

Disaster Recovery Usage Manual

This manual is a guide on how to use the Disaster Recovery feature on the Good People demonstration account. The instructions below are for use with the iPhone App – Number Manager.

The app is available on iOS and Android so please head over to your respective Apps store/market and do a search for Number Manager. It should come up first time as it did for me in **screenshot A**. Please see below what the app should look like after a search.

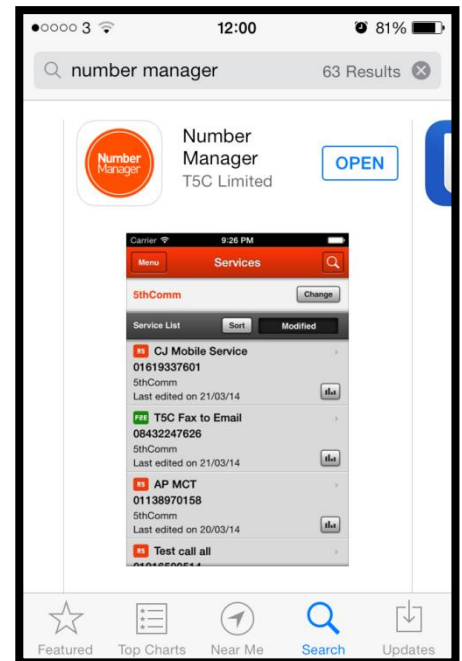
Once you have installed the app please sign in using the below details (Call us for login instructions – 0207 416 6168).

Login information

Account Code...

Username:

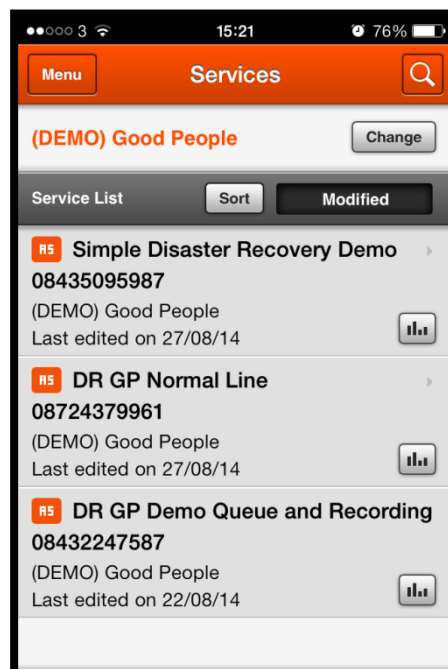
Password...



Screenshot A

The first screen you will see...

Once you've logged in, you will be taken straight to the services page which will show all services that are under the account's control. Here you should see three services.



Screenshot B

Simple Disaster Recovery Demo

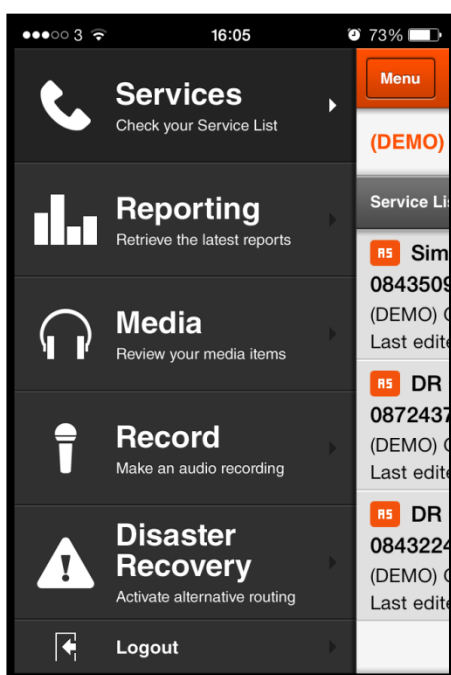
First I will show you how the “Simple Disaster Recovery Demo” works. That is the Top one in **screenshot B** (the order of the services may vary).

For the purpose of the demonstration the calls for this demo service’s number (0843 509 5987) will be routing the call to our office. Should disaster strike this office and there isn’t anyone here to answer the calls (could be that the fire alarm has gone off, of severe weather means that the majority if not all staff cannot make it into the office or maybe the local area has just had a black out?) we will then have the calls divert to mobile phones via the disaster recovery app and I will show you how to do this below.

