Failover Options

Overview

Don't miss important calls! Our Failover Service allows you to provide us with alternative delivery phone numbers and/or Backup PBXs in the event that we can't deliver a call to you.

If you do not have failover service set up, we try to send your calls to you from trunk1.freepbx.com. If you are not registered, or the attempt otherwise fails to reach your PBX, we then try sending the call to your from trunk2.freepbx.com. If that doesn't work, we give up.

Failover can prevent this from happening. If you set up an alternative phone number and/or backup PBX as a failover option, this will give us another way to deliver your call. With the failover service outlined below, you are provided with a wide selection of options

 The most commonly used option is an alternative phone number to reach you if the call fails. You can provide a different phone number for each DID that you own, as well as a single "global failover" phone number for the whole Trunk Group. Upon a failure to deliver your call, we will check if your DID has a failover number configured. If so, we will send the call there. If the DID called does not have its own failover number configured, we will check if the Trunk Group has a global failover number configured. If so, we will send the call to that number.

In addition to a failover number, you can define a failover PBX to send the call to by providing either an IP address, FQDN or if you have more than 1 Trunk Group Setup you can pick a different Trunk Group where we can send the call. This is done at a Trunk Group global level. With this configuration, if you are not registered or the attempt otherwise fails to reach your registered PBX, we will try to send the call to this alternative PBX address.

If you configure both an IP address or secondary Trunk Group *and* a failover number, then we will first try to route the call to the alternative PBX, and if unsuccessful, we will then send the call to the alternative phone number.

Common Setups for Failover

• Failover Numbers Only

To achieve this, you should provide global failover number that will be used for any call that does not have a per-DID failover number configured. In some cases, this may be the only number you need configured. However, if you have certain DIDs that you would like routed elsewhere (such as to the owner's cell phone), you should provide the failover number for each of those DIDs.

• Failover to Backup PBX Only

If you have a backup PBX where you want all your calls to go to, you should provide us with a single PBX address and port number where we can send the call or you can pick a different Trunk Group. This can be an IP address or a FQDN. The most common port number is 5060, although we can configure whichever SIP port you require. It is your responsibility to ensure that the given PBX can receive the calls from either of our trunking servers and can accept and route your DIDs. We can get you set up with this service for free in SIPStation, but if you need help architecting and implementing a solution on your PBX end, we have a FreePBX Paid Support Service that can help design a solution for you.

- ## Failover First to a PBX Followed by Numbers if the Backup PBX Can't be Reached

Implementing this scenario simply involves providing both the Failover to Backup PBX Only information as described immediately above, and then implementing the Failover Numbers Only information above that. We will then always try to deliver the calls FIRST to the alternative PBX address on a failure, and ONLY if that also fails will we deliver the call to the alternative numbers as configured.

Log into the SIPStation Store and then follow the instructions below, depending upon whether you are setting up a global failover or per-DID failover.
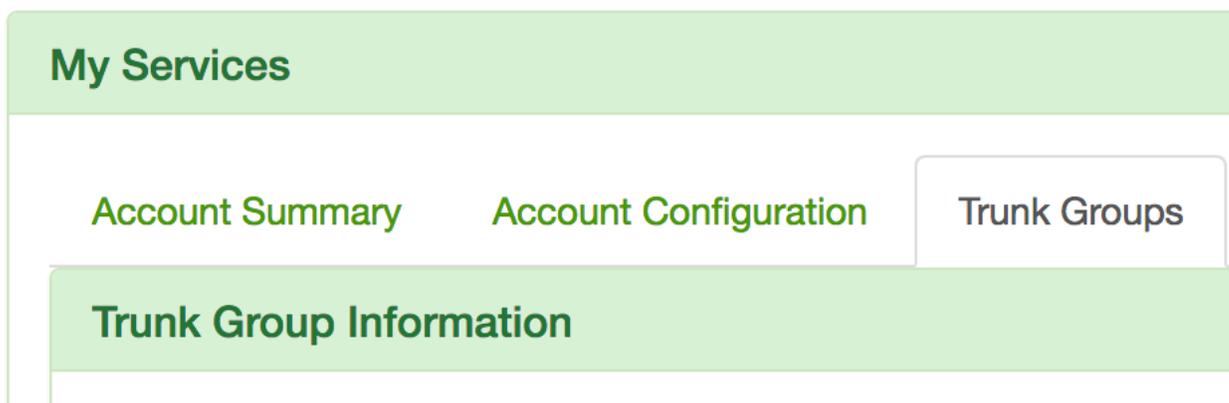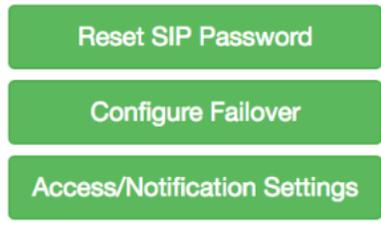
Setting a Global Failover

