



# smartnumbers proactive recovery

User Guide

## Document information

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Intended purpose This guide provides details of the features provided by smartnumbers proactive recovery.

Intended audience This guide is intended for users of smartnumbers proactive recovery.

Conventions used This guide uses the following format for tips and additional information:



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*Additional information relating to the current section.*

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# 1 ABOUT VOICE CONTINUITY

smartnumbers voice continuity ensures that during periods where buildings or offices become inoperable or inaccessible, or when the communications link to the serving local telephony exchange is lost, incoming voice, fax, and data calls continue to be delivered to alternative phone numbers.

## 2 SERVICE CONTROL

During an emergency, your business may decide to send your calls to pre-planned alternative locations. In the event that you are unable to reach those locations, you can define your alternative location for yourself to ensure all your personal calls are diverted to you.

You control your personal service using any telephone handset through simple key presses.

### 2.1 Set the service to divert calls to your current location

You can take charge of your personal call routing by overriding the administrator-defined phone number.

To divert calls to your current location:

1. Dial your Personal Business Continuity service on the phone number provided and enter your Personal Business Continuity service ID and password.  
The system will inform you of your current call routing setting.
2. To divert calls to your own choice of phone number press 1. Then enter the phone number you wish to divert calls to, followed by #. If the service can auto-detect your phone number simply press #.  
The system will confirm you have changed your phone number and request you confirm the phone number entered is correct by pressing 1 again.
3. If this selection is correct, hang up the handset.  
If the number is incorrect, repeat steps 2 and 3.



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*This service overrides any active dial plan. Your changes will only take effect when the service has been invoked by your service administrator.*

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### 2.2 Resetting the service to divert calls in accordance with an administrator-defined phone number

If you have been able to reach your designated alternate location, you can reset your personal diversion to follow the administrator defined phone number.

To reset the service:

1. Dial your Personal Business Continuity service on the phone number provided.
2. Enter your Personal Business Continuity service ID and password.  
The system will inform you of your current call diversion setting.
3. To follow the administrator-defined phone number press 2.  
The system will confirm the selection.
4. If this selection is correct, hang up the handset.  
If the phone number is incorrect, repeat step 2.

## 2.3 More information

For more information about this service please contact your administrator.