

# Call Forward Busy

Article Number: 264 | Rating: Unrated | Last Updated: Thu, Feb 11, 2021 at 6:12 PM

## 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

The screenshot shows the 'Call Forwarding' configuration page. It is divided into four main sections: 'Always Settings', 'Busy Settings', 'No Answer Settings', and 'Not Reachable Settings'. Each section has a checkbox to enable the feature and a 'Forward To' field for the destination number or SIP URI. The 'Busy Settings' section is highlighted with a red box, showing the 'Forward Calls When Line Is Busy' checkbox selected and the 'Forward To' field. At the bottom, there are 'Cancel' and 'Save' buttons, with the 'Save' button also highlighted by a red box.

- 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

Posted by: Darren M - Tue, Jan 12, 2021 at 10:44 AM. This article has been viewed 4365 times.

Online URL: <https://kb.ic.uk/article/call-forward-busy-264.html> (<https://kb.ic.uk/article/call-forward-busy-264.html>)