There are a variety of ways to work remotely and still receive business calls based on each employee’s individual need. Options include taking your phone home, downloading the Business Communicator app, using the mobility or remote office features, and more.

Taking your business phone home and the Business Communicator app provide inbound and outbound calling along with features such as transfer, call forward, conference, and many more.

**Update 911 Location**

**Important!** Please update your 911 address in the portal if you’re using one of these services to make outbound calls from your remote location. Instructions can be found here within the [E911 administrator guide](#).

**Take your business phone home**

Employees can take their Poly phone home and plug it into a LAN port on their router.

**Note:**

- If your office is using POE (Power over Ethernet) to supply power to your phone – which most offices use – you’ll need a power supply to use your phone remotely unless you have a POE switch at your remote location. You can search online for “Poly VVX <model number> power supply” to check for power supply availability through a number of vendors.

- Poly models VVX x00 and VVX x01 power supplies are interchangeable and typically require a 48v AC power adaptor. Poly VVX x50 phones require a unique power supply.

- If your phone does not register, and your router supports SIP ALG, try turning that feature off. All ALG function should be off on any router. This setting can be changed by logging into your personal router or by requesting assistance with the change if the router is supplied by your service provider.

- Additional troubleshooting information can be found in our [Using your phone at Home guide](#).

**Order and download Business Communicator** (See additional usage information pg 3)

Business Communicator is an application you can download on a PC/MAC or a cell phone/tablet. The application is very similar to an employee using the phone at their desk, and includes many features such as transfer, call forward, conference, and more. Pricing is per month, per user, and is an add-on feature to the employee’s monthly individual seat price. Sample Business Communicator pricing below, prices may vary based on your contract:

<table>
<thead>
<tr>
<th>Business Communicator (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice and Video Calling only (per Seat)</th>
<th>$2.95</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Communicator Collaboration (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice/Video Calling with IM and Presence (per Seat)</td>
<td>$5.95</td>
</tr>
</tbody>
</table>

**Note:**

- Listed rates exclude taxes, fees and surcharges. Additional terms, conditions and restrictions apply.
- This option gives the employee the ability to transfer a call, plus access to many more features.
- Business Communicator app works best with a strong cellular data or Wi-Fi signal.
- The app can be downloaded to an employee’s computer, cell phone, or tablet.
- In order to use the app on a computer or tablet, a headset is recommended even if the device is equipped with a mic and speaker.
- Employees can log into and out of the app as needed and the most common selection is voice/video.
Mobility feature  (requires Business Communicator)

For employees who need to answer hunt group or contact center calls, four options are available: take their phone home, use Business Communicator, use mobility which requires the Business Communicator feature (the three preferred options) or set up remote office.

Employees can set up mobility by logging into their end user portal and selecting:

Virtual Desk > Mobility > recommended settings below:

- Mobility: On
- Phone to Ring: Both
- Mobile Number: 10-digit phone number
- Alert for Click to Dial: Yes
- Enable Diversion Inhibitor: No
- Requires Answer Confirmation: Yes
- Use Call Control Services: No

- In lieu of downloading the Business Communicator app on a smart phone, an employee can set up mobility and receive calls on a remote device using this method. Mobility with “answer supervision” prompts the employee to accept the call so there is no risk of calls to their office number or to a hunt group/contact center number falling into the employee’s personal mailbox.

- Mobility does not provide features such as transfer or conference through our Hosted VoIP service, however these features may be available on the employee’s personal cell phone.

- All business calls will display the external caller’s telephone number in caller ID

Remote office feature  (see additional usage information pg 4)

For employees who need to answer hunt group or contact center calls, four options are available: take their phone home, use Business Communicator, use mobility which requires the Business Communicator feature (the preferred options) or set up remote office.

Employees can set up remote office by logging into their end user portal and selecting:

Virtual Desk > Remote Office > enter telephone number (i.e. cell phone) > select On, then Save

Once saved, calls to their office number and/or from a hunt group/contact center will ring the remote office telephone number entered.

Notes:

- **Important!** If the employee’s personal voicemail answers too quickly or if the employee turns off their cell phone, business callers will be sent to the employee’s personal voicemail. In this condition, calls will not follow the hunt group/contact center call routing, and directly dialed business calls will go to their personal voicemail and not their office voicemail.

- To address the issue above, additional programming may be required to adjust the employee’s office voicemail and/or adjust hunt group/contact center programming to ensure call routing happens in fewer rings than it takes for the employee’s personal voicemail to answer.

- Remote office does not provide features such as transfer or conference through our Hosted VoIP service, however these features may be available on the employee’s personal cell phone.

