MICROSOFT TEAMS FAILOVER GUIDE
FOR VIRTUAL EXTENSION

This guide will show how to manage the on-demand and automatic failover solution CallTower has provided for Microsoft Teams backup using the CallTower CommPortal web interface. These instructions below show how to manually turn on the Microsoft Teams failover scenario in the case where automatic failover does not happen.

Automatic failover will only happen in the case of a connection issue between CallTower and Microsoft or if Microsoft Teams is truly hard down or not responding. If Teams is up but you encounter a service impacting issue or services are severely degraded you may want to manually route your calls to the backup destination which this guide will walk you through doing.

CommPortal is available at
https://commportal.calltower.com

Please contact CallTower Support at (800) 347-5444, or support@calltower.com if you need login information. There is a CommPortal for each number enabled for Microsoft Teams failover.

This web-based portal provides access to CallTower and/or customer administrators/MPOC's the ability to re-route inbound calls to a backup destination (DR mode). This would only need to be accessed during situations where automatic failover does not happen but when Microsoft Teams services are severely degraded to the point you no longer want inbound calls routing to O365/Microsoft Teams. In this example below we are showing how a typical main number would normally route to a Teams Auto Attendant via the "Normal" call routing rule.

CallTower engineering would have initially setup this virtual line so that in the case of a hard down at Microsoft where we cannot complete the call to Teams due to a physical network outage, Microsoft Teams platform outage or we receive a busy signal or SIP failure message from Microsoft we will automatically re-route inbound calls to the next best destination. In many cases the next destination would be a CallTower hosted backup auto attendant or standalone mailbox which reside on our CT Cloud Voice platform, but some customers might also have this virtual line setup so that if Teams fails, we simply re-route calls off-net to some PSTN or cell phone number. The purpose of this guide is to instruct how to access this virtual line via CommPortal and how to manually enable your failover scenario.

GETTING STARTED

When you first log in to the CommPortal you will be on the "Home" tab [1] and the summary page (See Below). This page is showing you that "When I receive a call" [2] we "Handle depending on the time or day" and On normal days, use my "Normal" rule. CallTower would have setup this Normal rule so that on good days when nothing is wrong with Microsoft Teams the virtual line sends your inbound calls to the Microsoft Teams platform (AA, Call Queue or standard user account).

