

# Blue Ridge **Call Forwarding.** Everything You **Need to Know.**



## How do I turn on call forwarding on a Blue Ridge Communications phone?

### How To Activate Immediate Call Forwarding:

1. Dial \*72
2. Press 1
3. Type the 11-digit phone number you want to forward to (1 + area code and number).
4. Press #

### How To Enable Call Forwarding via the Blue Ridge Communications Website:

1. Access the Admin Portal from the My Blue Ridge app or website.
2. Hover your cursor over the line displaying your phone number and click Edit.
3. More options will appear. Scroll down to Call Handling and click the Forward All tab.
4. In the Forwarding Number field, enter the number to which you want all calls forwarded as 11 digits (1 + area code and number).
5. When finished, scroll to the bottom of the page and click Save.

## How do I turn off call forwarding on a Blue Ridge Communications phone?

### How To Deactivate:

1. Dial \*72
2. Press 1
3. 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



# Blue Ridge Communications **Call Forwarding FAQs.**

- ? Is \*73 used for Blue Ridge Communications?**  
No, \*73 is not used for Blue Ridge Communications.
- ? Can I turn off call forwarding with \*72?**  
To turn off call forwarding, dial \*72 on the phone you wish to unforward, then press 1.
- ? 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 Blue Ridge Communications forwarding cost? Is it free?**  
There is no cost to forward with Blue Ridge Communications.
- ? Where are my forwarding settings?**  
You can view your forwarding settings via the My Blue Ridge app or website.
- ? Can I activate call forwarding remotely?**  
Yes, you can activate call forwarding remotely via the My Blue Ridge app or website.
- ? Does Blue Ridge Communications have Selective Call Forwarding?**  
Yes, Blue Ridge Communications offers Selective Call Forwarding.
- ? Does Blue Ridge Communications have Conditional Call Forwarding?**  
No, Blue Ridge Communications does not offer Conditional Call Forwarding.
- ? Does Blue Ridge Communications have \*71 Call Forwarding?**  
No, Blue Ridge Communications does not have \*71 Call Forwarding.
- ? How do I know if I've forwarded my Blue Ridge Communications 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.

