

## Phones Moving Between Clusters

The following scenario explains how Cisco ER clusters work and how Cisco ER treats phones moving between clusters:

- Server Group A (SGA) has a phone (Phone\_1) that is moving out of SGA.
  - ◇ Cisco ER discovers Phone\_1 in Server Group B (SGB).
  - ◇ The Unlocated Phones page in SGA will display the phone in SGB.
- If both the Cisco ER servers (Publisher and Subscriber) in SGB go down, SGA will still display Phone\_1 in SGB.
  - ◇ Calls made from Phone\_1 during this time will be redirected to SGB and Cisco ER will take the same steps to route this emergency call when Cisco ER servers are not there in SGB.
  - ◇ Phone\_1 will also be treated like any other phone in SGB when both the SGB Cisco ER servers are down.
- If Phone\_1 moves to Server Group C (SGC):
  - ◇ It will be discovered after the next incremental phone tracking on SGA and then in SGC.
  - ◇ The Unlocated Phones page will change the association of Phone\_1 to SGC.
- If Phone\_1 moves back to SGA, it will be discovered in the next incremental phone tracking and displayed under the corresponding switch port.