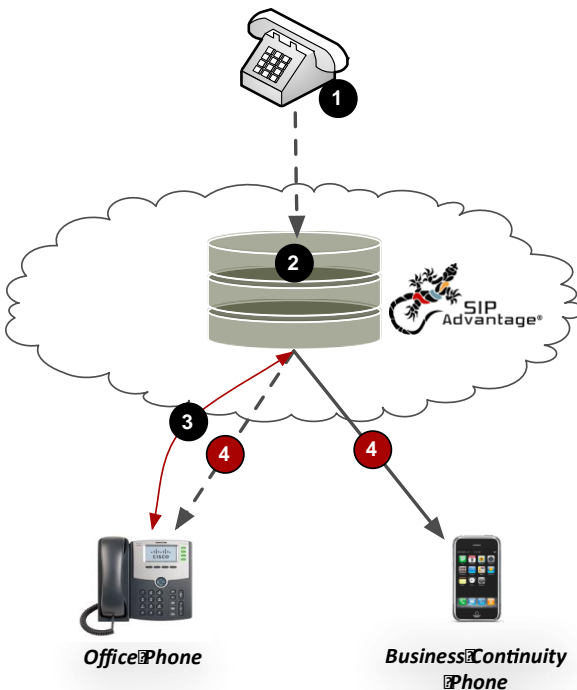


Feature Overview

At times there are unforeseeable events that can cause a disruption in service - power outages, dysfunctional router issues, internet outages, or simply an individual not plugging the jack all the way into the phone. While these situations may occur, business has to continue, and your customers still need to contact you.

The Business Continuity feature alleviates some of the pain experienced with these events and insures that you can still receive calls. Business Continuity allows a user to designate a phone number for all calls to route to when there is a disruption in service.



1. Caller dials the number to the user's office phone
2. The Placetel UC-One PBX network receives the call and begins the routing process
3. The Placetel UC-One PBX network attempts to communicate to the phone prior to sending the call through
4. If the user's Office Phone responds (registers), then the call is completed as dialed. If the Office phone fails to respond for any reason, the Placetel UC-One PBX network automatically routes the call to the Business Continuity phone number.

Feature Prerequisites

Before the Business Continuity feature can be used the following conditions must be met:

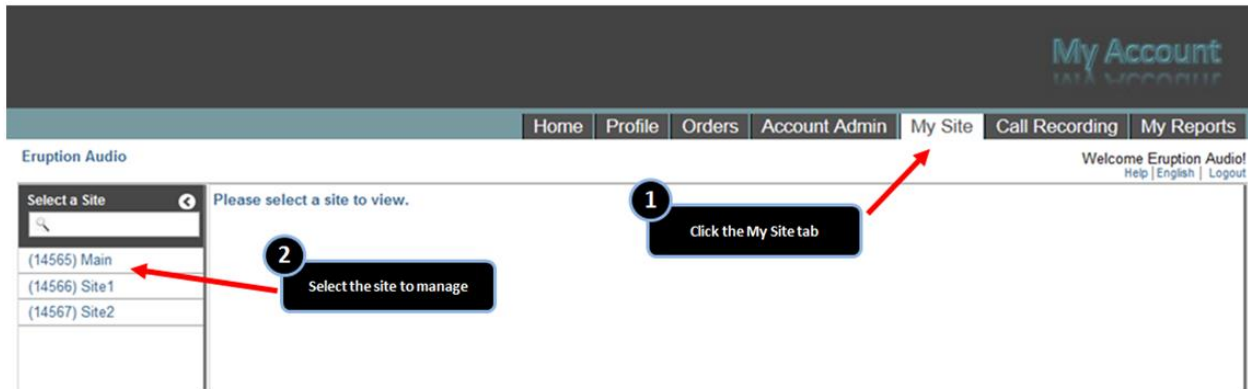
- At least one inbound number must be available to be assigned to a user station.
- A number must be assigned to the Business Continuity station through the My Site dashboard.

