AnswerPhone
A Better Answer

Forwarding and un-forwarding phones lines for RingCentral

RingCentral can ONLY be forwarded from their App Or the portal!

Call Forwarding-for Immediate Activation/Direct to the service

To ACTIVATE FROM APP:

1) Within your RingCentral mobile app, tap your profile picture in the top left corner of your screen.
2) Turn on" Forward all calls".
3) Tap "Incoming calls" to select where to forward your calls, then click "Forward the call".
4) Enter in the 10 digit number you wish to forward calls to.
5) Tap "Save" at the top right.

To ACTIVATE FROM RingCentral Website:

1) Log into your RingCentral online account. (https://app.ringcentral.com)
2) Click on your profile picture in the top left corner of your screen, then click "Call Rules."
3) Click the toggle on next to "Forward all calls."
4) Click the" Incoming calls" dropdown to select where to forward your calls.
5) Enter the 10-digit phone number you wish to forward calls to.
6) Adjust the options as desired
7) Click Save.

To DE-ACTIVATE From APP:

1) Within your RingCentral mobile app, tap your profile picture in the top left corner of your screen.
2) Tap Turn off to turn off call forwarding.

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

RingCentral - FAQ and trouble shooting

→ **Is *73 used for RingCentral?**

No, *73 is not used for RingCentral.

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

No, you can only turn off call forwarding either on your mobile app or within your online account.

→ **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 tone means either the forwarding was not done correctly, or the number you are trying to forward to is inactive. Please call the forwarding number directly to make sure it rings. If it does, try the forwarding process again.

→ **How much does RingCentral forwarding cost? Is it free?**

There is no cost to forward with RingCentral.

→ **Where are my forwarding settings?**

You can find your forwarding settings within your RingCentral mobile app or online portal (https://app.ringcentral.com).

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

You can activate call forwarding via your RingCentral mobile app or online portal (https://app.ringcentral.com).

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

Yes! RingCentral offers Selective Call Forwarding.

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

No, RingCentral does not offer Conditional Call Forwarding.