

Call Forwarding

How do I forward my calls to *Ruby*?

The instructions below will highlight some key call forwarding tips organized by phone carrier or forwarding company. Soon, you'll be forwarding calls like a pro!

VERIZON

- 1 Call *72 + the 10 digit Ruby Service Number that you want to forward your calls to.
- 2 If you only want to forward the calls you don't answer on your mobile phone / device (Busy / No answer call forwarding), call *71 + the 10 digit Ruby Service Number.
- 3 To turn OFF call forwarding, dial *73

AT&T

- 1 Dial *21* followed by the 10 digit Ruby Service Number that you want to forward your calls to, then press #. (Example: *21*1234567890#)
- 2 To turn OFF call forwarding, dial #21#
- 3 To arrange call forwarding to another number when your number is busy, call 800.288.2020 for AT&T agent assistance.
- 4 To arrange call forwarding to another number when you do not pick up after a set number of rings, call 800.288.2020 for AT&T agent assistance.

T-MOBILE

- 1 Dial *72 + the 10-digit Ruby Service Number that you want to forward your calls to, followed by the # sign.
- 2 To turn OFF call forwarding, dial *73. Once you hear the confirmation dial tone, you are all set!



SPRINT

- 1 Call *72 + the 10-digit Ruby Service Number that you want to forward your calls to.
- 2 To turn OFF call forwarding, dial *720. Once you hear the success message, you are all set!

CALL RAIL

- 1 Sign into your Call Rail account
- 2 Click Tracking at the top of the page
- 3 Choose the phone number that you would like to forward to Ruby, and click Edit. If you are trying to forward multiple numbers to Ruby, then repeat this process for each individual number.
- 4 Click Edit next to Number Options
- 5 Scroll down the page until you reach the Forward calls section. Within that section, you will enter the 10-digit Ruby Service Number
- 6 Click Save
- 7 Once completed, click Return to Tracking
- 8 Ensure that when you are viewing the numbers on your account, the 10-digit Ruby Service Number is located next to the business number(s) you are forwarding.

GOOGLE VOICE

- You MUST have a pre-announcement
- You must NOT have a VPN turned on

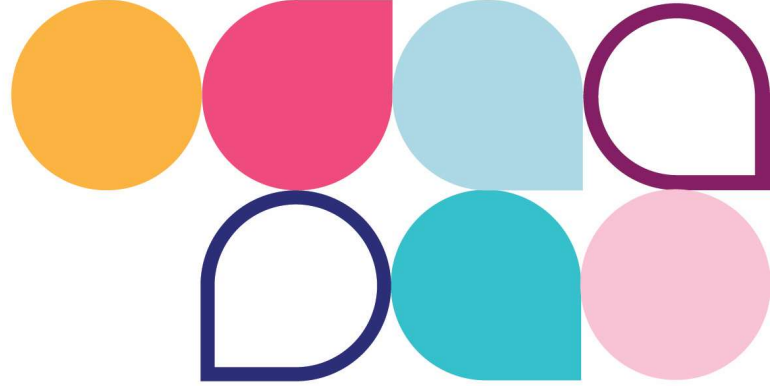
- 1 Click on the setting icon (the gear at the top right of the screen)
- 2 Turn all PRE-SET settings off by clicking the Green Switch Buttons to gray them out.
- 3 Under the Account tab on the settings page (scroll to the top of the page), click the + New Linked Number
- 4 Enter your 1-digit Ruby Service Number

*****STOP THERE*****

DO **NOT** click the SEND CODE button.

You are only allowed a certain number of attempts to connect the forwarding successfully.

If the attempts are unsuccessful after 3 times, you will need to wait 24 hours before



trying to forward again.
Click VERIFY BY PHONE or SMS, notated in blue font.

