

Call Forward Busy

264 Darren M Thu, Feb 11, 2021 [Feature guides](#), [User Features](#) 1590

Call Forward Busy

Description

This feature enables a User to redirect incoming calls to another phone destination when the User is busy.

Function

Call Forwarding Busy feature forwards calls to a specified phone destination when the User is busy. A User is considered busy when there are too many active calls or a feature makes the User appear busy to the caller.

Features that will make a User appear busy to a caller include, but are not limited to, Do Not Disturb or Selective all Rejection.

Configuration/Operation

Call Forwarding Busy can be activated and deactivated by use of Feature Access Codes:

- *90 Call Forwarding Busy Activation (Follow instructions to enter destination number)
- *91 Call Forwarding Busy Deactivation
- *67* Call Forwarding Busy Status
- *40 Call Forwarding Busy To Voicemail Activation
- #40 Call Forwarding Busy To Voicemail Deactivation

Web Portal Configuration/Operation

This service can also be set through the web portal.

To configure Call Forwarding Busy through the Business Portal, navigate to:

- Employees (select employee) > Features > Call Forwarding

- Select the 'Forward calls when line is busy' box to turn on the Call Forwarding Busy feature

Call Forwarding

Always Settings

- Always Forward Calls
- Play Ring Reminder When Forwarding
- Forward To** Telephone Number / SIP URI

Busy Settings

- Forward Calls When Line is Busy
- Forward To** Telephone Number / SIP URI

No Answer Settings

- Forward Calls When There is No Answer
- Forward To** Telephone Number / SIP URI
- Number Of Rings** 3

Not Reachable Settings

- Forward Calls When Line is Not Reachable
- Forward To** Telephone Number / SIP URI

- Enter a valid phone number or SIP URI that you wish to forward all calls to when the line is busy in the 'forward to number/SIP URI' box. If the number or SIP URI you enter is not valid the caller will receive number unattainable tone or a network announcement.
- Click Save

Online URL: <https://kb2.ic.uk/article.php?id=264>