

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



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

How To Activate Immediate Call Forwarding:

1. Log into your Flowroute Manage portal.
2. On the menu, click Interconnection, then click Inbound Routes.
3. In the Enter Route field, enter the 10-digit phone number you want to forward to, including a 1 in front of the number.
4. From the drop down list, select Phone Number.
5. Click Add Route.
6. Click the DIDS menu.
7. In the checkbox to the left of the DID column, select each of the DIDs you want to forward to a route.
8. Click Choose a DID Action, then click Set Route.
9. Click Apply Action.
10. From the Search for a Route search box, select the route you added above.
11. Click Set Route.

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

How To Deactivate:

1. Log into your Flowroute Manage portal.
2. On the menu, click Interconnection, then click Inbound Routes.
3. Locate the Route you previously created to forward calls.
4. Select the Route, and click Delete.

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.specialtyanswerservice.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



Flowroute Call Forwarding FAQs.

**Is *73 used for Flowroute?**

No, *73 is not used for Flowroute.

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

No, you must turn off call forwarding within your Flowroute 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 Flowroute forwarding cost? Is it free?**

There is no cost to forward with Flowroute.

**Where are my forwarding settings?**

You can find your forwarding settings within your Flowroute portal.

**Can I activate call forwarding remotely?**

You can activate call forwarding via your Flowroute portal.

**Does Flowroute have Selective Call Forwarding?**

Yes, Flowroute offers Selective Call Forwarding.

**Does Flowroute have Conditional Call Forwarding?**

Yes, Flowroute offers Conditional Call Forwarding.

**Does Flowroute have *71 Call Forwarding?**

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

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

