

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

The screenshot shows a web portal interface for configuring call forwarding. The 'Call Forwarding' title is at the top. There are four main sections: 'Always Settings', 'Busy Settings', 'No Answer Settings', and 'Not Reachable Settings'. The 'No Answer Settings' section is highlighted with a red border. It contains a checkbox for 'Forward Calls When There is No Answer' which is checked, a 'Forward To' text input field, and a 'Number Of Rings' dropdown menu currently set to 3. The 'Always Settings' section has a checked 'Always Forward Calls' checkbox and an unchecked 'Play Ring Reminder When Forwarding' checkbox. The 'Busy Settings' section has an unchecked 'Forward Calls When Line is Busy' checkbox and a 'Forward To' field. The 'Not Reachable Settings' section has an unchecked 'Forward Calls When Line is Not Reachable' checkbox and a 'Forward To' field. At the bottom, there are two buttons: 'Cancel' and 'Save'.

- 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

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