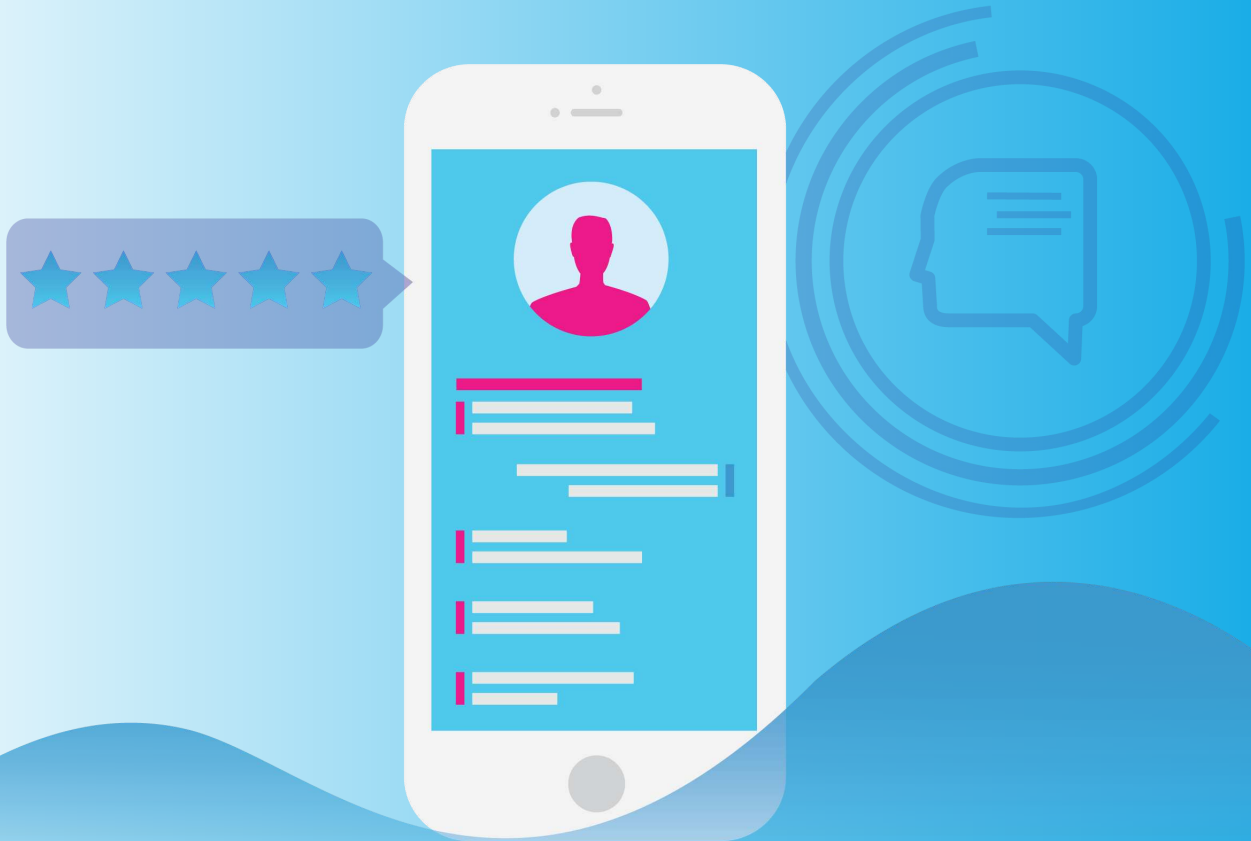


AGENTZ.AI CALL FORWARDING SETUP GUIDE



Instruction Guide on How to Implement Agentz Call Forwarding by Phone Service Provider

support@agentz.ai || www.agentz.ai || May, 2020



General Installation Guidelines

There are three call forwarding options to use as desired:

1 - Forward All Calls

This setting will forward all calls to your Agentz 10-digit number at all times.

When should I use this?

Use Forward All Calls settings when you know you are going to be unavailable to handle incoming calls. Some businesses automatically set their Forward All Calls on during off-hours, weekends and holidays. Agentz recommends this practice in conjunction with Forward Busy and Forward No Answer, but Forward All Calls is not required for a successful installation of Agentz.

2 - Forward Busy

This setting will forward your calls when your line is busy.

When should I use this?

We recommend turning this setting on at all times if your phone service provider offers the option. This is a perfect scenario to allow Agentz to handle your calls.

3 - Forward No Answer/Conditional

This setting will forward your calls when you do not answer your phone within a predetermined amount of time.

When should I use this?

We recommend turning this setting on at all times if your phone service provider offers the option. Depending on your phone service, you will have options to delay the call forward by number of rings (we recommend 4 - 5) or by seconds (we recommend 10 - 15).

NOTE: Phone companies may update their call forwarding steps from time to time. We recommend that you also review the Help links provided for each service in the event that changes have been made to their processes.





