Crexendo **Call Forwarding.**
Everything You **Need to Know.**

How do I turn on call forwarding on a Crexendo phone?

How To Activate Immediate Call Forwarding:

1. From your device, press the Menu button and select Features. With Call Forward highlighted, press the check mark button.
2. Select the Always forward option.
3. To turn this on use the arrow keys to toggle from Disable to Enable.
4. Within the Forward To section, enter in the 10-digit number you want your calls forwarded to.
5. The On Code and Off Code buttons should be left blank.
6. Press Save.

How To Enable Call Forwarding via the Crexendo Portal:

1. Log into your Crexendo portal.
2. Click the Statuses tab on the left-hand side of your screen.
3. Then, go up to the tab that says Available in the upper right hand corner, and select Add New Status.
4. Name your new status "Forward" and click Add.
5. Under Final Destination Type, choose where you want your calls to forward to.
6. Enter the 10-digit phone number in the applicable text box.
7. Adjust the options as desired
8. Click Add.

How do I turn off call forwarding on a Crexendo phone?

How To Deactivate:

1. From your device, press the Menu button and select Features. With Call Forward highlighted, press the check mark button.
2. Select the Always forward option.
3. To turn this off, use the arrow keys to toggle from Enable to Disable.
4. Press 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

Crexendo **Call Forwarding FAQs.**

Is *73 used for Crexendo?
No, *73 is not used for Crexendo.

Can I turn off call forwarding with *72?
No. You must turn off call forwarding via your phone system or your online portal.

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 Crexendo forwarding cost? Is it free?
There is no cost to forward with Crexendo.

Where are my forwarding settings?
You can find your forwarding settings within your Crexendo phone or portal.

Can I activate call forwarding remotely?
You can activate call forwarding via your Crexendo portal.

Does Crexendo have Selective Call Forwarding?
No, Crexendo doesn't offer Selective Call Forwarding.

Does Crexendo have Conditional Call Forwarding?
Yes, Crexendo offers Conditional Call Forwarding.

Does Crexendo have *71 Call Forwarding?
No, Crexendo doesn't have *71 Call Forwarding.

How do I know if I've forwarded my Crexendo 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.

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