

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



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

### How To Activate Immediate Call Forwarding:

1. Within your Sonetel portal, click Settings in the bottom left-hand corner.
2. Select Call Settings, then choose Incoming Calls.
3. Within the Forward Calls To section, click Ring All Phones to expand the options. Then select Forward Calls to a Phone Number.
1. Enter the 10-digit phone number you want to forward to in the applicable text box.
2. Adjust the options as desired.
3. Click Save.

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

### How To Deactivate:

1. Within your Sonetel portal, click Settings in the bottom left-hand corner.
2. Select Call Settings, then choose Incoming Calls.
3. Within the Forward Calls To section, Forward to a Phone Number should be selected, followed by the number in which you're currently forwarding calls to.
4. Change the current option to one of the other available options to stop forwarding to another number.
5. Adjust the options as desired.
6. Click Save.

### 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.specialtyansweringervice.net](http://www.specialtyansweringervice.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



# Sonetel **Call Forwarding FAQs.**

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

