

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



## How do I turn on call forwarding on a Cbeyond phone?

### How To Activate Immediate Call Forwarding:

1. Log into your Cbeyond account.
2. Click My Services/Calling Features.
3. Click Number Settings, then Call Forwarding.
4. Select Always Forward my Calls.
5. Type the 10-digit phone number you want to forward to
6. Click Save.

### How To Activate Selective Call Forwarding:

1. Log into your Cbeyond account.
2. Click My Services/Calling Features.
3. Click Number Settings, then Call Forwarding.
4. Select Forward My Calls Under Certain Conditions
5. Enter the 10-digit phone number in the applicable text box.
6. Adjust the options as desired
7. Click Save.

## How do I turn off call forwarding on a Cbeyond phone?

### How To Deactivate:

1. Log into your Cbeyond account.
2. Click My Services/Calling Features.
3. Click Number Settings, then Call Forwarding.
4. Select Never Forward my Calls.
5. Click Save.

### 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



# Cbeyond **Call Forwarding FAQs.**

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

