Site failover

211 Keira Tait Tue, Jul 31, 2018 How to and FAQs 1790

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 Calendar Event Groups Call Flow Control Call Recording Callback CallerID Management Conferences Pro DISA

Directory

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 Queues Voicemail Blasting Voicemail Notifications

Wake Up Calls

Web Callback

DAHDI Channel DIDs DAHDi Config Firewall Inbound Routes Outbound Call Limit Outbound Routes SIPSTATION 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

Queue Wallboard 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

Oueues

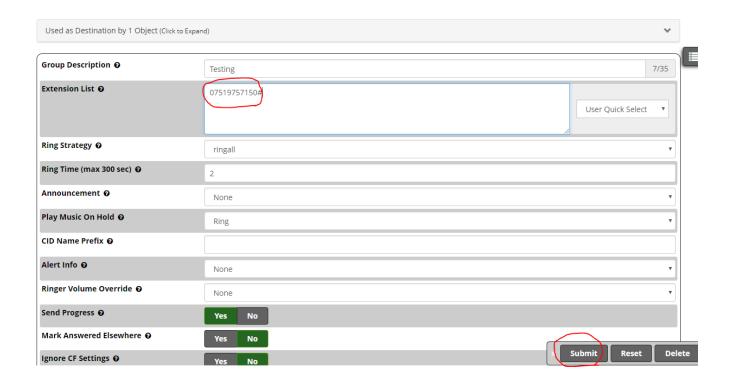
If you are setting it up in queues, go into the queue in question, go to queue agents and add a mobile, or extension in there. Note if you are adding a mobile, you need to put a # on the end, example 07519757150#

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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