

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



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

### How To Activate Immediate Call Forwarding:

1. Dial \*72
2. Type the 10-digit phone number you want to forward to
3. Wait for confirmation beeps

### How To Enable Call Forwarding via the Armstrong Website:

1. Go to Armstrong website
2. Enter User ID and Password and sign in
3. Click Users, then select the specific user you wish to set up call forwarding on.
4. Click View Individual Settings
5. In the Incoming Calls section, click the blue drop down box and select Forward to Another Phone
6. Enter the 10-digit phone number in the applicable text box
7. Adjust the settings as desired
8. Click Apply

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

### How To Deactivate:

1. Dial \*73
2. Wait for confirmation beeps

### 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



# Armstrong Call Forwarding FAQs.

- Is \*73 used for Armstrong?**  
\*73 is used to unforward your lines with Armstrong.
- Can I turn off call forwarding with \*72?**  
To turn off call forwarding, dial \*73. To turn call forwarding on, dial \*72 followed by the number you wish to forward calls to.
- 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 Armstrong forwarding cost? Is it free?**  
There is no cost to forward with Armstrong.
- Where are my forwarding settings?**  
Armstrong forwarding is done from your phone. You can also find your forwarding settings within your Armstrong portal.
- Can I activate call forwarding remotely?**  
Verizon forwarding is done from your phone, but you can also activate call forwarding via your Armstrong portal.
- Does Armstrong have Selective Call Forwarding?**  
Yes, Armstrong offers Selective Call Forwarding. It is managed via your Armstrong portal.
- Does Armstrong have Conditional Call Forwarding?**  
No, Armstrong doesn't have Conditional Call Forwarding
- Does Armstrong have \*71 Call Forwarding?**  
No, Armstrong doesn't have \*71 Call Forwarding
- How do I know if I've forwarded my Armstrong 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.