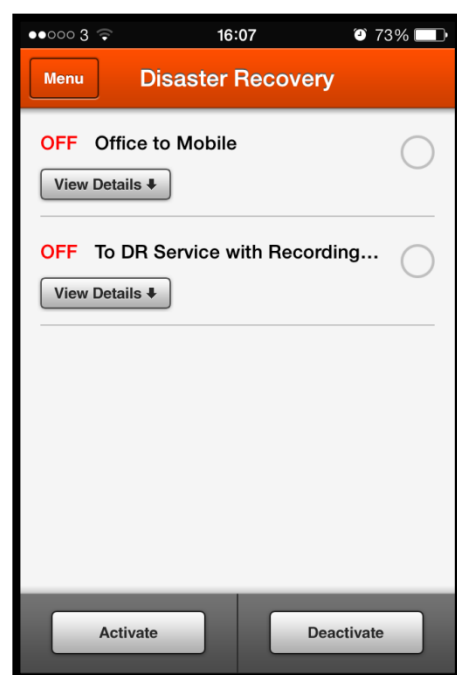
Switching on the Disaster Recovery

Step 1

If you look carefully in **screenshot B**, on the top left hand corner you have a **button that says Menu**. Press it and it should give you **screenshot C**.



Screenshot C



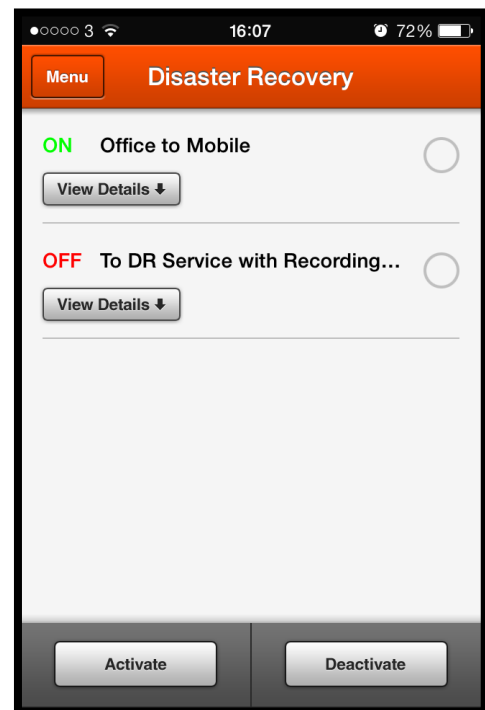
Screenshot D

Step 2

Once you arrive at **screenshot C**, hit the **Disaster Recover tab** and then you should arrive at **Screenshot D**.

Once you reach **Screenshot D**, select the plan that you wish to turn on. **In this case it is the “Office to Mobile” plan** and **press the activate button on the bottom left**. It will then ask you to confirm.

Hit yes. It will then inform you “Disaster Recovery Activated.” **Hit close** and your screen should look exactly the same as **screenshot E**.



Screenshot E

Note the “ON” sign next to Disaster Recovery to denote that it is active. From here you can navigate away from the app.

Note: To switch it off simple select the Disaster Recovery Service in question and select the “Deactivate” button.

Note: It is advised against logging out as you will then have to re-Log in. On an iPhone you can simply hit the home button and carry on using your phone and when you need the app simply hit it and you will still be logged in for your convenience.

DR GP Normal Line

The DR GP normal line is slightly different to the previous “Simple Disaster Recovery Demo” steps, but only because we are now dealing with voice recordings. If you have read the document titled “Types of Disaster Recovery” you will be aware that this service will turn a normal service into a Dynamic Broadcast service.

Currently callers are calling through to our DR GP normal line, that’s the middle service on **Screenshot B**. Calls going to this service (people calling 0872 437 9961) will be going to our normal office service. All of a sudden, we decide we want to broadcast a message to our callers because our event has been hit by a terrorist attack and we do not have enough staff to answer even a quarter of the calls we are receiving.

Switching on the Disaster Recovery for DR GP Normal line so we can broadcast a dynamic (changeable) message to our callers.

Step 1

From anywhere in the app **you should see the Menu button** in the top left hand corner. **Select it** and it will bring you to **Screenshot C**. From there again **select the Disaster Recovery tab** and you should arrive at **Screenshot D**.

Step 2

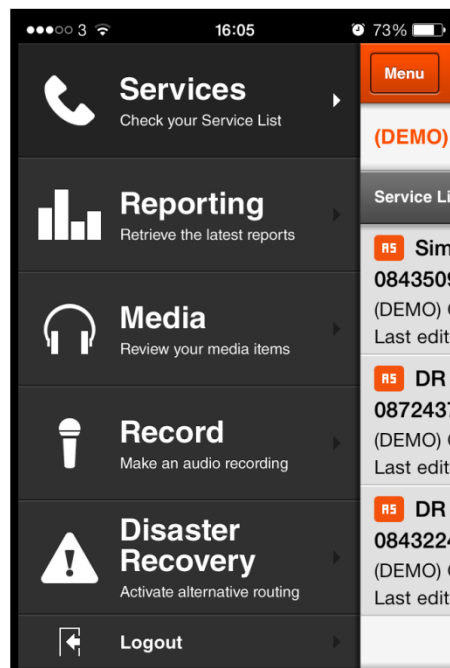
Once you arrive at screenshot D, you **select “To DR Service with Recording...” and activate it.** We already have a message (it was pre-recorded) playing there however I will now show you how to change the recording.