Feature Setup

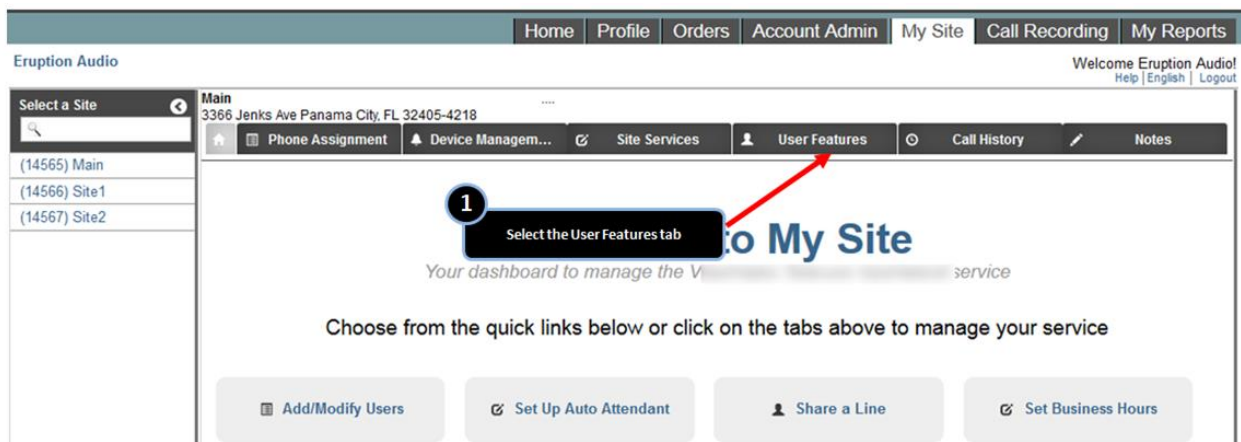
Configure as a Site Administrator

To use this service, log into to My Site, and then simply follow the steps detailed below.

Step 1. Go to My Site and Select a Site



Step 2. Select User Features and then the Sharing tab



Step 3. Select the Business Continuity button along the left hand side

Business Continuity

Select a row and click 'Edit' to view or assign Business Continuity for that number

Edit

Search

First Name	Last Name	Phone Number	Extension	Forward Business Continuity To
21	35	2123901135	1135	Not yet forwarded to a number
.	2125413203	2125413203	3203	Not yet forwarded to a number
.	2125413103	2125413103	3103	Not yet forwarded to a number
Antu	2125413200	2125413200	3200	Not yet forwarded to a number
.	2725413204	2725413204	3204	1234
.	2725413201	2725413201		Not yet forwarded to a number
.	3232122133	3232122133	2133	Not yet forwarded to a number
.	3422981035	3422981035	1035	Not yet forwarded to a number
.	3422981062	3422981062	1062	Not yet forwarded to a number
.	3422981024	3422981024	1024	Not yet forwarded to a number

Page 1 of 3 Records per Page 10 Clear Filters Displaying 1 - 10 of 26

1 Click to Add a schedule. To Edit or Delete a schedule it must be selected first

Step 4. Determine to forward numbers to an external or internal number, voicemail or other phone number

Business Continuity

Select a row and click 'Edit' to view or assign Business Continuity for that number

Edit

Search

Business Continuity

Antu Antu (2125413200)

Forward Calls To:

