# Failover Identity does not revert back to primary identity after connection is re-established

1. Make sure you are using the latest firmware version for your Snom phone.
2. Make sure the **SIP identities** are configured correctly and can register with the **Registrar**.
3. Revise the configuration of the following settings:
    a. user_failover_identity - The index of the failover Identity
    b. retry_after_failed_register -  Number of seconds after a failed registration the Primary will try to re-register
    c. active_line - The Primary Identity
    d. user_expiry -  The proposed expiry time of the registration in seconds for line x. Upon expiration of the registration, the phone will send a fresh re-registration request.
    e. sip_health_check - Enables/Disables the status polling of primary server if the phone has been failed over to the backup server
    f. session_timer - Session Timer for calls (try setting to 1800 seconds)
4. Be sure not to use Identity 1 as the Primary with Identity 12 as the failover Identity. There is a known issue (SCPP-6267 - Failover not working between Identity 1 and 12)
5. Retry and test the failover.

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⚠️ **Further Information**

- VoIP Essentials
- Visit the Snom Forum
- Open a support ticket
- Find a local partner

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**Related articles**

- Check the installed firmware version
- DECT Troubleshooting How-to
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- Entering Snom Deskphone Web Interface - WUI
- Entering Web Interface - WUI of your Snom DECT-M-SC Series Base
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- How can I trigger a settings sync on a DECT M300,M700,M900
- How to - Core Dump
- How to capture large or permanent PCAP traces
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- How to factory reset the M300,M700,M900