

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.

talk

ModulesBasic ModeDashboardUCP

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

All ExtensionsCustom ExtensionsDAHDI ExtensionsIAX2 ExtensionsPJSIP ExtensionsChan_SIP ExtensionsVirtual Extensions

+ Add Extension -+ Quick Create ExtensionX Delete

Search

RefreshListGrid

<input type="checkbox"/>	Extension	Name	CW	DND	FM/FM	CF	CFB	CFU	Type	Actions
<input type="checkbox"/>	200	Reception	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sip	<div><div></div><div></div></div>
<input type="checkbox"/>	201	Ruth Ball - PA to Head	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sip	<div><div></div><div></div></div>
<input type="checkbox"/>	202	Amanda Hartley	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sip	<div><div></div><div></div></div>
<input type="checkbox"/>	204	Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sip	<div><div></div><div></div></div>
<input type="checkbox"/>	205	Linda Taylor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sip	<div><div></div><div></div></div>
<input type="checkbox"/>	209	Sarah Powell - Data Manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sip	<div><div></div><div></div></div>
<input type="checkbox"/>	210	Mrs Vile (Head)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sip	<div><div></div><div></div></div>
<input type="checkbox"/>	212	Paul Reilly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sip	<div><div></div><div></div></div>
<input type="checkbox"/>	213	Jen Prescott	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sip	<div><div></div><div></div></div>
<input type="checkbox"/>	214	Gaynor Williams	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sip	<div><div></div><div></div></div>

Showing 1 to 10 of 54 rows10records per page

<<12345>>

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

GeneralVoicemailFind Me/Follow MeAdvancedPin SetsOther

Edit Extension

GeneralVoicemailFind Me/Follow MeAdvancedPin SetsOther

General Settings

Enabled

YesNo

Initial Ring Time

21

Ring Strategy

ringallv2-prim

Ring Time

20

Follow-Me List

200

Quick Select

Announcement

None

Play Music On Hold

Ring

CID Name Prefix

Alert Info

None

Ring 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>)