☐ Internal

☐ External

☐ Do Not Forward

☐ Send to voice mail

☐ Set all numbers to this phone number

1 Select one of the 3 options to forward calls to. A drop down box will appear and allow you to select a number

1 Calls will be automatically sent to voicemail

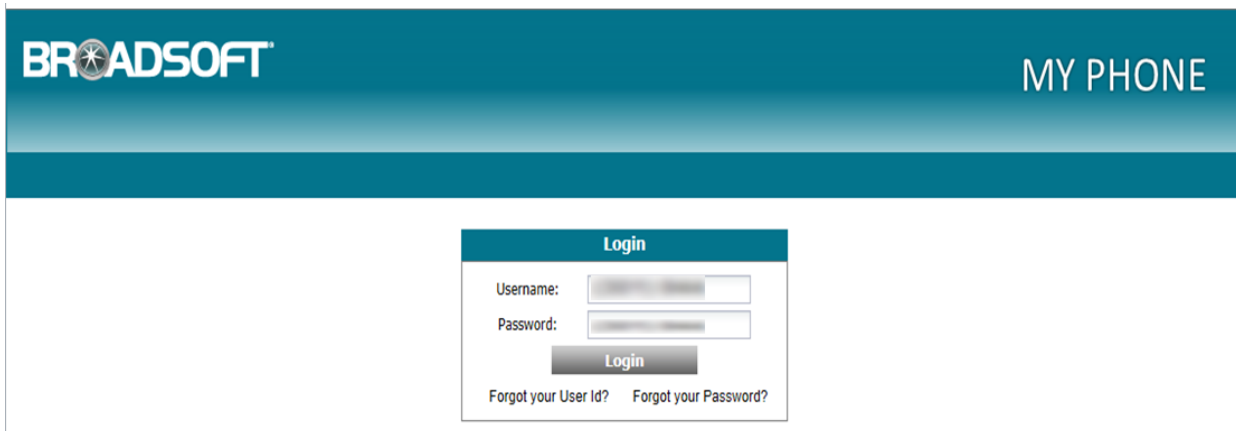
1 Calls will be sent to a different phone number of your choosing

Save Cancel

Configure as an End User

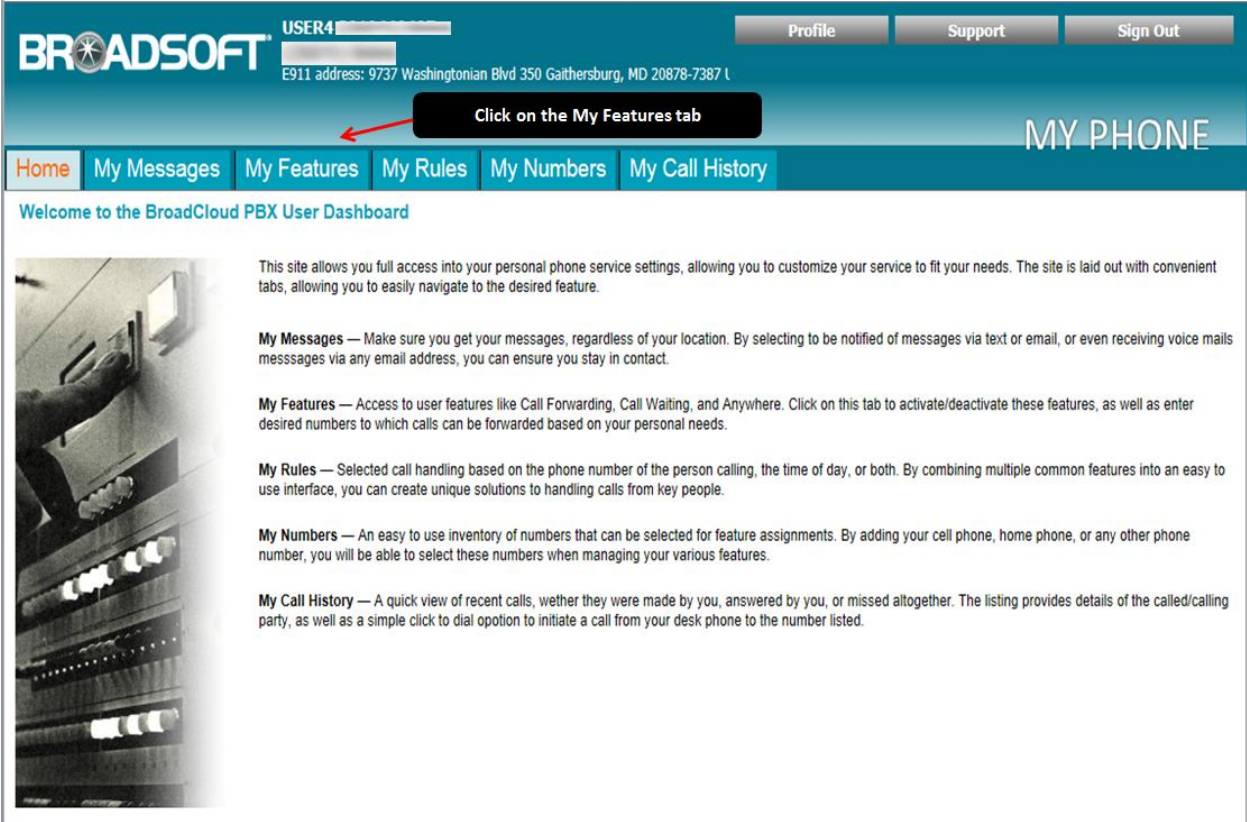
The Business Continuity feature is automatically available to all stations (Executive, Retail Line, etc...) and feature control is located in the My Phone dashboard. To configure the Business Continuity feature the user must choose an internal or enter an external number to forward calls to, a minimum of one number must be assigned by the user to enable the feature for that user. In addition, all numbers that you want to forward calls to must be entered into the My Numbers tab.