Phone Service Providers

- 4 Allo Communications
- 5 AT&T Landline
- 6 AT&T Wireless
- 7 Bell Canada Business
- 8 Century Link
- 9 Charter
- 10 Comcast Business
- 11 Comcast Business VoiceEdge
- 12 Cox
- 13 CTC
- 14 Dialpad
- 15 Fonality
- 16 Frontier
- 17 iPlum
- 18 Google Voice
- 19 MCI
- 20 Metro PCS by T-Mobile
- 21 Nextiva
- 22 Ooma Office
- 23 Optimum
- 24 Ring Central
- 25 Rogers Business
- 26 Rogers Wireless
- 27 Shaw
- 28 Spectrum Business
- 29 Sprint Intelligent Virtual Office (SIVO)
- 30 Sprint Multiline
- 31 Sprint Phone Connect
- 32 Sprint Wireless
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- 34 Talkroute
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- 36 Time Warner Cable
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Allo Communications

Delayed No Answer Call Forwarding - Fixed

These services forward calls from the customer's line to an alternative number only if calls are not answered on the customer's line. Fixed variant of Delayed Call Forwarding allows the subscriber to configure a particular forwarding number that is always used by this service.

1. Dial *92
2. Wait for a confirmation tone
3. Enter the 10-digit number provided to you by Agentz and then press #

Turn Off Call Forwarding

1. Dial *91

Busy Call Forwarding - Fixed

This service forwards all incoming calls to an alternative number, without ringing the customer's phone first. The standard access codes for this service are as follows:

1. To enable Call Forwarding:
2. Dial *90
3. Wait for a confirmation tone
4. Enter the 10-digit number provided to you by Agentz and then press #

Turn Off Call Forwarding:

1. Dial *91

Unconditional Call Forwarding - Fixed

This service forwards all incoming calls on to an alternative number, without ringing the customer's phone first.

1. Dial *72
2. Wait for a confirmation tone
3. Enter the 10-digit number provided to you by Agentz and then press #

Turn Off Call Forwarding:

1. Dial *73

Unconditional Call Forwarding - Variable

This service forwards all incoming calls on to an alternative number, without ringing the customer phone first.

1. Dial *72
2. Wait for a confirmation tone,
3. Enter the 10-digit number provided to you by Agentz and then press # (if you need to dial a 9 when dialing out then you will need to add this 9 to the beginning of the forwarding number)

There will be a courtesy call to the forwarding line. The call forwarding will be activated once the courtesy call is answered. If you are not able to answer the courtesy call, you can activate the call service by dialing *72 again.

Turn Off Call Forwarding:

1. Dial *73

Need Help?

Additional information and support can be found at <https://www.allocommunications.com/faqs/> or by calling Allo at (402) 480-6550.



AT&T Landline

Turn On Call Forwarding Online at myAT&T

The easiest way to set up call forwarding is through your online account at AT&T.

1. Login at: <https://www.att.com/my/#/login>
2. Navigate to My Services > Phone Features > Call Forwarding
3. Turn ON No Answer Call Forwarding
4. Enter the 10-digit number provided to you by Agentz
5. Set the number of rings before call forwarding starts (3 - 4 is recommended)
6. Turn ON Busy Call Forwarding
7. Enter the 10-digit number provided to you by Agentz
8. Turn ON Safe Call Forwarding
9. Enter the 10-digit number provided to you by Agentz

Call myAT&T

Call AT&T at (800) 288-2020 and ask them to add Call Forward No Answer and Call Forward Busy to your phone line.

Need Help?

Additional information and support can be found at
<https://smallbusiness.bellsouth.com/customer/PDF/CallForwardingOptions.pdf>



AT&T Wireless

Turn On Call Forwarding From Your Phone

1. Dial *004* followed by the 10-digit number provided to you by Agentz and then *11#
2. Press the Dial button

Need Help?

Additional information and support can be found at <https://www.att.com/support/article/wireless/KM1011513/>



Bell Canada Business

Call Forward Universal

1. Lift the receiver and press *72 followed by the 10-digit number provided to you by Agentz
2. Listen for two beeps then hang-up.
3. Call Forward Universal feature is activated.

Turn Off Call Forwarding

1. Lift the receiver and press *73.
2. Listen for two beeps then hang-up.

Call Forward Busy Programmable

This feature is only available with Local Link without voicemail or with optional programmable voicemail.

1. Lift the receiver and press *90.
2. When prompted, enter the 10-digit number provided to you by Agentz
3. Listen for two beeps then hang-up.
4. Call Forward Busy Programmable feature is activated.

Turn Off Call Forwarding

1. Lift the receiver and press *91.
2. Listen for two beeps then hang-up.

Call Forward Don't Answer Programmable

Forward an incoming call to a designated telephone number if the call is not answered after 4 rings.

1. Lift the receiver and press *92 followed by the 10-digit number provided to you by Agentz
2. Listen for two beeps then hang-up.
3. Call Forward Don't Answer Programmable feature is activated.

Turn Off Call Forwarding

1. Lift the receiver and press *93.
2. Listen for two beeps then hang-up.
3. Call Forward Busy Fixed to Voicemail

Need Help?

Additional information and support by device can be found at <https://business.bell.ca/support/small-business/phone/calling-features/how-to-use-call-forwarding>



Century Link

Turn On Call Forwarding:

1. Listen for a dial tone, and press *72
2. Listen for a stutter dial tone followed by regular dial tone
3. Dial the 10-digit number provided to you by Agentz

When the phone's answered—either by a person or voicemail, call forwarding is activated.

Turn Off Call Forwarding

1. Listen for a dial tone, then press *73
2. Listen for 2 short tones, then a regular dial tone

Need Help?

