

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



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

How To Activate Immediate Call Forwarding:

1. Within your Twilio account, visit the Forward Twimlet page.
2. Use the Twimlet Generator to construct your Twimlet.
3. The Twimlet Generator will generate a red URL for you that looks something like
`http://twimlets.com/forward?PhoneNumber=XXX-XXX-XXXX.`
(XXX-XXX-XXXX should be the number you want to forward the call to.) Copy this URL.
4. Go to the setup page for the number you want to forward from. You can find your number by going to the phone numbers page for your account. Clicking on the red phone numbers will take you to the setup page for that number.
5. Once you've made it to the phone number's setup page, paste the Twimlet URL you copied into the Voice Request URL field.
6. Click Save.

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How To Deactivate:

1. Within your Twilio account, go to the setup page for the number you wish to edit.
2. Remove the Twimlet URL you previously pasted into the Voice Request URL field.
3. 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



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



Twilio Call Forwarding FAQs.

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

