

Mango Voice **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Mango Voice phone?

How To Activate Immediate Call Forwarding:

1. On your device, press the Transfer button.
2. Click Menu, then Features, then Call Forwarding.
3. Select Always Forward.
4. Type the 10-digit phone number you want to forward to in the Forward to box.

How To Enable Call Forwarding via the Mango Voice Website:

1. Within your Mango Voice portal, open the switchboard you want to forward.
2. Click the + External Transfer box at the top of the screen.
3. Type the 10-digit phone number you want to forward to in the Number section.
4. Click and drag the line from Start to the new External Transfer box you just added.
5. Click the green Save button in the top right.

How do I turn off call forwarding on a Mango Voice phone?

How To Deactivate:

1. On your device, press the Transfer button.
2. Click Menu, then Features, then Call Forwarding.
3. Turn off Always Forward.

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



Mango Voice **Call Forwarding FAQs.**

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

