

# TELECOMMUNICATIONS SERVICE ADVISORY

## Remote tele-worker capabilities during the COVID-19 pandemic

March 16, 2020 Vancouver, B.C.

COVID-19 is a rapidly evolving global challenge placing many businesses in a position of having to close down or find a way to deploy users productively from home during the government recommended, mandated and in some cases enforced response to this health crisis.

As our client, we have in place the ability to allow users of our telecom services to re-deploy the workers in your telecom infrastructure to be able to work remotely from home during and beyond this health crisis.

**Here are the requirements to allow for remote user phone communications to occur.**

Your users;

- Must have in place, a reliable high speed internet connection at their home or remote location.
- WiFi Access point is preferred. A fixed connection to a router or switch will work as well.

Your system can provide registration connection from their location back to your office in one of three methods.

	Hardware Phone (wireless or wired)	Can be taken from office to home for operation.
	Mobile App.	Installed on mobile device for wireless registration.
	Laptop or Desktop Windows or Mac.	Installed on PC/Mac (wireless or wired)

1. **Desktop Phone Option:** With the hardware option, users can take their phones from their places of work and bring them home. Note: In most cases some programming will be needed to allow remote registration which is best to be completed while the phone is still registered at the place of business. Once remote programming has been completed the users should test to confirm operation prior to relocating the device to another location\*.
2. **Mobile App Option:** Users may download our mobile app at no charge to register to an existing extension to take and make calls. Authorized users will require permission from the Employer to allow registration to the employer's voice server. Once programmed and tested, the user will be able to make and take calls as if they were in the office, from anywhere. This method does NOT use a mobile phone's voice plan or voice phone number. That will remain private. Also note that mobile data charges may apply depending on your mobile data plan. If WiFi access is available use it where possible..
3. **Laptop or Desktop Computer Option.** Users may download our desktop app at no charge to register to an existing extension to take and make calls. Authorized users will require permission from the Employer to allow registration to the employer's voice server. Once programmed and tested, the user

will be able to make and take calls as if they were in the office, from anywhere. Note that WiFi connections if poor will affect the quality of voice calls. Select a strong WiFi signal or choose a wired connection for optimal operation.

**\*E911 Emergency services:** In each scenario above, it is incumbent on the user or employer to provide us the updated address where the device plans to be primarily operated as soon as possible in the event of a dialed 911 call from that device. EMS Operators will need to know the location of the emergency upon connection if voice communication is not possible.

**Attention Management:** *If you are unsure of the remote registration ability of the current voice services system, email [help@tmsi.ca](mailto:help@tmsi.ca) call your hardware provider and provide the system make and model. A picture of a phone will also allow for a quick assessment. We are here to help you through this highly unusual event.*

*Sincerely;*

*Tom MacDonald President, **TMSI Telephony Managed Solutions***

*email: [help@tmsi.ca](mailto:help@tmsi.ca)*

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