

VoIP Yonder Guides

Inbound Routing Options (SIP Connections)

Disclaimer: Any information provided in these guides is for general purpose only when using our service and your setup may require a different solution. These guides are not a complete guide. You should always consult a professional. Use of any of the solutions, methods or files are at your own risk. We take no responsibility of any kind for any mistakes, missing information, content or similar.

Aims: This guide will assist you in understanding how you can select different numbering inbound call flow routing options for your connection.

Location to modify: Go to your connections and you will see different options under the “Call Flow” title next to each SIP based connection.

Call Flow
No Answer Busy Failed
No Answer Busy Failed
No Answer Busy Failed

Call Flow: Call flow controls what happens when an inbound call to your VoIP Line or SIP Trunk is not answered, busy (i.e. you’re on the phone) or has lost connection to our network.

Options:

- No Answer
- Busy
- Failed

How are options activated?

No Answer option will activate if an inbound call to your SIP connection does not answer after a period of time.

Busy option will activate if the line is busy (usually because you’re on the phone, but depends on the equipment your using).

Failed if for some reason we cannot route a call to your equipment (perhaps you have not registered or lost connection).

Call Flow Options:

Once you have decided which Call Flow Option you want (No Answer, Busy, Failed), you will have 3 options. These are:

- Do Nothing
- Voicemail
- Redirect (to another number)