



Configuring Calls to Divert When Offline

If, for any reason, your devices are offline, for example in the event of your site's internet dropping out, you can configure your PBX to automatically divert your calls. You may choose to divert to a voicemail, a mobile or group of mobiles, or an external landline number, for example.

Automatic forwarding if devices are offline is supported on SIP Trunks, Extensions (for any calls being placed directly to the extension), and any call Queues configured on the system.

To begin the setup, login to the My Account Portal at <https://voipportal.com.au/> and select your service type below to show the relevant instructions.

Hosted PBX

Setting Up A Group Of Numbers

This step applies only for Hosted PBX.

Under Hosted PBX, select External Numbers. For each mobile or external number that will be part of the diversion, click the Add External Number button.

Enter a descriptive name for the number, for example 'Bill Mobile', then enter the phone number. We recommend enabling call confirm - this requires pressing 1 to accept the call on the external phone, and prevents the caller from being sent to the external number's voicemail or system notifications, for example 'the number you have dialled is currently switched off'.

The screenshot shows a modal window titled "ADD EXTERNAL NUMBER" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Description:** Text input field containing "Bill Mobile" with a small icon to its right.
- Phone:** Text input field containing "0409876543".
- Call Confirm?:** A toggle switch currently set to "ON".
- Ring Time:** A dropdown menu showing "30 sec".
- Timeout Destination:** A dropdown menu showing "HANGUP" with a red telephone handset icon to its left.

At the bottom of the form are two buttons: a green "Save" button and a grey "Cancel" button.

Once set, click Save.

To call a group of numbers, they can be added to a ring group (dialling all phones once, before passing the call along) or to a queue (dials the phones multiple times, while playing hold music to the caller).



Ring Group

To create a ring group, select Hosted PBX, then Ring Groups and Add a Ring Group. Provide a name for the ring group and select the timeout destination (where the call should be sent if there's no answer).

If the original caller's caller ID should be sent to the external numbers, enable Caller ID Pass-Thru. Click the Add Agent button and select the mobile number/s under External Numbers in the Agent dropdown. Repeat adding the agent for any other numbers, then click Save.

ADD RING GROUP X

Ring Group Name:

Caller ID Prefix:

Pre-Ring Announcement:

Ring Time:

External Caller ID:

Caller ID Pass-Thru?

Timeout Destination:

AGENTS

Agent

Agent

For more information on the ring group's settings, please see [Portal Guide - Ring Groups](#)

Queue

To create a queue, select Hosted PBX, then Queues and Add Call Queue. Provide a name for the queue, specify the Queue Timeout (maximum time a caller can be in the queue), then set the timeout destination (where the call should be sent if there's no answer).

Select the Add Agent button, then in the Agent dropdown, choose External Numbers, and the number that should be called. Repeat this as required.

Expand the Advanced Options section, enable Call Confirm for Ext Agents (recommended), then select the Caller ID that should be presented to the external numbers, or enable passing through of the original caller's number, as required. Once done, click Save.



ADD QUEUE X

Queue ID:

Queue Name:

Caller ID Prefix:

Join Announcement:

Hold Music:

IVR Frequency:

IVR Breakout Menu:

Queue Timeout (Max Wait):

Timeout Destination:

QUEUE AGENTS

Agent

Agent

ADVANCED OPTIONS ▲

Agents Unreachable Destination:

Ring Strategy:

Ring Busy Agents:

Agent Ring Time:

Disable Agent Missed Call:

Ignore Agent Call Forward:

Agent Wrap Up Time:

Agent Announcement:

Caller ID for Ext Agents:

Call Confirm for Ext Agents:

Queue Weight:

For information on the other available fields, please see [Portal Guide - Queues](#)

Queue Diversion

On hosted PBX, you can set a queue to automatically pass the call to the diversion if all the members of the queue are offline.

To enable this, navigate to Hosted PBX, then Queues, and click edit on the target queue.

In the configure queue dialog, click **Advanced Options**, then in **Agents Unreachable Destination**, select the ring group or queue you created earlier.



CONFIGURE QUEUE X

Hold Music: Default -

IVR Frequency: Disabled -

IVR Breakout Menu: Disabled -

Queue Timeout (Max Wait): 5 min -

Timeout Destination: HANGUP -

QUEUE AGENTS + Add Agent

Agent 102: Bob -

Agent 103: Richgar -

Agent 105: Jan -

Agent 106: Cisco Test -

ADVANCED OPTIONS ▲

Agents Unreachable Destination: SupportMobile -

Ring Strategy: Ring All -

Once set, choose **Save** to apply your changes.

SIP Trunking

Adding a Diversion Target

To add an external phone number that will be sent calls when your device/s are offline, select Other Services, then Diversion and click Add Diversion

Enter a name for the diversion and the full phone number, including the area code and click Save.

ADD DIVERSION X

Description James

Phone 0400111222

Save Cancel

Extension / SIP Trunk Diversion

Select either PBX Extensions or SIP Trunks from the menu, depending on your service. Find the extension you wish to divert when it's offline and click Edit.

In the Diversion field, select the Offline option, then in the Divert To field, select the destination you set above.



| | |
|---------------|-------------------|
| Name | Failover |
| Caller ID | DEFAULT |
| Password | |
| Voicemail Box | Disabled |
| Divert | Offline |
| Divert To | 0400111222: James |

ADVANCED OPTIONS ▼

Update Extension Cancel

Once set, click **Update Extension** to save your changes.

Manual Diversion

A manual diversion involves updating the routing on one or more phone numbers temporarily to divert them directly. This method will bypass any other call flow configuration you have in place, including timeouts, IVRs, time switches, etc.

Once your service is restored and devices reconnected, you will need to manually update the number routing to the original destination, so please note the original destination before proceeding.

To enact the diversion, select Number Routing from the menu, then locate the phone number that should be diverted and click Edit.

In the Route To field, select the Queue or Ring Group (for Hosted PBX), or the Number Diversion (SIP Trunking) you setup previously, then click **Save**.

NUMBER ROUTING X

DID Number 0721023552

Route To: 0400111222: James

ROUTE OPTION

- Sound Events
- IVR Menus
- Voice Mailboxes
- SIP Trunk Extensions
- Number Diversions**
- Conferences

IPND Address: 0400111222: James

Whitepages: + New Number Diversion

Save Cancel