

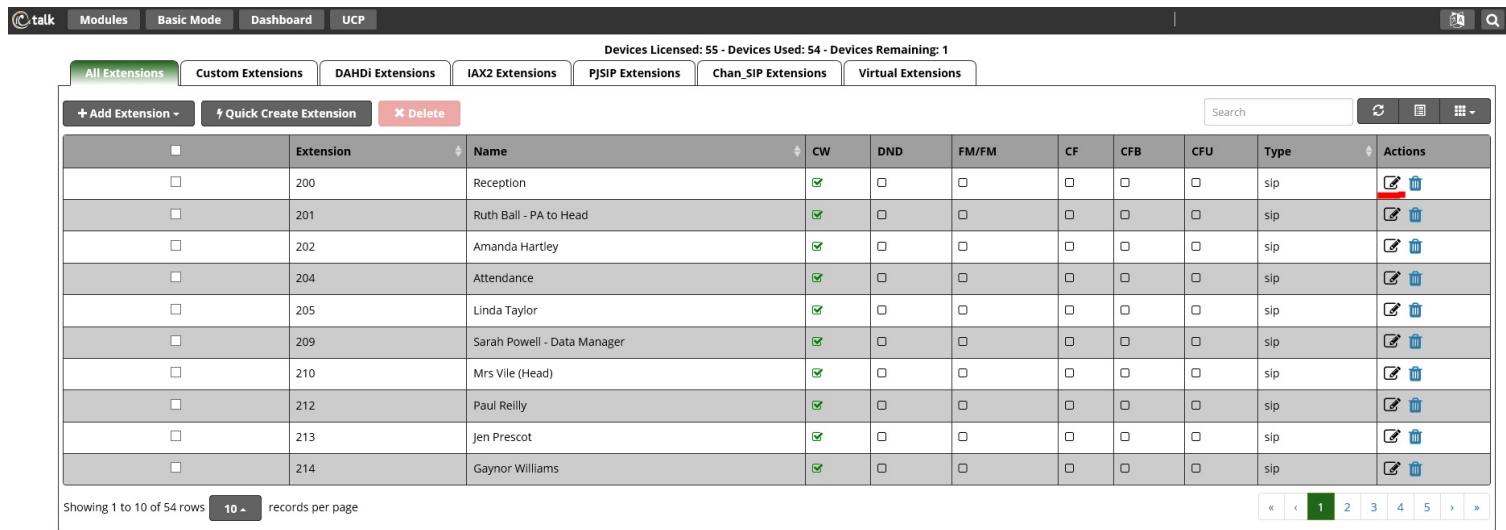
IC Talk Incoming call failover

Article Number: 216 | Rating: Unrated | Last Updated: Thu, Sep 6, 2018 at 10:43 AM

This article is to inform you on how to set up an incoming call failover.

Firstly you will need to decide who's phone should ring if the phone is in use at the time. Once you have this list confirmed then you can log into the IC Talk Portal.

Here you need to select modules and then extensions. Now select the user of the phone you wish to have a failover on. Click on the edit button on the left of the delete user option underneath actions.



