Forwarding and un-forwarding phones lines for Google Fi

Call Forwarding-for Immediate Activation/Direct to the service

To ACTIVATE:

1) Within your Google Fi account, click Phone Settings. And Select" Call Forwarding."
2) Type the 10-digit phone number you want to forward to. You will be asked to verify the number.
3) Follow the onscreen steps to complete verification (the code will show within the Messages tab of your SAS Flexportal).

To DE-ACTIVATE

1) Within your Google Fi account, click Phone Settings.
2) Select Call Forwarding.
3) Remove the phone number you are currently forwarding to.

Call Forwarding though the Android App

1) Within your Google Fi app, scroll to Call Forwarding.
2) Tap Call Forwarding.
3) Tap Add a Number.
4) Tap the Number field and enter the 10-digit phone number you want to forward to.
5) Tap Enter.
6) Tap Verify by Text.
7) Tap the 6-digit Code field.
8) Enter your code (the code will show within the Messages tab of your SAS Flex portal).
9) Tap Verify.
10) Tap Continue.

When you have completed the forwarding Process…

Please call the line that is meant to be forwarded from another phone to make sure it is forwarded correctly. If not, retry the procedure above. If there is no answer, please try to call the forwarding number directly. If issues persist, please call our office at 518-489-1581 or 888-840-0385

Google Fi - FAQ and trouble shooting

→ **Is *73 used for Google Fi?**

No, *73 is not used for Google Fi.

→ **Can I turn off call forwarding with *72?**

No! You can only turn off call forwarding within your Google Fi account or mobile app.

→ **Does call forwarding also forward text messages?**

No, forwarding your phone does not forward text messages.

→ **Why am I getting a busy tone?**

A Busy signal means either forwarding was not done correctly, or, the number you are trying to forward to is inactive. First, try calling the forwarding number directly to make sure it is active. If it is, try the forwarding process again.

→ **How much does Google Fi forwarding cost? Is it free?**

There is no cost to forward with Google Fi.

→ **Where are my forwarding settings?**

The forwarding settings are accessible within your Google Fi portal.

→ **Can I activate call forwarding remotely?**

Yes! You can activate call forwarding via your Google Fi portal.

→ **Does Google Fi have Selective Call Forwarding?**

No! Google Fi doesn't offer Selective Call Forwarding.

→**Does Google Fi have Conditional Call Forwarding?**

No, Google Fi does not offer Conditional Call Forwarding.

→ **Does Google Fi have *71 Call Forwarding?**

No, Google Fi does not have *71 Call Forwarding.

→ **How do I know if I've forwarded my Google Fi 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.