### **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.

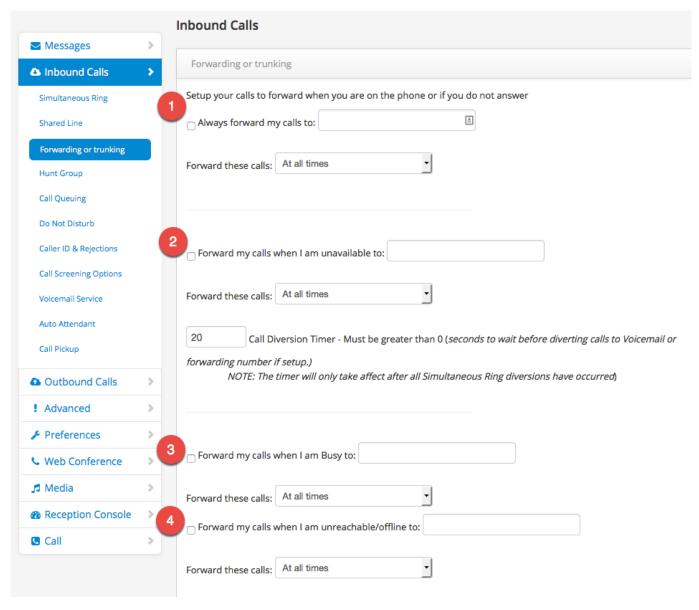
#### **Quick Guide**

### **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 <a href="https://now.tel2.co.uk">https://now.tel2.co.uk</a>.
- 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.

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