

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



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

### How To Activate Immediate Call Forwarding:

1. Login to your TalkRoute account and click Manager.
2. Locate the Virtual Phone Number, Call Menu Option, or Extension that you would like to add the forwarding phone number to and select Edit.
3. Make sure that the setting "Choose where to route incoming calls" is set to Go to Users & Numbers.
4. Choose a Ring in Sequence or Ring All configuration under the Forwarding Settings, then select the green + icon.
5. Enter the desired phone number and provide a description. Once you have entered this information, click the green + icon.
6. You will see the new number appear under the Active Numbers & Users section. Once you are satisfied with the changes, click Save Changes.
7. Verify the new Forwarding Phone Number(s) have been added and click Save & Close.

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

### How To Deactivate:

1. Login to your TalkRoute account and click Manager.
2. Locate the Virtual Phone Number, Call Menu Option, or Extension that you would like to remove the forwarding phone number from and select Edit.
3. Remove the forwarding number you've previously added.
4. Click Save Changes.

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



# TalkRoute **Call Forwarding FAQs.**

**Is \*73 used for TalkRoute?**

No, \*73 is not used for TalkRoute.

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

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

There is no cost to forward with TalkRoute.

**Where are my forwarding settings?**

You can find your forwarding settings within your TalkRoute portal.

**Can I activate call forwarding remotely?**

You can activate call forwarding via your TalkRoute portal.

**Does TalkRoute have Selective Call Forwarding?**

Yes, TalkRoute offers Selective Call Forwarding.

**Does TalkRoute have Conditional Call Forwarding?**

Yes, TalkRoute offers Conditional Call Forwarding.

**Does TalkRoute have \*71 Call Forwarding?**

No, TalkRoute doesn't have \*71 Call Forwarding.

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

