

Technical Questions

Can I use the Tel2 Cloud PBX if my on-premise PBX fails?

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Yes, absolutely.

- **Location:** CloudPBX > select number > Inbound Calls
- **Summary:** Setting up a second layer of redundancy on your PBX.
- **Detail:** Leverage our hosted cloud PBX voice service to provide your PBX with a second layer of redundancy, regardless of whether you are connecting via Peering or Registration.

Registration: Enable Call Forwarding to redirect to your specified alternate number(s) if the call isn't answered within a designated time.

SIP Peering: If you don't have a secondary IP/PBX, you can also enable Call Forwarding to redirect calls to alternate numbers. When our Active Polling service detects that your circuit has been off-line for more than 10 seconds, inbound calls will failover through to the alternates specified in your Call Forward.

Quick Guide

Step 1: Call forwarding

This service is only available to direct Inbound calls to alternate numbers in the event of a loss of data service. For a redundant path for Outbound calls speak to your PBX administrator about a basic rate ISDN or alternate data routes.

1. Log into <https://now.tel2.co.uk>.
2. Click **Cloud PBX** > select number
3. Click **Inbound Calls > Forwarding or Trunking**
4. Set your Call Forwarding preferences including numbers and time schedules
5. Click **Save** to update your settings.

Technical Questions

Messages

Inbound Calls

Simultaneous Ring

Shared Line

Forwarding or trunking

Hunt Group

Call Queuing

Do Not Disturb

Caller ID & Rejections

Call Screening Options

Voicemail Service

Auto Attendant

Call Pickup

Outbound Calls

Advanced

Preferences

Web Conference

Media

Reception Console

Call

Inbound Calls

Forwarding or trunking

Setup your calls to forward when you are on the phone or if you do not answer

1

☐ Always forward my calls to:

Forward these calls: At all times

2

☐ Forward my calls when I am unavailable to:

Forward these calls: At all times

20

Call Diversion Timer - Must be greater than 0 (seconds to wait before diverting calls to Voicemail or forwarding number if setup.)
NOTE: The timer will only take affect after all Simultaneous Ring diversions have occurred)

3

☐ Forward my calls when I am Busy to:

Forward these calls: At all times

4

☐ Forward my calls when I am unreachable/offline to:

Forward these calls: At all times

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