Changing the recording that the caller will hear.

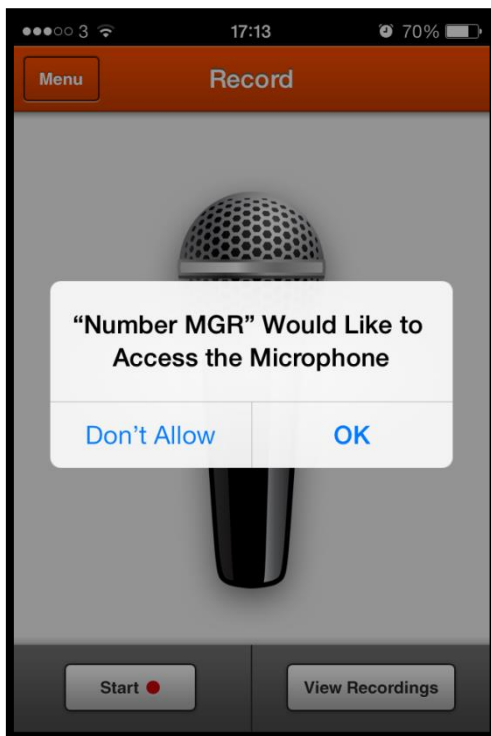
To change the message, please follow the two simple steps/stages below.

Step 1: Creating and Uploading a recording

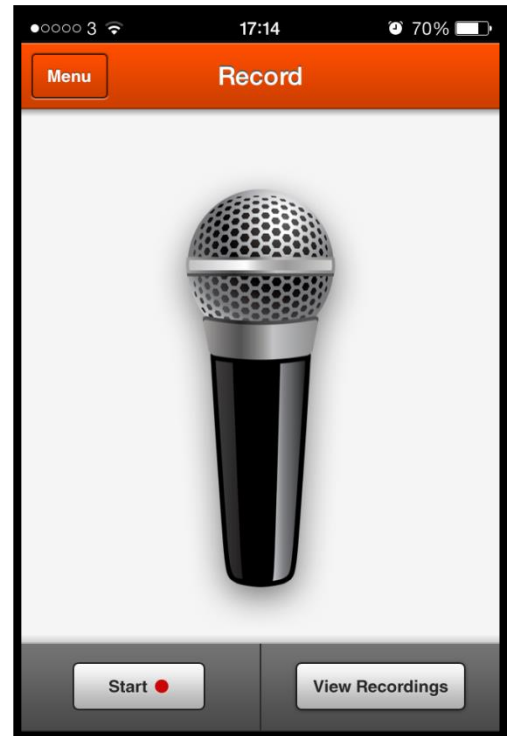
From anywhere in the app, **press the Menu button** on the top left hand corner.



1. From this menu select the **Record Tab**



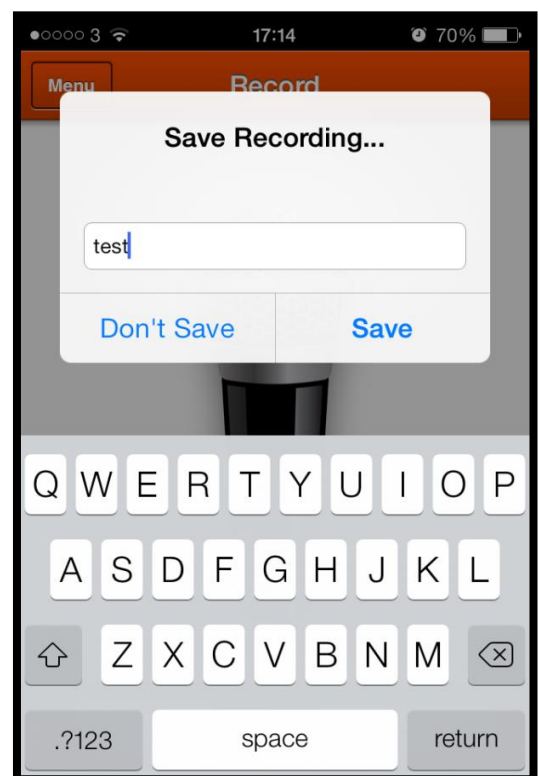
2. From here, please **allow the app to access your phone's microphone** if prompt to do so.



