

## FIVE SOLUTIONS TO ENABLE YOUR (MOBILE) WORKFORCE

With growing health concerns in the workplace, it's become critical to allow workers to be mobile and remote. Here are five ways your ShoreTel or Mitel Connect Unified Communications platform is ready to help.

### 1. **Mitel Connect – Edge Gateway**

The Edge Gateway is a virtual appliance that compliments your Mitel MiVoice Connect unified communications platform. It provides for remote connectivity for the Connect client, 400-series IP phones, Contact Center Agents, and collaboration appliances (web and audio conferencing). It requires configuration of NAT and access policies defined on your enterprise firewall to facilitate these connections, but deploying it with the proper configuration is simple and straightforward. There is no cost to have the appliance, but users enabled for remote IP phone authentication require a special license.

### 2. **ShoreTel 14.2 – VPN Concentrator**

The VPN concentrator is a physical firewall device that resides behind your enterprise firewall, and facilitates remote connections from ShoreTel IP 230G, 265, 565, and 655 IP phones. This device is reliant on NAT and access policies in your enterprise firewall to facilitate these connections.

### 3. **Mitel Connect or ShoreTel 14.2 – External Phone Assignment For Inbound Calls**

Your enterprise extension can be assigned to any telephone number, land line or mobile. An inbound call to your extension will result in the phone system placing a call to your designated phone number, and then connecting you to your caller. At no time is the caller presented with the phone number they were routed to, so your privacy remains intact. It should be noted that an inbound call to your direct number will result in consuming 2 trunk group channels simultaneously. The numbers used for remote phone assignment can be limited and managed by class of service settings in director.

#### **For Outbound Calls**

Your ShoreTel Communicator or Mitel Connect client will be required if you wish to place calls from your external assignment phone. When you place a call with the Communicator or Connect client, the phone system will first call your designated external assignment phone number and then connected your intended recipient once you've answered. The caller ID presented to your recipient is your ShoreTel/Mitel caller ID. This will require a software VPN client connection to your corporate office to function.

### 4. **Mitel Connect or ShoreTel 14.2 – VPN/Softphone**

With a software VPN client, you can use your ShoreTel Communicator or Mitel Connect client in softphone mode. Your audio path will likely be a USB headset rather than a physical telephone.

#### 5. **ShoreTel/Mitel Mobility Router**

The Mobility Router is either a physical or virtual device (compatible with VMware and Hyper-v). It relies on NAT and access policies configured in your enterprise firewall and facilitates remote connections from Mobile phones (Apple and Android devices) via an app called Mitel Connect. This requires the appliance to be configured, some network configuration to ensure the firewall allows the proper traffic into the mobility router, and some configuration of mobile clients to get the provisioned and connected. Once your mobile device is provisioned, it can be used just like a physical telephone on your corporate network. You can dial users by their extensions, make calls using your corporate phone number as your caller ID, and receive calls at your extension as though you were in the office.

## **WE'RE HERE TO HELP**

Let Packet Fusion help you keep your employees mobile, agile, and safe. Cloud is always an option to enable your remote workforce. By the nature of Cloud everyone is already remote and can work from anywhere. If you'd like information on any of the solutions listed here, please reach out to your account manager, or you can always drop us a line at [sales@packetfusion.com](mailto:sales@packetfusion.com).