

Wave 7.0: Hunt Group No Answer forwarding

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Issue:

On a Wave 7.0 system, someone has reported that the Hunt Group (HG) either is not following the no answer forwarding destination or you've discovered that you cannot set it.

When you edit the HG, the screen appears as below... **NOTE:** where the red box is below, you do not see any way to enter the actual destination.

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Cause:

Often the issue here is one of resolution or scaling in the remote session.

Resolution:

Unless the display window for the Remote Desktop session is very small, no changes to resolution or scaling are necessary.

Rather, as shown in the screenshot below, you can hover your mouse cursor over the lower right corner of the window, click and drag to make it larger until the drop down box (outlined) is now exposed and then you can set the destination.

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