



## How to Use External Call Forwarding

### Enabling call forward on one of your phone numbers:

1. Dial \*89 from your CrossPath telephone or CrossPath mobile app. (Alternative: Dial 855-888-3717)
2. You will hear the following opener *"Thank you for calling the NetGreene call forwarding system."*
3. When you hear *"Please enter your account pin number followed by the pound key"*, enter your NetGreene account PIN number. Your PIN number is located on your CrossPath invoice.
4. When you hear *"Please enter your ten-digit phone number you wish to forward, followed by the pound key"*, enter the telephone number you wish to forward. The telephone number must be 10 digits (including area code).
5. If your PIN and Telephone number were entered correctly you will move to the next step.
6. When you hear *"Please enter the ten-digit number you wish to forward your calls to, followed by the pound key. Do not prefix the number with a 9 or a 1"*, enter the telephone number you want your calls forwarded to. The number entered must be 10 digits only including area code.
7. If the number you entered was correct, you will hear *"Call Forward Enabled"*.
8. All calls to the telephone number specified are now being forwarded.

### Disabling call forward on one of your phone numbers:

1. Dial \*89 from your CrossPath telephone or CrossPath mobile app. (Alternative: Dial 855-888-3717)
2. You will hear the following opener *"Thank you for calling the NetGreene call forwarding system."*
3. When you hear *"Please enter your account pin number followed by the pound key"*, enter your NetGreene account PIN number. Your PIN number is located on your CrossPath invoice.
4. When you hear *"Please enter your ten-digit phone number you wish to forward, followed by the pound key"*, enter the telephone number you wish to **un-forward**. The telephone number must be 10 digits (including area code).
5. If your PIN and Telephone number were entered correctly you will hear *"Call Forward Disabled"*.