AnswerPhone
A Better Answer

Forwarding and un-forwarding phones lines for magicJack

magicJack can ONLY be forwarded from their portal!

To ACTIVATE:

1) Log into your magicJack portal.
2) Click on the Call Features tab, then select Call Forwarding.
3) Under the Device section, type in the 10-digit phonenumber you want to forward to.
4) Click Submit.
5) Use the toggle to turn forwarding On.

To DE-ACTIVATE:

1) Log into your magicJack portal.
2) Click on the Call Features tab, then select Call Forwarding.
3) Under the Device section, use the toggle to turn Call Forwarding Off.

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

magicJack - FAQ and trouble shooting

→ **Is *73 used for magicJack?**

No! *73 is not used for magicJack.

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

No! You can only turn off call forwarding within your magicJack portal.

→ **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 magicJack forwarding cost? Is it free?**

There is no cost to forward with magicJack.

→ **Where are my forwarding settings?**

You can find your forwarding settings within your magiclack portal.

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

You can activate call forwarding via your magicJack portal.

→ **Does magicJack have Selective Call Forwarding?**

No, magicJack doesn't offer Selective Call Forwarding.

→ **Does magicJack have Conditional Call Forwarding?**

Yes, magicJack offers Conditional Call Forwarding.