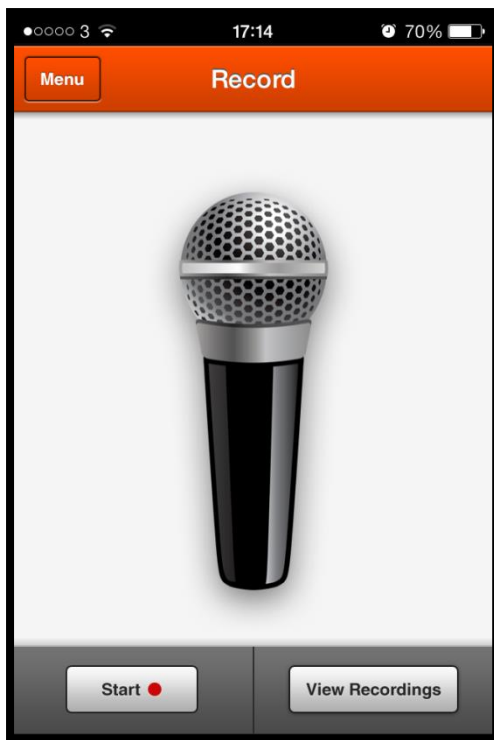
3. Now the prompt has gone, you can **select the "Start" button** on the bottom left hand corner and the app will go into record mode as per the next screenshot.



4. "REC" sign in the top right hand corner, **you will now be able to record your message**. Once you are done, **select the "Stop" button** on the bottom left hand corner.



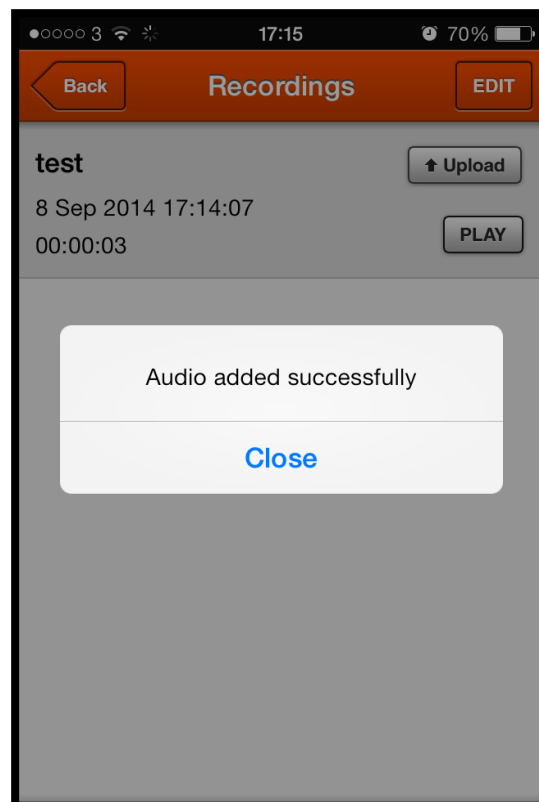
5. For the sake of this demonstration I will call mine "test." **Once you have named the recording, select "Save"** and the prompt will disappear. See below for next steps.



6. From here, **select the “View Recordings” button** at the bottom right of the tab you are already in and it should take you to step 7.

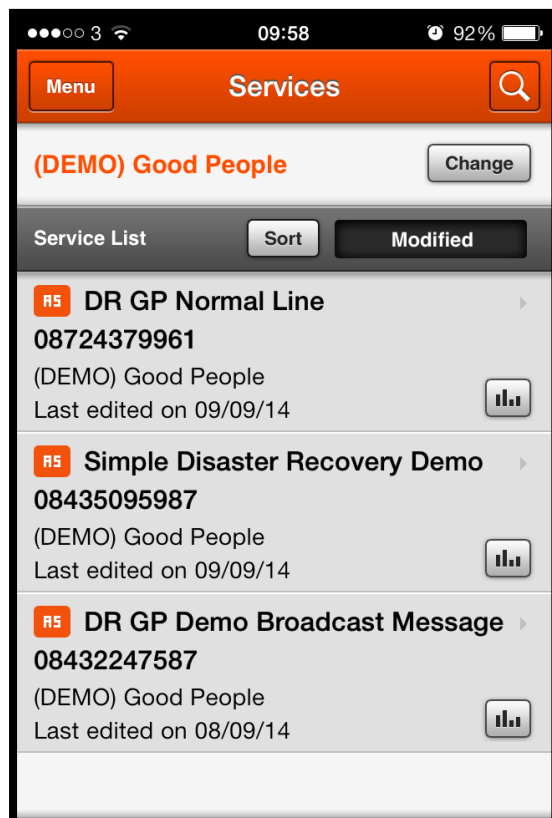


7. From here, you will see your new recording. **Select the “Upload” button** to load it onto the server for use with your services. The file will load and you will be prompt the following screen.



