

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



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

### How To Activate Immediate Call Forwarding:

1. From your Avaya device, access the User Options menu.
2. Select Call Forward on the User Options menu, or dial 2.
3. Select All Calls on the Call Forwarding menu, or press 1.
4. Select the Chg softkey.
5. Select Dialed # on the FWD All Calls To menu, or dial 3.
6. Type the 10-digit phone number you want to forward to.
7. Click Next, then click Save.

### How to enable Conditional Call Forwarding (No Answer):

1. From your Avaya device, access the User Options menu.
2. Select Call Forward on the User Options menu, or dial 2.
3. Select After 3 Rings on the Call Forwarding menu, or dial 2.
4. Select the Chg softkey.
5. Select the Dialed 3 on the Fwd After 3 Rings To menu, or dial 3.
6. Type the 10-digit phone number you want to forward to.
7. Click Next, then click Save.

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

### How To Deactivate:

1. From your Avaya device, access the User Options menu.
2. Select Call Forward on the User Options menu, or dial 2.
3. Select All Calls on the Options Menu, or dial 1.
4. Select the Off softkey.
5. Click Exit.

### 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



# Avaya Call Forwarding FAQs.

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

