



# 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 by any 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.