

IC Talk Incoming call failover

216 Wayne Coulthard Thu, Sep 6, 2018 [Sangoma PBXact](#) 1500

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.

Extension	Name	CW	DND	FM/FM	CF	CFB	CFU	Type	Actions
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"/> <input checked="" type="checkbox"/> <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"/> <input type="checkbox"/> <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"/> <input type="checkbox"/> <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"/> <input type="checkbox"/> <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"/> <input type="checkbox"/> <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"/> <input type="checkbox"/> <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"/> <input type="checkbox"/> <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"/> <input type="checkbox"/> <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"/> <input type="checkbox"/> <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	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

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	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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.

Online URL: <https://kb2.ic.uk/article.php?id=216>