

Call Forward No Answer

265 Darren M Thu, Feb 11, 2021 [Feature guides](#), [User Features](#) 401

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

Call Forwarding

Always Settings

Always Forward Calls

Play Ring Reminder When Forwarding

* Forward To

Busy Settings

Forward Calls When Line is Busy

* Forward To

No Answer Settings

Forward Calls When There is No Answer

* Forward To

Number Of Rings

Not Reachable Settings

Forward Calls When Line is Not Reachable

* Forward To

- 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

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