Additional information and support by device can be found at <https://www.centurylink.com/small-business/support/products/phone/call-forwarding.html>



Charter

Turn On Call Forwarding:

1. Lift the handset, listen for the dial tone, press * 72, then listen again for the dial tone
2. Dial the 10-digit number provided to you by Agentz

Call Forward Variable is activated as soon as someone answers. If no one answers the other line, repeat the above steps until Call Forward Variable is activated. A tone will confirm activation.

Turn Off Call Forwarding:

1. Lift the handset, listen for the dial tone, then press * 73
2. A dial tone confirms deactivation

Need Help?

Additional information and support contact your phone provider.



Comcast Business

Through your online Comcast account:

1. Sign into My Account at <https://business.comcast.com/myaccount>
2. Navigate to Services > Features > Call Forwarding

Call Forwarding Always

1. Select the Pencil icon to enter the 10-digit number provided to you by Agentz
2. Select the Checkbox to enable play ring reminder when a call is forwarded. Select the Checkmark to confirm
3. Select the toggle to turn the feature on.

Note: To activate Call Forwarding Always from your phone, dial *72 and wait for the voice prompts. To deactivate, dial *73.

Call Forwarding Busy

1. Select the Pencil icon to enter the 10-digit number provided to you by Agentz
2. Select the Checkmark to confirm
3. Select the toggle to turn the feature on.

Note: To activate Call Forwarding Busy from your phone, dial *90 and wait for the voice prompts. To deactivate, dial *91.

Call Forwarding No Answer

1. Select the Pencil icon to enter the 10-digit number provided to you by Agentz
2. Select the Number of rings before forwarding the call from the dropdown. Select the Checkmark to confirm
3. Select the toggle to turn the feature on.

Note: To activate Call Forwarding No Answer from your phone, dial *92 and wait for the voice prompts. To deactivate, dial *93.

Call Forwarding Not Reachable

1. Select the Pencil icon to enter the 10-digit number provided to you by Agentz
2. Select the Checkmark to confirm
3. Select the toggle to turn the feature on.

Note: To activate Call Forwarding Not Reachable from your phone, dial *59 and wait for the voice prompts. To deactivate Call Forwarding Not Reachable from your phone, dial *59.

Need Help?

Additional information and support can be found at <https://business.comcast.com/help-and-support/voice/manage-call-forwarding-voicedge-select/>



Comcast Business VoiceEdge

VoiceEdge Support

Call forwarding instructions can be found at <https://business.comcast.com/help-and-support/voice/manage-call-forwarding-for-business-voiceedge>



CoX

Turn ON Call Forwarding - Always

1. Lift the handset and listen for the dial tone
2. Dial *72. On a rotary phone, dial 1172 and listen for the dial tone
3. Dial the 10-digit number provided to you by Agentz. Enter the number exactly as if you are calling directly, such as 7-digit, 10-digit, or 1 plus the area code
4. Your confirmation will be a stutter dial tone, then regular dial tone to let you know your Call Forwarding feature is now working.

Turn Off Call Forwarding

1. Lift the handset and listen for the dial tone
2. Dial *73. On a rotary phone, dial 1173
3. Listen for the confirmation tone, and then hang up the handset

Turn ON Call Forwarding - Busy

1. Lift the handset and listen for the dial tone
2. Dial *91 and listen for the dial tone
3. Dial the 10-digit number provided to you by Agentz. Enter the number exactly as if you are calling directly, such as 7-digit, 10-digit, or 1 plus the area code
4. If the Forward To line is busy or there is no answer:
5. Hang up
6. Within two minutes, repeat steps 1-4 above
7. Result: You will hear a confirmation tone to let you know your Call Forwarding feature is now working.

Turn Off Call Forwarding

1. Lift the handset and listen for the dial tone
2. Dial *91
3. Listen for the confirmation tone, and then hang up the handset

Turn ON Call Forwarding - No Answer

1. Lift the handset and listen for the dial tone
2. Dial *92, On a rotary phone dial 1192 and listen for the dial tone
3. Dial the 10-digit number provided to you by Agentz. Enter the number exactly as if you are calling directly, such as 7-digit, 10-digit, or 1 plus the area code
4. If the Forward To line is busy or there is no answer:
5. Hang up
6. Within two minutes, repeat steps 1-4 above
7. Result: You will hear a confirmation tone to let you know your Call Forwarding feature is now working.

Turn Off Call Forwarding

1. Lift the handset and listen for the dial tone
2. Dial *93, On a rotary phone dial 1193
3. Listen for the confirmation tone, and then hang up the handset

Need Help?

Additional information and support can be found at <https://www.cox.com/business/support/using-call-forwarding-features.html>



CTC

Turn On Call Forwarding - Always

All calls will ring straight through to the destination you choose

1. Press "Forward" on your home screen or Press the "Home" Button and then Press "Forward"
2. In the Contact field, enter the 10-digit number provided to you by Agentz
3. To activate the service, press "Enable"
4. To turn the service off, press "disable"

Turn On Call Forwarding - No Answer

Instead of going to voicemail, your calls will forward if you do not answer after a set number of rings

1. Press "Forward" on your home screen or Press the "Home" Button and then Press "Forward"
2. In the Contact field, enter the 10-digit number provided to you by Agentz
3. To activate the service, press "Enable"
4. To turn the service off, press "disable"

Turn On Call Forwarding - Busy

In the event your phone rings busy, your call will be forwarded instead of going to voicemail

1. Press "Forward" on your home screen or Press the "Home" Button and then Press "Forward"
2. In the Contact field, enter the 10-digit number provided to you by Agentz
3. To activate the service, press "Enable"
4. To turn the service off, press "disable"

Need Help?

