



# Hosted Voice Service (HVS) Work at Home Options

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# Hosted Voice Service (HVS) Work at Home Options

## 1. Clearspan “ANYWHERE” Feature:

Clearspan Anywhere allows users to make and receive calls via HVS from any location outside your main office phone. Once a user’s cell or home number has been set up as an Anywhere location, it will ring simultaneous to any call to the user’s HVS number. Users can call into a specified Clearspan phone number (Clearspan Anywhere Portal Number), enter their voicemail passcode, and then be provided dial tone to place calls [Note: The portal number and password can be set up as a speed dial contact.]. The outbound Caller ID (CID) from this call will be their office extension. If this feature is not already configured for the user, it will need to be added and activated in OpEasy.

**Download the** [CLEARSPAN ANYWHERE QUICK REFERENCE GUIDE](#)

<https://www.mitel.com/en-gb/document-center/business-phone-systems/clearspan/clearspan-guides/21/en/clearspan-anywhere-quick-reference-guide>

## 2. Clearspan Communicator Basic Client & Remote Office Feature:

Clearspan Communicator Desktop Basic for PC and MAC offers a convenient, intuitive client interface for multimedia services. You can place and receive phone calls from your desk phone using the client application locally or remotely using any phone (Cell Phone or home land-line).

Notes for this option:

- If this feature is not already configured for the user, they will need to have “Communicator Basic” added via OpEasy.
- User must download the Communicator application to their PC/MAC.
- User logs into the client on PC / MAC.
- Configure the “Remote Office” feature with the remote phone number the user will be using (cell / land-line number).
- The user will receive inbound calls to the number input in the Remote Office configuration. Note: When enabled, Remote Office overrides Anywhere settings.
- The user may make outbound calls using the client on their PC / MAC. The user’s cell or land-line phone will ring. Once answered, the system will call the destination number. The CID number from this call will be their office extension.

**Download the** [CLEARSPAN COMMUNICATOR DESKTOP BASIC FOR PC AND MAC QUICK REFERENCE GUIDE](#)

<https://www.mitel.com/document-center/business-phone-systems/clearspan/clearspan-communicator/21/en/clearspan-communicator-desktop-basic-for-pc-and-mac-quick-reference-guide>



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## 3. Clearspan Communicator (Softphone) for PC, MAC, iOS, Android

Clearspan Communicator Desktop for PC and MAC offers a convenient, intuitive client interface for voice services. You can place and receive phone calls directly from your PC or MAC. This requires a Communicator Desktop license.

Notes for this option:

- If this feature is not already configured for the user, they will need to have “Communicator Voice” added via OpEasy.
- This phone will be configured as a Shared Line Appearance (SCA) of their main phone number. This phone can be configured to register to your local Remote User Gateway (RUG) if applicable or directly to the AT&T HVS cores. When receiving a call, both phones will ring.
- User must download the Communicator application to their PC/MAC
  - Application Download: [www.mitel.com/att-user-training](http://www.mitel.com/att-user-training)
- User logs into the client on PC / MAC
- The user may receive inbound calls directly to their PC / MAC.
- The user may make outbound calls using the client on their PC / MAC.
- The user has the option to use the PC / MAC integrated speakers & Mic or use a USB headset. The CID number from this call will be their office extension.

This option is also available on 2 Mobile Clients on iOS or Android - Clearspan Communicator, and the newer Clearspan Mobile.

**Download the [CLEARSPAN COMMUNICATOR DESKTOP FOR PC AND MAC QUICK REFERENCE GUIDE](https://www.mitel.com/en-gb/document-center/business-phone-systems/clearspan/clearspan-communicator/21/en/clearspan-communicator-desktop-audio-and-video-for-pc-and-mac-quick-reference-guide)**  
<https://www.mitel.com/en-gb/document-center/business-phone-systems/clearspan/clearspan-communicator/21/en/clearspan-communicator-desktop-audio-and-video-for-pc-and-mac-quick-reference-guide>

**Download the [CLEARSPAN COMMUNICATOR FOR IPHONE QUICK REFERENCE GUIDE, RELEASE 21.3.2](https://www.mitel.com/en-gb/document-center/business-phone-systems/clearspan/clearspan-communicator/21/en/clearspan-communicator-for-iphone-quick-reference-guide-release-2132)**  
<https://www.mitel.com/en-gb/document-center/business-phone-systems/clearspan/clearspan-communicator/21/en/clearspan-communicator-for-iphone-quick-reference-guide-release-2132>

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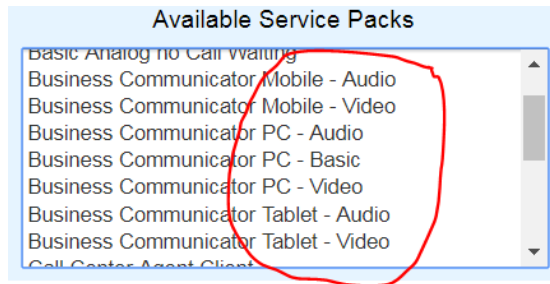
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# Hosted Voice Service (HVS) Work at Home Options

*Notes: These options require a Premium User License per user. Both require a Shared Call Appearance in the user's phone device settings.*

*Depending on licenses, you may have to add the "Communicator – Video" service pack. This includes Voice.*



## 4. Clearspan SIP phone at home:

Customer has two options:

### 1. Purchase a new Mitel SIP phone for Home use.

- This phone will be configured as a Shared Line Appearance (SCA) of their main phone number. This phone can be configured to register to your local Remote User Gateway (RUG) if applicable or directly to the HVS cores. When receiving a call, both their office and home phones will ring.
- User will plug the phone into their home network to register.
- A power supply may be required to power the phone if POE is not available at the home location.

