

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



## How do I turn on call forwarding on a RingCentral mobile phone?

### How To Activate Immediate Call Forwarding:

1. Within your RingCentral mobile app, tap your profile picture in the top left corner of your screen.
2. Turn on Forward all calls.
3. Tap Incoming calls to select where to forward your calls, then click Forward the call.
4. Enter in the 10 digit number you wish to forward calls to.
5. Tap Save at the top right.

### How To Enable Call Forwarding via the RingCentral Website:

1. Log into your RingCentral online account.
2. Click on your profile picture in the top left corner of your screen, then click Call Rules.
3. Click the toggle on next to Forward all calls.
4. Click the Incoming calls dropdown to select where to forward your calls.
5. Enter the 10-digit phone number you wish to forward calls to.
6. Adjust the options as desired
7. Click Save.

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

### How To Deactivate:

1. Within your RingCentral mobile app, tap your profile picture in the top left corner of your screen.
2. Tap Turn off to turn off call forwarding.

### 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](http://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



# RingCentral Call Forwarding FAQs.

- ?** **Is \*73 used for RingCentral?**  
No, \*73 is not used for RingCentral.
- ?** **Can I turn off call forwarding with \*72?**  
You must turn off call forwarding either on your mobile app or within your online account.
- ?** **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 RingCentral forwarding cost? Is it free?**  
There is no cost to forward with RingCentral.
- ?** **Where are my forwarding settings?**  
You can find your forwarding settings within your RingCentral mobile app or online portal.
- ?** **Can I activate call forwarding remotely?**  
You can activate call forwarding via your RingCentral mobile app or online portal.
- ?** **Does RingCentral have Selective Call Forwarding?**  
Yes, RingCentral offers Selective Call Forwarding.
- ?** **Does RingCentral have Conditional Call Forwarding?**  
No, RingCentral does not offer Conditional Call Forwarding.
- ?** **Does RingCentral have \*71 Call Forwarding?**  
No, RingCentral does not have \*71 Call Forwarding.
- ?** **How do I know if I've forwarded my RingCentral 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.