Step 1. Log in to My Phone



The screenshot shows the Broadsoft My Phone login interface. At the top, there is a teal header bar with the 'BROADSOFT' logo on the left and 'MY PHONE' on the right. Below the header, centered on the page, is a white login box with a teal title bar that says 'Login'. Inside the login box, there are two input fields: 'Username:' and 'Password:'. Below these fields is a teal 'Login' button. At the bottom of the login box, there are two links: 'Forgot your User Id?' and 'Forgot your Password?'.

Step 2. Go to the My Features tab



BROADSOFT USER4
E911 address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387 L

Profile Support Sign Out

Click on the My Features tab

Home My Messages My Features My Rules My Numbers My Call History

MY PHONE

Welcome to the BroadCloud PBX User Dashboard

This site allows you full access into your personal phone service settings, allowing you to customize your service to fit your needs. The site is laid out with convenient tabs, allowing you to easily navigate to the desired feature.

My Messages — Make sure you get your messages, regardless of your location. By selecting to be notified of messages via text or email, or even receiving voice mails messages via any email address, you can ensure you stay in contact.

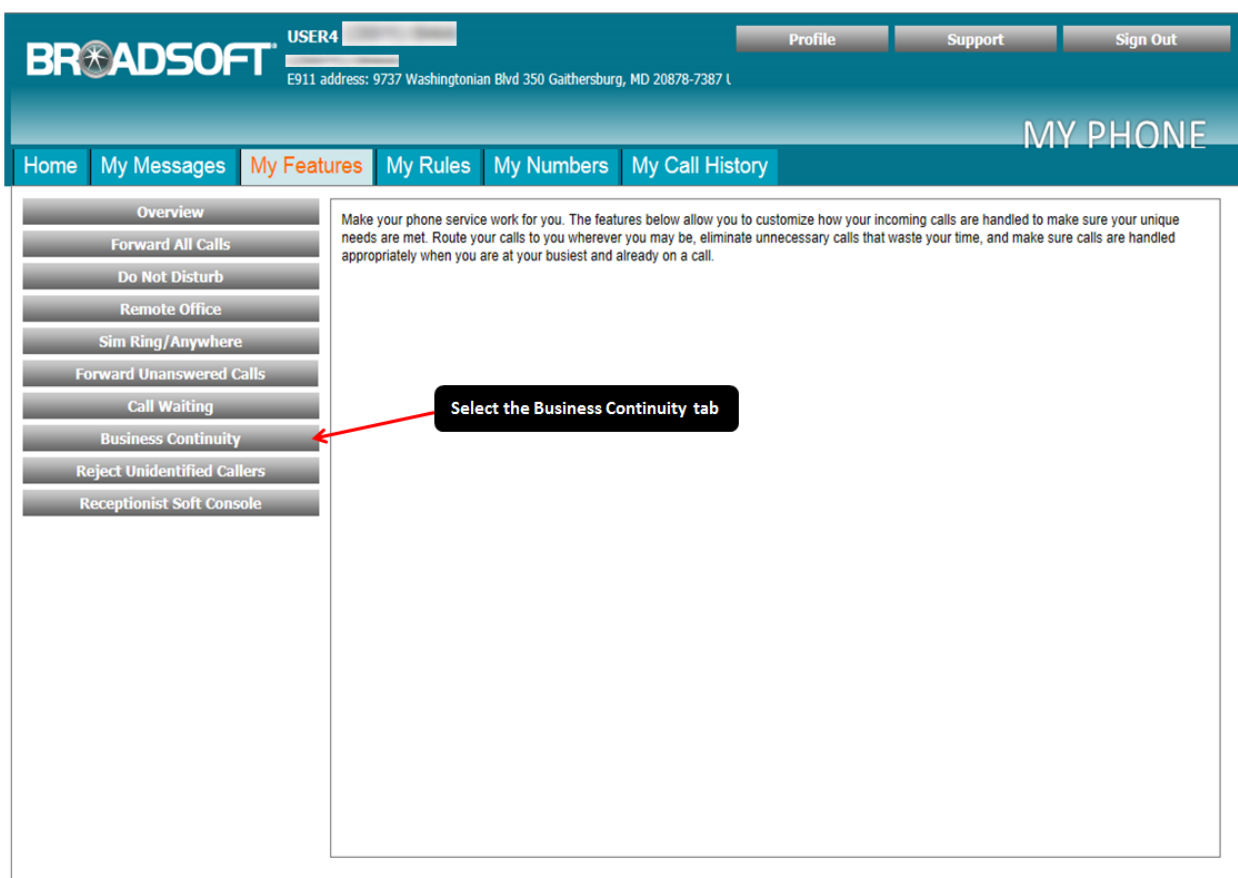
My Features — Access to user features like Call Forwarding, Call Waiting, and Anywhere. Click on this tab to activate/deactivate these features, as well as enter desired numbers to which calls can be forwarded based on your personal needs.

