

# Avoxi **Call Forwarding.** Everything You **Need to Know.**



## How do I turn on call forwarding on an Avoxi phone?

### How To Activate Immediate Call Forwarding:

1. Within your Avoxi online account, select Numbers from the left-hand side of your screen.
2. Select the number you wish to manage, then click Forwarding.
3. Click +Add New Rule, then click the pencil icon.
4. Adjust settings as desired.
5. Use the dropdown menu to enter in the 10 digit number you wish to forward calls to.
6. Click Save.

### How To Enable Selective Call Forwarding via the Avoxi Website:

1. Within your Avoxi online account, select Numbers from the left-hand side of your screen.
2. Select the number you wish to manage, then click Forwarding.
3. Click +Add New Rule, then click the pencil icon.
4. Set the Active Times in which you want the calls to forward.
5. Enter in the 10 digit number you wish to forward calls to.
6. Add additional forwarding numbers as desired.
7. Click Save.

## How do I turn off call forwarding on an Avoxi phone?

### How To Deactivate:

1. Within your Avoxi online account, select Numbers from the left-hand side of your screen.
2. Select the number you wish to manage.
3. Click the Forwarding tab, and delete the forwarding rule you've already created.

### 1. Get started

Start by forwarding your calls to SAS.

### 2. Check it

Call your business from another phone to ensure you're forwarded.

### 3. Have issues

Call your forward number directly to check if the line is working, and try to forward your calls again.

### 4. We're here

Call 866-688-8912 or visit [www.specialtyansweringervice.net](http://www.specialtyansweringervice.net)



#### Hello

Call forwarding is how you get your businesses telephone calls to SAS



#### Easy

No installation necessary - call forwarding is probably already active on your line



#### Goodbye

Cancel call forwarding when you're ready to answer your own calls again



# Avoxi Call Forwarding FAQs.

- ?** **Is \*73 used for Avoxi?**  
No, \*73 is not used for Avoxi.
- ?** **Can I turn off call forwarding with \*72?**  
You must turn off call forwarding within your online account.
- ?** **Does call forwarding also forward text messages?**  
No, forwarding your phone does not forward text messages.
- ?** **Why am I getting a busy tone?**  
If you're getting a busy tone, either forwarding was not done correctly, or the number you are trying to forward to is not active. First try calling the forwarding number directly to make sure it is active. If it is, try the forwarding process again.
- ?** **How much does Avoxi forwarding cost? Is it free?**  
There is no cost to forward with Avoxi.
- ?** **Where are my forwarding settings?**  
You can find your forwarding settings within your Avoxi online portal.
- ?** **Can I activate call forwarding remotely?**  
You can activate call forwarding via your Avoxi online portal.
- ?** **Does Avoxi have Selective Call Forwarding?**  
Yes, Avoxi offers Selective Call Forwarding.
- ?** **Does Avoxi have Conditional Call Forwarding?**  
Yes, Avoxi offers Conditional Call Forwarding.
- ?** **Does Avoxi have \*71 Call Forwarding?**  
No, Avoxi does not have \*71 Call Forwarding.
- ?** **How do I know if I've forwarded my Avoxi line?**  
You can test to see if your line is forwarded by calling your number from a different phone. If your line rings, you are not forwarded.

