

CloudTalk Pro - When in Emergency Fail-Over Mode

Notebook: CloudTalk Server Configuration

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There are multiple CloudTalk Pro servers configured to service you in the event of a situation. The primary server is located in Milwaukee, WI and the backup servers are located in Phoenix, AZ and in Joliet, IL. If a backup server was needed to be used your phone will automatically connect within 3 - 5 minutes of the switchover between the primary and backup server.

Incoming calls will begin to flow immediately upon your phone successfully connecting to the backup server as well as you will be able to immediately make outbound calls. The MPK's (Multi-Purpose Programmable Keys) on the right side of your phone will also function however the indicator lights will not start working for a period of time. This is the same with your Day / Night button if you have one programmed, although the LED indicators might not be correct the button is still working properly ... please listen to the prompts for confirmation. To get the MPK lights to work immediately simply power cycle your phone, you may do this by removing the power cord momentarily or if you don't have a power cord remove the "LAN" cable momentarily from the bottom of your phone and re-insert it.

When a backup server is being used you will not have access to your most current voice mail messages, we encourage you to provide an email address that all your voice mail messages can be sent to. When configured in this fashion no matter what server your phone is connected to you will always have access to every voice mail message via your email.

One other item to note, when a backup server is being used please verify that your voice mail greetings or any settings that you had personally made or personally had changed within recent days are still current.