

◆ CALL FORWARDING INSTRUCTIONS ◆

Call Forwarding

8x8 recommends you control your call forwarding settings through Virtual Office Online (<http://virtualoffice.8x8.com>), because it is network-based, always active, and can be changed from anywhere you have access to a computer with an Internet connection.

You can also use phone-based call forwarding, which is only active when your phone is powered and connected, and can be changed when you are at your phone.

Forward All Calls (phone-based instructions)

To forward all calls to another number:

1. Pick up the handset or press the speakerphone button (if your phone has a speakerphone)
2. Dial *72
3. Dial the number you want to forward all calls to
4. Wait for the confirming beeps and then hang up

To turn off forwarding all calls to another number:

1. Pick up the handset or press the speakerphone button (if your phone has a speakerphone)
2. Dial *73
3. Hang up

Forward No Answer (phone-based instructions)

To forward calls to another number when you do not answer your phone (after 4 rings):

1. Pick up the handset or press the speakerphone button (if your phone has a speakerphone)
2. Dial *92
3. Dial the number you want to forward calls to when you do not answer the call in 4 rings
4. Wait for the confirming beeps and then hang up

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To turn off forwarding calls to another number when you do not answer the call in 4 rings:

1. Pick up the handset or press the speakerphone button (if your phone has a speakerphone)
2. Dial *93
3. Hang up

Note:

The 8x8 default setting is to forward calls to voicemail when you do not answer in 3 rings. Using this phone-based feature will override that default. Your calls will no longer be forwarded to your voicemail but to another number that you specify if you don't answer in 3 rings.

If you turn off your Forward No Answer feature using *93, your settings will revert back to forwarding calls to voicemail when you don't answer in 3 rings (unless you have specified another number using Virtual Office Online.)

For questions regarding call forwarding,
visit www.specialtyansweringservice.net,
or call us at 1-866-688-8912.