1. Home tab

2. When I receive a call

Below is the "rules tab" [3] and where we setup a time-of-day rule called "Normal" (typically all hours/all days) to route inbound calls to Microsoft Teams and tell the virtual line where to route calls in the event we cannot complete the initial attempt to Microsoft.
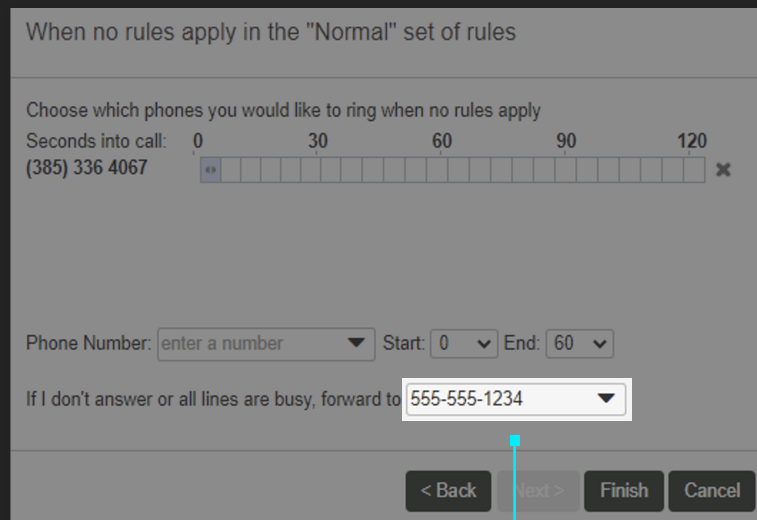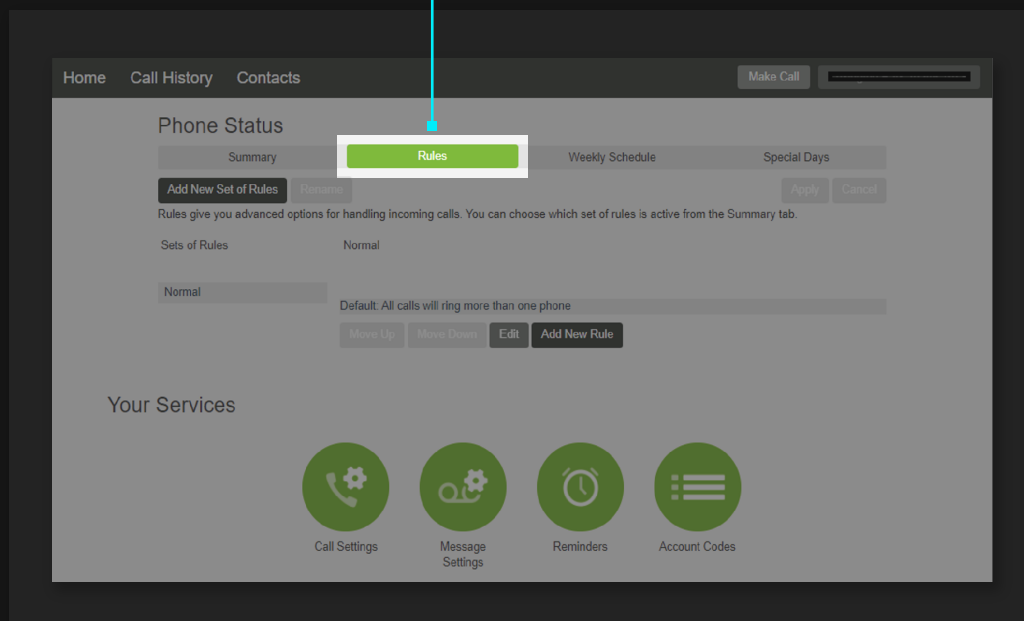
To see the "backup destination number" [4] that we have pre-programmed click the "rules" tab and then click on the "edit" button, click "next" one time and you will see If I don't answer or all lines are busy, forward to 555-555-1234.

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This rule should not be changed or modified when you simply want to enable Microsoft Teams failover manually.

However you might need to go into this rule to see the backup number/DID we point to during a Teams outage.

3. Rules

Home   Call History   Contacts   Make Call

Phone Status

| Summary | Rules | Weekly Schedule | Special Days |

Add New Set of Rules   Rename   Apply   Cancel

Rules give you advanced options for handling incoming calls. You can choose which set of rules is active from the Summary tab.

Sets of Rules   Normal

Normal   Default: All calls will ring more than one phone

Move Up   Move Down   Edit   Add New Rule

Your Services

Call Settings   Message Settings   Reminders   Account Codes

When no rules apply in the "Normal" set of rules

Choose which phones you would like to ring when no rules apply

Seconds into call: 0   30   60   90   120
(385) 336 4067

Phone Number: enter a number   Start: 0   End: 60

If I don't answer or all lines are busy, forward to   555-555-1234

< Back   Next >   Finish   Cancel

4. Destination Number

Once you know the destination number of the backup auto attendant/hosted mailbox or PSTN number that you want to forward your calls to hit the "cancel" button then go back to the home page of the CommPortal. Under the summary section and where it says "When I receive a call" simply click the button "Forward to" (5) and enter the destination number to forward calls to, click the "apply" button and at that very moment inbound calls are now being re-directed to this new destination. Calls will continue to ring this destination until the "When I receive a call" section is set back to "Handle depending on the time or day" at which time all calls will again attempt to ring into Microsoft Teams/Office365 via the "Normal" rule.

5. Forward to