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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:

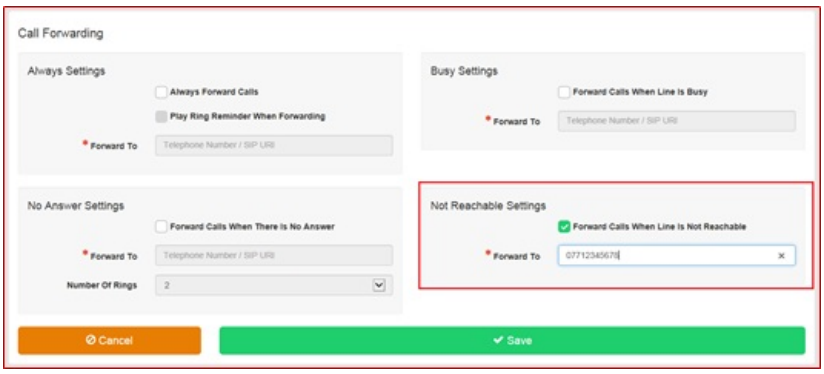
*94 Call Forwarding Not Reachable Activation (Follow instructions to enter destination number)
*95 Call Forwarding Not Reachable Deactivation
63 Call Forwarding Not Reachable Status

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



- 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

Posted by: Darren M - Tue, Jan 12, 2021 at 10:45 AM. This article has been viewed 6133 times.

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