# Site failover

### 211 Keira Tait Tue, Jul 31, 2018 How to and FAQs 1660

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.

#### dmin

dministrators sterisk Modules ackup & Restore asic Dashboard D Superfecta allerID Lookup Sources ertificate Management ass of Service onfig Edit ontact Manager ustom Destinations ustom Extensions ature Codes eePBX Support none Apps esence State ueue Penalty Rules

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

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 Channel DIDs
DAHDi Config
Firewall
Inbound Routes
Outbound Call Limit
Outbound Routes
SIPSTATION
Trunks
Reports
Asterisk Info
Asterisk Logfiles
CDR Reports
Call Event Logging
Call Recordings
PHP Info
Pinsets Code Reports

Print Extensions

Queue Reports

Queue Callback Report

Queue Report Templates

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
CRM Settings
EndPoint Manager
Fax Configuration

Queue Wallboard

REST API Report

Music on Hold PIN Sets Route Congestion Messages Text To Speech Engines Voicemail Admin

High Availability

### **Queues**

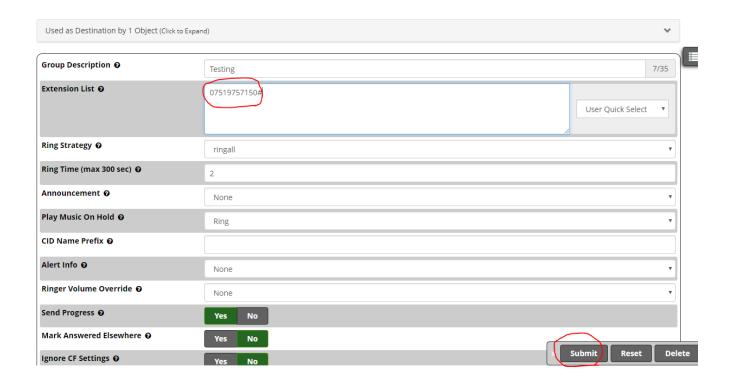
If you are setting it up in queues, go into the queue in question, go to queue agents and add a mobile, or extension in there. Note if you are adding a mobile, you need to put a # on the end, example 07519757150#

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



Online URL: <a href="https://kb2.ic.uk/article.php?id=211">https://kb2.ic.uk/article.php?id=211</a>