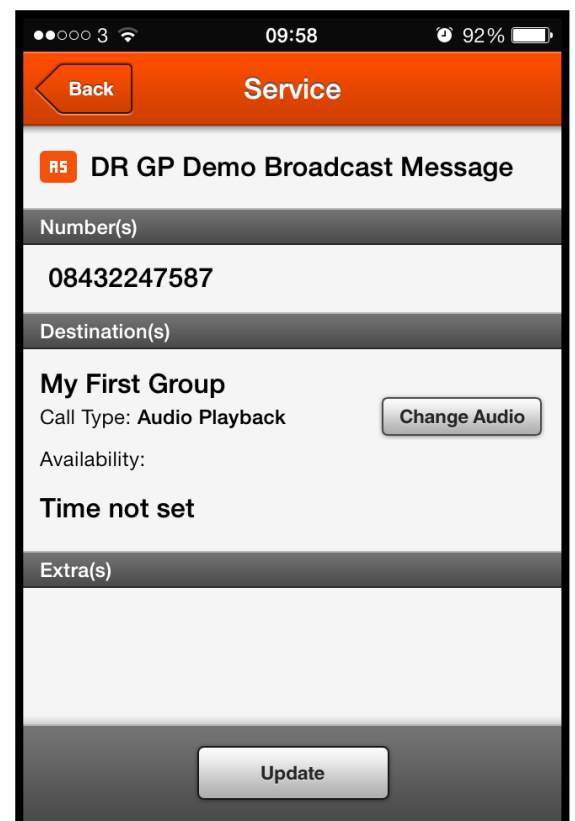
8. Select **“Close”** and then press the **“Back” button** on the top left hand side of the page. Your audio recording will now be available for use on your services.

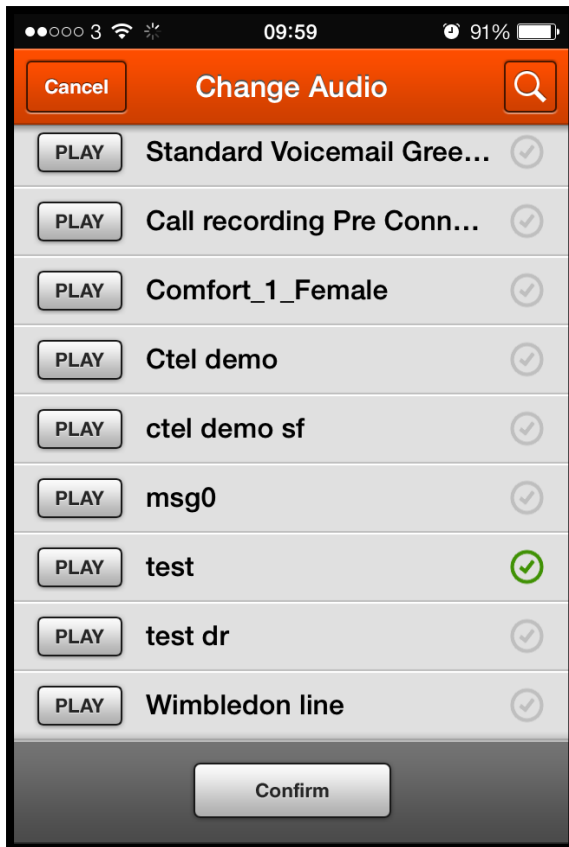
Part 2: Assigning the Recording to a service



1. Once you're back at the Record area, **press the menu function** to the left and **then press the Services tab** on the top left and you should arrive at this screen. **Select the service with the broadcast message** which would be "DR GP Demo Broadcast Message."

2. Once you arrive at the service you will see under destinations that the call type: Audio Playback has already been configured, so all we have to do with this service is **select the "Change Audio" button** on the middle but to the right.





3. You will then see a list like the one below. **Scroll down and find the recording that you recorded and uploaded earlier and select it and press “Confirm.”**

4. Once you have selected confirm you will be taken back. **It is important to remember to press the update button right at the bottom in the middle!** Your callers will now hear this message when they call the number.

Note: If you have this set as a service for disaster recover you can switch from taking calls to broadcasting a message at the touch of a button.

