

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.

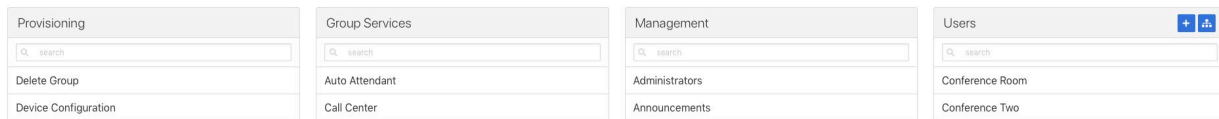
Feature Prerequisites

- Business Line, Basic, or Premium User Seat

Feature Setup

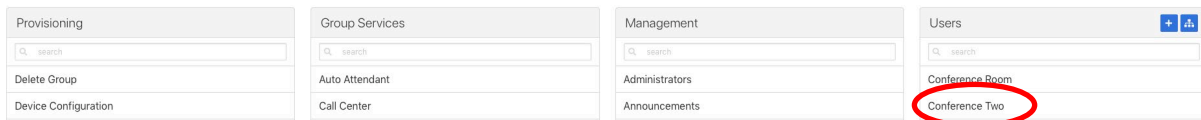
1. Go to the group admin dashboard.

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



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

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



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

4. Select **Call Forwarding Not Reachable** 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	×
Call Forwarding No Answer	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 to configure the service.

✕
Call Forwarding Not Reachable
⚙️

Is Active ×

Forward to Phone Number

6. Set the *Forward To* number and General Settings.

Edit Call Forwarding Not Reachable
✕

General Settings

Is Active

Forward To

- *Is Active* – Turns on forwarding

7. Click **Save** to retain changes