# Overview

If a customer uses a SIP Trunk registered on their own PBX and would like to secure flawless operation of the telephony system even if the PBX is for some reason not reachable, malfunctioning or if all concurrent calls are used up, our Trunk Failover feature allows to automatically reroute the incoming calls to the selected Dial plan.

How to set it up?

Create failover Dial plan

As the first step configure a Dial Plan with the desired call flow. You can use an already existing Dial plan, but we would recommend creating a new Dial plan aimed for trunk failover only. In the Company panel you can navigate to 'Dial plans' and click on '+Add'. Give your Dial plan a name and an internal number and now you can build your failover route with the available apps on the left side:
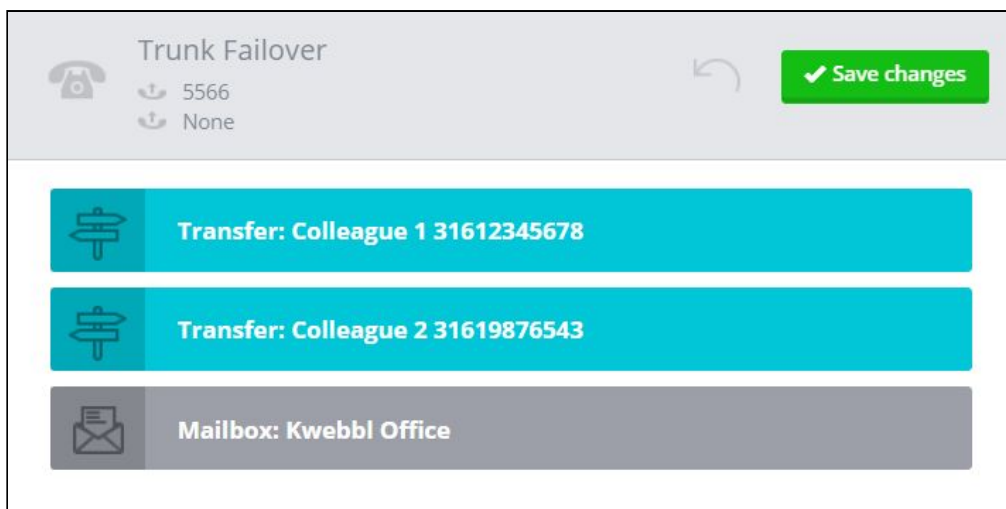
The failover Dial plan does not necessarily need to have an external number assigned. Once the Dial plan is configured for your emergency route, press the 'Save changes' button and the Dial plan will be ready for use.

Set the Failover in the Trunk settings

The trunk failover can be found in the Trunk settings on the Company panel. Navigate in the left menu to 'Devices' and click on the top menu on 'Trunks'. Click the Edit icon or create a new trunk in order to set the Failover Dial plan for the trunk.

At Step 1 scroll down to the end of the trunk settings window, enable the Trunk Failover option and select a Dial plan from the dropdown menu. All company Dial plans are available in the dropdown. Now click 'Next' and Save your trunk. Your Trunk Failover is now active.

How does it work?

By default the SIP Trunk will try to deliver incoming calls to the local PBX of the customer. When an incoming call comes to our system it is verified and in case at least one of the following conditions is met, the system automatically re-routes the call to the chosen Dial plan:

- the trunk is not registered, SIP response code 404;
- there is no 1XX SIP response code to our SIP INVITE within 15 seconds;
- there is a 5XX SIP response code from the customer's PBX;
- the amount of concurrent calls is exceeded, SIP response 503 is sent back immediately.

The verification is made on each incoming call.

If the customer's PBX becomes unreachable during the active call, this call will anyway be disconnected, while the next call incoming call will be routed to the emergency Dial plan till the emergency persists.