**Manuals+** — User Manuals Simplified.



# Troubleshoot: Call Forward When Unanswered

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# Choose the image that looks most like your screen once
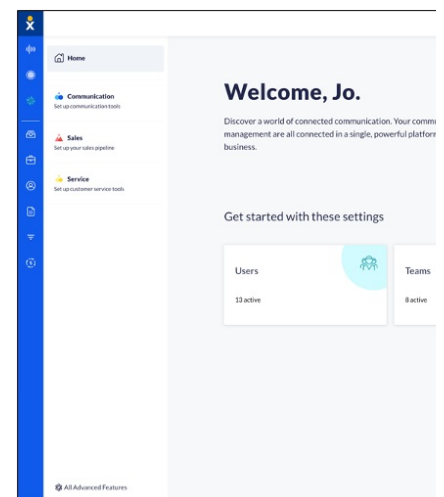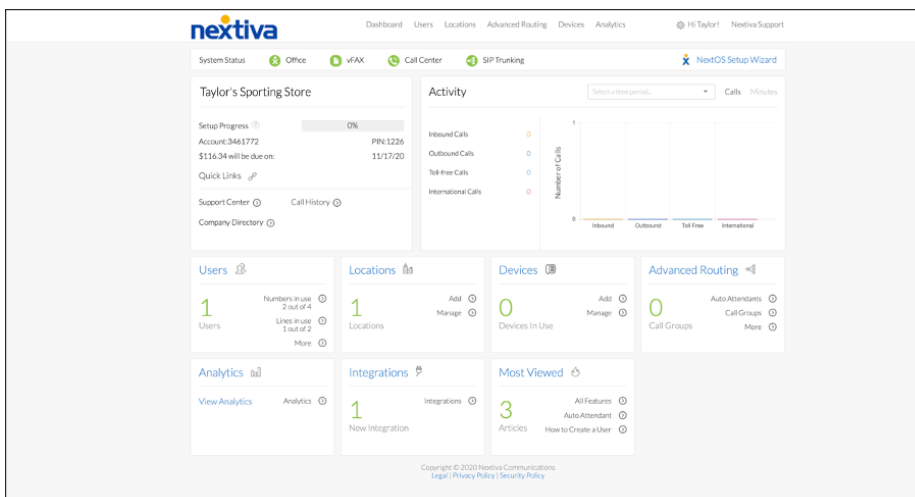


If inbound calls do not reach your selected **Call Forward When Unanswered**, there are a few things you will want to check in the Voice Portal.

- 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 Forward When Unanswered is toggled on.

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**To Troubleshoot Call Forwarding When Unanswered from the Nextiva Voice Admin Portal:**
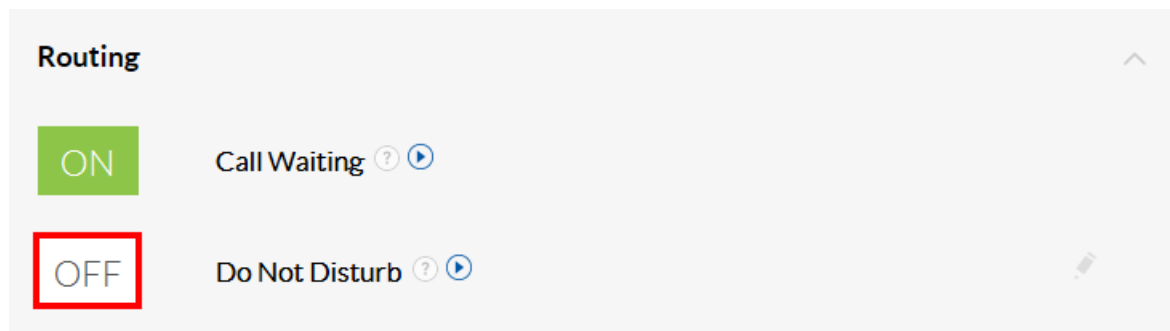
From the Nextiva Voice Admin Dashboard, hover over **Users** at the top of the screen and select **Manage Users**.
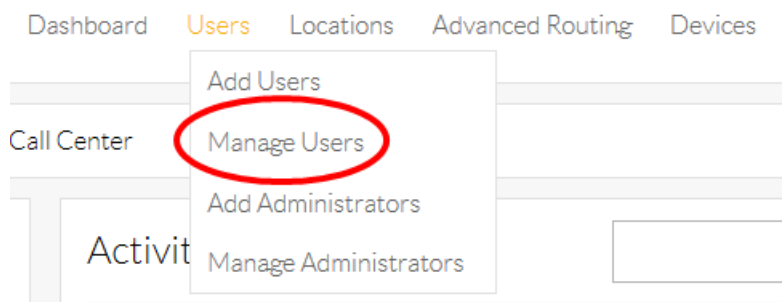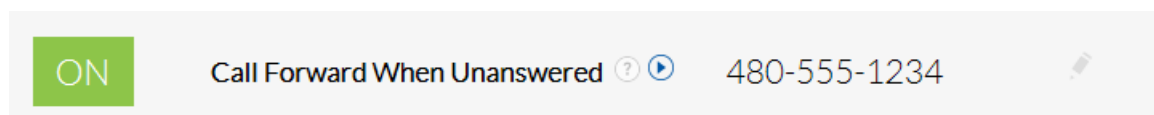


Hover your cursor over the name of the user, and select the **pencil icon** to the right.
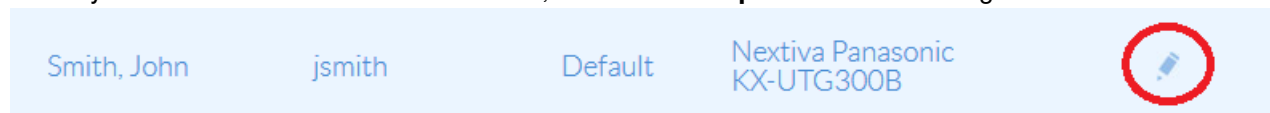


To check Do Not Disturb status, select **Routing** and confirm Do Not Disturb is turned **OFF**.



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



Select **the pencil icon** to the left of Call Forward When Unanswered and confirm the forwarding number is correct.

Select **Save** to apply all changes.