# TROUBLESHOOT- User reports all 8x8 calls go directly to voicemail.

Last Modified on 03/29/2019 5:24 pm EDT

If the user reports that all calls go to voicemail, check call forwarding rules.

1. Have the user verify that calling outbound from their phone works. If it does not, then troubleshoot the phone not working at all.

2. These steps specifically troubleshoot a working phone not receiving inbound calls.

   1. Login to 8x8 Configuration Manager .
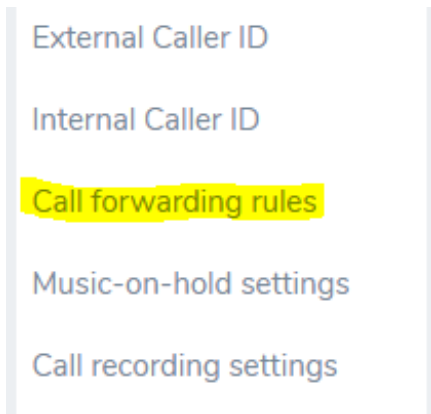
   2. Click Users.
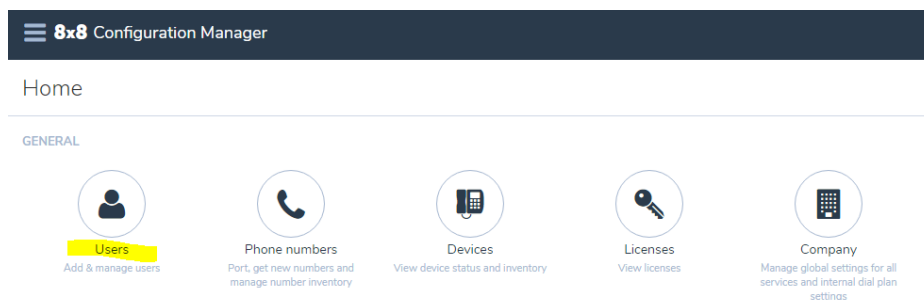
   3. Find the user you are looking for. You can just scroll through the list or use the Search bar at the top-right of the page. You can search by user name, person's name, extension, or e-mail address.
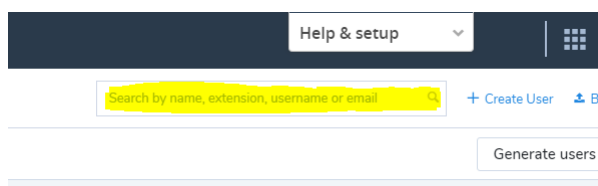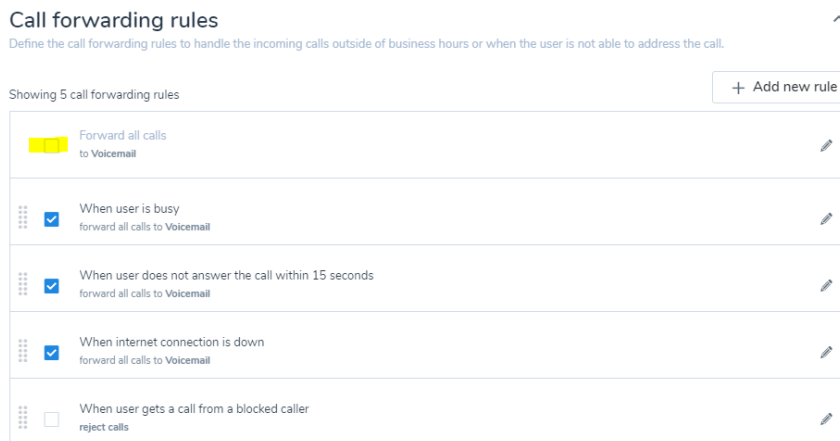

   4. On the user record, click the pencil (Edit) icon in the user record.
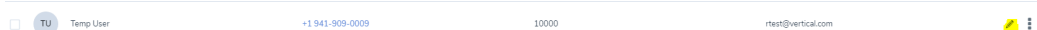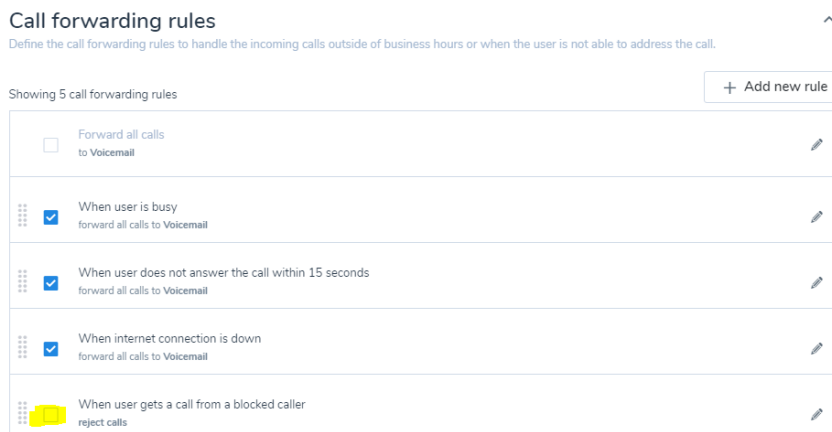

   5. Click on Call forwarding rules in the left-hand vertical menu bar of user settings.

External Caller ID

Internal Caller ID

Call forwarding rules

Music-on-hold settings

Call recording settings

6. Verify that Forward all calls to voicemail is not checked.

Call forwarding rules ∧

Define the call forwarding rules to handle the incoming calls outside of business hours or when the user is not able to address the call.

Showing 5 call forwarding rules   + Add new rule

	Forward all calls to **Voicemail**	✏️
✔	When user is busy forward all calls to **Voicemail**	✏️
✔	When user does not answer the call within 15 seconds forward all calls to **Voicemail**	✏️
✔	When internet connection is down forward all calls to **Voicemail**	✏️
☐	When user gets a call from a blocked caller reject calls	✏️

7. Verify that Blocked callers forwarding isn't enabled. If it is enabled and the user intends it to be used, then the blocked caller list needs to be troubleshot.

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	When user gets a call from a blocked caller reject calls	✏️

8. Try turning off the other call forwarding rules one by one and see if the user can start to receive inbound calls. If this works, then troubleshoot the conditions of the rule that was turned off. Do not turn off more than one rule at once.