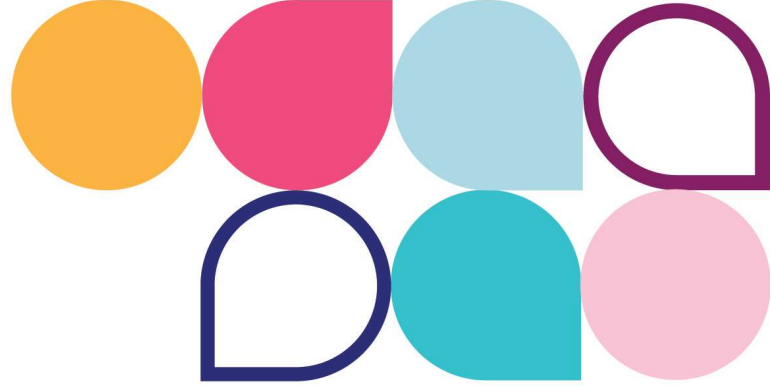
- 5 Click the Call button, then click Call again
- 6 A pop-up window will appear in the field to enter the G-code (the code will be provided to you by your Onboarding Consultant)
- 7 Once the G-code has been entered, click Verify
- 8 You are all set! If you need further assistance with call forwarding, please contact your Onboarding Consultant.

RINGCENTRAL

- 1 Sign into your RingCentral online account
- 2 Follow the navigation path depending on your access profile
Admins: On the Quick Access page in the Admin Portal, navigate to *Users > Manage Users*. Select the extension to configure, then click *Call Forwarding and Voicemail*.
Users: Navigate to *Settings > Call Forwarding and Voicemail*.
- 3 Under the Work Hours tab, click Add number or coworker
- 4 Choose whether the added number is a *Number* or *Coworker* under the Name column
- 5 *OPTIONAL*: Enter the Name for the forwarding number under the name column
- 6 Enter your 10-digit Ruby Service Number
- 7 Set how long you want the call to ring under the Ring For column
- 8 Ensure that the toggle is switched on under the Active column
- 9 Click Save

ZOOM PHONE

- 1 Sign into the ZOOM web portal
- 2 Click Phone
- 3 Click the Settings tab
- 4 In the Business Hours or Closed Hours sections, click Edit next to Call Handling
Note: To edit call handling settings for Holiday Hours, click Manage next to Holiday List & Call Handling, select a holiday, then click Edit next to Call Handling.
- 5 Click Add Phone Number to forward to an external phone number.



Country/Region Make sure to select the correct country/region in the drop-down menu so you can add the external phone number. Some countries share the same country code but have separate entries in the drop-down menu.

Phone Number Enter the area code and phone number of the external number.

Description (OPTIONAL) Enter a description to help you identify the external number.

6 Click Save

DIALPAD

Note: You MUST be on the phone to complete

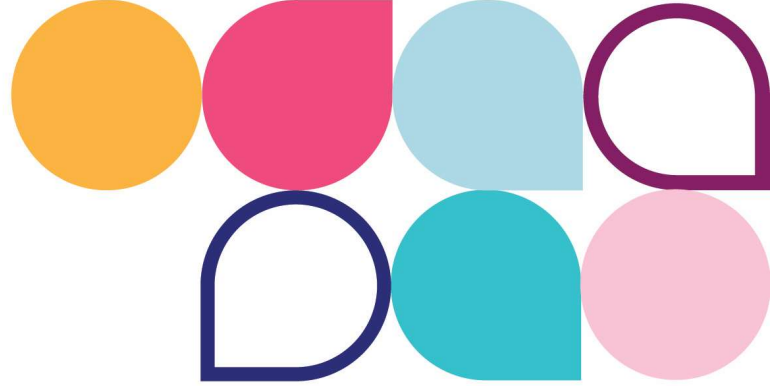
- 1 From dialpad.com, navigate to your Settings and scroll to Your Devices
 - 2 Select Add New and then Add New Forwarding Number located at the bottom of the list
 - 3 Input your 10-digit Ruby Service Number and verify
 - 4 Once the submitted number is called and the prompt of "press 1" is executed, your forwarding is successful.
- To turn OFF forwarding, remove the number.

GRASSHOPPER

- 1 Go to *Settings > Call Forwarding Settings > Extensions*
 - 2 Click Edit next to the number and extension, or create a new one
 - 3 Select how you want Grasshopper to handle incoming and unanswered calls for each number you enter.
 - 4 Enter your 10-digit Ruby Service Number
 - 5 You can configure your own schedule based on time of day and which phone you'll be using.
 - 6 Choose which order you want Grasshopper to call each number
- To turn OFF call forwarding, click Delete beside the Ruby Service Number

VONAGE

- 1 Dial *72 from your Vonage phone and listen for the prompt
- 2 Enter the area code and 10-digit Ruby Service Number to which calls will be forwarded.



