AltiGen KB

Bypassing 2-hop limit for forwarded calls

Symptom: Can't forward a call past the two-hop limit

Resolution:

After the second hop, you should send the call to an Auto Attendant. Go to the Answering tab for that extension and choose either Busy or No Answer handling to go to an Auto Attendant number. Go to that Auto Attendant and edit it so that the top-level action is to transfer to extension/group, and then send the call to the next extension or group. By doing so, you reset the hop count and you can send this call for 2 more hops.

https://know.altigen.com/questions/949/