

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 has four main sections: 'Always Settings', 'Busy Settings', 'No Answer Settings', and 'Not Reachable Settings'. In the 'Always Settings' section, 'Always Forward Calls' is checked. In the 'Busy Settings' section, 'Forward Calls When Line is Busy' is checked, and the 'Forward To' field is highlighted with a red box. In the 'No Answer Settings' section, 'Forward Calls When There is No Answer' is unchecked. In the 'Not Reachable Settings' section, 'Forward Calls When Line is Not Reachable' is unchecked. At the bottom, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted with a green 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 1989 times.

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