3 Press 1 to confirm or 2 to enter a different phone number.

NEXTIVA

As an admin: From the NextOS admin home page, select *Users > Actions > Voice Settings > Forwarding > Call forward always*. Then, enter the 10-digit Ruby Service Number or extension to automatically forward calls to.

As a user: Dial *72 followed by the 10-digit Ruby Service Number to forward calls to, then press #.

To turn OFF call forwarding, dial *73

OOMA


You can enable call forwarding by logging into your **My Ooma** account and navigating to the **Call Forwarding** option under the preferences tab.

Check the box to the left of each device that you would like to have ring when an incoming call comes in. You can choose any or all of the following devices:

Ring Telo: Your Ooma home phone or phones connected to your Telo Base Station or Phone Genie will ring.

Ring Mobile App: Calls can be received through the Ooma Home Phone app on your iOS device or Android device if you are running the latest version.

Ring [Number]: Calls can be forwarded to any domestic landline or cell phone. You

can set up or update the forwarding number by clicking on the  icon. You can also specify the circumstances under which calls will be forwarded to this number.

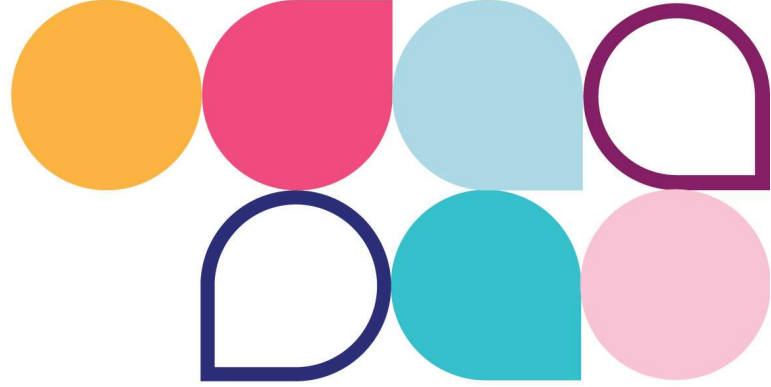
JUSTCALL.IO

Conditional Forwarding

1 Navigate to the Number section & select an IVR enabled JustCall Number.

2 For an IVR option, select External Number in the drop-down under the Unanswered Call Forwarding Setting. Enter the number where you'd like to receive the call.

3 Click Save Changes



Landline

- 1 Dial *72
 - 2 Enter the 10-digit Ruby Service Number to receive your redirected phone calls
 - 3 Press #
 - 4 Before hanging up, listen for a confirmation tone
- To turn OFF call forwarding, dial *73 and wait to hear the confirmation tone.

Smartphone Mobile App

- 1 In the top left corner, click on your account image
- 2 Click Manage
- 3 Choose the phone number for which you wish to enable call forwarding
- 4 Click Call Forwarding, then input your 10-digit Ruby Service Number
- 5 Click Save

WIX

- 1 Go to Business Phone Number in your site's dashboard to access your settings
 - 2 Click +Add Ruby Service Number in the Call Forwarding section
 - 3 Click and select a call agent drop-down and add the desired call agent
- You can click Add Call Agent to add more agents to your team

GOOGLE FI

- 1 From the Google Fi app main screen, scroll to Call Forwarding
- 2 Tap Call Forwarding in your Phone Settings
- 3 Tap Add a number
- 4 Tap the Number field
- 5 Enter your 10-digit Ruby Service Number
- 6 Tap the Next key
- 7 Enter a description (Ex: Ruby Forwarding Number)

*******STOP THERE AND CONTACT YOUR ONBOARDING CONSULTANT BEFORE PROCEEDING*******

- 8 AFTER contacting your Onboarding Consultant, tap Verify by Call
- Note: The number you entered will receive a verification code from Google Fi
- 9 Tap the 6-digit code field
 - 10 Enter your code and click Verify