

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 configuration page for 'Call Forwarding'. It is divided into 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 and contains a checked checkbox for 'Forward Calls When There is No Answer', a 'Forward To' text input field, and a 'Number Of Rings' dropdown menu currently set to '3'. At the bottom of the form 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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