

Teleworker Mode

Configuring Your Remote IP Phone

After your IP Phone is installed, you can configure it to work remotely, accessing the features of your office voice network. For installation information, refer to the Installation Guide packaged with your IP Phone.

Getting Started

Before configuring your IP Phone to work remotely, you must complete the following steps:

TIP: While configuring your IP phone, some keys offer specific functionality:

- To delete an entry, press the Superkey (blue key) or the key you have programmed as Superkey.
- To backspace in an entry, press *
- To enter a decimal, press #

Note: If you have entered three digits in the current field, the cursor will automatically create a decimal and move forward.

Phone Configuration

For all phones:

Press and hold the 7 key, and plug the powered network cable (or DC adapter cord) into the power input. Hold the 7 key until the CONFIGURE TELEWORKER prompt appears on the phone's display screen (this takes approximately 4 seconds).

For Dual Mode 5312, 5324, 5330, 5340 phones:

1. Press * for Yes
 - DELETE/NEW SETTINGS appears on the display screen
 2. Press # for New
 - TELEWORKER GATEWAY appears on the display screen
 3. Enter the Teleworker Gateway IP Address: 66.218.0.31
 - Using the # key to insert decimals if required, and then press the down arrow key (▼)
 - STORE CHANGES? appears on the display screen.
 4. Press * for Yes
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Creating the Dynamic Site

Login to the web portal with a phone number from your site, extension and phone PIN (not necessarily the same as your voicemail PIN). Select the My Dynamic Site tab on the left hand side and press the Create Dynamic Site button. The phone should now display "Activate" or will be automatically logged in as the last user assigned to it.

The screenshot shows the networkWCS web portal interface. At the top left is the logo 'networkWCS™' and at the top right is the phone number '800 566 8655'. Below the logo, it says 'Logged in as Elizabeth Hildreth 1006' and 'Home | Help | Previous Level'. On the left is a navigation menu with 'My Settings' expanded, showing 'My Personal Details', 'My Phone', 'My Call Coverage', 'My Call Groups', 'My Voice Mail', and 'My Dynamic Site' (which is highlighted). Below 'My Settings' are 'Company Directories' with 'Internal Directory' and 'External Directory'. The main content area is titled 'Dynamic Site' and contains a paragraph of instructions: 'Use the buttons below to Create or Release a dynamic site. Create a dynamic site when you want your phone to connect from the location that you are currently connected to. It is not always possible to create a site if a site already exists. Release a site to allow the site to be created by other users. Sites will automatically be released if no phone is connected from the site for a period of time.' Below this are two buttons: 'Create Dynamic Site' and 'Release Dynamic Site'. The 'Create Dynamic Site' button is accompanied by the text: 'Select this button create a dynamic site based on your current location. If you already have a dynamic site associated with a different location, it will be released before any new site is created.' The 'Release Dynamic Site' button is accompanied by the text: 'Select this button to release your current dynamic site. It does not matter where you are currently connected from.' At the bottom of the main content area, it says 'You are currently connected to Hosted IP Voice from IP address: 192.168.1.149' and 'You have a dynamic site associated with IP address:'. At the very bottom of the page, it says 'Home | Help | Previous Level' and 'Copyright'.

[Copyright](#)

Teleworker Mode

Restoring a Mitel phone to factory defaults (no longer use teleworker mode)

1. Power off phone
2. Hold down scroll down key
3. Power up phone
4. Answer in the following manner

```
configure phone? = yes
network parameters? = no
hardware config? = no
phone mode? = no tools
and features? = yes erase
pin? = no edit 8021x
settings? = no edit cdp
settings? = no edit lldp
settings? = no ping test
? = no dhcp trace? = no
video configuration? = no
port options? = no
diagnostics? = no restore
defaults? = yes confirm?
= yes
```

The phone will reboot and connect with WCS.

Troubleshooting

Problem:

Phone displays "Not a Valid Site" Possible

Solutions:

- Dynamic site not created - login to portal and go to "My Dynamic Site"
- Reboot the phone
- Teleworker phone could have been moved back into office - perform factory reset on phone Problem:

Created dynamic site and phone still shows "Not a Valid Site" Possible

Solutions:

- Be sure the PC you are creating the dynamic site from is on the same internet connection as the teleworker phone - try disconnecting from any VPN connections, verify correct wireless network, etc.
- Public IP address of cable modem/DSL modem could have changed, login to portal and release site, then create again