Call Forward No Answer

265 Darren M Thu, Feb 11, 2021 Feature guides, User Features 473

Call Forward No Answer

Description

This feature enables a User to redirect incoming calls to another phone destination when the User does not answer within a specified number of rings.

Function

Call Forwarding No-Answer forwards calls to a specified forwarding phone number when a User does not answer an incoming call for a specified number of rings.

Configuration/Operation

Call Forwarding No Answer can be activated and deactivated by use of Feature Access Codes:

*92 Call Forwarding No Answer Activation (Follow instructions to enter destination number)

*93 Call Forwarding No Answer Deactivation

61 Call Forwarding No Answer Status

*41 Call Forwarding No Answer To Voicemail Activation

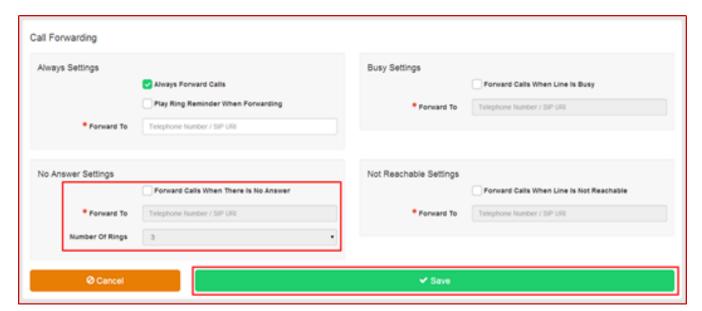
#41 Call Forwarding No Answer To Voicemail Deactivation

Web Portal Configuration/Operation

This service can also be set through the web portal.

To configure Call Forwarding No Answer through the Business Portal, navigate to:

- Employees (select employee) > Features > Call Forwarding
- Select the 'Forward calls when there is no answer' box to turn on the Call Forwarding No Answer feature



- Enter a valid phone number or SIP URI that you wish to forward all calls to when the line is not answered 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.
- Select the number of rings required before the call is forwarded from the dropdown box. The default value is 3 rings.
- Click Save

Online URL: https://kb2.ic.uk/article.php?id=265