

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



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

How To Activate Immediate Call Forwarding:

1. Within your Intermedia portal, click on your profile picture. Then click Call Settings
2. Within Call Settings, click Call Forwarding, then click Edit.
3. Use the Call Forwarding Profiles to create your forwarding rules.
4. Type the 10-digit phone number you want to forward to.
5. Adjust the options as desired.
6. Click Save.

How To Enable Call Forwarding via the Intermedia Mobile App:

1. Open up your Intermedia mobile app and tap your profile picture.
2. Select Call Settings, then Call Forwarding.
3. Use the toggles to create your forwarding profiles.
4. Within your profile(s), select the number you wish to forward.
5. Enter the 10-digit phone number in the text box.
6. Adjust the options as desired
7. Tap Save.

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

How To Deactivate:

1. Within your Intermedia portal, click on your profile picture. Then click Call Settings.
2. Within Call Settings, click Call Forwarding, then click Edit.
3. Locate the number you wish to turn off call forwarding for.
4. Remove the forwarding number.
5. 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.specialtyanswering.com



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



Intermedia **Call Forwarding FAQs.**



Is *73 used for Intermedia?

No, *73 is not used for Intermedia.



Can I turn off call forwarding with *72?

No, you cannot turn off call forwarding with *72. You will need to disable the feature within your Intermedia 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 Intermedia forwarding cost? Is it free?

There is no cost to forward with Intermedia.



Where are my forwarding settings?

You can find your forwarding settings within your Intermedia portal.



Can I activate call forwarding remotely?

You can activate call forwarding via your Intermedia portal.



Does Intermedia have Selective Call Forwarding?

Yes, Intermedia offers Selective Call Forwarding.



Does Intermedia have Conditional Call Forwarding?

Yes, Intermedia offers Conditional Call Forwarding.



Does Intermedia have *71 Call Forwarding?

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



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