- Click on the "My Account" option at the top of the page
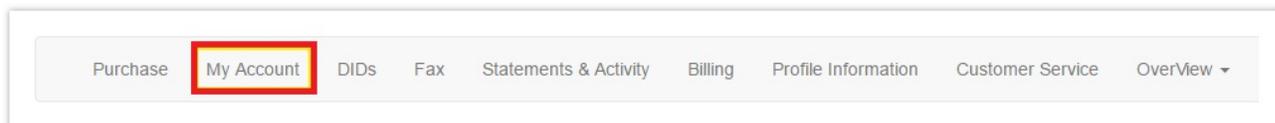
- Click on the Trunk Groups tab

- Click on the Configure Failover option for your Trunk Group

Reset SIP Password

Configure Failover

**Access/Notification Settings**

- Define your failover options as outlined below:
  - **Primary Failover**
    - **Failover FQDN/IP:** In the event that your system is not registered or our servers cannot reach you, you can provide an IP or full domain where we should try to deliver your calls. The typical format would be "mypbx.mycompany.com:5060." By default, we will assume port 5060 if not provided. If you have any per-DID failover settings, we will try this IP/FQDN before trying the per-DID number. If we can't deliver the call to this address and you have a failover number set, we will send the call there. This is considered an advanced feature of PBX configuration, and your PBX configuration is not included with our free SIPStation support. We do offer paid support services if you would like help with this.
    - Trunk Group Name: If your account is setup with more then 1 Trunk Group as outlined here you can choose to set this failover to that Trunk Group instead of a IP Address.
  - **Secondary Failover**
    - **Failover Number:** In the event that your system is not registered or our servers cannot reach you, you can provide a 10-digit phone number where we should send the calls. If you have an IP/FQDN set up, we will try that first. If you have a per-DID failover number we will ignore the global failover number and use the per-DID failover number instead.
  - If you only want to failover to a phone number you can skip setting a Primary Failover and only set the Secondary Failover to the phone numbers you want us to forward calls to.
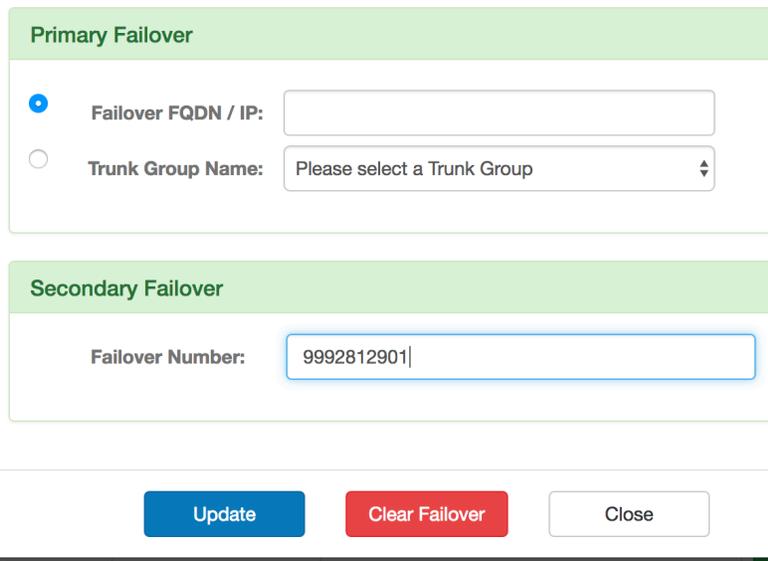
Primary Failover

○ **Failover FQDN / IP:** [   ]

○ **Trunk Group Name:** [Please select a Trunk Group   ▲▼]

Secondary Failover

Failover Number: [9992812901]

