

## Clearspan Work at Home Options:

### 1. Clearspan “ANYWHERE” Feature:

Clearspan Anywhere allows you to make and receive calls via Clearspan from any location outside your main office phone. Via cell phone, users can call into a specified Clearspan phone number (Clearspan Anywhere Portal Number), enter their voicemail passcode, you will then be provided dial tone and can place calls [Note: Most people put the portal number and their passcode into a speed dial.]. The outbound Caller ID (CID) from this call will be their office / campus extension. If this feature is not already configured for the user, it will need to be added and activated in OpEasy.

QRG = <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.
  - [www.mitel.com/internet2-user-training](http://www.mitel.com/internet2-user-training)
- 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 / campus extension.

QRG = <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>

### 3. Clearspan Communicator Desktop Audio for PC and Mac (Softphone):

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 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 Share Line Appearance (SCA) of your main phone number. This phone can be configured to register to your local RUG if applicable or directly to the Internet2 cores. When receiving a call, both phones will ring.
- User must download the Communicator application to their PC/MAC
  - [www.mitel.com/internet2-user-training](http://www.mitel.com/internet2-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 / campus extension.

This option is also available on a Mobil Client, IOS or Android.

QRG PC / MAC = <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>

QRG Mobile IOS = <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>

QRG Mobil Android = <https://www.mitel.com/en-gb/document-center/business-phone-systems/clearspan/clearspan-communicator/21/en/clearspan-communicator-for-android-quick-reference-guide>

#### 4. Clearspan SIP phone at home:

Customer has two options:

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

- a. This phone will be configured as a Share Line Appearance (SCA) of their main phone number. This phone can be configured to register to your local RUG if applicable or directly to the Internet2 cores. When receiving a call, both their office and home phones will ring.
- b. User will plug the phone into their home network to register.
- c. 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.

- a. This phone will have to be reconfigured to register to your local RUG if applicable or directly to the Internet2 cores.
- b. User will plug the phone into their home network to register.
- c. A power supply may be required to power the phone if POE is not available at the home location.

Note: These options require a Premium User License per user