

Site failover

211 Keira Tait Tue, Jul 31, 2018 [How to and FAQs](#) 1936

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.

admin Administrators Asterisk CLI Asterisk Modules Backup & Restore Basic Dashboard Blacklist Bulk Handler CD Superfecta CallerID Lookup Sources Certificate Management Class of Service Config Edit Contact Manager Custom Destinations Custom Extensions Feature Codes FreePBX Support Phone Apps Presence State Queue Penalty Rules REST API	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	Extensions 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	Connectivity 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 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
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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

Used as Destination by 1 Object (Click to Expand) ▼

Group Description ⓘ

Testing

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Extension List ⓘ

07519757150#

User Quick Select ▼

Ring Strategy ⓘ

ringall ▼

Ring Time (max 300 sec) ⓘ

2

Announcement ⓘ

None ▼

Play Music On Hold ⓘ

Ring ▼

CID Name Prefix ⓘ

Alert Info ⓘ

None ▼

Ringer Volume Override ⓘ

None ▼

Send Progress ⓘ

Yes

No

Mark Answered Elsewhere ⓘ

Yes

No

Ignore CF Settings ⓘ

Yes

No

Submit

Reset

Delete

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