



◆ CALL FORWARDING INSTRUCTIONS ◆

Call Forwarding Always – automatically forwards incoming calls to a different phone number, such as your home office or cell phone.

- To set up this feature, access your [Personal Web Portal](#). On the left-hand side of the panel, select **Incoming Calls** and select **Call Forwarding Always**. Once selected, you can add or change the number where you want to send your incoming calls.
- This feature is able to be turned on and off from the keypad on your phone. To activate this feature, simply press *72, then follow the prompts to enter the forward-to number. To deactivate this features, press *73.

Call Forwarding Busy – forwards your incoming phone calls when your phone line is busy and cannot receive another call. This feature can be used when you would rather have a secretary or coworker receive the call instead of going to your voice mail if your line is busy.

- To set up this feature, access your [Personal Web Portal](#). On the left-hand side of the panel, select **Incoming Calls** and select **Call Forwarding Busy**. Once selected, you can add or change the number where you want to send your incoming calls.
- This feature is able to be turned on and off from the keypad on your phone. To activate this feature, simply press *90, then follow the prompts to enter the forward-to number. To deactivate this features, press *91.

Call Forwarding No Answer – allows you to forward all of your calls to a phone number, instead of voice mail, whenever you do not answer your phone. This feature can be used when you would rather have a secretary or coworker receive the call instead of going to your voice mail if you are unable to answer the call.

- To set up this feature, access your [Personal Web Portal](#). On the left-hand side of the panel, select **Incoming Calls** and select **Call Forwarding No Answer**. Once selected, you can add or change the number where you want to forward your calls if you are unable to answer.
- This feature is able to be turned on and off from the keypad on your phone. To activate this feature, simply press *92, then follow the prompts to enter the forward-to number. Deactivate this feature by pressing *93.



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Call Forwarding Not Reachable – forwards calls to a different number when your device is not accessible by Nextiva.

If your telephone gets physically disconnected, or the telephone system does not have your information entered correctly, the call won't be lost; it will get forwarded to a different number that you specify. *Note: The number to where you forward your calls must be permitted by your outgoing calling plan.*

- To set up this feature, access your [Personal Web Portal](#). On the left-hand side of the panel, select **Incoming Calls** and select **Forwarding Not Reachable**. Click the **On** button, and enter the forwarding number to add.

Call Forwarding Power Outage – Nextiva voice services will not work during a power outage, as Nextiva's service requires an active Internet connection. However, within Nextiva's portal, there are features that allow for automatic forwarding in the event of a power outage.

- To set up this feature, access your [Personal Web Portal](#). On the left-hand side of the panel, select **Incoming Calls** and select **Call Forwarding Not Reachable**. Click the **On** button, and enter the forwarding number to add.
- For Office Manager accounts, after logging in to the Personal Web Portal, select **Phone Settings** on the left and then enter the forward-to number under **Alternate Phone Number**.

Call Forwarding Selective – automatically forwards your incoming calls to a different phone number when predefined criteria, such as the phone number, time of day, or day of week, are met.

This feature activates when certain conditions are met. These conditions include:

- Phone number
- Time of day
- Day of week
- Caller ID is *Private* or *Unavailable*
- Holiday



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- To set up this feature, access your [Personal Web Portal](#). On the left-hand side of the panel, select **Incoming Calls** and select **Call Forwarding Selective**. Click the **On** button and the forwarding number to add. Then, define the criteria based on the incoming caller's identity, ranges of digits, or time schedule.
- This feature is able to be turned on and off from the keypad on your phone. To activate this feature, simply press #76, then follow the prompts to enter the forward-to number. Deactivate this feature by pressing #77.

For questions regarding call forwarding,
visit www.specialtyansweringservice.net,
or call us at [1-866-688-8912](tel:1-866-688-8912).