

# Call Forwarding No Answer

## Overview

The Call Forwarding No Answer feature allows users to forward all calls to their line to another number of their choice after a set number of rings.


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 Setup


1. Go to the group admin dashboard.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev

<b>Provisioning</b>	<b>Group Services</b>	<b>Management</b>	<b>Users</b> <span>+ </span>
<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>
Delete Group	Auto Attendant	Administrators	Conference Room
Device Configuration	Call Center	Announcements	Conference Two

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

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev

<b>Provisioning</b>	<b>Group Services</b>	<b>Management</b>	<b>Users</b> <span>+ </span>
<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>
Delete Group	Auto Attendant	Administrators	Conference Room
Device Configuration	Call Center	Announcements	Conference Two
Devices	Call Park	Bulk Provisioning	<b>Test One</b>
Group Services	Call Pickup	Business Profile	Test Two

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

4. Select **Call Forwarding No Answer** from the services list.

Name	Description	Active
Anonymous Call Rejection	Anonymous Call Rejection	×
Automatic Callback	Automatic Callback	×
Call Center	Call Center	—
Call Forwarding Always	Call Forwarding Always	×
Call Forwarding Always Secondary	Call Forwarding Always Secondary	×
Call Forwarding Busy	Call Forwarding Busy	×
<b>Call Forwarding No Answer</b>	Call Forwarding No Answer	×
Call Forwarding Not Reachable	Call Forwarding Not Reachable	×
Call Forwarding Selective	Call Forwarding Selective	×
Call Notify	Call Notify	×

5. Click the gear icon in the Call Forwarding No Answer heading to configure the service.

**Call Forwarding No Answer** ⚙️

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Forward to Phone Number

Is Active ×

Number of Rings 3

6. Configure the General Settings and Forward To number.

- *Is Active* – Turns on forwarding
- *Number Of Rings* – The number of rings before the call will be forwarded

Edit Call Forwarding No Answer ×

General Settings

Is Active

Forward To

Number Of Rings

7. Click **Save** to retain changes.