

## Helena with the home office

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Helena runs a small business from home, she has her own office space in the converted garage (she moved the dog into the house) [Helena's problems](#)

1. She wants to have a phone line for her home and for her business (but that's expensive), if she uses the home line for business the kids often pick it up which is just not professional.
2. She's often in the garage (\*cough\* office) when the house phone rings and does not want to miss a call.
3. She wants to reduce her phone bill (who doesn't !)

Let's look at how Freespeech can solve Helena's problems

Helena already has DSL broadband (via phone line), she needs it for her business. Helena decides to keep her highly reliable traditional phone line for her critical business calls and use a Freespeech line for low cost calling and her family line.

Inside her office she installs a DSL VOIP gateway (example [zoom XV5](#)), she plugs in her traditional phone line to provide her DSL broadband connection and configures the gateway with her Freespeech account.

Helena can now plug a regular phone into the VOIP gateway and easily switch between her traditional line and VOIP line just by pressing the '#' key. If a call comes in on the VOIP line OR her regular phone line, her desk phone will ring.

Inside the house she gets a nice VOIP phone for the family which she configures with her account.

Problems Solved

1. Without paying for extra line rental Helena now has a dedicated business line.
2. Now, thanks to her new VOIP gateway the office phone and the house phone will ring at the same time it's a VOIP call (for home).
3. Helena now finds she makes most of her outgoing calls via her freespeech line saving herself tons of money.

Other Benefits that Helena found

Helena's husband Rob (who's a bit of a geek) got himself a freespeech account at his work office, now they can both chat for FREE whenever they like for as long as they like.

Additional Information

Helena bought a VOIP gateway that suited her needs, take time to look at different gateways as they have a wide array of features. Seek advice from your hardware supplier if you are unsure.

Helena kept the traditional phone line for her office line because it was mission critical. You must be aware that your freespeech calls are routed over the Internet which is not as reliable as a traditional phone network. The quality and reliability will mostly depend on the quality of the broadband you are using. Many users make business calls every day and are very happy to do so but we always advise having a backup line available, whether it's a traditional landline or mobile.