# Call Forwarding instructions

## Forwarding calls from Verizon

**To forward all calls**

- Call ∗**72** then your **10-digit Assigned DID**.

**To forward calls on busy or no answer**

- Call ∗**71** then your **10-digit Assigned DID**.

**To turn OFF call forwarding**

- Call ∗**73**

## Forwarding calls from AT&T

**To forward all calls**

- Dial ∗**21**∗ followed by your **10-digit Assigned DID** then press **#**.

**To forward calls on busy or no answer**

- Contact AT&T at **800.288.2020** for assistance.

**To turn OFF call forwarding**

- Call **# 21 #**

## Forwarding calls from T-Mobile

**To forward all calls**

- Call **✱72** then your **10-digit Assigned DID** followed by **#**.

**To turn OFF call forwarding**

- Call **✱73**

## Forwarding from Sprint

**To forward all calls**

- Dial **✱72** followed by your **10-digit Assigned DID**.

**To turn OFF call forwarding**

- Call **✱720**

## Forwarding calls from Google Voice

**To forward all calls**

- You MUST have a **pre-announcement**
- You must NOT have a **VPN** turned on
- Click on the **Settings** icon (cog at top right)
- Turn all **PRE-SET settings** by clicking the Green Switch Buttons to turn gray
- Under the **Account tab** (settings page), click the **+ New Linked Number**
- Enter your **10-digit Assigned DID**
- **STOP: \*\*Contact ReceptionHQ on (866) 883-3499 before proceeding\*\***
- Confirm ReceptionHQ team is ready to **record the Google Voice verification code**
- Click **Verify by Phone** not SMS (notated in blue font)
- Click the **Call button**, then click **Call** again
- Enter the **G-code** in the pop-up window which applies
- Click **Verify**

## Forwarding calls from CallRail

**CallRail**

**To forward all calls**

- Sign into your CallRail account
- Click **Tracking** at the top of the page
- Choose phone number to be forwarded and click **Edit** (repeat process if multiple)
- Click **Edit** next to Number Options
- Scroll down page to **Forward Calls** section
- Enter the **10-digit Assigned DID** within this section
- Click **Save**
- Once complete, click **Return to Tracking**
- Ensure your 10-digit **Assigned DID** is showing next to your **forwarded number**

## Forwarding from ZOOM Phone

**zoomphone**

**To forward all calls**

- Sign into the **ZOOM web portal**
- Click **Phone**
- Click the **Settings** tab
- Choose **Business Hours** or **Closed Hours** or for **Holiday Hours**, click **Manage** next to **Holiday List & Call Handling**
- Click **Edit** next to **Call Handling**.
- Click **Add Phone Number**
- Select correct **country/region** for your **Assigned DID** the drop-down menu
- Enter your **10-digit Assigned DID**
- Enter a **description** to help you identify your Assigned DID
- Click **Save**

## Forwarding from dialpad

**dialpad**

**To forward all calls**

- Note:  You **MUST be on the phone** to complete these steps
- From dialpad.com, navigate to your **Settings** and scroll to **Your Devices**
- Select **Add New** and then **Add New Forwarding Number** (bottom of list)
- Input your **10-digit Assigned DID** and verify
- **Press '1'** at the prompt after calling the submitted number

**To turn OFF call forwarding**

- Remove the number

## Forwarding calls from Grasshopper

**Grasshopper**

**To forward all calls**

- Go to *Settings > Call Forwarding Settings > Extensions*
- Click **Edit** next to the number and extension, or create a new one
- Select how you want Grasshopper to handle incoming/unanswered calls
- Enter your **10-digit Assigned DID**
- Configure your schedule based on time-of-day and which phone you'll be using
- Choose which order you want Grasshopper to call each number

**To turn OFF call forwarding**

- Click **Delete** beside the **Assigned DID**

# Forwarding calls from RingCentral

**RingCentral**

## To forward all calls

- Sign into your **RingCentral online account**
- Follow the navigation path depending on your access profile:
  - **Users**: Navigate to *Settings* > *Call Forwarding and Voicemail*
  - **Admins**: On the **Quick Access** page in the Admin Portal
    - Navigate to *Users* > *Manage Users*
    - Select extension to configure, click **Call Forwarding & Voicemail**
- Under the Work Hours tab, click **Add number or coworker**

| | | | | | | |
|---|---|---|---|---|---|---|
| ⠿ | ☐ | 2 | 🔵 | 4 Rings / 20 Secs ⌄ | Promotion | (650) 295-1234 |
| ⠿ | ☐ | 3 | 🔵 | 4 Rings / 20 Secs ⌄ | Phone 1 | (530) 503-2222 |