Additional information and support by device can be found at <https://ctcbusiness.net/Help-Desk>



Dialpad

Turn On Call Forwarding through your Online Account

1. Login to your Dialpad account at <https://dialpad.com/login>
2. Navigate to Your Settings > Your Devices > Forwarding Number
3. Follow the prompts to set up forwarding to the 10-digit number provided to you by Agentz

Need Help?

Additional information and support can be found at <https://help.dialpad.com/hc/en-us/articles/213732643-Forwarding-Numbers-FAQs>



Fonality

Turn On Call Forwarding through your Online Account

1. Login to your Fonality account at <https://cp.fonality.com/>
2. Navigate to Features tab
3. Choose "Call forwarding to a single number"
4. Choose forward after 10 or 15 seconds
5. Enter the 10-digit number provided to you by Agentz
6. Click on Apply All Changes

Need Help?

Additional information and support can be found at https://www.fonality.com/hubfs/Guides/UG_HUDWeb.pdf



Frontier

Turn On Call Forwarding:

1. When you hear a dial tone, dial 72
2. When you hear a second dial tone, dial the 10-digit number provided to you by Agentz

Call Forwarding is activated when someone answers the number you dialed. If you receive a busy signal or no answer, hang up and repeat the first step within two minutes. You will get a confirmation tone indicating that this option is activated.

Exceptions:

1. For Indiana (Citizens and Fairmount), Illinois (all areas), Pennsylvania (Enterprise and Oswayo River), Alabama (Midsouth) and Wisconsin (Mondovi): Dial 72#
2. For Rhinelander: Dial 72#
3. Frontier Voice customers in Connecticut: When you hear a dial tone, dial 72 followed by the 10-digit number provided to you by Agentz

Turn Off Call Forwarding

1. Lift the handset and listen for the dial tone
2. Dial *73
3. Listen for the confirmation tone, and then hang up the handset

Result: Your Call Forwarding is now off.

Exceptions:

1. For Indiana (Citizens and Fairmount), Illinois (all areas), Pennsylvania (Enterprise and Oswayo River), Alabama (Midsouth) and Wisconsin (Mondovi): Dial 73#
2. For Rhinelander: Dial 73#

Need Help?

Additional information and support can be found at <https://frontier.com/small-business/helpcenter/categories/phone/calling-features/call-forwarding-smb/features/call-forward>



iPlum

Turn On all Forwarding Online

1. Login to your iPlum account at <https://my.iplum.com/#/signin>
2. Navigate to Simple Call Forwarding in the left panel
3. Select the account or sub-account you want to forward your calls
4. Follow the prompts to set up forwarding to the 10-digit number provided to you by Agentz

Turn On all Forwarding Via the App

1. Navigate to Settings > Multiple Call Forwarding > Change
2. Select the account or sub-account you want to forward your calls
3. Follow the prompts to set up forwarding to the 10-digit number provided to you by Agentz

Need Help?

Additional information and support can be found at <https://iplum.com/blog/faq/call-forwarding/>



Google Voice

Turn On all Forwarding Online

Step 1 - Link your Agentz number

1. Login to your Google Voice dashboard at <https://voice.google.com/>
2. Click on the Settings icon at the upper right
3. Click on Account in the left-hand navigation
4. In the Linked Numbers section, add the 10-digit number provided to you by Agentz and turn it on
5. Google will send a text message to your Agentz number with a verification code. Enter that into the Google Voice prompt

Step 2 - Enable Call Forwarding

1. Click on Calls in the left-hand navigation
2. In the Call Forwarding section, add the 10-digit number provided to you by Agentz and turn it on
3. Turn OFF "Screen Calls"
4. Turn OFF "Show my Google Voice Number as Caller ID When Forwarding Calls"

Need Help?

Additional information and support can be found in your Google Voice account, Help section.



MCI

Turn On Call Forwarding

1. Lift the receiver on your phone and listen for the dial tone
2. Dial *92 and then dial the 10-digit number provided to you by Agentz
3. Listen for the confirmation tone - this indicates that "Call Forward No Answer" has been turned on
4. Lift the receiver on your phone again and listen for the dial tone
5. Dial *68 and then dial the 10-digit number provided to you by Agentz
6. Listen for the confirmation tone - this indicates that "Call Forward Busy" has been turned on

Need Help?

Additional information and support can be found by calling MCI at (800) 444-2222.



Metro PCS by T-Mobile

Turn On Call Forwarding from Your Phone

First, be sure that Call Forwarding feature on your phone by adding it to your account. You can do so by logging into your online account or dialing *611 from your phone.

Now, turn on WiFi on your phone.

Call Forwarding No Reply

1. Dial **61*, the 10-digit number provided to you by Agentz, and then #

Call Forwarding Busy

1. Dial **67*, the 10-digit number provided to you by Agentz, and then #

Call Forwarding Not Reachable

1. Dial **62*, the 10-digit number provided to you by Agentz, and then #

Setup Ring Delay

To set the number of seconds before the caller forwards to the Agentz number, complete this step:

1. Dial **61*18056377249**<seconds># where <seconds> is a number between 5 and 30. Like this for 15 seconds: **61*18056377249**15#

Turn Off Call Forwarding

1. Dial ##004#

Need Help?

