

Unable to Receive Phone Calls?



To ensure business continuity in a phones-down situation perform the following ASAP.

1. Call NuSutus Customer Support at **1-855-211-1301 x2** to report the issue.

After Hours: Leave our on-call technician a voicemail with your:

- **Name**
- **Callback Phone# (other than the main store#)**
- **4- or 5-digit Store#**
- **Describe the symptoms of the problem. Ex: callers hear busy signals, no phones are ringing, etc.**

THEN

2. Unplug lines from GW310 and plug in backup analog phones (if available).

OR

3. Call your telephone provider and forward calls to the Manager's cell phone.

Receiving Phone Calls But...



Issues / Problems

When reporting a less urgent problem, please make note of the following and report the issue to NuSutus Customer Support at support@nusutus.com or **1-855-211-1301 x2**.

1. Description of the problem.
2. Impact on store operations
3. A recent example with:
 - Date & Time
 - Caller's phone number
 - Details of problem on that particular call. (E.g: static, no caller ID, etc...)
4. Callback Name & Phone# for follow-up by NuSutus Support

Configuration Change Requests

For a change to the configuration of the system, visit support.nusutus.com to log a ticket with the following information:

1. Details of change needed (Eg. store hours, new phone line, etc...)
2. Date for change to take affect.
3. Store(s) to be included in the change.
4. Callback Name & Phone# for follow-up by NuSutus Support