

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



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

How To Activate Immediate Call Forwarding:

1. Within your Grasshopper account, go to Settings.
2. Select Call Forwarding Settings, then Extensions.
3. Click Edit next to the number of an extension, or create a new one.
4. Select how you want Grasshopper to handle incoming and unanswered calls for each number you enter. You can forward to a cell phone or landline.
5. Determine what time of day you want each number to receive calls.
6. Configure your own schedule based on the time of day and which phone you'll be using.
7. Choose which order you want Grasshopper to call each number, either in order if there is no answer or simultaneously.

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

How To Deactivate:

1. Within your Grasshopper account, go to Settings.
2. Select Call Forwarding Settings, then Extensions.
3. Click Delete next to the number you no longer wish to forward to.

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



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



Grasshopper **Call Forwarding** FAQs.

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

