

Site failover

Article Number: 211 | Rating: Unrated | Last Updated: Tue, Jul 31, 2018 at 9:57 AM

In the case of a site failure, for instance connectivity issues or issues with the phones at a site, you can setup a failover with ring groups or call queues.

Log into the PBX on its web URL

Once logged in, you are looking for either ring groups or call queues depending on how your system is setup.

dmin dministrators sterisk CLI sterisk Modules ackup & Restore asic Dashboard acklist ulk Handler ID Superfecta allerID Lookup Sources ertificate Management ass of Service onfig Edit ontact Manager ustom Destinations ustom Extensions ature Codes eePBX Support one Apps esence State ueue Penalty Rules EST API	Sound Languages System Admin System Recordings Updates User Management XMPP Zulu iSymphonyV3 Applications Announcements Appointment Reminder Broadcast Calendar Calendar Event Groups Call Flow Control Call Recording Callback CallerID Management Conferences Conferences Pro DISA Directory	Extensions Follow Me IVR Languages Misc Applications Misc Destinations Paging and Intercom Park and Announce Parking Queue Callback Queue Priorities Queues Ring Groups Set CallerID Text To Speech Time Conditions Time Groups Virtual Queues Voicemail Blasting Voicemail Notifications Wake Up Calls Web Callback	Connectivity DAHDI Channel DIDs DAHDI Config Firewall Inbound Routes Outbound Call Limit Outbound Routes SIPSTATION Trunks Reports Asterisk Info Asterisk Logfiles CDR Reports Call Event Logging Call Recordings PHP Info Pinsets Code Reports Print Extensions Queue Callback Report Queue Report Templates Queue Reports	Queue Wallboard REST API Report Voicemail Reports Weak Password Detection iSymphonyV3 Panel Settings Advanced Settings Asterisk IAX Settings Asterisk Logfile Settings Asterisk Manager Users Asterisk REST Interface Users Asterisk SIP Settings CRM API Settings CRM Settings EndPoint Manager Fax Configuration High Availability Music on Hold PIN Sets Route Congestion Messages Text To Speech Engines Voicemail Admin
--	--	---	---	--

Queues

If you are setting it up in queues, go into the queue in question, go to queue agents and add a mobile, or extension in there. Note if you are adding a mobile, you need to put a # on the end, example 07519757150#

Hit submit once done, then select apply config at the top

Ring groups

If you wish to do it on Ring groups, go into the ring group in question and in extension list add a mobile, or extension in there. Note if you are adding a mobile, you need to put a # on the end, example 07519757150#

Hit submit once done, then select apply config at the top

Used as Destination by 1 Object (Click to Expand)

Group Description 7/35

Extension List User Quick Select

Ring Strategy

Ring Time (max 300 sec)

Announcement

Play Music On Hold

CID Name Prefix

Alert Info

Ringer Volume Override

Send Progress

Mark Answered Elsewhere

Ignore CF Settings

Posted by: Keira Tait - Tue, Jul 31, 2018 at 9:57 AM. This article has been viewed 2696 times.

Online URL: <https://kb.ic.uk/article/site-failover-211.html> (<https://kb.ic.uk/article/site-failover-211.html>)

