

LOGIX Call Forwarding. Everything You Need to Know.



How do I turn on call forwarding on a LOGIX Communications 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 LOGIX Website:

1. Log into your LOGIX customer portal.
2. Enter User ID and Password and click Sign In.
3. Click the toggle next to the appropriate forwarding option(s) to turn ON or Off.
4. Enter the 10-digit number or extension (no spaces or special characters) in the adjacent Forward To: field for the option(s) selected.
5. Forward After x Rings: Use the drop-down menu to select the number of rings before a call is forwarded.
6. Click the Save button.

How to enable Selective Call Forwarding:

1. Dial *63
2. Listen to the prompts to add numbers or turn them off.

How do I turn off call forwarding on a LOGIX Communications 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



LOGIX Communications **Call Forwarding FAQs.**

- ?** **Is *73 used for LOGIX Communications?**
*73 is used to unforward your lines with LOGIX Communications.
- ?** **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 LOGIX Communications forwarding cost? Is it free?**
There is no cost to forward with LOGIX Communications.
- ?** **Where are my forwarding settings?**
You can view forwarding settings within your LOGIX customer portal.
- ?** **Can I activate call forwarding remotely?**
You can activate call forwarding via your LOGIX customer portal.
- ?** **Does LOGIX Communications have Selective Call Forwarding?**
Yes, LOGIX Communications offers Selective Call Forwarding.
- ?** **Does LOGIX Communications have Conditional Call Forwarding?**
No, LOGIX Communications does not offer Conditional Call Forwarding.
- ?** **Does LOGIX Communications have *71 Call Forwarding?**
No, LOGIX Communications doesn't have *71 Call Forwarding.
- ?** **How do I know if I've forwarded my LOGIX Communications 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.

