

# GoTo Connect **Call Forwarding.** Everything You **Need to Know.**



## How do I turn on call forwarding on a GoTo Connect phone?

### How To Activate Immediate Call Forwarding:

1. Dial \*72
2. Type the 10-digit phone number you want to forward to
3. Press Send
4. Wait for confirmation beeps

### How To Enable Call Forwarding via the GoTo Connect Website:

1. Sign in to your GoTo online portal.
2. If you haven't already created a new dial plan, you must do so by following [these instructions](#).
3. Select Phone system in the left navigation menu.
4. Select Phone numbers and then choose the phone number you'd like to route to the new dial plan.
5. From the Settings tab, choose Call routing
6. Route calls to the new dial plan by choosing it from the drop-down menu.
7. Select Save.

## How do I turn off call forwarding on a GoTo Connect phone?

### How To Deactivate:

1. Dial \*73
2. Press Send
3. Wait for confirmation beeps

### 1. Get started

Start by forwarding your calls to SAS.

### 2. Check it

Call your business from another phone to ensure you're forwarded.

### 3. Have issues

Call your forward number directly to check if the line is working, and try to forward your calls again.

### 4. We're here

Call 866-688-8912 or visit [www.specialtyansweringservice.net](http://www.specialtyansweringservice.net)



#### Hello

Call forwarding is how you get your businesses telephone calls to SAS



#### Easy

No installation necessary - call forwarding is probably already active on your line



#### Goodbye

Cancel call forwarding when you're ready to answer your own calls again



# GoTo Connect **Call Forwarding FAQs.**

- ? Is \*73 used for GoTo Connect?**  
\*73 is used to unforward your lines with GoTo Connect.
- ? Can I turn off call forwarding with \*72?**  
To turn off call forwarding, dial \*73. To turn call forwarding on, dial \*72 followed by the number you wish to forward calls to.
- ? Does call forwarding also forward text messages?**  
No, forwarding your phone does not forward text messages.
- ? Why am I getting a busy tone?**  
If you're getting a busy tone, either forwarding was not done correctly, or the number you are trying to forward to is not active. First try calling the forwarding number directly to make sure it is active. If it is, try the forwarding process again.
- ? How much does GoTo Connect forwarding cost? Is it free?**  
There is no cost to forward with GoTo Connect.
- ? Where are my forwarding settings?**  
You can find your forwarding settings within your GoTo Connect portal.
- ? Can I activate call forwarding remotely?**  
You can activate call forwarding via your GoTo Connect portal.
- ? Does GoTo Connect have Selective Call Forwarding?**  
Yes, GoTo Connect offers Selective Call Forwarding with their Find Me/Follow Me settings.
- ? Does GoTo Connect have Conditional Call Forwarding?**  
Yes, GoTo Connect offers Conditional Call Forwarding with their Find Me/Follow Me settings.
- ? Does GoTo Connect have \*71 Call Forwarding?**  
No, GoTo Connect doesn't have \*71 Call Forwarding with Verizon.
- ? How do I know if I've forwarded my GoTo Connect line?**  
You can test to see if your line is forwarded by calling your number from a different phone. If your line rings, you are not forwarded.

