

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 the 'Call Forwarding' configuration page. The 'No Answer Settings' section is highlighted with a red box. It contains a 'Forward To' field with a dropdown menu and a 'Number Of Rings' dropdown set to 3. The 'Save' button at the bottom is also highlighted with a red box.

- 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 4677 times.

Online URL: <https://kb.ic.uk/article/call-forward-no-answer-265.html> (<https://kb.ic.uk/article/call-forward-no-answer-265.html>)