

◆ CALL FORWARDING INSTRUCTIONS ◆

Call Forwarding lets you direct incoming calls to any phone number, including international phone numbers. Forward calls to phone numbers in the U.S., Puerto Rico and Canada at no cost and international locations for the same rate as your calling plan.

When you set up Call Forwarding in your Online Account, you do not need to enter a phone number before each use unless you want to change the forwarded phone number. Instead, you can turn on or off as needed. The last forwarded phone number entered is displayed until you replace it with a different phone number.

Set Up and Use Call Forwarding

Turn On and Off from Vonage Phone

To turn on:

1. Dial ***72** from your Vonage phone and listen for the prompt.
2. Enter the phone number, including area code, to which calls will be forwarded. For international numbers use country code and phone number only, there is no need to use 011 when using ***72**.
3. Press **1** to confirm or **2** to enter a different phone number.

To turn off, dial ***73**.

Set Up and Turn On or Off from Online Account

To set up or edit:

1. Sign in to your Online Account.
2. Click the Summary tab and under My Numbers, click a phone number, if applicable.
3. Go to Features & Settings and click Calling Features.
4. Go to Call Forwarding and click Edit.
5. Select the number of seconds you want your Vonage phone to ring before forwarding.
6. Enter the phone number where you want to forward calls.
7. Click Save. Once you save your settings, Call Forwarding is turned on.

◆ CALL FORWARDING INSTRUCTIONS ◆

To turn on or off:

1. Sign in to your Online Account.
2. Click the Summary tab and under My Numbers, click a phone number, if applicable.
3. Go to Features & Settings and click Calling Features.
4. Go Call Forwarding and toggle ON or OFF.

Helpful Hints

1. International calling must be turned on to forward to an international phone number.
2. If you dial 911 Emergency services from your Vonage phone, Call Forwarding is disabled for two hours.
3. Call Forwarding and SimulRing cannot be turned on at the same time. If SimulRing is turned on, it is turned off once you set up Call Forwarding.
4. When Call Forwarding is turned on, you can continue to make calls and receive calls on your Vonage phone.
5. If Call Forwarding and Voicemail are both turned on for the same phone number, the incoming call is forwarded and will not go to Voicemail.
6. You cannot customize this feature to indicate it is a forwarded call.

For questions regarding call forwarding,
visit www.specialtyanswering.com,
or call us at 1-866-688-8912.