

Call Forward Not Reachable / Automatic failover in case of failure

Description

This feature enables a User to redirect incoming calls to another phone destination when the Uses device fails to respond to an incoming call request or is not registered with the service.

For example if your phone were to break, Internet connection fails, Power goes off etc.. then the next call that came in would be automatically diverted to your chosen alternative number such as your mobile.

This function should be used for disaster recovery and to ensure you never miss a call.

Function

Call Forward Not Reachable forwards calls to a specified forwarding phone number when the Users device fails to respond to an incoming call request.

Configuration/Operation

Call Forwarding Not Reachable can be activated and deactivated by use of Feature Access Codes:

*94 Call Forwarding Not Reachable Activation (Follow instructions to enter destination number)

*95 Call Forwarding Not Reachable Deactivation

63 Call Forwarding Not Reachable Status

Web Portal Configuration/Operation

This service can also be set through the web portal.

To configure Call Forward Not Reachable 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 Not Reachable feature

The screenshot shows the 'Call Forwarding' configuration page. It is divided into four sections: 'Always Settings', 'Busy Settings', 'No Answer Settings', and 'Not Reachable Settings'. The 'Not Reachable Settings' section is highlighted with a red border. In this section, the checkbox 'Forward Calls When Line is Not Reachable' is checked, and the 'Forward To' field contains the number '07712345678'. Other sections have checkboxes for 'Always Forward Calls', 'Forward Calls When Line is Busy', and 'Forward Calls When There is No Answer', all of which are currently unchecked. Each section has a 'Forward To' input field. At the bottom of the page, there are 'Cancel' and 'Save' buttons.

- 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.
- Click Save

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