My Rules — Selected call handling based on the phone number of the person calling, the time of day, or both. By combining multiple common features into an easy to use interface, you can create unique solutions to handling calls from key people.

My Numbers — An easy to use inventory of numbers that can be selected for feature assignments. By adding your cell phone, home phone, or any other phone number, you will be able to select these numbers when managing your various features.

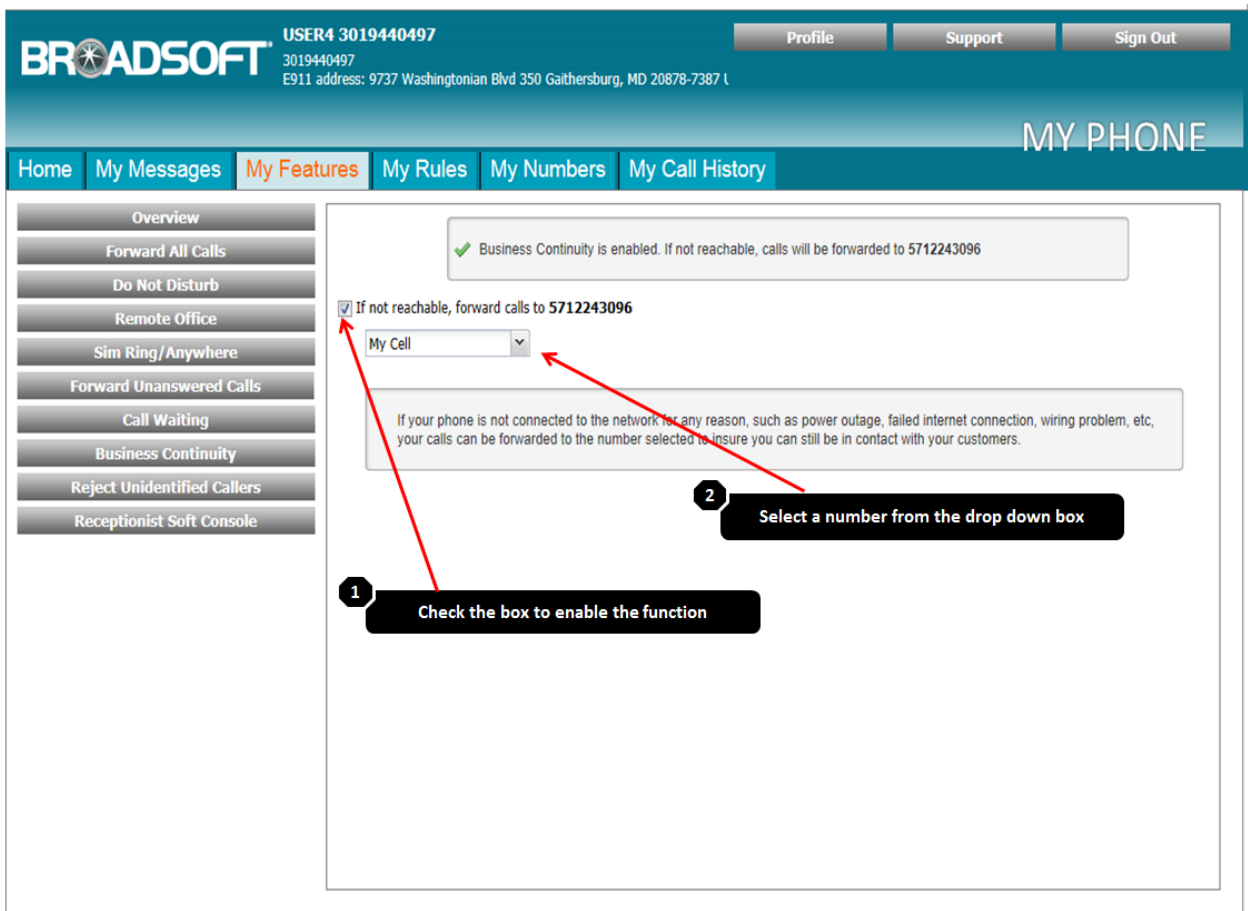
My Call History — A quick view of recent calls, whether they were made by you, answered by you, or missed altogether. The listing provides details of the called/calling party, as well as a simple click to dial option to initiate a call from your desk phone to the number listed.

