



Call Forwarding Not Reachable

Overview

The Call Forwarding Not Reachable feature allows users to forward all incoming calls to another number of their choice whenever none of their UC-One applications or desk phones are connected.

Feature Notes

- Calls can be forwarded to either an external or internal number.
- User-level call forwarding is ignored by hunt groups, call centers, and other services used to ring groups of devices.

Feature Prerequisites

- Business Line, Basic, or Premium User Seat

Feature Setup

1. Go to the group admin dashboard.



2. Select the user or service on which you want to enable forwarding.



3. Click **Service Settings** in the left column navigation.