



The World Leader In Central Station Automation

Dear SIMS Customer,

Once you have your nightly backups operating properly with the SIMS program Xfer, the next step is to send in the two attached forms. (Disaster Recovery Phone Lines.xls & Disaster Recovery Signup.pdf)

The Disaster Recovery Acceptance Letter file is the form you use to sign up for the Disaster Recovery Service. Once we receive that, you are on the service.

The Excel spreadsheet has all of our phone numbers for Disaster Recovery. You'll notice that at the bottom there are three "tabs" for Site A through Site D. Since you have no way to control which site you will come into (depends if anyone else is already there) you need to prepare for that and be setup to forward your lines into any of the four sites (if applicable).

On that Excel spreadsheet we want you to match up your local receiver numbers (what we would call to verify that the line is forwarded through to us) and what the RR-LL portion of the accounts on that phone line would be. Once we have all that then you can schedule a time to perform a test if you wish (we recommend it).

If you do a search in our Support Tech-Notes for "Disaster Recovery" you'll find several tech-notes that have useful information on this as well. Make sure you sign into our website before doing that search some of them are only visible to customers who are logged in.

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