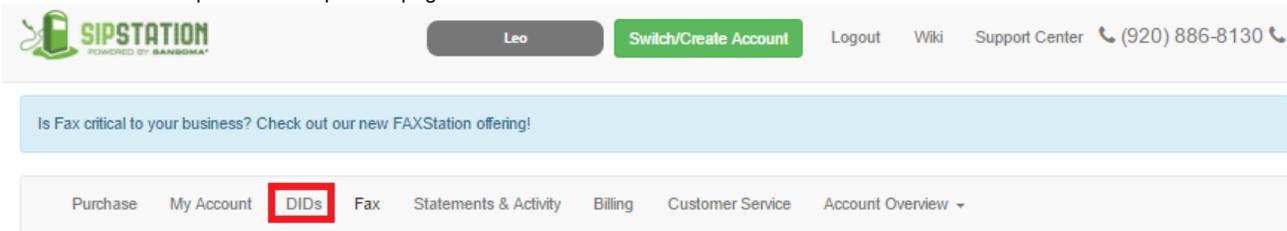[**Update**]   [**Clear Failover**]   [Close]

- Press the Update button to save your changes or the Clear Failover button to remove your settings.

Update

Setting a Per-DID Failover

- Click on the "DIDs" option at the top of the page.

- You can define a failover number for each DID. If a failover number is defined, you will see the number. Otherwise you will see a "Configure" link.

- Clicking on "Configure" or a phone number in the right-hand column will bring up a window to let you update or delete the failover number.

- Optionally, if you need to set numerous DIDs to the same failover number, you can use the Mass Operations "Failover" button at the bottom of the page.

- From here pick which DIDs you want to set the failover on by holding your "ctrl" key on your keyboard and picking which DIDs you want to set failover on and the DID. All selected DIDs will turn Grey in color.

- Enter the failover number, and click the "Update Failover" button.

Mass Action ✕

Do not have a Failover number assigned

| 218-249-1222 📞 | 855-743-3572 📞 | 888-210-5955 📞 |
| 919-238-1061 📞 | 920-969-9958 📞 | |

Failover Number: 9208868130

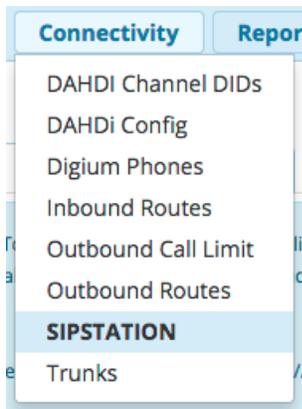Already have a Failover number assigned

855-586-3746 📞

Delete Failover(s)

Update Failover   **Cancel**

How to Set Up Failovers from the FreePBX SIPSTATION Module

- Log into your PBX and navigate to the SIPSTATION module under Connectivity.

Connectivity   **Repor**
- DAHDI Channel DIDs
- DAHDi Config
- Digium Phones
- Inbound Routes
- Outbound Call Limit
- Outbound Routes
- **SIPSTATION**
- Trunks

- Scroll down to "Account Settings" section. You will find a Global Failover field.

Global Failover ❓

- Enter a 10- or 11-digit number that you would like your inbound calls forwarded to in the event your PBX is unreachable by SIPStation trunking servers as outlined above.

Global Failover ❓   5555551212

- Press the "Update Account Info" button to submit the changes to SIPStation. Your changes should be active within 60 seconds.

Update Account Info

Optional DIDs

Now that you have set a global failover number, you can optionally set failover numbers for individual SIPStation DIDs. If you do not set failover numbers for any DIDs, and we cannot deliver your call, we will look to the global failover number set above. If the DID has its own failover number, we will use that instead of the global number.

- Scroll down to the "DID Configuration" section. You can define a failover number for any DID. Enter the failover number in the "Failover Num" field. You do not need to do this for every DID; you only need to assign a failover number if you want it to be different from the global failover number.

DID	Set E911	Failover Num
9209449990	Modify	9208868130
2052065887	Set	9204861989

- Press the "Update DID Configuration" button at the bottom to submit the changes to SIPStation. Your changes should be active within 60 seconds.

Update DID Configurations

Notice

Important Detail when using Failover Services:

We previously described that in most circumstances, we try to deliver calls from trunk1.freepbx.com, and if you are not registered, we will have trunk2.freepbx.com try to deliver your calls. For any DID that has failover services configured either at the per-DID level or the account level, our trunking server that first tries to deliver the call to you will NOT pass the call on to our other trunking server if it can't reach you. Instead, it will use whichever failover configuration you have setup. This means that it is important for you to dual-register with us, so that regardless of which trunking server is trying to send you the call, we will only fall back to these failover services IF your server is not available.