Additional information and support can be found by device at <https://www.metroby-t-mobile.com/support/find-your-device/samsung.html>



Nextiva

Call Forwarding No Reply, Call Forwarding Busy, Call Forwarding Not Reachable

Setup Using Your Nextiva phone:

1. Pick up receiver and dial *92 followed by the the 10-digit number provided to you by Agentz
2. Follow prompts
3. Hang up
4. Pick up receiver and dial *90 followed by the 10-digit number provided to you by Agentz
5. Follow prompts
6. Hang up
7. Pick up receiver and dial *94 followed by the 10-digit number provided to you by Agentz
8. Follow prompts
9. Hang up

Setup Using Your Nextiva mobile app:

1. Navigate to Settings > Call Settings > Incoming Calls
2. Update each of these sections:
3. When No Answer, Turn on and enter the the 10-digit number provided to you by Agentz; specify number of rings to 3 - 4
4. When No Busy, Turn on and enter the the 10-digit number provided to you by Agentz
5. When Not Reachable, Turn on and enter the the 10-digit number provided to you by Agentz

Setup Using Your Nexiva Web Portal at <https://authenticate.nextiva.com/AccountValidation/login.action>

1. Navigate to Users > Manage Users
2. Select the users you want to call forward
3. Update each of these sections within Incoming Calls:
4. When No Answer, Turn on and enter the the 10-digit number provided to you by Agentz; specify number of rings to 3 - 4
5. When No Busy, Turn on and enter the the 10-digit number provided to you by Agentz
6. When Not Reachable, Turn on and enter the the 10-digit number provided to you by Agentz

Need Help?

Additional information and support can be found at <https://www.nextiva.com/support/articles/getting-started-with-call-forwarding.html>



Ooma Office

Setup Using Your phone:

1. Dial *72
2. At the prompt, enter the 10-digit number provided to you by Agentz, followed by #

Turn Off Call Forwarding

1. Dial *74
2. Follow the directions at the prompt

Setup Using Your Ooma Portal

1. Login to your Ooma business account at <https://office.ooma.com/>
2. Navigate to Settings > Call Forwarding
3. Set Call Forwarding Mode to Enabled
4. In Forwarding Number, enter the the 10-digit number provided to you by Agentz

Need Help?

Additional information and support can be found at <https://support.ooma.com/office/how-to-turn-call-forwarding-on-and-off/>



Optimum

Call Forwarding Options

- Call Forward To Options: Forward calls to a phone number of your choosing, voicemail, or a pre-recorded "do not disturb" message.
- Time of Day Call Forwarding: Provides a scheduling capability to forward calls during specified time intervals. Up to 7 schedules can be configured.
- Call Forward Busy / No Answer: Forwards calls when the phone line is busy or the line is not answered.
- Selective Call Forwarding: Create a list of up to 32 phone numbers and have them forwarded to where you want.
- Business Continuity Forwarding: If your power has failed or the connection to the cable modem is lost, you can forward all your calls to a pre-configured number and keep your business running.

Activate or Deactivate Call Forwarding Online

You can administer Call Forwarding using the Optimum Business Account Center.

1. Log into the Optimum Business Account Center at <https://www.optimum.net/login>
2. Select the Phone tab
3. Click Actions next to the number you want to manage
4. Click Edit Number Features
5. Next to Select a feature, select the type of call forwarding you want to manage and click Continue
6. Enter the 10-digit number provided to you by Agentz and click Save

Activate or Deactivate Call Forwarding From Your Phone

1. Dial *72
2. Listen for stutter dial tone
3. Dial the 10-digit number provided to you by Agentz
4. Listen for ring tone:
5. If the phone is answered, your calls will be forwarded
6. If line is busy or no answer, try the above steps again
7. To verify Call Forwarding is in effect: Dial *72 and you will hear an announcement that the feature is successfully activated

Turn Off Call Forwarding

1. Dial *73
2. You will hear 3 beeps followed by a dial tone indicating that Call Forwarding has been successfully turned off.

Note: Even when Call Forwarding is active, you will hear a short, abbreviated ring on your Optimum Voice line indicating that an incoming call has been forwarded.

Note: Business Continuity Forwarding feature is currently not available on the primary number of a hunt group.

Need Help?

Additional information and support can be found at https://business.optimum.net/FAQ/answers/a_id/296



Ring Central

Setup Call Forwarding Online

You can administer Call Forwarding using the Optimum Business Account Center.

1. Log into the Ring Central Business Account at <https://service.ringcentral.com/#/enterCredential>
2. Navigate to Call Handling & Forwarding > User Hours > Incoming Calls Forward in this Order
3. In the Then Forward Calls to list, enter the 10-digit number provided to you by Agentz and click Save

If you have different call forwarding rules for business vs. out of office hours, be sure to set up forwarding for both.

Need Help?

Additional information and support can be found at <https://www.ringcentral.com/office/features/call-forwarding/overview.html?bmid=BLOGNEW>



Rogers Business

Setup Call Forwarding from your Phone

1. From your phone, dial *72
2. Dial the the 10-digit number provided to you by Agentz
3. If someone answers the phone when you dial, be sure to stay on the line for at least 5 seconds or call forwarding will not be activated

If the line is busy or if there is no answer:

1. From your phone, dial *72 again
2. Dial the the 10-digit number provided to you by Agentz
3. You will hear two beeps confirming that call forwarding is active

Turn Off Call Forwarding

1. From your phone, dial *73
2. Listen for two beeps and hang up

Need Help?

