

# Fongo Works **Call Forwarding.** Everything You **Need to Know.**



## How do I turn on call forwarding on a Fongo Works phone?

### How To Activate Immediate Call Forwarding:

1. Log into your Fongo account and select Settings.
2. Select Follow Me Settings.
3. Change the status to Enable.
4. Under Ring Mode, select either Simultaneous or Sequential depending on how you want calls to forward.
5. Enter the 10-digit phone number you want to forward to.
6. Click Add.

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

### How To Deactivate:

1. Log into your Fongo account and select Settings.
2. Select Follow Me Settings.
3. Change the status to Disable.

### 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](http://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



# Fongo Works **Call Forwarding FAQs.**

- ?** **Is \*73 used for Fongo Works?**  
No, \*73 is not used for Fongo Works.
- ?** **Can I turn off call forwarding with \*72?**  
No. You must turn off call forwarding within your Fongo Works 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 Fongo Works forwarding cost? Is it free?**  
You can forward to any North American number with a per minute rate of \$0.03 per minute or less.
- ?** **Where are my forwarding settings?**  
You can find your forwarding settings within your Fongo Works portal.
- ?** **Can I activate call forwarding remotely?**  
You can activate call forwarding via your Fongo Works portal.
- ?** **Does Fongo Works have Selective Call Forwarding?**  
No, Fongo Works doesn't offer Selective Call Forwarding.
- ?** **Does Fongo Works have Conditional Call Forwarding?**  
Yes, Fongo Works offers Conditional Call Forwarding.
- ?** **Does Fongo Works have \*71 Call Forwarding?**  
No, Fongo Works doesn't have \*71 Call Forwarding.
- ?** **How do I know if I've forwarded my Fongo Works 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.

