



BUSINESS EXTENSION SERVICE

24-Hour Answering Service

HOW TO FORWARD OFFICE LINES TO BES:

This is a short, step-by-step description of how to transfer your telephone lines to the answering service at any time during the day.

To put call forwarding into effect:

1. Pick up office line and dial **72#**. (see note on bottom)
2. Dial the ten digit number that will be accepting your calls, area code first. This is the Direct Inbound Dial (DID) number and is specific to your account.
3. You will hear short tones, then normal ringing. On certain phone systems, the call will ring to the answering service and you will talk to an agent. Tell him or her that you are forwarding the phone. Call forwarding is now engaged.
4. The phone in the office will still be able to make outgoing calls and each time a call forwards, you will hear a half-ring.
5. To check and make sure call forwarding is engaged, you may dial **72#** again. A busy signal indicates that it is working.
6. If your office has more than one main phone line, you need to follow steps 1-3 on *each line*.

NOTE: If **72#** doesn't work, try ***72** instead. Some phone providers have different ways of using a call forwarding function.

To disengage call forwarding:

1. Pick up office line and dial **73#**. (see note on bottom)
2. You will hear two short beeps and a dial tone. Call forwarding is now disengaged.

NOTE: If **73#** doesn't work, try ***73** instead.

If you are experiencing difficulty turning over your line(s):

1. Call your telephony provider and ask what the call forwarding function is on your phone. Ensure that this feature is enabled for your business line.
2. If you are still troubleshooting, call Business Extension Service and ask to speak with a manager, 800-628-7470.