nexVortex

Welcome to Hosted Voice

Easy 6-Step Setup Guide

Getting your nexVortex Hosted Voice up and running is super easy. Here is how it is done:

Network Assessment

Before we assemble your Hosted Solution, we need to verify that your Internet connection and network is VoIP ready. nexVortex will send you a file to install on your computer that analyzes your internet connection and reveals any potential issues prior to the installation date. A little front-end homework will help us ensure a successful implementation!

Complete a Dial Plan

Our provisioning team will be in touch with you to lead you through this process. nexVortex Hosted Voice is easy to configure to your preferences. In order for our Deployment Team to get your system up and running in a timely manner, it's very important that they have this dial plan information. It's the foundation upon which your communications platform is built.

Porting Your Phone Numbers

nexVortex will work diligently on porting your existing phone numbers so the transition to your new hosted phone system is seamless, with your current numbers ringing through to your new phones. Depending on your existing carrier, this process can take 15 to 30 days. Once we establish a date that your existing phone numbers will be ported, we will let you know and set this as your installation date. If you don't have any numbers to port, we can help you set up brand new phone numbers as well.

Phone Provisioning

During the ordering process you made the decision to either rent phones, buy new or have your existing phones provisioned for service. New phones and phone rentals may take up to two weeks from the order date to arrive. Once you receive your phones, it is time to plug everything in and make sure it all works properly. A feature sheet and phone guide are provided so you know how to use your new phones.

Turn-Up Call

Once everything has been tested, we will coordinate with you to schedule a turn-up call. This call gives everyone involved the opportunity to chat and make sure we are all on the same page. We'll go over the dial plan and make sure all your needs are being addressed. This collaborative discussion ensures that you are happy with your phone solution and the install goes smoothly.

Port/Install Date and Training

By your Port Date, you have already set up all your equipment and your power users or department heads have tested it with our Support Team on a training webinar. Your existing phone numbers (or your brand new ones if you are not porting) will now ring your new phones.

Welcome!

We are pleased to welcome you to your new business phone system. If you have any questions, please reach out to a member of our team.

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