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## DISASTER RECOVERY SET UP FOR NEXVORTEX HOSTED VOICE

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## 1 Disaster Recovery for nexVortex Hosted Voice

nexVortex offers the following two layers of disaster recovery (DR) with nexVortex Hosted Voice:

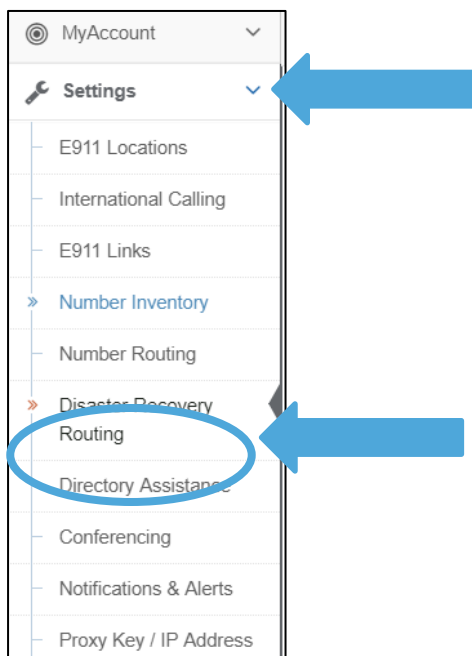
1. Set up disaster recovery on the session initiation protocol (SIP) side in your nexVortex portal.
2. Set up disaster recovery via the hosted graphical user interface (GUI) on a per extension basis in the event of loss of power at your site or phone malfunctions.

You may set DR routing as soon as your nexVortex account is active; moreover, you can change the routing at any time, if needed, as the DR features operate in real time.

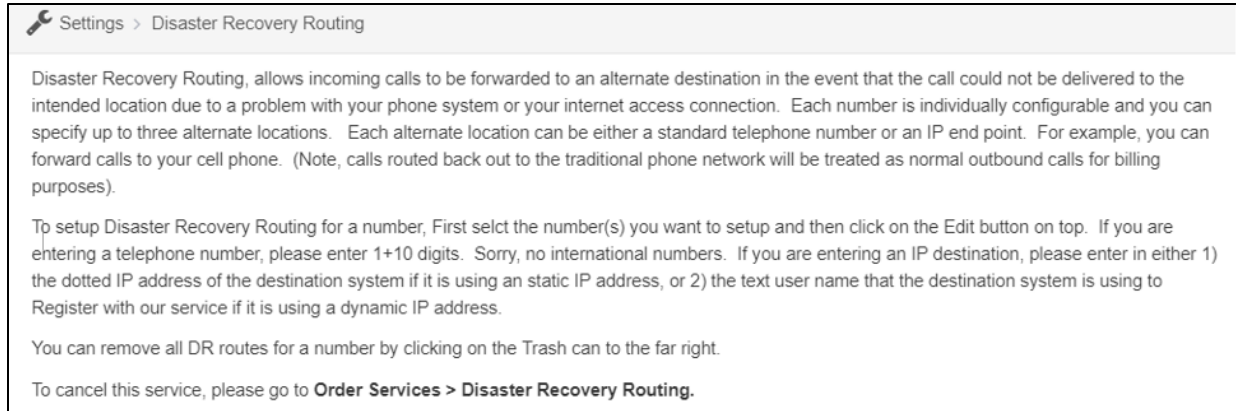
### 1.1 Setting Up Disaster Recovery in Your nexVortex Portal

To set up disaster recovery log into your nexVortex portal at [nexvortex.com](http://nexvortex.com) with your username and password. If you do not know your username and password, please call our Post Sales team at 855.639.8888 or email [sales@nexvortex.com](mailto:sales@nexvortex.com).

1. On the left-hand side menu, choose Settings -> Disaster Recovery Routing, as shown in the screenshot below.



2. Follow the instructions on the top of the page to add DR routes for each direct inward dialing (DID) and toll-free number on your account, as shown in the screenshot below.

