.

You can answer all incoming calls to your desk phone or your mobile phone or home office phone. Using other call control applications such as Receptionist Console or Call Center applications, you can place calls using your remote office mobile phone or landline and still display your Hosted PBX caller ID.

- **Receive calls on an alternate phone:** Allows calls placed to a user's office phone to ring any phone(s) set up with the feature. Most users will designate their mobile phone as their "Remote Office phone."
- **Place calls from an alternate phone:** From their Remote Office phone users can place calls that display the outbound Caller ID of their desktop phone.
- **Place long distance and international calls from an alternate phone:** When users place long distance or international calls from a Remote Office phone, usage will be tracked and reflected on their office phone invoice just as any other toll calls would appear.
- Users can manage the Remote Office feature from the customer portal.

NOTE: The Simultaneous Ring and/or DirectWorks Anywhere and Remote Office features should not be enabled at the same time.

Feature Prerequisites

Before the Remote Office feature can be used, the following conditions must be met:

- At least one landline or wireless number must be assigned to the Remote Office User through the customer portal.
- Active must be enabled in the Remote Office User's service settings.