

Your work from home toolkit

Our resources to get you set up for working from home.

Stay Home
with
VONEX



Really glad we made the switch. Staff basically picked up their phones and plugged them in at home. It certainly made the transition to working from home so much easier. My pooches are loving life also.

**Fluer Taylor,
Managing Director
H W Wood Australia**

TEAM MANAGEMENT TIP 01

Pick up the phone

Ask yourself if the news you're delivering would be better received in person. If so, do the next best thing and call versus emailing or texting. This is especially true if you're delivering feedback or discussing a problem, because it's easy to misconstrue someone's tone in electronic communication.

Vonex Phone App

6 months free for existing customers

The ability to take your desk phone wherever you go allows your business to maintain its communications, both in and out of the office. With the Vonex app, it's easy to work remotely on your computer, laptop, mobile or tablet device. When making and receiving calls from the app, it will appear as though you are at your office using your extension as you would at your desk.

The Vonex app provides the same features as your traditional desk phone but with the freedom of taking it with you wherever you go. With the Traveller plan and an internet connection, the cutover is seamless, and you can work from anywhere in the world on the Vonex app, giving you unparalleled flexibility to take your business wherever you go.

Set yourself up instantly

and earn 2,000 Qantas Points

\$20
per month

Total Minimum cost \$900
per extension over 36
month contract



- 1 Register your licence
- 2 Download the app
- 3 Login to your account



4G Wireless Broadband

Earn 1 Qantas Point for every \$1 you spend

Are your kids draining the internet by streaming Netflix when you're trying to work at home? If you're struggling with an ADSL or NBN internet connection, suffer slow speeds or service drop-outs, our 4G wireless broadband is the perfect stand-alone solution you need to keep you working effectively at home.

Plug & play

Our 4G wireless broadband is ready to use out of the box. Plug into power and away you go. No phone line or technician required. The modem will come with a Wi-Fi network name and password to share your connection with devices all over your house.

Usage alerts

You can check usage of your 4G wireless broadband, but we'll send you usage alerts once you've reached approximately 50%, 85% and 100% of your individual or pooled data inclusions.

plans from
\$50
per month

TEAM MANAGEMENT TIP 04

Use the technology available to you

With social distancing on everyone's mind, instant messenger-type platforms like Facebook workplace allow the kind of quick communication between team members that you'd normally have in the office. This kind of technology make it very easy to reach out to your workers. Check out our free ebook for our favourite tools.

Vonex Conference Room

6 months free

When you can't bring everyone together face to face, getting everyone on the same phone call or conference line is the next best thing.

The advantage of teleconferencing is its flexibility. If you don't have any video equipment, such as a webcam, a teleconference done via phone is to your advantage. Audio conferencing gives people the ability to dial directly to the conferencing bridge to join the conference call, or be added by the conference call hosts themselves.

Vonex's industry-leading Cloud-Based phone system, ONdesk boasts a conferencing capability that is affordable and robust. Be joined by up to 50 callers with a dedicated number. No expensive setup fees and clever keypad shortcuts so you can manage your meetings better.

TEAM MANAGEMENT TIP 02

Focus on goals, not activity

It is important to set clear expectations and stay focused on goals when embracing a remote workforce. Concentrate on accomplishment, not activity.



Ease of use

Audio conferencing is a common practice so people are familiar with its usage. You can effortlessly join a conference call by dialling the same number as other participants and accept calls right at your desk.

Invisibility

No additional time required for getting ready for the call since you won't be seen. This can also be an advantage if you feel more comfortable leading a voice conversation rather than face to face.

Accessibility

Audio conference calls are available for any conferencing devices, whether it's a landline or your personal mobile phone so that you can join a conference call from anywhere.

Manageability

In case the audio conference call hasn't been scheduled, you can phone the participants and hold the meeting spontaneously – it won't require any setup or additional efforts to invite the participants and wait for the invitation to be accepted.

Keypad Shortcuts

Using the in-conference keypad shortcuts (a set of programmed conference commands accessible to the host by pressing a sequence of numbers on their telephone keypad) can help you control several aspects of your conference call. This is a handy list to keep in mind;

- *0** Send the participants list
- *1** Mute your device
- *2** Unmute your device
- *7** Mute other participants
- *8** Unmute other participants
- *9** Hang up the conference

Daily Dials

Kept between 15 to 30 minutes long; team members take turns speaking. Each member talks about their any applicable progress from the previous meeting, the anticipated work until the next Daily Dial and any roadblocks or impediments, taking the opportunity to ask for help or collaborate.

Use a clear and concise agenda

If you're organising the meeting, make a habit of sending a brief rundown of the topics you'll be discussing, and ideally, set an objective. For a daily meeting it might simply be knowing what your teams plans are for the day, this should be a top line summary from each but will give you an opportunity to spot any one that could have extra capacity.

Cutting through chatter

Setting a clear time limit for your meeting might be the most effective tool you have. A daily meeting shouldn't go for longer than a half-hour. Try nominating a meeting leader – someone who's adept at cutting through chatter and steering group discussion – is an excellent fail-safe strategy. Otherwise, practice your own gentle nudging skills

Document outcomes

Someone should always take minutes, this way tasks set for the day will be cemented and it will be easy to keep track over what was achieved, or otherwise.



