

Fonality **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Fonality phone?

How To Activate Immediate Call Forwarding:

1. Within your Fonality portal, click on Features.
2. Check the circle next to Forward my calls to a single number.
3. Set the Forward after: to 0 seconds.
4. Type the 10-digit phone number you want to forward to
5. Click Apply All Changes.

How do I turn off call forwarding on a Fonality phone?

How To Deactivate:

1. Within your Fonality portal, click on Features.
2. Uncheck the circle next to Forward my calls to a single number.
3. Click Apply All Changes.

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.specialtyansweringservice.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



Fonality **Call Forwarding** FAQs.

- ? Is *73 used for Fonality?**
No, *73 is not used for Fonality.
- ? Can I turn off call forwarding with *72?**
No, you must turn off call forwarding within your Fonality portal.
- ? 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 Fonality forwarding cost? Is it free?**
There is no cost to forward with Fonality.
- ? Where are my forwarding settings?**
You can find your forwarding settings within your Fonality portal.
- ? Can I activate call forwarding remotely?**
You can activate call forwarding via your Fonality portal.
- ? Does Fonality have Selective Call Forwarding?**
Yes, Fonality offers Selective Call Forwarding.
- ? Does Fonality have Conditional Call Forwarding?**
Yes, Fonality offers Conditional Call Forwarding.
- ? Does Fonality have *71 Call Forwarding?**
No, Fonality doesn't have *71 Call Forwarding.
- ? How do I know if I've forwarded my Fonality 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.

