

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



## How do I turn on call forwarding on a Shoretel phone?

### How To Activate Immediate Call Forwarding:

1. From your Shoretel device, press the Options soft key.
2. Use the navigation keypad to scroll to and highlight Call forwarding.
3. Press the Open soft key.
4. Use the navigation keypad to scroll to and select the Always option.
5. Press the Edit soft key.
6. Enter the 10-digit phone number you wish to forward to.
7. To save the settings for each option, press the Back soft key.

### How To Enable Call Forwarding via the Shoretel Portal:

1. Log into your online Shoretel portal.
2. Navigate to Home > Settings > Phone Settings.
3. Select the Call Routing tab.
4. Make sure the check box next to Enable Call Screening in the top half of the Call Routing tab is NOT selected.
5. Under Call Routing, type the 10-digit phone number you want to forward to.
6. Click Save.

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

### How To Deactivate:

1. From your Shoretel device, press the Options soft key.
2. Use the navigation keypad to scroll to and highlight Call forwarding.
3. Press the Open soft key.
4. Use the navigation keypad to scroll to and select the Always option.
5. Press the Edit soft key.
6. Click Off.
7. To save the settings, press the Back soft key.

### 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



# Shoretel Call Forwarding FAQs.

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