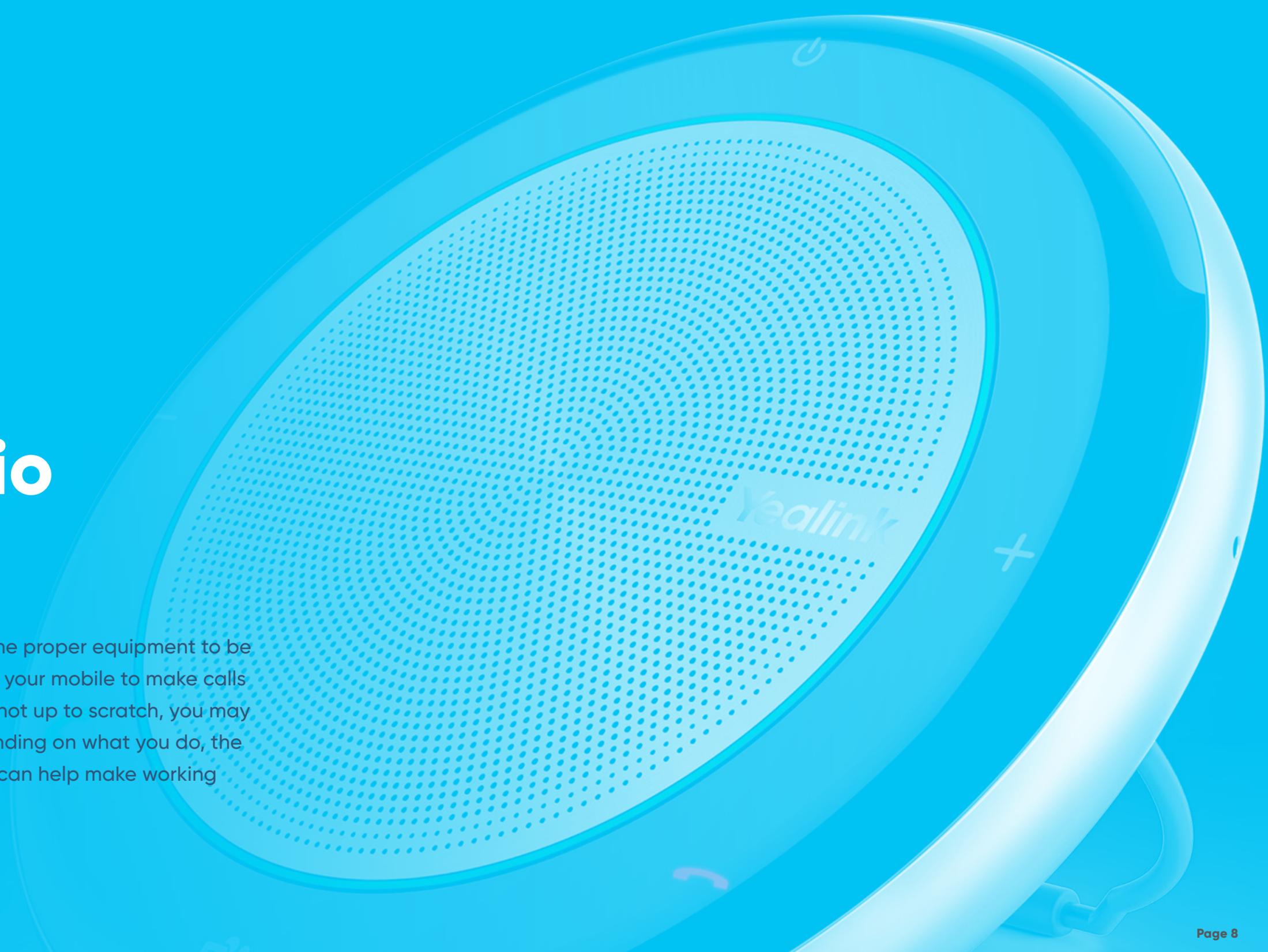
TEAM MANAGEMENT TIP 03

Help prevent cabin fever

Reassure your employees to ease the stress of cabin fever. A quick call can go a long way. Encourage walks and take calls away from your screens where possible.

Home Audio Solutions

If you're working from home, you need the proper equipment to be productive. Whether you're sick of using your mobile to make calls or your microphone in your computer is not up to scratch, you may need to upgrade your hardware. Depending on what you do, the right headphones, headset, or speaker can help make working from home really work for you.



Yealink CP700

The Yealink CP700 Portable Speakerphone is the ideal device for workers to conduct calls with their team or clients, hands-free while achieving exceptional sound quality.

With an intuitive user interface, the Yealink CP700 has multiple buttons with LED indicators designed to provide users with easy-to-understand guidance. The speaker is integrated with Microsoft Teams with a dedicated Teams button, making it even easier to achieve Teams collaboration.



Intelligent connectivity



High quality sound



Good for 1-2 people



Portable design





Plantronics Wireless Headset

Headsets are perfect for maintaining productivity and cancelling out background noise. The Plantronics wireless headset allows users to effectively upgrade their desk phone communication. Go mobile and multi-task up to 100 metres (350 feet) from your desk with answer, end and mute controls at your fingertips. And no matter what your preference, with three wearing choices, there's one to match your personal style.

- Consistent reliability for hands-free productivity
- The lightest DECT headset on the market
- modern streamlined design
- Gain mobility—multitask hands-free up to 100 meters
- One-touch call answer/end, vol +/- and mute
- Conference in up to three additional headsets for enhanced collaboration
- Convertible: over-the-ear, over-the-head, behind-the-head (sold separately)
- Up to 7 hours talk time
- Noise-cancelling microphone reduces background noise interruptions
- Use with Electronic Hookswitch Cable or Handset Lifter to remotely answer/end calls
- 2 Year replacement warranty

Get in touch

With channel partners across Australia we have a local presence to keep your business connected.

Call **1800 828 668** or visit **vonex.com.au/contact** to find your local partner



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