

Business Continuity Settings

Scenario: When Microsoft Teams platform is down or having application issues; how can a end user update their Call forwarding Rules?

? Unknown Attachment

For Ex. Outage with MS Teams noted on 03 Feb 2020 <https://www.cnet.com/news/microsoft-teams-outage-due-to-expired-certificate-company-says/>

Solution: Use your OSSmosis Personal Portal to enable **Call Forward ALWAYS** or **Remote Office** to forward calls to another Phone Number (DID/Cell Phone) while MS Teams restores its services. *Please note, inbound calls will require to be active on on Evolve IP's voice platform and Cisco Broadsoft PBX which allows end user flexibility*

Step 1: Log into OSSmosis Personal Portal

Personal Portal Login (<https://evolveip.my-cloud-manager.com/PersonalPortal/login.jsp>)

blocked URL

Option 1: Call Forward Always

From Welcome Screen Select **-Basic Features-** Activate **Call Forward Always** Enter **Forward To: Number/DID** Save Changes

EVOLVE IP OSSMOSIS PERSONAL PORTAL

Welcome Account Basic Features Advanced Features Volcanal/UM Directories and Speed Dials

Basic Forwarding Selective Forwarding Do Not Disturb Call Reject Anonymous Call Reject

User Settings Save Changes

Phone Number 6102345987 Ext:

Last Name Test User

First Name Evolve IP

Call Forward Option Activate? Forward To: 6109648000

Always ☒ Play Ring Reminder when a call is forwarded

No Answer ☐ Number of Rings 3

Busy ☐

- NOTE: **Call Forward Unreachable is NOT applicable.** Reason being, users register to a trunk to Microsoft, that remains up and active, thus this setting "Call Forward Not Reachable" does not apply.

Option 2: Remote Office

From Welcome Page Select **-Advanced Features-** **Remote Office** Enter Remote Office Phone number/DID Save Changes

EVOLVE IP OSSMOSIS PERSONAL PORTAL

Welcome Account Basic Features Advanced Features Volcanal/UM Directories and Speed Dials Preferences Help Center

Remote Office Advanced Settings

Remote Office Settings Save Changes

Remote Office allows you to use your home phone, your cell phone or even a land phone as your business phone. This service also directs all calls coming to your business phone to ring the remote office phone.

Enable Remote Office ☒

Phone Number 6109648000

Step 2: Turn OFF Call Forward Always or Remote Office

- Login to OSSmosis Personal Portal
- Deselect the Call Forward Always or Remote Office **QUICK ACTIONS ICONS**





OR

- Go back to Basic Features & Advanced Features to Un-check and Save Changes

Frequently Asked Questions (FAQs)

How do I get a login to the OSSmosis Portal?

- During implementation of new services, all users are created access. Group administrators are provided a list of all usernames and passwords for access to Evolve IP applications. OSSmosis personal portal usernames tend to be their 10 digit phone number and listed as Application passwords.