

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



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

How To Activate Immediate Call Forwarding:

1. Dial *72
2. Type the 10-digit phone number you want to forward to
3. Press Send
4. Wait for confirmation beeps

How To Enable Call Forwarding via the FusionConnect Website:

1. Log into your Voice Manager.
2. Select Inbound Call Handling.
3. Select Forward all calls to as your Inbound Call Handling setting.
4. Enter the 10-digit phone number you wish to forward calls to.
5. Adjust the options as desired
6. Click Done.

How to enable Conditional Call Forwarding (No Answer):

1. Dial *92
2. Type the 10-digit phone number you want to forward to
3. Wait for confirmation beeps

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

How To Deactivate:

1. Dial *73
2. Press Send
3. Wait for confirmation beeps

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



FusionConnect **Call Forwarding FAQs.**



Is *73 used for FusionConnect?

*73 is used to unforward your lines with FusionConnect.



Can I turn off call forwarding with *72?

To turn off call forwarding, dial *73. To turn call forwarding on, dial *72 followed by the number you wish to forward calls to.



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 FusionConnect forwarding cost? Is it free?

There is no cost to forward with FusionConnect.



Where are my forwarding settings?

You can find your forwarding settings within your FusionConnect portal.



Can I activate call forwarding remotely?

You can activate call forwarding via your FusionConnect portal.



Does FusionConnect have Selective Call Forwarding?

Yes, FusionConnect offers Selective Call Forwarding.



Does FusionConnect have Conditional Call Forwarding?

Yes, FusionConnect offers Conditional Call Forwarding.



Does FusionConnect have *71 Call Forwarding?

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



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

