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.

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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

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 Oueues 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
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CDR Reports
Call Event Logging
Call Recordings
PHP Info
Pinsets Code Reports
Print Extensions
Queue Callback Report
Queue Report Templates
Queue Reports

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

Queue Wallboard

## Queues

EST API

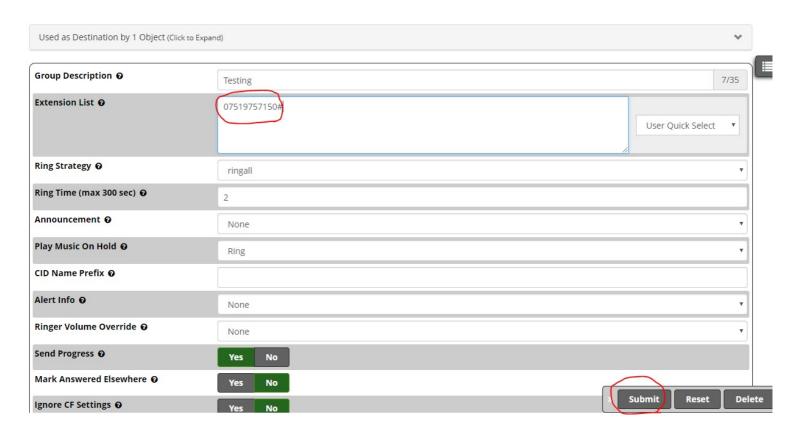
If you are setting it up in queues, go into the queue in question, go to queue agents and add a mobile, or extension in there. Note if you are adding a mobile, you need to put a # on the end, example 07519757150#

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



Posted by: Keira Tait - Tue, Jul 31, 2018 at 9:57 AM. This article has been viewed 3703 times.