

Remote Strategies

As we continue to monitor COVID-19, we understand and share the abundance of concern you have regarding the impact on the coworking industry. We want to share some options to continue service for your company and your members.

Options available with our service:

- Forward operator/reception calls to a home phone or cellular
- Activate physical Kube phones (Cisco/Polycom), so that the operators or members can take that phone home or to their remote location
- If receptionists or members will not be working, you can encourage members to setup Auto Attendant
- Keep your members updated via Events or Announcements in Yardi Kube

For Operators and Receptionists:

1. Go to your Internal company that has the contracts created for Reception – Hunt Group
2. Go to Voice > Hunt Groups
3. Click on the Hunt Group and then click Edit
4. Insert your cell or home number in the “No answer forward to” field
 - a. You can also change “After” to determine the number of rings before being forwarded

The screenshot shows the Yardi Kube interface with the following elements:

- Top navigation: PROPERTIES SPACES CUSTOMERS DEALS BOOKINGS RECEIVABLES ACCOUNTING REPORTS
- Left sidebar: Overview, Essentials, Members, Billing, Deals, Contracts, Groups & Hours, History, Data/Wi-Fi, Voice (highlighted with red arrow 1)
- Main content area: Hunt Groups (highlighted with red arrow 2)
- Table of Hunt Groups:

NAME	PHONE NUMBER	EXTENSION
Reception 1	2132122444	9000
Reception 2	3234525920	9001

For your Members:

1. Go to Company
2. Go to the Member that has Voice services
3. Click on Voice
4. Go to Incoming Calls
5. Click Edit
6. Change "Call Forwarding Always" to On
7. Enter member's remote phone number and click Save

Moving a Yardi Kube phone to a remote location:

Once you have activated a phone inside your property, you can take it to your remote location. Start by creating a contract with a Physical Phone Amenity. After the contract is completed, you can configure the amenity:

1. Go to the Member > Voice > Devices
2. On the Identity/Device Profile Name select your MAC address from the dropdown list
3. Click Save
4. Allow the phone to reboot before removing it to a remote location