# Unitel Voice **Call Forwarding.**
# Everything You **Need to Know.**

## How do I turn on call forwarding on a Unitel Voice phone?

**How To Activate Immediate Call Forwarding:**

1. Employee or Department extensions can be set to forward to an outside number. Make sure you have these configured first.
2. Within your Unitel Voice portal, click Extensions on the left-hand menu and select either Employee or Department Extensions.
3. Click Edit next to the extension you want to activate call forwarding on.
4. Under the General Information section, turn on the toggle for Forward Calls.
5. Type the 10-digit phone number you want to forward to
6. Press Send
7. Adjust settings as desired.
8. Click Save.

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

**How To Deactivate:**

1. Within your Unitel Voice portal, click Extensions on the left-hand menu and select either Employee or Department Extensions (depending on which you have call forwarding activated on).
2. Click Edit next to the extension you want to deactivate call forwarding on.
3. Under the General Information section, turn off the toggle for Forward Calls.
4. 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

# Unitel Voice **Call Forwarding FAQs.**

**Is *73 used for Unitel Voice?**
No, *73 is not used for Unitel Voice.

**Can I turn off call forwarding with *72?**
No. You must turn off call forwarding within your Unitel Voice 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 Unitel Voice forwarding cost? Is it free?**
There is no cost to forward with Unitel Voice.

**Where are my forwarding settings?**
You can find your forwarding settings within your Unitel Voice portal.

**Can I activate call forwarding remotely?**
You can activate call forwarding via your Unitel Voice portal.

**Does Unitel Voice have Selective Call Forwarding?**
Yes, Unitel Voice offers Selective Call Forwarding.

**Does Unitel Voice have Conditional Call Forwarding?**
Yes, Unitel Voice offers Conditional Call Forwarding.

**Does Unitel Voice have *71 Call Forwarding?**
No, Unitel Voice doesn't have *71 Call Forwarding.

**How do I know if I've forwarded my Unitel Voice 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.

sas