

smartnumbers Personal Override — User Guide

smartnumbers voice continuity ensures that during periods where buildings or offices become inoperable or inaccessible, your organisation's calls continue to be delivered.

This guide provides the instruction you require to override the service during an emergency or other disruptive event to ensure your calls are delivered to the location that suits you.

The information you need to perform the steps in this guide is provided by your administrator.

Your Service Access Number

Dial this number to access your Personal Business Continuity service from any telephone.

Use the cut-out reminder card below to make a note of it.

Your Service ID

This unique number identifies you to the service.

Your Password

This number gives you secure access to your service.

1. Overriding default routing

If you are unable to reach the alternate location, override the default routing to ensure all your personal calls are diverted to you.

STEP 1 - Dial your Service Access Number.

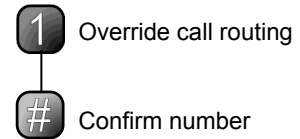
STEP 2 - Enter your Service ID and password.
The system informs you of your current call routing setting.

STEP 3 - Press **1** to divert calls to your choice of number.

STEP 4 - Enter the telephone number you wish to divert calls to, followed by **#**.
The service auto-detects the number you are calling from. To use this number, press **#**.

STEP 5 - Press **1** to confirm you have entered the correct number.
If the number is incorrect repeat steps 3 and 4.

NOTE The service overrides any active dial plan. Your changes will only take affect when the service has been invoked by your service administrator.



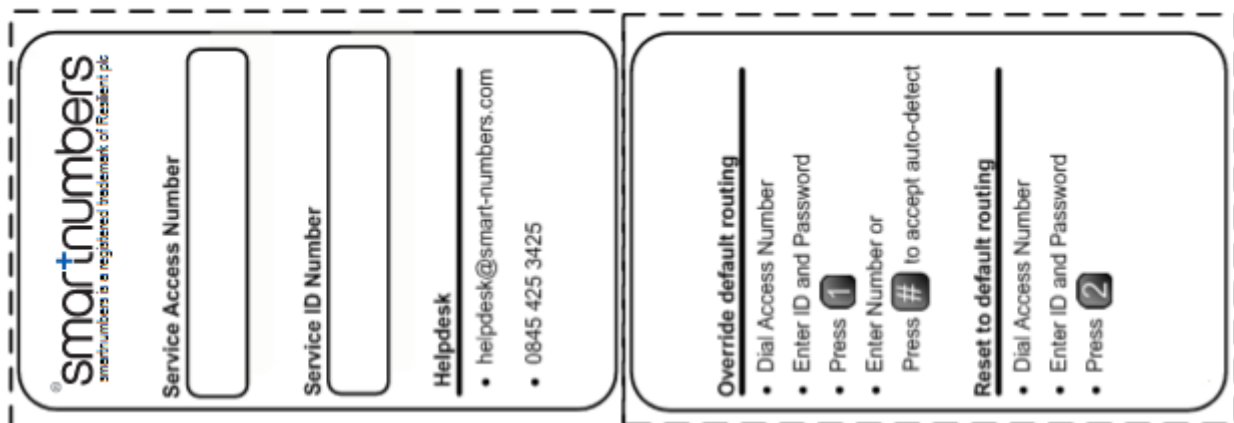
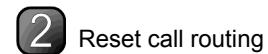
2. Resetting to default routing

When you reach your alternate location, reset your personal override.

STEP 1 - Dial your Service Access Number.

STEP 2 - Enter your Service ID and password.
The system informs you of your current call routing setting.

STEP 3 - Press **2** to reset the service to follow the default routing.



For further assistance or information, please contact your support representative or email the Service Desk at servicedesk@smartnumbers.com