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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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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

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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

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

Queue Wallboard

REST API Report

## Queues

EST API

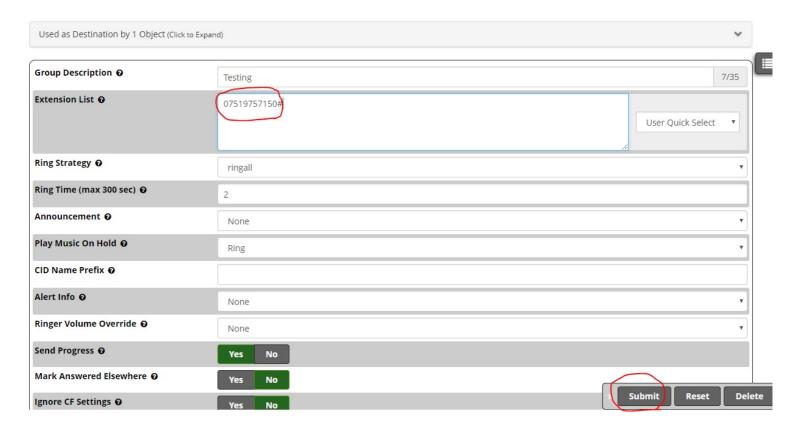
If you are setting it up in queues, go into the queue in question, go to queue agents and add a mobile, or extension in there. Note if you are adding a mobile, you need to put a # on the end, example 07519757150#

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



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