AnswerPhone
A Better Answer

Forwarding and un-forwarding phones lines for Verizon

Call Forwarding-for Immediate Activation/Direct to the service

To ACTIVATE: Pick up the phone line to be forwarded, listen for the dial tone, then dial ***72**. After you hear a break in the dial tone, enter the 10 digit phone number you are forwarding to and wait for the confirmation beeps. The call should now ring to the account, and an operator will answer.

To DE-ACTIVATE: Pick up the phone line you are trying to un-forward. When you hear the dial tone, dial ***73**, and wait for the confirmation beeps and the line is now un-forwarded.

Call Forwarding – Conditional-

PLEASE NOTE-If you have Live Voicemail turned ON, you will NOT be able to enable Conditional Call Forwarding

Conditional forwarding means that the call tries to ring to you first, but if your phone line is busy, it will reroute to the answering service.

To ACTIVATE: Pick up the phone line to be forwarded, listen for the dial tone, then dial ***71**. After you hear a break in the dial tone, enter the 10 digit phone number you are forwarding to, and wait for the confirmation beeps.

Call Forwarding-Remote Access through Verizon website

1. Go to Verizon Wireless website (https://secure.verizon.com/signin)
2. Enter User ID or Cell Phone Number and Password
3. Click “Sign In”
4. Click “My Verizon > View All”
5. Click “Set Up Call Forwarding”
6. Enter the 10-digit phone number in the 'Forward Mobile Number To' box
7. Adjust the options as desired
8. Click “Set Up 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

Verizon - FAQ and trouble shooting

→ **Is *73 used for Verizon?**

Yes *73 is used to un-forward your lines with Verizon.

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

No, to turn off call forwarding, dial *73. *72 is used to turn forwarding on

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

There is no cost to forward with Verizon.

→ **Where are my forwarding settings?**

You can find your forwarding settings within your Verizon portal. (https://secure.verizon.com/signin)

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

You can activate call forwarding via your Verizon portal. (https://secure.verizon.com/signin), see instructions above.

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

Yes! Verizon offers Selective Call Forwarding. You can choose to have all your calls forwarded to another number or you can choose to forward calls that come in at a particular time or day.

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

Yes! Verizon offers Conditional Call Forwarding.

→ **Does Verizon have *71 Call Forwarding?**

Yes, *71 is Conditional Call Forwarding with Verizon. Conditional Call Forwarding means the call will ring to your phone first. Ifthere is no answer, the call will forward to the designated number you've forwarded to.

→ **How do I know if I've forwarded my T-Mobile line?**

Test to see if your line is forwarded by calling your number from a different phone. If your line rings, you are not forwarded.