- All business calls will display the external caller’s telephone number in caller ID.
Business Communicator

Tips and instructions:

• Cell phone anti-virus protection

The T-Mobile anti-virus app 'Lookout' doesn't work with Business Communicator. The customer needs to contact T-Mobile to have the app removed. Disabling the app doesn’t stop the issue. Other cell phone providers may have similar anti-virus protection. Check with your carrier if you experience issues with their security or anti-virus protection.

• Error “Your license for the client isn’t valid”

If user receives this error, they must contact the SD they’re working with or the BCAT (MACDesk) to have a ticket submitted for resolution. This happens when a username has changed and the Business Communicator wasn’t disabled first. The portal doesn’t allow Business Communicator feature to be removed after the fact and requires a repair ticket.

• App links:

Android: Go to Google Play and search for CTL Business Communicator or click this link: https://play.google.com/store/apps/details?id=com.centurylink.btbc&hl=en

Apple: Go to Google Play and search for CTL Business Communicator or click this link: https://apps.apple.com/us/app/ctl-business-communicator/id818593824

Accessing voicemail

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press and Hold 1</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Enter phone number</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 2</th>
<th>Select VoIP Call</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Select Dialing Service</td>
</tr>
<tr>
<td></td>
<td>iPhone</td>
</tr>
<tr>
<td></td>
<td>VoIP Call</td>
</tr>
<tr>
<td></td>
<td>Cancel</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step 3</th>
<th>Select Voice Call</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Select Dialing Service</td>
</tr>
<tr>
<td></td>
<td>Voice call</td>
</tr>
<tr>
<td></td>
<td>Video call</td>
</tr>
<tr>
<td></td>
<td>Close</td>
</tr>
</tbody>
</table>

Business Communicator guides:


Remote Office

Tips and Instructions:

Remote office allows you to use your home phone, a mobile phone, or even a hotel phone as your business phone. When remote office is enabled (“on”), calls to your desktop handset only ring to your remote office device and the call will not be presented to your desk phone.

Login to the end user portal: URL: https://voip.centurylink.com/oneflex/portal/bvoip?rid=voip. Enter user ID and password provided from your welcome email.

Home Screen

You’ll see remote office under the shortcuts:

To activate:

Enter the remote office phone number (i.e. cell or home phone) and set the feature to ON to allow all incoming calls to ring to that device, including hunt group and contact center calls.
Remote office, continued:

To make an outgoing call using remote office (must be logged into the portal)

If you would like to make a call and have the outgoing caller ID show your office telephone number instead of the remote office device number (i.e., cell or home phone), use the call this number field.

Enter the number in the Call This Number field and click the handset icon.

After a slight pause, your remote office device will ring. When you answer your device, it completes the call and provides your office phone number as the outgoing caller ID number.

Note: For this feature to function properly, turn off all call forwarding options and simultaneous/sequential ring if they’re currently being used.

Accessing voicemail remotely:

You can access your voicemail remotely using either of these methods

- Dial your own 10-digit number and press * when prompted to ‘enter your own mailbox’ or while listening to your greeting play
  When prompted, enter your PIN + #

- Dial your Remote Voicemail Number
  When prompted enter your 10-digit number + #, followed by your PIN + #

Remote voicemail numbers: 855-539-6245 or 855-540-6245. Check with your administrator for the appropriate remote access number for your site.

Forward your business telephone number:

Employees can call forward/forward their work number to another number such as a cell or home phone.

Note:

- Unanswered will go to the employee’s forwarded telephone number voicemail (i.e. cell phone voicemail) and not to their office voicemail.

- Call forward will only forward calls made to the employee’s directly dialed office number and will not forward calls from a hunt group or contact center.

- Call forward does not provide features such as transfer or conference through our Hosted VoIP service, however they may be an available feature of the employee’s personal cell phone.

- All business calls will display the external caller’s telephone number in caller ID.
Simultaneous or sequential ring

Simultaneous ring and sequential ring follow the same notes listed for forward (above).

Employees can set up simultaneous or sequential ring by logging into their end user portal and selecting:

**Call Features > Find Me > Simultaneous Ring or Sequential Ring > make entries, select On, then Save**

- Simultaneous allows an incoming call to ring up to five different telephone numbers PLUS the employee’s work phone at the same time.
- Sequential allows an incoming call to ring up to five different telephone numbers with OR without the employee’s work phone ringing first.
- Simultaneous ring and sequential ring do not provide features such as transfer or conference through our Hosted VoIP service, however they may be an available feature of the employee’s personal cell phone.
- All business calls will display the external caller’s telephone number in Caller ID

Alternative options

Based on business needs, additional options include the items below. Contact your System Designer or the Hosted VoIP helpdesk for more information.

- Voicemail to email
- Escape to operator
- Intercept user
- Anywhere feature

Please reach out to our Hosted VoIP helpdesk at macdesk@centurylink.com, 844-285-8647, or via live chat in the Hosted VoIP portal – or contact your Lumen System Designer – for additional information.