
HOW TO FORWARD YOUR PHONES

SETTING UP BASIC CALL FORWARDING

In order to forward your existing phone line (s) you will need to set up a call forwarding routine. There are several different possibilities available to you. Call forwarding can be used to have all of your inbound calls directed to another number or to a [professional telephone answering service](#) or a [hosted auto attendant](#) and so on. Typically, you must contact your local phone provider to arrange for call forwarding.

- a. **Variable Call Forwarding** – There are several variations to this depending on your local provider. Usually, calls are forwarded by pressing *72 on your phone and then entering the forwarding number. Press *73 to un-forward your line. Most local providers offer this feature.
- b. **Call Forward Busy (CF/B)** – When you order this type of call forwarding from your local provider, your provider will forward calls to the telephone number of your choice in the event that your *primary line rings busy*.
- c. **Call Forward Don't Answer (CF/DA)** – When you order this type of call forwarding from your local provider, your provider will forward calls to the telephone number of your choice in the event that your *primary line is unanswered*.
- d. **Call Forward Busy/Don't Answer (CF/B/DA)** – This is a combination of “call forward busy” and “call forward don't answer.” Your line will be forwarded in the event that your *primary line is either busy or unanswered*.
- e. **Remote Call Forwarding (RCF) and Remote Access Call Forwarding (RACF)** – In both cases, RCF and RACF numbers are owned by your local provider and do not ring into a physical location. Be aware of line capacity restrictions (see below).
 - ✓ **RCF** – You order a number from your local provider and the local provider direct all calls to a telephone number of your choice.
 - ✓ **RACF** - You order a number from your local provider and then they give you a PIN code so that you can direct all calls to a telephone number of your choice, anytime you want from any touch-tone phone.

LINE CAPACITY RESTRICTIONS

There are a wide variety of differences in call forwarding packages offered by local providers. Therefore, it is important to ask your local provider questions before making your choice. Often, this information is published in the front of your yellow pages directory.

1. **How many calls can be forwarded at once?** This is the most important question to ask your provider. When call forwarding with (CF/B/DA), for example, many local providers will allow many calls to be transferred simultaneously. If the provider only allowed one call to pass thru your lines at a time, this would potentially cause a bottleneck and your callers would hear a busy signal depending on your call volume. If you are forwarding to a [live telephone answering service](#) or an [auto attendant](#), this would be a major problem for you. Most folks require at least three (3) calls to pass thru their lines simultaneously in order for call forwarding to work effectively. Remote Call Forwarding lines (RCF and RACF) are notorious for only allowing one (1) call to pass thru the line at a time. Often, local providers will give you additional line capacity (also known as “paths”) but they will bill you for this.
 2. **How much does it cost?** Call forwarding is not free. You will need to ask your provider what each type of call forwarding package will cost. You will find that packages generally range between \$3 and \$7 per month. Additional “paths” can cost considerably more. They can cost \$16/month per path or more.
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SPECIFIC CARRIER FORWARDING

Below is a series of call forwarding instructions for some of the major phone carriers. These call forwarding routines can be used in conjunction with your [professional live answering service](#) or [hosted auto attendant services](#).

AT&T

To forward calls to another number

1. Push either 72# or *72. Dial 1172 on a rotary phone.
2. Listen for dial tone.
3. Dial the number to receive your forwarded calls.
4. Two short tones, followed by ringing, confirms your request
5. When the called number is answered, Call Forwarding is on.
6. If no one answers or the line is busy, repeat steps 1-4. This will set up Call Forwarding without anyone answering at the called number.

To cancel Call Forwarding

1. Push 73# or *73. Dial 1173 on a rotary phone.
2. Two tones indicate that Call Forwarding is cancelled.

CenturyLink (formerly Qwest)

To activate Call Forwarding Variable:

- * Dial *72 or #72 from a touchtone telephone (72 from a rotary telephone).
- * Listen for second dial tone.
- * Dial the Call Forwarding Number.

To deactivate Call Forwarding Variable:

- * Dial *73 or #73 from a touchtone telephone (73 from a rotary telephone).
- * When you hear two quick tones followed by dial tone, calls are no longer forwarded.

To verify Call Forwarding Variable is in effect:

- * Dial *72 or #72 from a touchtone telephone (72 from a rotary telephone).
- * A busy signal or error announcement confirms that Call Forwarding Variable is in effect.

AZ, CO, MN, MT, OR, WA ONLY:

Call Forwarding Variable Without Call Completion is a feature of Call Forwarding Variable that allows the end-user to activate Call Forwarding Variable without waiting for the Call Forward Number to answer and without making a second attempt to activate the feature. When the activation tone is heard that confirms Call Forwarding Variable is in effect, simply hang up.

VERIZON

To activate Call Forwarding Variable:

- * Dial *72 or #72 from a touchtone telephone (72 from a rotary telephone).
- * Listen for second dial tone.
- * Dial the Call Forwarding Number.

To deactivate Call Forwarding Variable:

- * Dial *73 or #73 from a touchtone telephone (73 from a rotary telephone).
 - * When you hear two quick tones followed by dial tone, calls are no longer forwarded.
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INTEGRA

To activate Call Forwarding Variable:

- * Dial *72 or #72 from a touchtone telephone (72 from a rotary telephone).
- * Listen for second dial tone.
- * Dial the Call Forwarding Number.

