

Spruce **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Spruce phone?

How To Activate Immediate Call Forwarding:

1. Within your Spruce portal, click the Gear icon.
2. Select Phone and SMS.
3. Select your phone number and go to Numbers to Ring.
4. Choose Add Number.
5. Type the 10-digit phone number you want to forward to
6. Click Save.

How do I turn off call forwarding on a Spruce phone?

How To Deactivate:

1. Within your Spruce portal, click the Gear icon.
2. Select Phone and SMS.
3. Select your phone number and go to Numbers to Ring.
4. Click the 3 vertical dots next to the number you wish to unforward and click Remove.
5. 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.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



Spruce Call Forwarding FAQs.

**Is *73 used for Spruce?**

No, *73 is not used for Spruce.

**Can I turn off call forwarding with *72?**

No. You must turn off call forwarding within your Spruce 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 Spruce forwarding cost? Is it free?**

There is no cost to forward with Spruce.

**Where are my forwarding settings?**

You can find your forwarding settings within your Spruce portal.

**Can I activate call forwarding remotely?**

You can activate call forwarding via your Spruce portal.

**Does Spruce have Selective Call Forwarding?**

No, Spruce doesn't offer Selective Call Forwarding.

**Does Spruce have Conditional Call Forwarding?**

No, Spruce doesn't offer Conditional Call Forwarding.

**Does Spruce have *71 Call Forwarding?**

No, Spruce doesn't have *71 Call Forwarding.

**How do I know if I've forwarded my Spruce 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.

