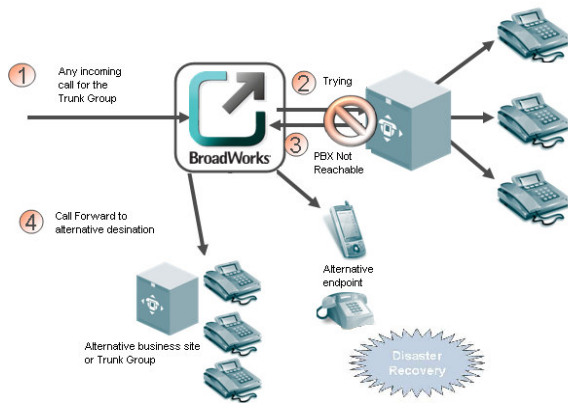


## Trunk Group Unreachable Destination



### Service Overview:

Trunk Group Unreachable Destination provides the enterprise with the option to reroute incoming calls to alternative locations in the event of a loss of connectivity with the premise-based PBX.

Automatically redirect incoming calls to another enterprise location, answering service, call center, remote office, mobile phone, etc. The alternative destination can be to another Zayo Enterprise Trunk Group or Hosted voice service, or to any public switched telephone network destination.

### Configuration Overview:

Setup of the Trunk Group Unreachable Destination service is done through the Zayo Enterprise web voice portal. The rerouting configuration includes 3 main areas, outlined in the steps below from a single configuration screen in the web interface.

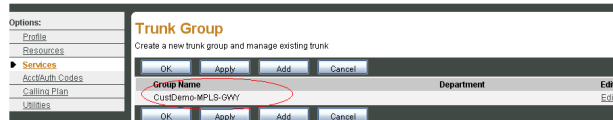
Basic steps involve choosing the Trunk Group profile, choosing an Unreachable Destination to forward incoming calls, and specifying criteria for service being unreachable.

### Trunk Group Unreachable Destination Setup:

Once the Trunk Group Unreachable Destination service has been setup, it is automatically used when the PBX is considered unreachable – i.e. a failure response is detected other than a busy condition.

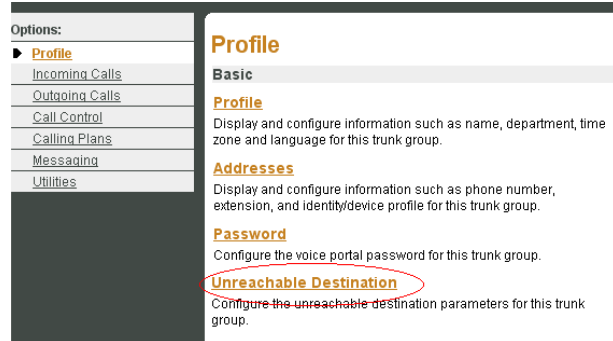
After all connections and equipment are back in service and online, Trunk Group Unreachable Destination deactivates itself, which allows calls to resume normal flow to your PBX.

1. Select the Trunk Group to be configured with Unreachable Destination

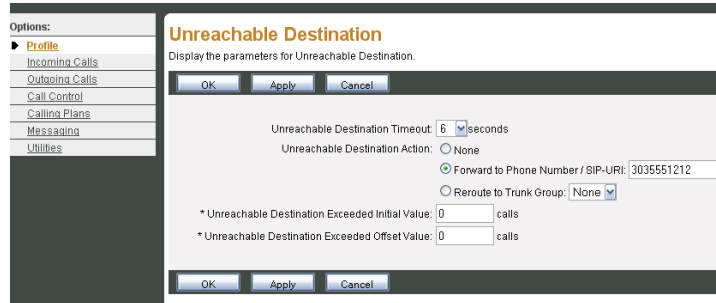


2. After selecting the desired Trunk Group, click on the **Profile** option on the left-hand side to open the *Profile* menu page.

3. Click on **Unreachable Destination** in the right-hand pane to access the configuration page.



4. Set the parameters for Unreachable Destination



- Select the timeout duration for a valid response to be received before considering the PBX to be unreachable. The default for **Unreachable Destination Timeout** is 6 seconds.
- Note: The **Unreachable Destination Timeout** may need to be bumped up slightly to accommodate for when the PBX is forwarding calls.
- If you wish incoming calls to forward to another number, select the radio button to **Forward to Phone Number/SIP-URI**. Enter the 10-digit phone number where calls should be forwarded if your location becomes unavailable for any reason.
- If you have additional Trunk Group service with Zayo Enterprise serving another PBX at another location, you can select the radio button to **Reroute to Trunk Group** and select that Trunk Group from the drop-down.
- *Unreachable Destination Exceeded Initial Value* and *Unreachable Destination Exceeded Offset Value* should be left at 0.
  - Click the **OK** button to save changes.

**NOTE:** If you ever need to disable the Trunk Group Unreachable Destination service, simply select the radio button next to *None* and click *Apply* on the *Unreachable Destination* page.