

How do I use Call Forwarding?

Last Modified on 11/26/2024 11:23 am EST

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