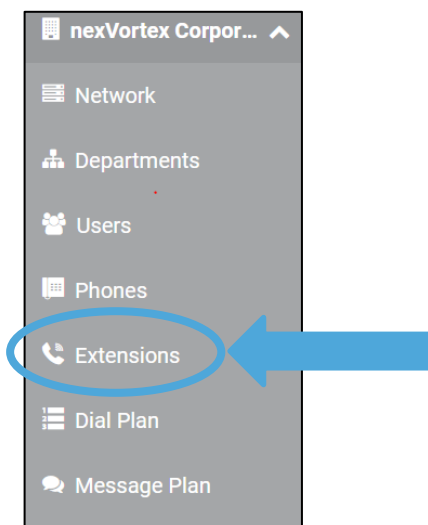


## 1.2 Disaster Recovery in the Hosted GUI

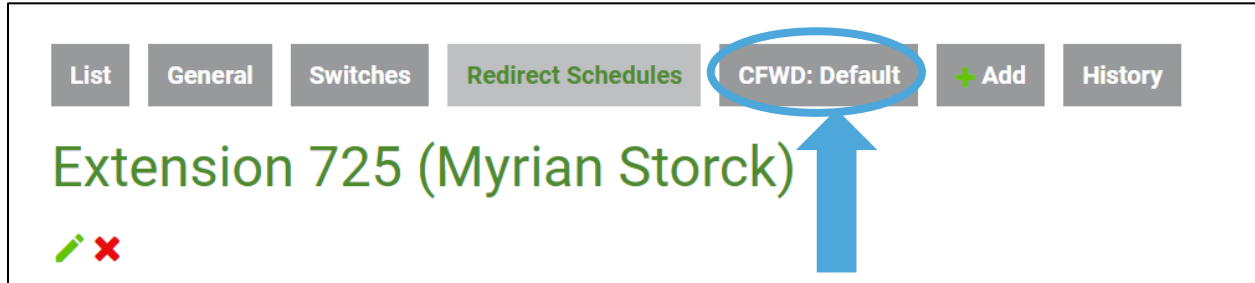
To set up disaster recovery in the hosted GUI log in using the credentials your project manager provided.

Disaster recovery routes can be preset for each user extension in the case of a specific phone malfunctioning. You can also use this function to reroute your calls that would typically go to a queue or ring group in the event of power loss at your site. Admin permissions are required to set DR in the GUI for extensions other than your own.

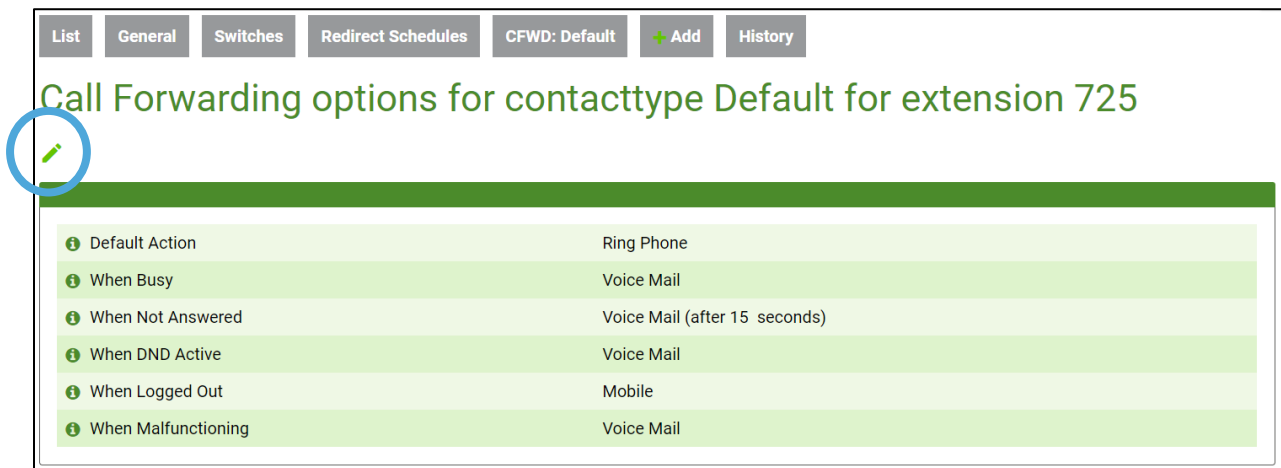
1. Find the extension you want to edit from the Extensions list on the left-side menu, as shown in the screenshot below.



