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

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

Inbound Calls

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	›

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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