

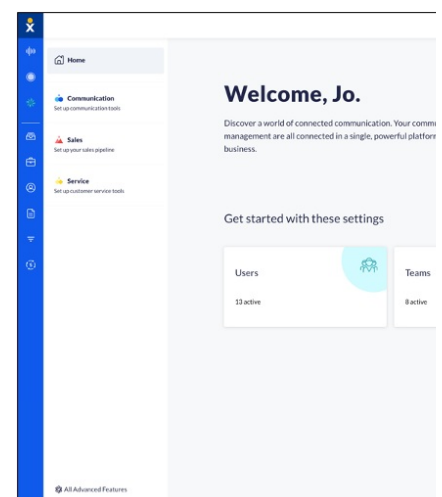
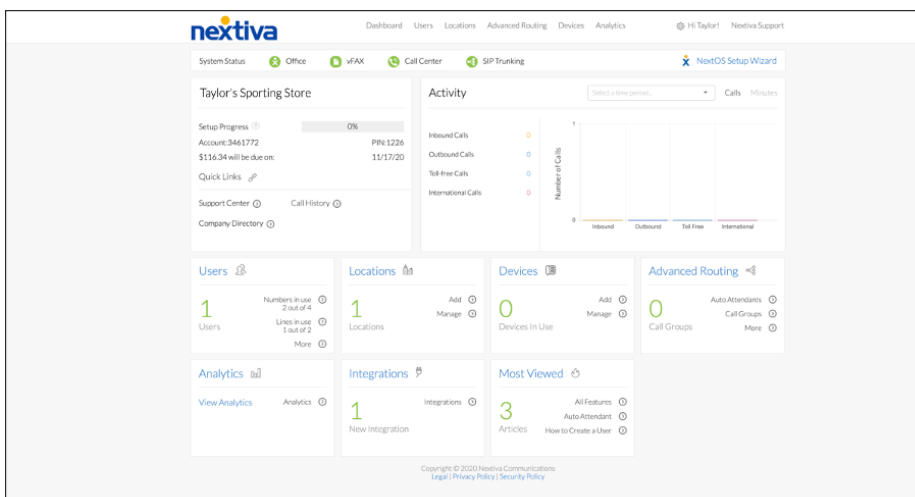
Troubleshoot: Call Forwarding Selective

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Choose the image that looks most like your screen once

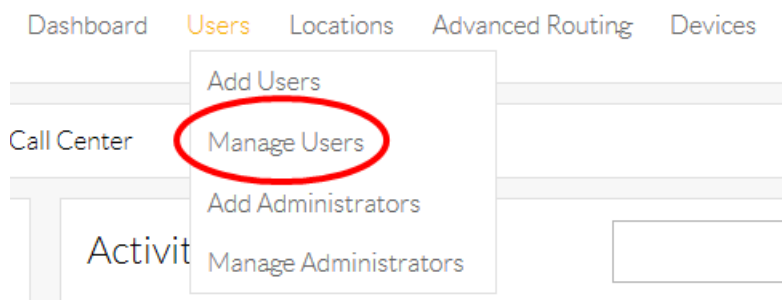


If inbound calls do not reach your selected **Call Forward Selective** number, there are a few things you will want to check in the Voice Portal.

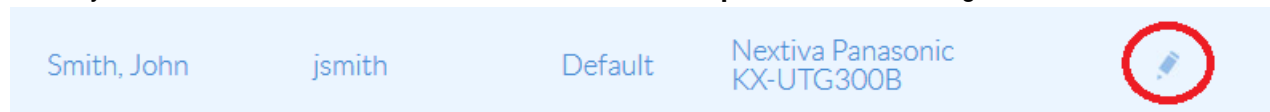
- Is Do Not Disturb is Enabled? This will prevent all calls from forwarding until DND feature is turned Off.
- Is Call Forwarding Always toggled **On**.
- If there is no power or Internet connection to your Nextiva phone, the star (*) codes to activate and deactivate Call Forwarding will **not** work.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

To Troubleshoot Call Forwarding Selective 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 click the **pencil icon** to the right.



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



Select the **pencil icon** to the right of Call Forward Selective to ensure there is a valid 10-digit phone number in the Default Forward Number field.

NOTE: There should be no spaces, dashes, or digits missing.


Also, make sure there is a checkmark in the **Active** box.

Default Forward Number

☐ Play ringback reminder when forwarded

Cancel

Save

Active	Description	Forward to	Schedule	Calls From	Edit
	Business Hours	Forward To Default Number	Every Day All Day	Any phone number	

Select **the pencil icon** to the right under the Edit column and make sure there are no additional phone numbers listed under the Forward Number field, also make sure the correct Schedule is selected.

Manuals+.