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

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

How To Activate Immediate Call Forwarding:

1. Login to your Kixie.com portal.
2. Click the My Profile tab, then Agent Settings.
3. Click Inbound Call Flow, then click Edit All.
4. Go to Forward Devices on the left hand side of the pop up.
5. Add a new Forward device which you would like to use for Call Forwarding.
6. Select the Add Number button, complete the necessary fields, then press Confirm.
7. Toggle Enable Forwarding ON.
8. Click Save.

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

How To Deactivate:

1. Login to your Kixie.com portal.
2. Click the My Profile tab, then Agent Settings.
3. Click Inbound Call Flow, then click Edit All.
4. Go to Forward Devices on the left hand side of the pop up.
5. Select the device you currently have forwarded.
6. Use the toggle to Disable Forwarding.
7. 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.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

Kixie **Call Forwarding FAQs.**

Is *73 used for Kixie?
No, *73 is not used for Kixie.

Can I turn off call forwarding with *72?
No. You must turn off call forwarding within your Kixie 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 Kixie forwarding cost? Is it free?
There is no cost to forward with Kixie.

Where are my forwarding settings?
You can find your forwarding settings within your Kixie portal.

Can I activate call forwarding remotely?
You can activate call forwarding via your Kixie portal.

Does Kixie have Selective Call Forwarding?
No, Kixie doesn't offer Selective Call Forwarding.

Does Kixie have Conditional Call Forwarding?
Yes, Kixie offers Conditional Call Forwarding.

Does Kixie have *71 Call Forwarding?
No, Kixie doesn't have *71 Call Forwarding.

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

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