To deactivate Call Forwarding Variable:

- * Dial *73 or #73 from a touchtone telephone (73 from a rotary telephone).
- * When you hear two quick tones followed by dial tone, calls are no longer forwarded.

SBC

To Activate

Dial the number you want to forward calls to. When the call is answered, Call Forwarding will be activated. If no one answers or the line is busy, press 72# again, redial the number and Call Forwarding will be activated.

To Stop

To stop forwarding calls, press 73# on your home phone. You'll hear two short tones followed by a dial tone. Call Forwarding is now deactivated.

To Deactivate

To activate Call Forwarding, press 72#

WIRELESS CARRIER FORWARDING

Typically, the call forwarding routines used for land lines are the same using mobile devices. However, your carrier may have slight differences because the SEND button must be used rather than just hanging up the phone. Contact your wireless carrier for more instructions.

SMARTPHONE FORWARDING

Using an iPhone -

Using an iPhone one can forward calls rather easily with a built in application that no longer requires pressing digits to accomplish this. Simply go into your 'Settings' icon from the home screen, and press the "Phone" button. From there you will see "Call Forwarding" near the bottom. Tap this and it will open up your call forwarding feature. Toward the top there will be a slider that will be in the "Off" position. Simply tap this and the slider will move to the right. This will activate your call forwarding. When this happens, your "Forwarding To" editor will become available and allow you to enter a phone number for your calls to be forwarded to. Press the "Call Forwarding" button on the upper left hand side of the screen and you calls are now forwarded to the number that you wanted. To un-forward, simply tap the "On" button and this will deactivate your forwarding immediately.

Call Forward "Busy" Call Forwarding using iPhone -

Dial *67*phonenumber# then tap "call." This will automatically reroute your calls that would normally end up with a busy signal to the number you provided. If your lines are available, it will ring to the phone as normal. To deactivate this feature, press #67# and press "call."

Call Forward "No Answer" Call Forwarding using iPhone -

Dial *61*phonenumber# and press "call." It is that easy and you never have to miss a call when you cannot get to your phone. To deactivate this feature, press #61# and press call.

Call Forward "Unreachable" Call Forwarding using iPhone -

This forwards all calls when you turn your phone off. Dial *62*phonenumber# and press "call." To deactivate this feature, press #62# and press call.

Other SmartPhone/Android Carriers -

Most smartphone carriers set up their phone call forwarding to work much like the iPhone service does. However, you will need to contact your specific carrier for details.

WHAT A HUNT GROUP LOOKS LIKE

A “hunt group” is simply a term that is used to explain what is happening when the phone company (or local phone carrier) tries to find an available phone line by “hunting through” a series of available lines. Let’s look at an example where a business has 5 lines in their office. They might be configured like this:

Hunt group using NO VOICEMAIL

Phone Line	When Busy (CF/B)	If Not Answered (CF/DA)
206-515-1550 (Main Line)	Forward to 206-515-1551	Just rings
206-515-1551 (Line Two)	Forward to 206-515-1552	Just rings
206-515-1552 (Line Three)	Forward to 206-515-1553	Just rings
206-515-1553 (Line Four)	Forward to 206-515-1554	Just rings
206-515-1554 (Line Five)	Busy signal	Just rings
206-515-1555	Fax Line Only – Not in the hunt group	

In this example, the office has a hunt group that sends the incoming call to the next line available when a particular line is busy. As you can see, this company is NOT using voice mail. So if any of the 5 lines are unanswered, the line just rings and rings. Also, you can see on the last line that if it is busy, caller gets a busy signal.

Hunt group USING VOICEMAIL

Phone Line	When Busy (CF/B)	If Not Answered (CF/DA)
206-515-1550 (Main Line)	Forward to 206-515-1551	To voice mail after 5 rings
206-515-1551 (Line Two)	Forward to 206-515-1552	To voice mail after 5 rings
206-515-1552 (Line Three)	Forward to 206-515-1553	To voice mail after 5 rings
206-515-1553 (Line Four)	Forward to 206-515-1554	To voice mail after 5 rings
206-515-1554 (Line Five)	To voice mail	To voice mail after 5 rings
206-515-1555	Fax Line Only – Not in the hunt group	

In this example, the office has a hunt group that sends the incoming call to the next line available when a particular line is busy. As you can see, this company IS using voice mail. This voice mail service would likely be provided by the phone company itself. The number of rings before a call goes to voice mail when unanswered is variable and can be set by the customer.

Hunt group USING ANSWERING SERVICE

Phone Line	When Busy (CF/B)	If Not Answered (CF/DA)
206-515-1550 (Main Line)	Forward to 206-515-1551	To 800-236-1548 after 3 rings
206-515-1551 (Line Two)	Forward to 206-515-1552	To 800-236-1548 after 3 rings
206-515-1552 (Line Three)	Forward to 206-515-1553	To 800-236-1548 after 3 rings
206-515-1553 (Line Four)	Forward to 206-515-1554	To 800-236-1548 after 3 rings
206-515-1554 (Line Five)	To 800-236-1548	To 800-236-1548 after 3 rings
206-515-1555	Fax Line Only – Not in the hunt group	

In this example, the office has a hunt group that sends the incoming call to the next line available when a particular line is busy. As you can see, this company is using an answering service. If calls are either busy or unanswered, they are forwarded by the local phone service provider to an alternate number. The number of rings before a call goes to the answering service when unanswered is variable and can be set by the customer.