

# JustCall **Call Forwarding.** Everything You **Need to Know.**



## How do I turn on call forwarding on a JustCall phone?

### How To Activate Immediate Call Forwarding:

1. Within your JustCall account, click Phone Numbers on the left-hand navigation panel.
2. Choose the specific phone number you want to configure call forwarding on.
3. Under the Phone Number settings menu, select the Incoming calls option.
4. Click the Forward Calls option and select My Mobile/Landline from the dropdown.
5. Type the 10-digit phone number you want to forward to
6. Click Save.

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

### How To Deactivate:

1. Within your JustCall account, click Phone Numbers on the left-hand navigation panel.
2. Choose the specific phone number you want to disable call forwarding on.
3. Under the Phone Number settings menu, select the Incoming Calls option.
4. Click the Forward Calls option and select the applicable option from the drop down depending on where you want to send calls.
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.specialtyanswerservice.net](http://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



# JustCall Call Forwarding FAQs.

**Is \*73 used for JustCall?**

No, \*73 is not used for JustCall.

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

No. You must turn off call forwarding within your JustCall 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 JustCall forwarding cost? Is it free?**

There is no cost to forward with JustCall.

**Where are my forwarding settings?**

You can find your forwarding settings within your JustCall portal.

**Can I activate call forwarding remotely?**

You can activate call forwarding via your JustCall portal.

**Does JustCall have Selective Call Forwarding?**

Yes, JustCall offers Selective Call Forwarding.

**Does JustCall have Conditional Call Forwarding?**

Yes, JustCall offers Conditional Call Forwarding.

**Does JustCall have \*71 Call Forwarding?**

No, JustCall doesn't have \*71 Call Forwarding.

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

