

ESI Call Forwarding.

Everything You Need to Know.



How do I turn on call forwarding on an ESI phone?

How To Activate Immediate Call Forwarding:

1. Within your ESI portal, go to My Settings.
2. Under the Presence tab, click Call Forwarding.
3. Click Always.
4. Within the drop down, select Custom Number.
5. Type the 10-digit phone number you want to forward to.
6. Adjust settings as desired.
7. Click Save.

How to enable Conditional Call Forwarding (No Answer):

1. Within your ESI portal, go to My Settings.
2. Under the Presence tab, click Call Forwarding.
3. Click No Answer. Within the drop down, select Custom Number.
4. Type the 10-digit phone number you want to forward to.
5. Adjust settings as desired.
6. Click Save.

How do I turn off call forwarding on an ESI phone?

How To Deactivate:

1. Within your ESI portal, go to My Settings.
2. Under the Presence tab, click Call Forwarding.
3. Uncheck the forwarding option that is currently checked off.
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



ESI Call Forwarding FAQs.

**Is *73 used for ESI?**

No, *73 is not used for ESI.

**Can I turn off call forwarding with *72?**

No. You must turn off call forwarding within your ESI 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 ESI forwarding cost? Is it free?**

There is no cost to forward with ESI.

**Where are my forwarding settings?**

You can find your forwarding settings within your ESI portal.

**Can I activate call forwarding remotely?**

You can activate call forwarding via your ESI portal.

**Does ESI have Selective Call Forwarding?**

Yes, ESI offers Selective Call Forwarding.

**Does ESI have Conditional Call Forwarding?**

Yes, ESI offers Conditional Call Forwarding.

**Does ESI have *71 Call Forwarding?**

No, ESI doesn't have *71 Call Forwarding.

**How do I know if I've forwarded my ESI 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.