Step 3. Go to the Business Continuity feature window



The screenshot shows the Broadsoft My Phone web interface. At the top, there is a header with the Broadsoft logo, a user profile section (USER4, Profile, Support, Sign Out), and a navigation bar (Home, My Messages, My Features, My Rules, My Numbers, My Call History). The 'My Features' tab is selected. On the left, a list of features is displayed: Overview, Forward All Calls, Do Not Disturb, Remote Office, Sim Ring/Anywhere, Forward Unanswered Calls, Call Waiting, Business Continuity, Reject Unidentified Callers, and Receptionist Soft Console. A red arrow points to the 'Business Continuity' option. A black callout box with the text 'Select the Business Continuity tab' is positioned next to the arrow. The main content area on the right contains a paragraph: 'Make your phone service work for you. The features below allow you to customize how your incoming calls are handled to make sure your unique needs are met. Route your calls to you wherever you may be, eliminate unnecessary calls that waste your time, and make sure calls are handled appropriately when you are at your busiest and already on a call.'

Step 4. Configure your Business Continuity settings.



The screenshot shows the Broadsoft user interface for configuring Business Continuity settings. The top navigation bar includes the Broadsoft logo, user information (USER4 3019440497), and links for Profile, Support, and Sign Out. Below this is a secondary navigation bar with tabs for Home, My Messages, My Features (selected), My Rules, My Numbers, and My Call History. The main content area is titled 'MY PHONE' and contains a list of features on the left and a settings panel on the right. The settings panel for Business Continuity shows that the feature is enabled, with a status message: 'Business Continuity is enabled. If not reachable, calls will be forwarded to 5712243096'. A checkbox labeled 'If not reachable, forward calls to 5712243096' is checked. Below this is a dropdown menu currently set to 'My Cell'. A text box explains that if the phone is not connected to the network for any reason, calls can be forwarded to the selected number. Two numbered callouts are present: '1' points to the checkbox with the instruction 'Check the box to enable the function', and '2' points to the dropdown menu with the instruction 'Select a number from the drop down box'.

BROADSOFT USER4 3019440497
3019440497
E911 address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387

Profile Support Sign Out

Home My Messages **My Features** My Rules My Numbers My Call History

MY PHONE

Overview
Forward All Calls
Do Not Disturb
Remote Office
Sim Ring/Anywhere
Forward Unanswered Calls
Call Waiting
Business Continuity
Reject Unidentified Callers
Receptionist Soft Console

✓ Business Continuity is enabled. If not reachable, calls will be forwarded to 5712243096

☒ If not reachable, forward calls to 5712243096

My Cell

If your phone is not connected to the network for any reason, such as power outage, failed internet connection, wiring problem, etc, your calls can be forwarded to the number selected to insure you can still be in contact with your customers.

1 Check the box to enable the function

2 Select a number from the drop down box