Can I use the Hero Cloud PBX if my on-premise PBX fails?

Yes, absolutely.

- **Location:** CloudPBX > select number > Inbound Calls
- **Summary:** Setting up a second layer of redundancy on your PBX.
- **Detail:** Leverage our hosted cloud PBX voice service to provide your PBX with a second layer of redundancy, regardless of whether you are connecting via Peering or Registration.

Registration: Enable Call Forwarding to redirect to your specified alternate number(s) if the call isn't answered within a designated time.

SIP Peering: If you don't have a secondary IP/PBX, you can also enable Call Forwarding to redirect calls to alternate numbers. When our Active Polling service detects that your circuit has been off-line for more than 10 seconds, inbound calls will failover through to the alternates specified in your Call Forward.

Quick Guide

Step 1: Call forwarding

This service is only available to direct Inbound calls to alternate numbers in the event of a loss of data service.

1. Log into https://portal.herotel.uk.
2. Click **Voice >** Line Manager
3. Click on a number and then select **Incoming Calls > Call Forwarding**
4. Set your Call Forwarding preferences including numbers and time schedules
5. Click **Save** to update your settings.

Technical Questions

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