Asia
Australia & New Zealand
Europe
Germany
The Netherlands
Middle East
North America
United Kingdom

FAQ for Our Partners – WUN Kube and Working from Home

With current social distancing requirements that have been put in place in many states, we have received numerous requests from our partners to get set up to work from home. This document answers some of the common questions we have received and provides instructions to make this transition easier for you and your team.

Can I use my phone from home?

Yes, but it will depend on a number of factors:
1. Your home internet service provider must allow VoIP/SIP traffic for your phone to be functional.
2. You must turn off SIP-ALG on your home router, as it could prevent the phone from working.
3. You will need to have a power supply for your phone, or you will need to have a switch that can provide POE (Power over Ethernet) for your phone to have adequate power to function. You can purchase the appropriate power supply from Amazon or another third-party vendor, as desired.

NOTE: Yardi supports Polycom and Cisco phones provided and configured by our team. Phones that are purchased from a third party will not work on our VoIP System.

Will the Reception Console work from home?

Yes, the Reception Console is cloud-based, allowing you to connect to the application across a functioning internet connection.
1. Navigate to Manage > Reception Console
2. Click the Launch Reception Console button

Do you have a Softphone app I can run from my computer?

Yes, UC-One is available and works on our system. You will need to order it from the shop to get your username and passcode. You will also need to download UC-One to install it on your computer or phone and input the provided username and passcode:
1. Mac UC-One
2. PC UC-One
3. Android UC-One
4. iOS UC-One

Asia
Australia & New Zealand
Europe
Germany
The Netherlands
Middle East
North America
United Kingdom

How do I forward calls from my Polycom phone?

To enable Call Forwarding:

1. On the Home screen of your Polycom phone, select the Forward icon or press the More key
2. Press the Forward button and select the Forwarding Type (Always, No answer, or Busy)
3. In the Contact box, enter the forwarding phone number and press the Enable key

To disable Call Forwarding:

1. On the Home screen of your Polycom phone, select the Forward icon or press the More key
2. Press the Forward button and select the Forwarding Type (Always, No answer or Busy)
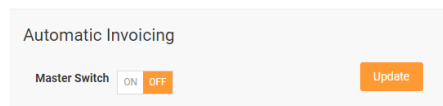3. Press the Disable key

Can I remotely access my data appliance?

Yes, we can whitelist your IP address to allow remote access to the data appliance. You will need to open a ticket (email: support@wunsystems.com) or reach out via live chat and work with one of our team members to whitelist the IP address you will be using to access your data appliance.
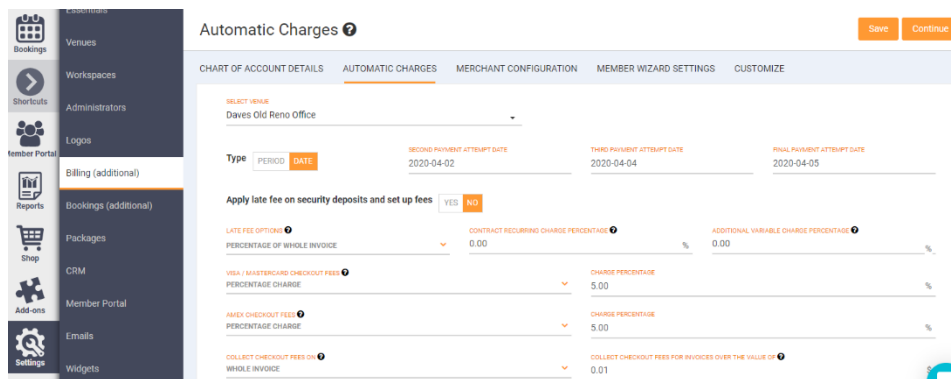
How do I stop automatically invoicing my customers?

You can stop invoicing by turning off the Invoice Master Switch:

1. Navigate to Settings > Venue > Bill Cycle
2. Set the Automatic Invoicing Master Switch to Off and click Update

Asia
Australia & New Zealand
Europe
Germany
The Netherlands
Middle East
North America
United Kingdom

How do I disable Late Fees in WUN Kube?

1. Navigate to Settings > Billing (additional) > Automatic Charges
2. Under Late Fee Options, select Percentage of whole invoice if you want to turn off late fees for security deposits and setup fees
3. Set the Contract Recurring Charges and Additional Variable Charges percentage values to 0 (zero)
4. Click Save at the top right of the screen

Why do I see a second (green) WUN Kube login screen when logging into my Admin Portal?

A recent update by Google Chrome changed the way our WUN Kube application interacts with Google Chrome and prevented our customers from logging in. We implemented a temporary redirect page that allows our Operators to log into their Admin Portal and bypass this recent change.

How do I get my client email addresses out of WUN Kube?

You can download a list of your customers' information, email addresses and phones numbers that have been entered in WUN Kube:
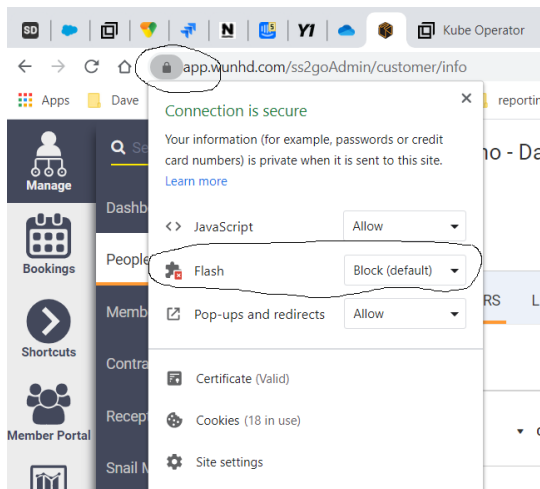
1. Navigate to Manage > People > Members
2. Select the Export button from the top right of the screen and select Excel

NOTE: The document will be named MemberInformation.xls and is typically exported to the Downloads folder on your device, if you have not changed your default download location.

Asia
Australia & New Zealand
Europe
Germany
The Netherlands
Middle East
North America
United Kingdom

Why can't I export reports and tables using the Export button at the top right of the page?

About a year ago, Google Chrome set the default for Flash to Block. Since WUN Kube uses Flash to perform report and table exports, you will need to allow Flash to run.

1. In your browser, click on the padlock next to the URL for app.wunhd.com
2. Change the setting for Flash to Allow
3. Refresh the page and you should be able to export reports and tables