Devices Licensed: 55 - Devices Used: 54 - Devices Remaining: 1

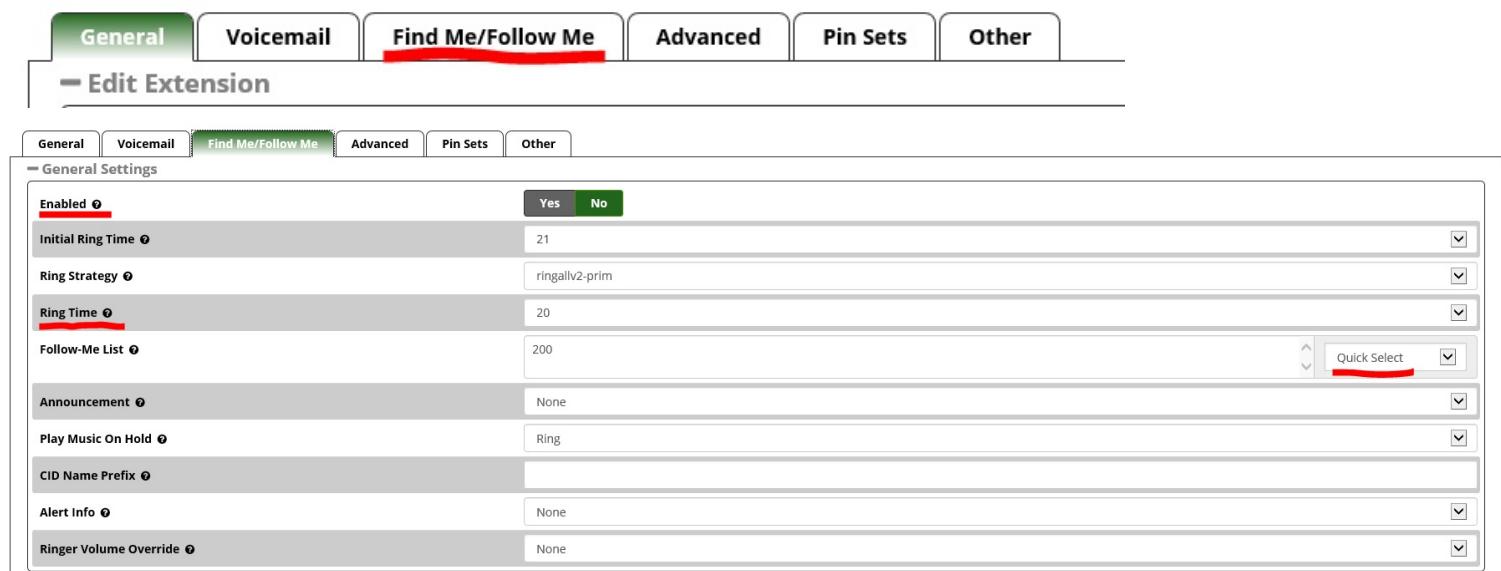
All Extensions	Custom Extensions	DAHDI Extensions	IAX2 Extensions	PJSIP Extensions	Chan_SIP Extensions	Virtual Extensions				
+ Add Extension	Quick Create Extension	Delete								
	Extension	Name	CW	DND	FM/FM	CF	CFB	CFU	Type	Actions
	200	Reception	<input checked="" type="checkbox"/>	<input type="checkbox"/>	sip	Edit Delete				
	201	Ruth Ball - PA to Head	<input checked="" type="checkbox"/>	<input type="checkbox"/>	sip	Edit Delete				
	202	Amanda Hartley	<input checked="" type="checkbox"/>	<input type="checkbox"/>	sip	Edit Delete				
	204	Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	sip	Edit Delete				
	205	Linda Taylor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	sip	Edit Delete				
	209	Sarah Powell - Data Manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>	sip	Edit Delete				
	210	Mrs Vile (Head)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	sip	Edit Delete				
	212	Paul Reilly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	sip	Edit Delete				
	213	Jen Prescott	<input checked="" type="checkbox"/>	<input type="checkbox"/>	sip	Edit Delete				
	214	Gaynor Williams	<input checked="" type="checkbox"/>	<input type="checkbox"/>	sip	Edit Delete				

Showing 1 to 10 of 54 rows [10](#) records per page [«](#) [<](#) [1](#) [2](#) [3](#) [4](#) [5](#) [»](#)

Click Find Me/Follow Me and press yes on the enabled option. Then quick select the extensions you want to be called in the event that this phone is busy. (the list you made at the beginning)

Also chose and select the ring time you require. This is the amount of time the first phone will ring until it goes to the failover.

Extension: 200



General Voicemail Find Me/Follow Me Advanced Pin Sets Other

— Edit Extension

General Voicemail Find Me/Follow Me Advanced Pin Sets Other

— General Settings

Enabled	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Initial Ring Time	21
Ring Strategy	ringallv2-prim
Ring Time	20
Follow-Me List	200
Announcement	None
Play Music On Hold	Ring
CID Name Prefix	
Alert Info	None
Ringer Volume Override	None

Once you then click submit at the bottom, press apply config at the top and you should be good to go once the system has finished applying the changes.

Posted by: Wayne Coulthard - Thu, Sep 6, 2018 at 10:43 AM. This article has been viewed 3686 times.

Online URL: <https://kb.ic.uk/article/ic-talk-incoming-call-failover-216.html> (<https://kb.ic.uk/article/ic-talk-incoming-call-failover-216.html>)