System — Call Forwarding

This procedure describes how to enable system call forwarding. Calls forwarded using system call forwarding will continue to be forwarded in the event your telephone is disconnected, powered off or you experience any internet issues.

System Call Forward can be executed from any phone that has Call Forwarding enabled under Self Care. If you receive a message that the feature is disabled, check your Self-Care portal to turn the option on.

Enable Call Forwarding Unconditional

1. Lift the handset and dial *71+1+areacode+number, then press Send or #.
   (The + symbols are for demonstrative purposes, they are not entered in the call sequence)
2. You will hear the message "Call Forwarding Enabled."

Note: Your calls can be forwarded to an internal extension or an external telephone number.

Disable Call Forwarding Unconditional.

1. lift the handset and dial *72, then press Send or #.
   You will hear the message "Call Forwarding Disabled."