

Call Forward Always

Article Number: 263 | Rating: Unrated | Last Updated: Thu, Feb 11, 2021 at 6:13 PM

Call Forward Always

Description

Call Forwarding Always (CFA) feature provides the capability to automatically redirect all incoming calls intended for a User, to another phone destination.

Function

If you enable the Call Forwarding Always option, all incoming calls will be redirected to the phone number you specify, regardless of the settings you have for Busy and No Answer. When the feature is active an optional ring reminder can be applied to the User's device each time a call is forwarded.

The digital phone line supports multi-path forwarding for all types of call forwarding. There are no restrictions on the number of simultaneous forwarded calls.

Configuration/Operation

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

*72 Call Forwarding Always Activation (Follow instructions to enter destination number)

*73 Call Forwarding Always Deactivation

21 Call Forwarding Always Status

*21 Call Forwarding Always To Voicemail Activation

#21 Call Forwarding Always To Voicemail Deactivation

Limiting Conditions

It is possible for the Call Forwarding Always (CFA) feature to create a loop. For example, consider the case that arises when User A has the CFA service activated and configured to forward all calls to User B, and User B forwards all calls to User A. In this case, the system detects the loop and overrides the CFA service, resulting in User B establishing a normal call connection to User A.

Call Forwarding Always to Voicemail does not override Call Forwarding Always.

Web Portal Configuration/Operation

This service can also be set through the web portal.

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

- Employees (select employee) > Features > Call Forwarding
- Select the 'Always forward calls' box to turn on the Call Forwarding Always feature

The screenshot shows a web portal interface for configuring call forwarding. It is divided into four main sections: 'Always Settings', 'Busy Settings', 'No Answer Settings', and 'Not Reachable Settings'. The 'Always Settings' section is highlighted with a red box and contains a checked checkbox for 'Always Forward Calls', an unchecked checkbox for 'Play Ring Reminder When Forwarding', and a 'Forward To' text input field. The other sections also have 'Forward To' text input fields and 'Number Of Rings' dropdown menus. At the bottom, there are 'Cancel' and 'Save' buttons.

- Select the 'Play ring reminder when a call is forwarded' box if you want to be alerted when a call is forwarded.
- Enter a valid phone number or SIP URI that you wish to forward all calls to 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

Posted by: Darren M - Tue, Jan 12, 2021 at 10:43 AM. This article has been viewed 1956 times.

Online URL: <https://kb.ic.uk/article/call-forward-always-263.html> (<https://kb.ic.uk/article/call-forward-always-263.html>)