

## User Tips When Working from Home

Companies with employees needing to work from home can stay connected to their virtual workplace with all the communication tools provided by HostMyCalls. In the actual workplace where internet, local area network and other network resources are present, the entire network is managed, supported, and monitored by the companies IT staff and/or their IT vendor. The design and access to resources on the workplace network is geared to supporting the network users' needs.

When an employee works from home, network support is necessary to setup and manage the home user's network. Most home user's internet and network are shared with other household users and network devices. Quite often without any usage control or knowledge of bandwidth demand on the internet service provided at the home. This can often be the cause for issues experienced by the employee working from home using HostMyCalls telephones or other services.

The following are suggestions and/or requirements which will help reduce the likelihood of issues experienced with the HostMyCalls supported telephone when used on a home network.

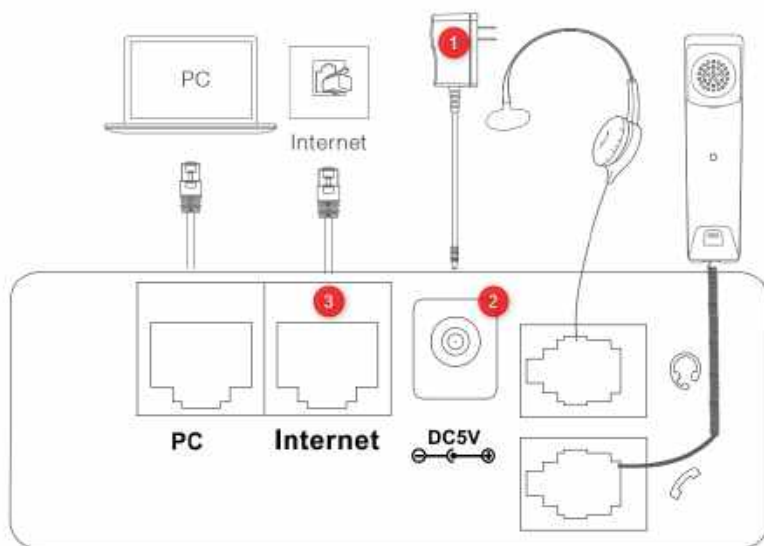
### Connecting the telephone at home

Most Yealink telephones provided by HostMyCalls can connect to the home network in two ways –

#### Wired Ethernet Connection (*preferred*)

The typical HostMyCalls provided telephone requires **power** to operate and a **connection to the home network** so the telephone can communicate to the **HostMyCalls server(s)** assigned to the telephone.

A **power adapter** ① for the telephone is provided and plugs into a standard **110-volt outlet** and to the telephone. ② The telephone is also provided with an **Ethernet cable** which plugs into the **Ethernet port** ③ on the telephone and to an **Ethernet port** on a **network switch**. The **network switch** is often built into



the **Modem** provided by the Internet Service Provider which is used at the home's location. Another option is to connect a **network switch** remotely located from the **Modem**.

### Wireless Ethernet Connection

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A **power adapter** for the telephone is provided and plugs into a standard **110-volt outlet** and to the telephone (*steps 1 and 2 in the drawing above*).

Telephones supported by HostMyCalls are pre-programmed to connect to the assigned server(s) and does not require the user to make setting changes. However, when connecting the telephone to the home wi-fi network, the user will need to do this setup as they would with any device they would connect wireless at home.

### Connecting WPS Method

Many modems and routers provide an easy Wi-Fi connection procedure called **Wi-Fi Protected Setup (WPS)**.

1. Ensure the telephone is physically within wi-fi range (*could be placed temporarily near modem or router for setup*)
2. Ensure the telephone is powered up and fully booted
3. Press the WPS button on the modem or router
4. From the telephone menu, select Basic, then Wi-Fi
5. Select WPS from the telephone menu
6. Telephone will find and connect to the modem or router



Modem or Router



Telephone Menu

### Connecting Without WPS Method

When setting up the telephone via **Wi-Fi** to the home network, the network **Access Point's SSID name** needs to be known as well as the **password**. This will be needed when assigning the **Wi-Fi connection** on the telephone.

(For this example, the **Nighthawk** access point is selected from the available access points within range)

1. Go to the telephone menu and select **Basic**
2. Go to the **Wi-Fi** page and select **Scan**
3. Select the desired **access point** (*Nighthawk*)
4. Enter the **password** for the *Nighthawk* access point and select **OK**



### Performance Topics and Tips

The telephone audio quality can be limited or affected by your ISP router setting or internet usage from other devices on the home network or other nearby Wi-Fi networks.

**Poor Wi-Fi signal or coverage** – Placement of your telephone connected via Wi-Fi is important. Check your signal connection from your telephone's menu. Select Menu, Basic, Wi-Fi, and network details to see the signal strength. A signal of 3 or higher is desired.



**Too much demand on internet bandwidth available from the ISP of the home user** – The maximum amount of up and downstream bandwidth available is controlled by your ISP. It is shared with all devices on your network that sends and or receives data/information with the internet. Often when telephone audio quality suffers, it can be tracked down to the overloading of your services. Common reasons are streaming video meetings (kids remote learning), streaming video games, streaming entertainment services, downloading/uploading large files for work or computer updates.

Note: streaming video games can consume significant amounts of Internet bandwidth and potentially cause severe audio issues. This condition can be improved by increasing the bandwidth provided by the home user's ISP. Adjust or set the Quality of Service (QoS) plan within the internet router to allow voice/SIP traffic to take priority over other services/devices. Restricting the use of the Internet by entertainment devices during working hours.

**Interference with Wi-Fi signal** – Within the coverage area of the Wi-Fi access point used for the connection to the telephone, there can be lots of traffic from other devices connected to the same access point. This can create a bottleneck that effects the throughput of data to the telephone. Also, nearby access points (i.e., neighbors) can be using the same channel/frequency that is being used for the telephone. The collision of signals will impede the performance on the Wi-Fi network. Some solutions would be to change the Wi-Fi channel or band (2.4G vs 5G) your access point is using. Another common offender is a microwave oven. They will produce interference on a 2.4G Wi-Fi network. Relocation of the home network access point and or the telephone away from the microwave could help. Or changing the telephone connection type to a wired Ethernet connection to the home network.

### **Get Support if Problems Persist**

Work from home employees often gain network support from their employer's IT professionals. Many issues can be solved with their assistance.

HostMyCalls may be able to help diagnose network and setup performance issues remotely and offer suggestions to help.

**Emergency Technical Support** We provide Emergency Technical Support 24/7. When placing an emergency service request, please place it by phone only. Email is not monitored 24/7.

### **Non-emergency Customer Support**

Routine Customer Support is provided Monday – Friday from 8 am to 8 pm (Eastern).

### **How to Contact Us**

If calling from a HostMyCalls supported telephone which uses 3-digit extensions, dial **600**.

If calling from a HostMyCalls supported telephone using 4-digit extensions, dial **6000**.

If calling from any other telephone, dial **800.434.9608**

Send messages via email to: [support@hostmycalls.com](mailto:support@hostmycalls.com) (non-emergency requests only)