### 2. Take your current Mitel SIP phone home to use.

- This phone will have to be reconfigured to register to your local RUG if applicable or directly to the HVS cores.
- User will plug the phone into their home network to register.
- A power supply may be required to power the phone if POE is not available at the home location.

## 5. Clearspan Conferencing Option:

### Meet-Me Conferencing

While working from Home, The Clearspan Meet-Me Conferencing can be added to your service quickly if needed. Please open a MACD to enable this functionality. Additional MRC's will apply.

Clearspan Meet-Me Conferencing provides superior functionality. In addition to the many features listed below provided by Clearspan Meet-Me Conferencing, it also offers high definition (HD) audio.



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The Meet-Me Conferencing service provides the following capabilities:

- Up to 150-way audio conferencing
- Scheduled and reservationless conferences
- Custom greeting
- Recording of conferences
- Muting participants and inviting new participants (by moderator)
- Automatic Lecture Mode
- Web interface to moderate the conference
- Outlook add-in to create conferences from Outlook and including details in meeting invitations
- High definition (HD) audio
- Enhanced security

## 6. Call Center Remote Agents:

The Work at Home options described in this document also apply for Call Center Agents and Supervisors. Agents can answer calls via

- Personal Cell or Landline using Anywhere
- Personal Cell or Landline using Remote Office
- SIP Phone configured for Remote registration
- Communicator Desktop Soft Client
- Communicator Mobile

### ACD Status & Availability

The Call Center Agent and Supervisor clients are browser based, and accessible anywhere internet access is available.

<https://xxxxxx.xxxx/callcenter>

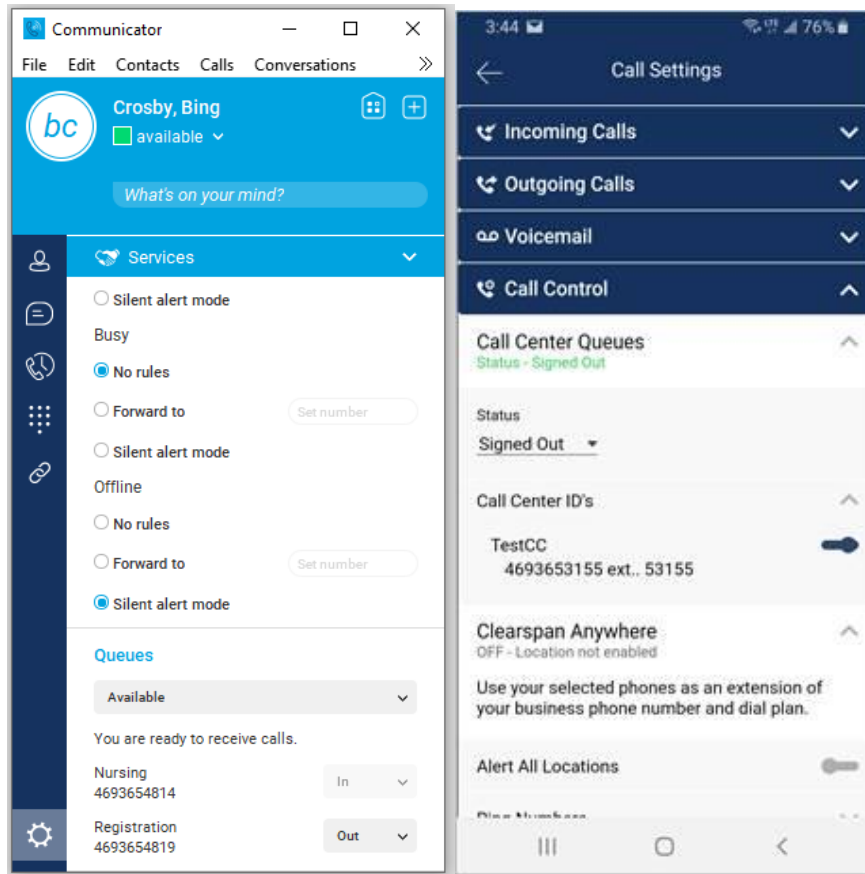
See your System Administrator for URL

Remote Access SIP phones can provide a multi-function ACD Key for availability management.

For agents who do not use the Agent Client, the Communicator Desktop and Clearspan Mobile applications offer ACD login functionality, under the Options Menu/Services, or Call Settings/Call Control.



# Hosted Voice Service (HVS) Work at Home Options



## Presenting your Office Number for Outbound Calls

Keep your Caller ID associated with your work number by using these methods

- Call from a Remote Access configured SIP Phone
- Call from Communicator Desktop or Communicator Mobile Soft Client
- Use the Anywhere Feature
  - Call the Anywhere Portal Number
  - If your Anywhere Device is recognized, you will be asked to enter your Voicemail Password
  - You may be asked to enter your Anywhere Device phone number
  - You will be prompted for the digits to dial
- Use the Remote Office Feature with Communicator Basic
  - Initiate a Call from Communicator Basic
  - The system will call your Remote Office device and dial the target number.



# Hosted Voice Service (HVS) Work at Home Options

## Support & Sales Contact Information:

### Customer Support:

- For assistance or questions during deployment, please call the Help Desk at 1-866-618-5298

### HVS/Clearspan Sales:

- If you have any Sales questions, please call or email the HVS / Clearspan Sales team:

Phone Number - 877-314-5682

Email - [cs-sales@mitel.com](mailto:cs-sales@mitel.com)