⊕ Add number or coworker

- Under **Name** column, choose whether added number is a **Number** or **Coworker**

| | | | | | | |
|---|---|---|---|---|---|---|
| ⠿ | ☐ | 2 | 🔵 | 4 Rings / 20 Secs ⌄ | Promotion | (650) 295-1234 |
| ⠿ | ☐ | 3 | 🔵 | 4 Rings / 20 Secs ⌄ | Phone 1 | (530) 503-2222 |
| ⠿ | ▪ | 4 | ⚪ | 4 Rings / 20 Secs ⌄ | Select ⌄ | Phone Number |

⊕ Add number or coworker

| Number |
| Coworker |

- Optional: Enter **Name** for the forwarding number
- Enter your **10-digit Assigned DID**
- Set how long you want the call to ring under the **Ring For** column
- Ensure toggle is switched-on under **Active** column

| 👤 Create Ring Group | 📋 Ungroup | 🗑 Delete | | | |
|---|---|---|---|---|---|

| | Order | Active | Ring For ⓘ | Name | Number |
|---|---|---|---|---|---|
| ⠿ ☐ | 1 | 🔵 | Always Ring ⌄ | Desktop & Mobile Apps | |
| ⠿ ☐ | 2 | 🔵 | 4 Rings / 20 Secs ⌄ | Promotion | (650) 295-1234 |
| ⠿ ☐ | 3 | 🔵 | 4 Rings / 20 Secs ⌄ | Phone 1 | (530) 503-2222 |
| ⠿ ☐ | 4 | 🔵 | 4 Rings / 20 Secs ⌄ | Test | Phone Number |

⊕ Add number or coworker

- Click **Save**

## Forwarding from Vonage

**To forward all calls**

- Dial ✱**72** and listen for the prompt
- Enter the area code and **10-digit Assigned DID** to which calls will be forwarded
- Press 1 to confirm or 2 to enter a different phone number

## Forwarding from Nextiva

**To forward all calls (as Admin)**

- From the NextOS admin page, select *Users > Actions > Voice Settings > Forwarding > Call forward always*.
- Enter the **10-digit Assigned DID**

**To forward all calls (as User)**

- Dial ✱**72** followed by **10-digit Assigned DID** then press #

**To turn OFF call forwarding**

- Dial ✱**73**

## Forwarding calls from Ooma

**To forward all calls**

- Log into your My Ooma account
- Go to Preferences tab and select Call Forwarding
- Click the cog icon next to 'Ring Add Number'
- Enter your **10-digit Assigned DID**
- Tick the checkbox next to 'Ring Add Number'

## Forwarding calls from JustCall.io

**To forward all calls (from landline)**

- Call ✱**72** then your **10-digit Assigned DID** followed by **#**.
- Listen for a confirmation tone before hanging up

**To turn OFF call forwarding**

- Call ✱**73** then listen for the confirmation tone

**To forward all calls (from Smartphone Mobile App)**

- Click your Account image (top left corner)
- Click **Manage**
- Choose the phone number for which to enable call forwarding
- Click **Call Forwarding** and enter your **10-digit Assigned DID**
- Click **Save**

**To enable conditional forwarding (from an IVR enabled JustCall Number)**

- Navigate to Number section
- Select **External Number** from **Unanswered Call Forwarding Setting** drop-down
- Enter your **10-digit Assigned DID**
- Click **Save**

## Forwarding from Wix

**To forward all calls**

- Go to Business Phone Number in your site's dashboard.
- Click **+Add Forwarding Number** in the **Call Forwarding** section
- Click **Add Call Agent**
- Enter your **10-digit Assigned DID** (and any other important details)
- Click **Next**
- Click the **Select a call agent** drop-down
- Select your 10-digit **Assigned DID**

# Forwarding from Google Fi

**To forward all calls**

- From the Google Fi app main screen, scroll to **Call Forwarding**.
- Tap **Call Forwarding** in your Phone Settings
- Tap **Add a number**
- Tap the **Number** field
- Enter your **10-digit Assigned DID**
- Tap the **Next** key
- Enter a description (eg. ReceptionHQ Forwarding Number)
- **STOP: \*\*Contact ReceptionHQ on (866) 883-3499 before proceeding\*\***
- **AFTER** contacting our team, tap **Verify by Call**
- The number you entered will receive a **verification code** from Google Fi
- Tap the **6-digit code** field
- Enter your code and click **Verify**