

Cisco Jabber **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Cisco Jabber phone?

How To Activate Immediate Call Forwarding:

1. From the Cisco Unified CM Administration window, choose Call Routing.
2. Select the Directory Number Configuration option.
3. Configure the Call Forwarding and Call Pickup Settings fields in the Directory Number Configuration window.
4. Click Save.

How do I turn off call forwarding on a Cisco Jabber phone?

How To Deactivate:

1. From the Cisco Unified CM Administration window, choose Call Routing
2. Select the Directory Number Configuration option.
3. Within the Directory Number Configuration window, disable Call Forwarding.
4. 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.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



Cisco Jabber **Call Forwarding FAQs.**

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