2. Choose CFWD: Default on the top menu bar once you have chosen your desired extension, as shown in the screenshot below.



3. Edit your call forwarding options using the green edit pencil icon, as shown on the left-hand side in the screenshot below.



4. Add your disaster-recovery route for When Malfunctioning by checking the option button Forward To and adding the 10-digit number (this can also be a cellphone number) that you would like to use for disaster recovery, as shown in the screenshot below. Once you have performed this step, scroll to the bottom of the page and click Save to set the route.

## Call Forwarding options for Default to: 725 (contact)

Default Action	When Busy	When Not Answered	When DND Active	When Logged Out	When Malfunctioning
<input checked="" type="checkbox"/> Follow *21	<input checked="" type="checkbox"/> Follow *22	<input checked="" type="checkbox"/> Follow *23		<input checked="" type="checkbox"/> Follow *24	
<input type="radio"/> Ring Phone		(after <input type="text" value="15"/> Seconds)			
<input type="radio"/> Mobile	<input type="radio"/> Mobile	<input type="radio"/> Mobile	<input type="radio"/> Mobile	<input checked="" type="radio"/> Mobile	<input type="radio"/> Mobile
<input type="radio"/> Receptionist	<input type="radio"/> Receptionist	<input type="radio"/> Receptionist	<input type="radio"/> Receptionist	<input type="radio"/> Receptionist	<input type="radio"/> Receptionist
<input type="radio"/> Voice Mail	<input checked="" type="radio"/> Voice Mail	<input checked="" type="radio"/> Voice Mail	<input checked="" type="radio"/> Voice Mail	<input type="radio"/> Voice Mail	<input checked="" type="radio"/> Voice Mail
<input type="radio"/> Forward To	<input type="radio"/> Forward To	<input type="radio"/> Forward To	<input type="radio"/> Forward To	<input type="radio"/> Forward To	<input type="radio"/> Forward To
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="radio"/> Busy Tone	<input type="radio"/> Busy Tone	<input type="radio"/> Busy Tone	<input type="radio"/> Busy Tone	<input type="radio"/> Busy Tone	<input type="radio"/> Busy Tone
<input type="radio"/> Hangup	<input type="radio"/> Hangup	<input type="radio"/> Hangup	<input type="radio"/> Hangup	<input type="radio"/> Hangup	<input type="radio"/> Hangup
<input type="radio"/> Bounce	<input type="radio"/> Bounce	<input type="radio"/> Bounce	<input type="radio"/> Bounce	<input type="radio"/> Bounce	<input type="radio"/> Bounce

This will set up disaster recovery when nexVortex cannot reach the desired phone/extension due to power failure, phone malfunctions, etc.

### 1.3 Queue or Ring Group Disaster Recovery

Follow the steps above for each extension that represents a queue or ring group. To determine which extensions represent a queue, select the Function tab on the far right of the Extensions summary page, as shown below, from step 1. The functions for queues are typically named Sales Queue, [Location] Queue, etc.

Extension	Default Action	When Busy	When Not Answered	When DND Active	When Logged Out	When Malfunctioning	Call Recording	Function

If you have additional questions or need help setting up disaster recovery, please contact nexVortex Support by calling 1.855.639.6300 or email [support@nexVortex.com](mailto:support@nexVortex.com).