

## Backup Switch – Userguide

This document describes how to operate the Magrathea Telecom Backup Switch product.

Magrathea's Backup Switch product is designed to give you greater peace of mind that incoming calls will reach you in the event of issues within your own network.

This is a basic SIP to SIP failover service which can be used to bulk re-route your entire inbound numbering portfolio in the event of a major outage with your primary call handling servers.

In the event of a total outage where your primary inbound call handling services is entirely offline, you will be able to route all numbers over to your secondary inbound call handling service via the Backup Switch feature in the Magic Portal.

### Implementation:

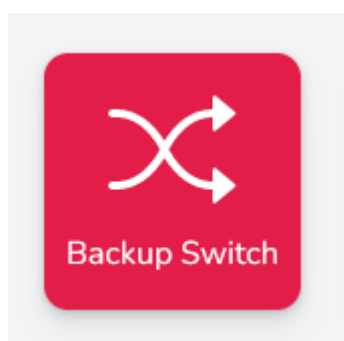
Prior to first use, you will need to contact the Magrathea Support team to request in writing for the Backup Switch feature to be added to your Magic Portal access.

### **The following instructions should be read alongside the Numbering API guide:**

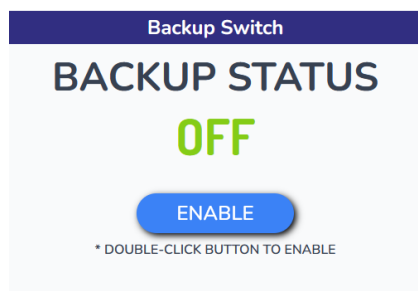
Prior to first use, your inbound numbers will need to have a primary and secondary target set using the SET command – the primary target should be set in Target 1 and the secondary target in Target 2.

The Backup Switch feature will override the ORDE, so there is no need to input an order for the target usage using the ORDE command.

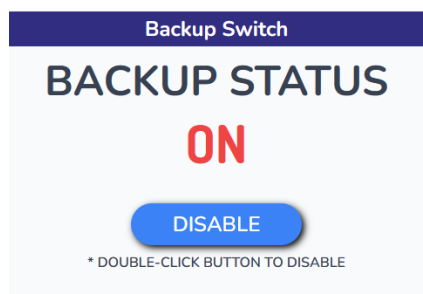
In the event of a disaster with your primary inbound call handling server, you will need to log into the Magic Portal and select 'Backup Switch'. This will be found on your home screen and looks like this:



You will then see the Backup Status – double click ENABLE and your inbound numbers will immediately switch to route to the destination address in Target 2 provided there is one:



Once your primary inbound call handling server is recovered, you will need to log into the Magic Portal and select 'Backup Switch' to restore the initial settings:



This change must be done when required via the Magic Portal, it cannot be scheduled in advance.

Please be aware that the service does not monitor the status of the primary server and automatically deploy the Backup Switch feature – this change has to be done manually.