

**Handling Call Forwarding (and
CFW Patterns) in Survivability
Mode**

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1. Introduction

The Comdasys Convergence Products support Call Forwarding in Survivability mode. This works by matching incoming phone calls (incoming means both from local endpoints as well as through a gateway) against a table of configured numbers. If there is a match, the number will be changed to the configured forwarding target. The configured source numbers can be virtual numbers or actual numbers of connected phones. The target has to be a physically registered phone. The Call Forwarding will only be done when in Survivability mode and is therefore also used as an entry point for the Multi Line Hunt Group operation in Survivability mode.

2. Usage Description

Usually this functionality is used to mimic PBX functionality if the PBX is unavailable. Examples of such scenarios are:

- Must Answer Lines
- Group Numbers not Assigned to any Physical Phone
- Multi Line Hunt Group operation in Surv. Mode, where the configured number is the Hunt Group. The actual group configuration is done separately
- Numbers usually answered by an Autoattendant or some other automated system
- Lines that cannot be reached in Survivability mode and hence must be routed differently

Most of the above scenarios are relatively clear, the only noteworthy exception there is the Autoattendant example.

3. Configuration

In order to configure the Call Forwarding from the WebGUI, go to the Voice-over-IP Section and select the SIP Proxy Configuration there. Note that you must have either Branch SBC or Survivability mode configured for Call Forwarding to be configurable. In the subsection Survivability and Features, you will find the CFW in Survivability item reflecting Call Forwarding Configuration.

You need to enter the source phone number and the target phone number for creating a valid forwarding entry. It is possible to use regular expressions for the source number. The Comdasys Convergence uses PCRE (Perl Compatible Regular expressions here). Note that it is not possible to specify PCRE replacement patterns since you can only use PCRE in the source phone number fields for creating a matching.

4. Examples

Example 1:

FW in Survivability	Forwarding Target
503	401

The number 503 will be forwarded to the device registered with 401.

Example 2:

FW in Survivability	Forwarding Target
5.3	401

All three digit numbers beginning with 5 and ending in digit 3 are forwarded to the device registered with 401.

Example 3:

FW in Survivability	Forwarding Target
513*	401

The numbers 513, 5133, 51333 and so on are forwarded to the device registered with 401.

Example 4:

FW in Survivability	Forwarding Target
51[345]	401

The numbers 513, 514 and 515 are forwarded to the device registered with 401.

Example 5:

FW in Survivability	Forwarding Target
5[123]?[345]5	401

This somewhat more complex expression specifies that any number starting with a 5 that is followed by a 1,2, or 3 (these are optional) and then by a 3,4, or 4 and ending in a 5 will be mapped to the device registered with number 401.