IC Talk Incoming call failover

216 Wayne Coulthard Thu, Sep 6, 2018 Sangoma PBXact 1603

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.

All Extensions Custom	Extensions DAHDi Extension	s IAX2 Extensions PJSIP Extensions	Chan_SIP Extensions	Virtual Extensi	ons					
+ Add Extension - + Qu	ck Create Extension 🛛 🗶 De	ete						Search	1	C 🗉
•	Extension	Name	\$ cw	DND	FM/FM	CF	CFB	CFU	Туре	Actions
	200	Reception	ß	0	0	0	0	0	sip	e 💼
	201	Ruth Ball - PA to Head	ß	0	0	0	0	0	sip	e 💼
	202	Amanda Hartley	R	0	0	0	0	0	sip	I 💼
	204	Attendance	G	0	0	0	0	0	sip	I 💼
	205	Linda Taylor	ß	0	0	0	0	0	sip	I 💼
	209	Sarah Powell - Data Manager	ß	0	0	o	0	0	sip	I 💼
	210	Mrs Vile (Head)	ß	0	0	0	0	0	sip	C 🛍
	212	Paul Reilly	ß	0	0	0	o	0	sip	I 💼
	213	Jen Prescot	ß	0	0	0	0	0	sip	I 💼
	214	Gaynor Williams	ß	0	0	0	0	0	sip	A

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 🛛	ringalw2-prim
Ring Time Ø	20
Follow-Me List O	200 Quick Select V
Announcement O	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: <u>https://kb2.ic.uk/article.php?id=216</u>