

Site failover

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.

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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

Testing7/35

Extension List

07519757150#

User Quick Select

Ring Strategy

ringall

Ring Time (max 300 sec)

2

Announcement

None

Play Music On Hold

Ring

CID Name Prefix

Alert Info

None

Ringer Volume Override

None

Send Progress

YesNo

Mark Answered Elsewhere

YesNo

Ignore CF Settings

YesNo

Submit

Reset

Delete

