

## Work-From-Home Solutions Using Trace from Vyne Medical

An increasing number of hospitals are enabling their patient access, case management, and other functions to operate remotely to help keep them safe, healthy and productive during this time of COVID-19 driven social distancing. The Trace® platform from Vyne Medical provides a range of voice, fax, and image solutions that can help uphold security, ensure productivity and maintain a client’s business continuity in this trying time. In this period of uncertainty, we’re here to help our clients uphold best practices as they leverage our solutions to connect their disconnected data.

### Option 1

#### Trace Access and In/Outbound Call Recording via Corporate laptop + Softphone

##### Overview

- The simplest and fastest option for existing clients to enable remote access to Trace and voice recording
- Inbound and outbound voice recording is available now for existing Trace Anywhere™ or Trace Auto Record™ users, additional Auto Record users can be added to existing accounts within a week

##### Getting Started

- User accesses Trace through VPN on their work computer using their home Internet network
- All system functionality and applications including Trace voice, fax, and image solutions are available on their computer
- User captures in and outbound audio using their softphone as if they were at their hospital’s on-site workstation
- Ensure the user’s softphone (computer-based applications accessed via the Internet like Skype, Go-to-Meeting, RingCentral, etc.) is enabled through the user’s corporate laptop

##### Requirements

- Hardware and software requirements: work computer, Internet access, softphone application
- License requirements: Trace license, license for Anywhere or Auto Record applications

### Option 2

#### Trace Access and In/Outbound Call Recording via Corporate laptop + Hard phone + TVOD

##### Overview

- Remote Trace access is immediately available for existing users. Inbound and outbound voice recording is available now for existing Trace On-Demand™ or Trace Anywhere™ users currently using Trace to record audio conversations

##### Getting Started

- User accesses Trace through VPN on work computer using their home Internet network
- Trace fax and image solutions are available on their computer
- User captures in and outbound audio using their TVOD device and a hard phone (either from work or their personal phone connected to a landline) as if they were at their hospital’s on-site workstation

##### Requirements

- Hardware and software requirements: work computer, Internet access, hard phone, TVOD device, phone landline
- License requirements: Trace license, license for On-Demand or Anywhere applications

### Option 3

#### Trace Access and Outbound Call Recording via Corporate laptop + Phone

##### Overview

- Remote Trace access is immediately available for existing users. Outbound voice recording is available now for any Trace On-Demand™ or Trace Anywhere™ users who currently use the system to record audio conversations

##### Getting Started

- User accesses Trace through VPN on work computer using their home Internet network
- Trace fax and image solutions are available on their computer
- Inbound call recording is not available with Trace Anywhere Cloud. Outbound call recording is available as such:
  - Typically available in <1 day for new users
  - Vyne Medical technical team establishes a central call-in number and access code for each employee
  - Employee calls a central number and then makes the outbound call

##### Requirements

- Hardware and software requirements: work computer, Internet access, any phone type – cell, hard or softphone
- License requirements: Trace license, license for Trace Anywhere Cloud application