

# How do I use Call Forwarding?

Last Modified on 04/15/2018 4:13 pm EDT

## **To forward calls:**

1. Pick up the handset and listen for the dial tone.
2. Press: \*72
3. When prompted enter your PIN.
4. Press: 1
5. When prompted, enter the destination phone number, starting with a 1, ex: 1 800 555 1212.

To disable this feature and have calls ring to your line, dial \*72, enter PIN and choose option 2.

\*This service will continue to function even in the event of a power outage, internet outage, or device failure.

## **To forward calls only when you are on another call or your phone is off-hook:**

1. Lift the receiver and listen for dial tone.
2. Press: \*90
3. When prompted, enter your PIN.
4. Press: 1
5. When prompted, enter the destination phone number, starting with a 1, ex: 1 800 555 1212.
6. To disable this feature and send calls to voicemail when you are busy, dial \*90, enter PIN, and choose option 2.

**Rather than have your unanswered calls go to voicemail, you can have calls forwarded to another phone number when not answered.**

1. Lift the receiver and listen for dial tone.

2. Press: \*92

3. When prompted enter your PIN.

4. Press: 1

5. When prompted, enter the destination phone number, starting with a 1, ex: 1 800 555 1212.

To disable this feature and send calls to voicemail when no answer, dial \*92, enter PIN, and choose option 2.

**Other Call Forwarding Options:** Other forwarding options, like Fine-me/follow-me, Simultaneous Ring, Forwarding select numbers to voicemail, and many additional options are available in the user portal [secv.user.alianza.com](http://secv.user.alianza.com)

---