

## Ways to Call Forward Your Phone

**Standard Call Forwarding:** when leaving your office for: a meeting, errand, lunch or the evening/weekend – to call forward your phone line to the answering service, pickup the receiver and dial 72# followed by the call forwarding phone number that we will assign to your account.

To make sure that the call forwarding feature worked properly, you can do one of the following after forwarding your phone:

- Remain on the line for an operator to answer the call live
- If you hear your account's greeting, "Thank you for calling... company..." then the call forwarding was successful
- After hanging up the phone, call your office number to see that it's coming through to the answering service

To disengage call forwarding, pickup the receiver and dial 73# and you will be able to answer your own calls until you forward them to the answering service again.

**Delayed Call Forwarding:** this is a feature that would have to be setup through your phone provider. You can call them and ask that they have your office line transfer automatically to the answering service after a certain amount of rings. All you would need to do is specify the amount of rings and the call forwarding phone number at the answering service. Usually the standard is 3 rings, and if the call isn't answered by a party at your office, the caller will be sent directly to the answering service. This feature is good if you're going to be in and out of the office frequently, or if you're short staffed. It's also nice because you'll never have to call forward the phone - we'll be your 24/7 backup.