# Failover TN

Each assigned eligible Teams line license type can have a failover TN defined for it here in case of Teams calling switch outage. Once the Failover number is defined, the voice system will use it during emergencies where a Teams calling switch outage is identified and Teams calling is not available. This portal feature works in tandem with the **Teams Zero Touch Disaster Recovery Number** feature.

Note: Ineligible teams lines include Shared Numbers or Reserve (unassigned) numbers. These are noted in the OC Teams **Phone List** table as unavailable and the field for Failover TN data entry does not display in the edit dialog. There are two methods for managing this useful backup number for emergency situations in the OC Teams Phone List view:

A: Per Individual Eligible Line

1. Click the Edit icon first column to view the line's settings in a new dialog.

2. Failover TN: Enter one10+ digit phone number to be used in case of outage into this field, using the full **E. 164 telephone number format**. (Example: +18885551212). Ensure the plus sign is used at the start of the TN and there are **no** other special characters or spaces in your phone number. **CAUTION**: The E. 164 format is required to be in place on the Teams side, but erroneous entries that do not follow the format can be saved here. If set in the wrong format, the failover TN function will not work when needed. Always verify that this entry is in the correct format.

3. Click on the Set Failover TN button (top right) to save your entry and update the system.
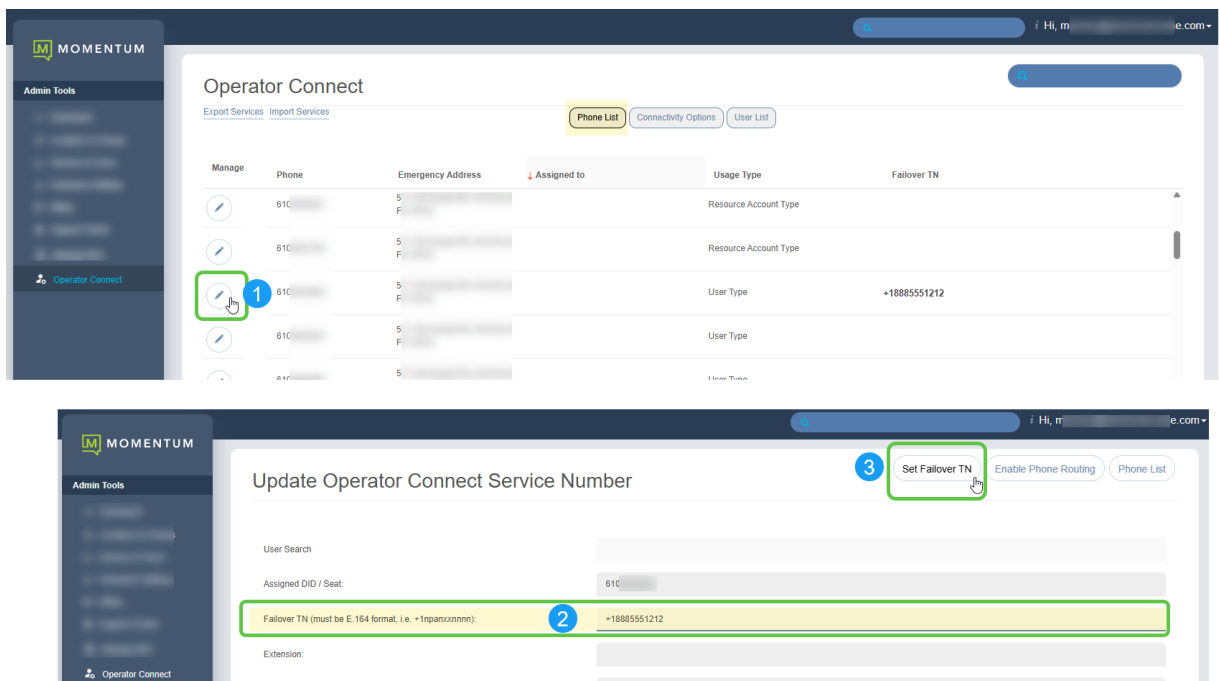




B: Multiple Line Bulk Import

1. Use caution and ensure the correct formats are used when attempting to utilize the bulk import tools.  These tools are found in the OC Teams Phone List tab view - top right.

2. **Export** the pre-formatted .csv and enter the data you wish to update using correct formatting for multiple accounts listed in the table. Note:The **E. 164** formatting requirements noted in the Edit dialog TN for a single account edit (see above) apply here as well.

3. Then once ready save your changes and then select **Import** and upload your edited .csv into the portal to complete multiple updates in a bulk upload. **NOTE:**  If data entry or formatting errors are imported, the entire file upload will be ignored without notification and zero updates will be made.