Additional information and support for forwarding from your Rogers phone can be found at https://www.rogers.com/cmsbusiness/download/userguide/Rogers_Business_Phone_User_Guide_en_01_25_2011.pdf



Rogers Wireless

Call Forwarding for No Answer

1. From your mobile device dial *61*1 followed by the 10-digit number provided to you by Agentz and then followed by # (Example: *61*15551112222#)
2. After a you hear a series of beeps, call forwarding has been initiated

Call Forwarding for Line Busy

1. From your mobile device dial *67*1 followed by the 10-digit number provided to you by Agentz and then followed by # (Example: *67*15551112222#)
2. After a you hear a series of beeps, call forwarding has been initiated

Need Help?

Additional information and support for forwarding from your wireless device can be found at <https://www.rogers.com/customer/small-business/support/article/what-are-the-codes-for-call-forwarding-for-my-wireless-device>



Shaw

Turn on Call Forwarding from your Shaw Online Account

1. Login to your MyShaw account at <https://signin.shaw.ca/idp/SSO.saml2>
2. Scroll down the phone section
3. Navigate to Manage Settings
4. Click the Manage button beside Call Forwarding
5. Toggle the Forward incoming calls button to ON
6. Enter the 10-digit number provided to you by Agentz
7. Click on Save

Turn on Call Forward Busy and Call Forward No Answer

Use these Call Forward features if you want incoming calls to be directed to another number when you are not available to take a call, either because the line is busy or because the line goes unanswered.

Call Forward Busy forwards incoming calls when the line is in use.

Call Forward No Answer forwards incoming calls when a line is not answered after a set number of rings.

NOTE: A Shaw Business representative has to set up these features before you can use them. Contact Technical Support to enable this feature.

To turn it on (enable):

1. Contact a Shaw Business Representative at 1-877-742-9249 and ask them to enable Call Forward Busy and Call Forward No Answer for your business line
2. Then, lift the receiver and wait for the dial tone
3. Dial the appropriate star code:
4. Call Forward Busy: *90
5. Call Forward No Answer: *92
6. Enter the 10-digit number provided to you by Agentz
7. Hang up when you hear the stutter tone

To turn it off (disable):

1. Lift the receiver and wait for the dial tone
2. Dial the appropriate star code:
3. Call Forward Busy: *91
4. Call Forward No Answer: *93
5. Hang up when you hear the stutter tone

Need Help?

Additional information and support for call forwarding can be found at <https://business.shaw.ca/support/how-to-manage-call-forward-features>



Spectrum Business

Turn on Call Forwarding from your Spectrum Online Account

1. Login to your Spectrum business account at <https://www.spectrumbusiness.net/login>
2. Navigate to Incoming Call Settings > Call Forwarding
3. Turn on Call Forward No Answer Calls
4. Enter the 10-digit number provided to you by Agentz and choose 3 - 4 rings in the After drop-down; click Save
5. Turn on Call Forward Busy Calls
6. Enter the 10-digit number provided to you by Agentz and click Save

Turn on Call Forwarding from your Business Phone

Call Forwarding for No Answer Calls

1. Lift the receiver and wait for the dial tone
2. Dial *92 and wait for the dial tone
3. Enter the 10-digit number provided to you by Agentz
4. Listen for the confirmation tone that call forwarding has been activated

Call Forwarding for No Answer Busy

1. Lift the receiver and wait for the dial tone
2. Dial *90 and wait for the dial tone
3. Enter the 10-digit number provided to you by Agentz
4. Listen for the confirmation tone that call forwarding has been activated

Need Help?

Additional information and support for call forwarding can be found at <https://www.spectrum.net/support/voice/spectrum-voice-phone-features/?redirected=true>



Sprint Intelligent Virtual Office (SIVO)

Turn on Call Forwarding from your SIVO Online Account

1. Login to your Spectrum business account at <https://sprintintelligentvirtualoffice.com/login>
2. Navigate to Settings > Extension
3. Select the the option for Sequential Ring making Agentz the last number in your sequence (ideally, Agentz is the second number in the order)
4. Enter the 10-digit number provided to you by Agentz

Need Help?

Additional information and support for call forwarding can be found in the FAQ of your SIVO online business account.



Sprint Multiline

Turn on Call Forwarding from your Sprint Multiline App

1. Access your Sprint Multiline App
2. Navigate to Settings > Call Handling
3. Select the the option for Sequential Ring making Agentz the last number in your sequence (ideally, Agentz is the second number in the order)
4. Enter the 10-digit number provided to you by Agentz

Need Help?

Additional information and support for call forwarding can be found at <https://business.sprint.com/multiline-faq/>



Sprint Phone Connect

Turn on Call Forwarding from your Phone

Call Forwarding for No Answer Calls AND No Answer Busy

1. Lift the receiver and wait for the dial tone
2. Dial *28 and wait for the dial tone
3. Enter the 10-digit number provided to you by Agentz
4. Listen for the confirmation tone that call forwarding has been activated
5. To disable, dial *38

Call Forwarding for No Answer Calls

1. Lift the receiver and wait for the dial tone
2. Dial *73 and wait for the dial tone
3. Enter the 10-digit number provided to you by Agentz
4. Listen for the confirmation tone that call forwarding has been activated
5. To disable, dial *730

Call Forwarding for No Answer Busy

1. Lift the receiver and wait for the dial tone
2. Dial *74 and wait for the dial tone
3. Enter the 10-digit number provided to you by Agentz
4. Listen for the confirmation tone that call forwarding has been activated
5. To disable, dial *740

Need Help?

