

# Responding to weather and other adverse events

## Service Interruption Guide

With Nexogy Business or Residential service you have the added value of being able to take your service wherever you go, provided that you can connect to a broadband Internet connection.

Follow these steps to protect and reconnect your equipment:

### 1 Secure Your Equipment

Prior to moving to a location, be sure that you have gathered and secured all vital equipment and components:

- Telephone
- Power Cube
- Ethernet Cable

Carefully disconnect these components and pack them in a secure and dry, place for transportation and/or storage.

**Tip:** Before securing your equipment, consider configuring a Find-me/Follow-me or Remote feature on the portal, or temporarily forward calls to another number on the IP phone. Alternately, you can also call (786) 866-8070 to initiate a forward at any time.

### 2 Reconnect

Once you have identified a functioning and accessible broadband connection, carefully unpack and reconnect your equipment:

- (a) Connect the cable to an Ethernet connection via a wall jack, router or switch
- (b) Connect the Ethernet cable to the correct Phone port (marked 10/100SW)
- (c) Connect the power cube to an electrical outlet or surge protector and then connect the opposite end to the IP phone
- (d) Allow a few seconds for the phone to synchronize

### 3 Test and Update

Once your service has been reinitiated, take a moment to test the phone and update information as necessary.

- (a) Make a telephone call
- (b) Log into web portal and remove any forwarding or temporary messages
- (c) Check your messages
- (d) Change the e911 as appropriate at [www.nexogy.com/business/911.php](http://www.nexogy.com/business/911.php)



For additional questions  
call to 1-866-NEXOGY1  
or email [support@nexogy.com](mailto:support@nexogy.com)

