

Call Forward No Answer

265 Darren M Thu, Feb 11, 2021 [Feature guides](#), [User Features](#) 974

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

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