Additional information and support for call forwarding can be found at

<https://www.sprint.com/en/support/solutions/device/set-up-call-forwarding-on-my-sprint-phone-connect.html>



Sprint Wireless

Turn on Call Forwarding from your Phone

Call Forwarding for No Answer Calls

1. Lift the receiver and wait for the dial tone
2. Dial *73 followed by the 10-digit number provided to you by Agentz
3. Press Talk
4. Listen for the confirmation beeps that call forwarding has been activated
5. To disable, dial *730

Call Forwarding for No Answer Busy

1. Lift the receiver and wait for the dial tone
2. Dial *74 followed by the 10-digit number provided to you by Agentz
3. Press Talk
4. Listen for the confirmation beeps that call forwarding has been activated
5. To disable, dial *740

Need Help?

Additional information and support for call forwarding can be found at
https://support.sprint.com/support/service/category/Call_forwarding-Call_Forwarding



Sprint Wireline

Turn on Call Forwarding from your Phone

Call Forwarding for No Answer Calls

1. Lift the receiver and wait for the dial tone
2. Dial *73 followed by the 10-digit number provided to you by Agentz
3. Press Talk
4. Listen for the confirmation beeps that call forwarding has been activated
5. To disable, dial *730

Call Forwarding for No Answer Busy

1. Lift the receiver and wait for the dial tone
2. Dial *28 followed by the 10-digit number provided to you by Agentz
3. Press Talk
4. Listen for the confirmation beeps that call forwarding has been activated
5. To disable, dial *38

Need Help?

Additional information and support for call forwarding can be found at
<https://ecenter.sprint.com/mysprint/jsp/landingPage/wireline.jsp>



Talkroute

Turn on Call Forwarding Online

STEP 1

1. Login to your Talkroute online account at <https://cp.talkroute.com/login>
2. Navigate to Settings > Forwarding Phone Numbers
3. In the Add a Forwarding Phone Number section, enter the 10-digit number provided to you by Agentz
4. Give it a description "Agentz Digital Receptionist"
5. Click Add

STEP 2

1. Navigate to Manager
2. Locate the Virtual Phone Number, all Menu or Extension that you want to add the Call Forwarding number to and click Edit next to it
3. Make sure that the setting "Choose where to route incoming calls" is set to "Go to Users & Numbers"
4. Choose "Ring in Sequence" under the Forwarding Settings
5. Enter a ring time (10 - 15 is recommended) and then select the green "+" icon
6. Enter the desired phone number and provide a description. Once you have entered this information, click the green "+" icon
7. You will see the new number appear under "Active Numbers & Users" section. Once you are satisfied with the changes, click "Save Changes"
8. Verify the new Forwarding Phone Number(s) have been added and click "Save & Close"

Need Help?

Additional information and support for call forwarding can be found at <https://support.talkroute.com/hc/en-us/articles/213858798-How-to-Add-a-Forwarding-Phone-Number>



T-Mobile Wireless

Turn on Call Forwarding from your Mobile Device

Call Forwarding No Answer

1. From your mobile device dial *61*1 followed by the 10-digit number provided to you by Agentz and then followed by # (Example: *61*15551112222#)
2. Press Dial
3. After a you hear a series of beeps, call forwarding has been initiated

Call Forwarding Busy

1. From your mobile device dial *67*1 followed by the 10-digit number provided to you by Agentz and then followed by # (Example: *67*15551112222#)
2. Press Dial
3. After a you hear a series of beeps, call forwarding has been initiated

Need Help?

Additional information and support for call forwarding by device can be found at <https://www.t-mobile.com/support/plans-features/calling-services>



Time Warner Cable

Turn on Call Forwarding from your Phone

1. Dial *72
2. Listen for three beeps and then a dial tone
3. Enter the 10-digit number provided to you by Agentz
4. Wait for the confirmation tone
5. After the confirmation tone, the system will automatically place a courtesy call to the forward-to number. If the forwarded-to party answers the courtesy call, the feature is activated

If the forward-to line is busy or there is no answer to the courtesy call, you can still activate Call Forwarding by repeating the activation procedure within two minutes of the first attempt. You will hear an error message if the forward-to number is invalid.

Turn Off Call Forwarding

1. Dial *73
2. Listen for the deactivation confirmation tone

Turn on Call Forwarding Online

1. Login to your Time Warner online account at <https://voicezone.timewarnercable.com/Login/Login>
2. Navigate to Settings
3. Select the phone number to forward from in the For Phone Line drop-down menu
4. Select Call Forwarding
5. Go to Call Forward No Answer and check the Forward All Calls to" box to enable
6. Select the number of times you want the phone to ring before forwarding (3 - 4 is recommended)
7. Enter the 10-digit number provided to you by Agentz
8. Click Save
9. Next, scroll down to Call Forward Busy
10. Check the "If line is busy, forward calls to" box to enable
11. Enter the 10-digit number provided to you by Agentz
12. Click Save

Need Help?

