

# Call Forwarding Busy

## Overview

The Call Forwarding Busy feature allows users to forward all incoming calls to another number of their choice whenever their line is busy.

### 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.
- A line will ring/busy if:
  - No devices assigned to that line are registered to the platform
  - DND is enabled
  - Call waiting is disabled and the user is on a call

## 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.