

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



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

### How To Activate Immediate Call Forwarding:

1. Log into your portal and click PBX.
2. Hover over Phone Numbers, then Click Call Forwards.
3. Click + New.
4. Add the name and number to be forwarded to.
5. Click Submit.

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

### How To Deactivate:

1. Log into your portal and click PBX.
2. Hover over Phone Numbers, then Click Call Forwards.
3. Click the trashcan icon next to the number you wish to remove from call forwarding.
4. Click Submit.

### 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



# Cytracom **Call Forwarding FAQs.**

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

