Article Number: 265 | Rating: Unrated | Last Updated: Thu, Feb 11, 2021 at 6:12 PM

# **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:

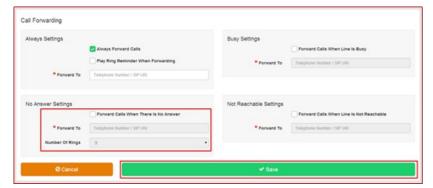
- \*92 Call Forwarding No Answer Activation (Follow instructions to enter destination number)
- \*93 Call Forwarding No Answer Deactivation
- \*61\* Call Forwarding No Answer Status
- \*41 Call Forwarding No Answer To Voicemail Activation
- #41 Call Forwarding No Answer To Voicemail Deactivation

## 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



- 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

Posted by: Darren M - Tue, Jan 12, 2021 at 10:45 AM. This article has been viewed 4280 times.

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