Additional information and support for call forwarding can be found at <https://www.timewarnercable.com/content/dam/business/pdfs/services/user-guides/twcbc-business-class-phone-bcp-user-guide.pdf>



Verizon

Turn on Call Forwarding No Answer/Busy from your Phone

1. Dial *71
2. Listen for three beeps and then a dial tone
3. Enter the 10-digit number provided to you by Agentz
4. Wait for the confirmation tone

Turn Off Call Forwarding

1. Dial *73
2. Listen for the deactivation confirmation tone

NOTE: Some users may need to call Verizon first to have Call Forwarding enabled. You can call Verizon at (800) 837-4966.

Need Help?

Additional information and support for call forwarding can be found at <https://www.verizon.com/articles/call-forwarding-everything-you-need-to-know/>



Verizon Wireless

Turn on Call Forwarding from your Mobile Device

1. Dial *71 followed by the 10-digit number provided to you by Agentz
2. Press Send
3. Wait for a series of beeps to confirm that call forwarding has been activated

Turn Off Call Forwarding

1. Dial *73
2. Listen for the deactivation confirmation tone

NOTE: Some users may need to call Verizon first to have Call Forwarding enabled. You can call Verizon at (800) 837-4966.

Turn on Call Forwarding from your MyVerizon Online Account

1. Login to your MyVerizon account at www.verizonwireless.com/callforwarding
2. Choose the option for Forward calls when my line is busy or there is no answer
3. Enter the 10-digit number provided to you by Agentz
4. Click on Update Call Forwarding Status button

Need Help?

Additional information and support for call forwarding can be found at <https://www.verizon.com/articles/call-forwarding-everything-you-need-to-know/>



Videotron Business

For Mobile Devices:

To ACTIVATE or DEACTIVATE call forwarding:

You can activate or deactivate call forwarding by using your mobile phone's menu. If unsure about your call-forwarding status, access the mobile phone's menu.

Refer to your mobile phone's user guide to find out more.

For Landline Devices:

1. Enter *949 to forward a call to an external number (must be active in your services)
2. Enter *94 to forward a call to an internal number
3. Wait for the dial tone
4. Enter the 10-digit number provided to you by Agentz
5. Hang up
6. Enter *70 to activate Call Forwarding. When it is no longer required, enter *71 to deactivate it

Need Help?

Additional information and support for call forwarding can be found at:

For Mobile:

<https://support.videotron.com/business/mobile/optionnal-services/call-display-services/call-forwarding>
<https://support.videotron.com/business/telephony/business-lines/star-codes/call-forwarding-72>

For landlines:

<https://support.videotron.com/business/telephony/digital-telephony-pri-centrex>



Vonage

Turn on Call Forwarding using your Online Account:

First, configure the Call Forwarding Number:

1. Login to your Vonage business account at <https://app.vonage.com/>
2. Click the CP button and then Settings
3. Click Call Forwarding and then select Forward All Calls
4. Enter the 10-digit number provided to you by Agentz and click Configure
5. Select the amount of time you want the call to be delayed before forwarding (5 - 7 seconds is recommended)
6. Click Enable

Next, configure the hunt group:

1. Click Features and then Call Hunt
2. Click Call Hunt Configuration
3. Enter your ten digit phone number
4. Enter the 10-digit number provided to you by Agentz
5. Change your voicemail option to "If First Number is Busy"
6. Click Continue and then Activate New Sequence

Need Help?

Additional information and support for call forwarding can be found at <https://businesssupport.vonage.com/articles/answer/Never-Miss-a-Call-24810>



Xfinity Mobile

Call Forwarding Always

There are two styles of call forwarding. You can set it up so that all calls automatically forward to another number, without your mobile device ringing first, or you can have call forwarding ring on your mobile device first and only go to another number if you don't answer the call on your mobile. Here are the steps:

1. Dial *72 if you want all calls to automatically forward
2. Dial *71 if you only want unanswered calls to forward
3. Dial the 10-digit number provided to you by Agentz. For example, you'd dial *72-111-222-3333
4. Press the Call button and wait for a confirmation tone and message
5. End the call

Things to remember with call forwarding:

- You must turn on call forwarding from your Xfinity Mobile device
- You cannot turn it on from another phone or a computer
- Calls cannot be forwarded to international numbers, only domestic 10-digit numbers & toll-free
- If call forwarding is enabled, unanswered calls will not be directed to your mobile device's voicemail
- Call forwarding does not affect text messages. They will still come through on your mobile device

Turn Off Call Forwarding

1. Dial *73
2. Press the Call button and wait for a confirmation tone
3. End the call

Call Forwarding Busy

If you forwarded your calls and people are telling you they're getting a busy signal, check and make sure the call was forwarded to the correct number. To make sure call forwarding was set up correctly, follow these steps:

1. Lift the handset and listen for the dial tone
2. Dial *73
3. Press the Call button and wait for a confirmation tone or message
4. End the call
5. Dial *71
6. Dial the 10-digit number provided to you by Agentz and press the Call button
7. Wait for a confirmation tone or message and end the call
8. When the phone is answered, your Call Forwarding Busy is in effect.

If the Forward To line is busy or there is no answer:

1. Hang up
2. Within two minutes, repeat steps 1-4 above
3. You will hear a confirmation tone to let you know your Call Forwarding feature is now working.

Turn Off Call Forwarding

1. Lift the handset and listen for the dial tone
2. Dial * 91
3. Listen for the confirmation tone, and then hang up the handset
4. Your Call Forwarding Busy is now off.

Need Help?

Additional information and support can be found at <https://www.xfinity.com/mobile/support/article/how-to-use-call-forwarding>