

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



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

### How To Activate Immediate Call Forwarding:

1. Log into your Aircall dashboard.
2. Click on Users in the navigation menu.
3. Select the User you want to activate call forwarding for.
4. Under Call Preferences, you will find Forward Call to an External Number.
5. Click Add a Phone Number, then type the 10-digit phone number you want to forward to.
6. Click Add.

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

### How To Deactivate:

1. Log into your Aircall dashboard.
2. Click on Users in the navigation menu.
3. Select the User you want to deactivate call forwarding for.
4. Under Call Preferences, you will find Forward Call to an External Number.
5. To disable call forwarding, press the green toggle switch.
6. To remove the forward number, click on the three dots located on the right-side of the screen and select Delete number.

### 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](http://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



# Aircall Call Forwarding FAQs.



## **Is \*73 used for Aircall?**

No, \*73 is not used for Aircall.



## **Can I turn off call forwarding with \*72?**

No. You must turn off call forwarding within your Aircall 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 Aircall forwarding cost? Is it free?**

There is no cost to forward with Aircall.



## **Where are my forwarding settings?**

You can find your forwarding settings within your Aircall portal.



## **Can I activate call forwarding remotely?**

You can activate call forwarding via your Aircall portal.



## **Does Aircall have Selective Call Forwarding?**

No, Aircall doesn't offer Selective Call Forwarding. You can choose to have all your calls forwarded to another number or you can choose to forward calls that come in at a particular time or day.



## **Does Aircall have Conditional Call Forwarding?**

No, Aircall doesn't offer Conditional Call Forwarding.



## **Does Aircall have \*71 Call Forwarding?**

No, Aircall doesn't have \*71 Call Forwarding.



## **How do I know if I've forwarded my Aircall 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.

