

# 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
<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	
<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	
<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	
<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	
<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	
<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	
<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	
<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	
<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	
<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	

Showing 1 to 10 of 54 rows 10 records per page

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**  Yes  No

**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

**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 2629 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>)