Manuals+ — User Manuals Simplified.

Troubleshoot: Call Forward Always

Contents

# Choose the image that looks most like your screen once
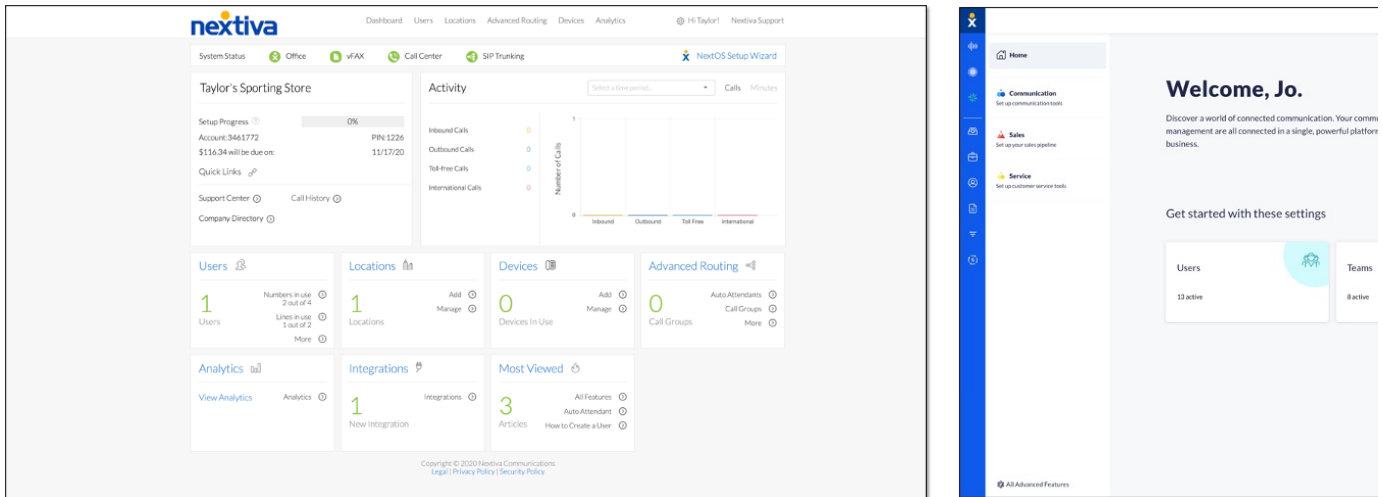
If inbound calls do not reach your selected **Call Forward Always** number, there are a few things you will want to check in the Voice Portal.

- Is Do Not Disturb is Enabled? This will prevent all calls from forwarding until DND feature is turned Off.
- If there is no power or Internet connection to your Nextiva phone, the star (*) codes to activate and deactivate Call Forwarding will **not** work.
- Phones that were manually provisioned may not be able to access the star (*) codes and will have to be forwarded from the Voice Portal.
- Lastly, double-check that the destination phone number is valid and that Call Forwarding Always is toggled on.

To Troubleshoot Call Forwarding Always from the Nextiva Voice Admin Portal:
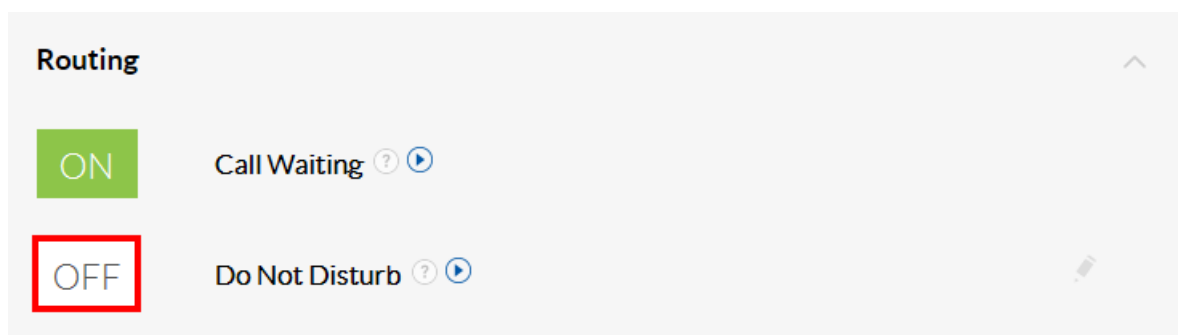
From the Nextiva Voice Admin Dashboard, hover your cursor over **Users** and select **Manage Users**.
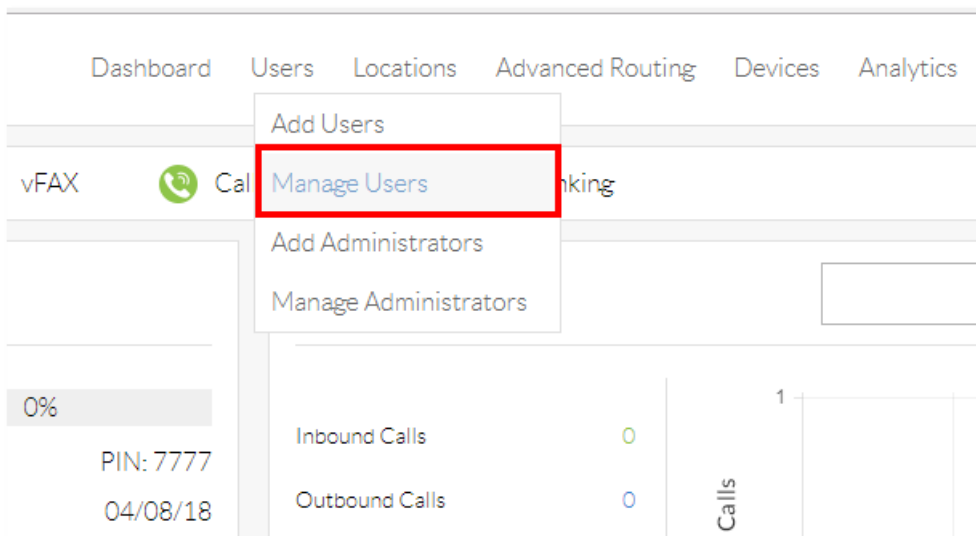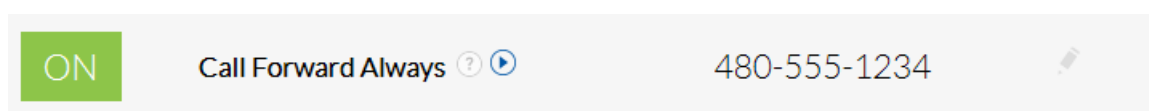
Hover your cursor over the name of the user, and select the **pencil icon** to the right.
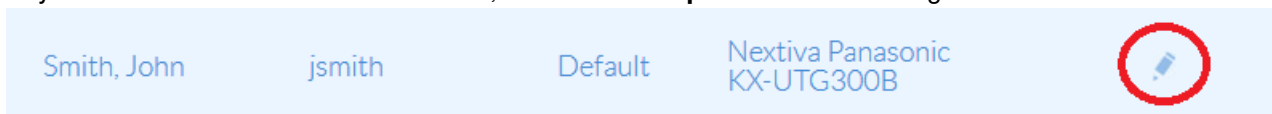
To check Do Not Disturb status, select **Routing** and confirm Do Not Disturb is turned **OFF**.

Select the **Forwarding** section and make sure the Call Forward Always is turned **ON**.

If it is turned on, select **Call Forward Always** and confirm the forwarding number is correct.

Select **Save** to apply all changes.