

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



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

### How To Activate Immediate Call Forwarding:

1. Within your Telzio account, navigate to the call flow.
2. Click Add Action, then Forward.
3. Under the Destination section, choose Phone as the Type.
4. Type the 10-digit phone number you want to forward to in the Forward To section.
5. Adjust settings as desired.
6. Click Update.

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

### How To Deactivate:

1. Within your Telzio account, navigate to the call flow.
2. Click Add Action, then Forward.
3. Under the Destination section, delete the forwarding type(s) you have previously created.
4. Click Update.

### 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



# Telzio Call Forwarding FAQs.



## **Is \*73 used for Telzio?**

No, \*73 is not used for Telzio.



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

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

If you are forwarding to an external number, each call will be charged at both the inbound minute rate to your Telzio number plus the outbound minute rate for forwarding to the external number.



## **Where are my forwarding settings?**

You can find your forwarding settings within your Telzio portal.



## **Can I activate call forwarding remotely?**

You can activate call forwarding via your Telzio portal.



## **Does Telzio have Selective Call Forwarding?**

Yes, Telzio offers Selective Call Forwarding.



## **Does Telzio have Conditional Call Forwarding?**

Yes, Telzio offers Conditional Call Forwarding.



## **Does Telzio have \*71 Call Forwarding?**

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



## **How do I know if I've forwarded my Telzio 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.

