

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



How do I turn on call forwarding on an iPlum phone?

How To Activate Immediate Call Forwarding:

1. Log into your iPlum portal.
2. From the Dashboard, click Users.
3. Enter the iPlum Login ID of the User.
4. Click Settings, then Call Forwarding. Click Edit.
5. Type the 10-digit phone number you want to forward to.
6. Adjust the options as desired.
7. Click Save.

How To Enable Call Forwarding via the iPlum Mobile App:

1. Open up your iPlum mobile app.
2. Tap Settings, then Call Forwarding.
3. Tap Set Options.
4. In the text box, enter the 10-digit phone number you wish to forward calls to.
5. Adjust the options as desired
6. Tap Save.

How do I turn off call forwarding on an iPlum phone?

How To Deactivate:

1. Within your iPlum portal, click Users from the Dashboard.
2. Enter the iPlum Login ID of the User.
3. Click Settings, then Call Forwarding. Click Edit.
4. Locate the number you wish to turn off call forwarding for.
5. Remove the forwarding number.
6. 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



iPlum Call Forwarding FAQs.



Is *73 used for iPlum?

No, *73 is not used for iPlum.



Can I turn off call forwarding with *72?

No, you cannot turn off call forwarding with *72. You will need to disable the feature within your iPlum 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 iPlum forwarding cost? Is it free?

There is no cost to forward with iPlum.



Where are my forwarding settings?

You can find your forwarding settings within your iPlum portal.



Can I activate call forwarding remotely?

You can activate call forwarding via your iPlum portal.



Does iPlum have Selective Call Forwarding?

Yes, iPlum offers Selective Call Forwarding.



Does iPlum have Conditional Call Forwarding?

Yes, iPlum offers Conditional Call Forwarding.



Does iPlum have *71 Call Forwarding?

No, iPlum doesn't have *71 Call Forwarding.



How do I know if I've forwarded my iPlum 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.

