

Lumos Networks **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Lumos Networks phone?

How To Activate Immediate Call Forwarding:

1. Dial *72
2. Type the 10-digit phone number you want to forward to
3. Press Send
4. Wait for confirmation beeps

How to enable Selective Call Forwarding:

1. Dial *63 before selecting any of the options below.
2. A recording will give you instructions.
3. You must first press 3 to turn the service on.
4. You will then be asked to enter the number to which you want calls forwarded.
5. Enter the number.
6. Press the # key.
7. Press 0 to change the forward-to number.
8. Press 1 to confirm existing forward-to number.

How do I turn off call forwarding on a Lumos Networks phone?

How To Deactivate:

1. Dial *73
2. Press Send
3. Wait for confirmation beeps

1. Get started

Start by forwarding your calls to SAS.

2. Check it

Call your business from another phone to ensure you're forwarded.

3. Have issues

Call your forward number directly to check if the line is working, and try to forward your calls again.

4. We're here

Call 866-688-8912 or visit www.specialtyansweringservice.net



Hello

Call forwarding is how you get your businesses telephone calls to SAS



Easy

No installation necessary - call forwarding is probably already active on your line



Goodbye

Cancel call forwarding when you're ready to answer your own calls again



Lumos Networks **Call Forwarding FAQs.**

- ? Is *73 used for Lumos Networks?**
*73 is used to unforward your lines with Lumos Networks.
- ? Can I turn off call forwarding with *72?**
To turn off call forwarding, dial *73. To turn call forwarding on, dial *72 followed by the number you wish to forward calls to.
- ? Does call forwarding also forward text messages?**
No, forwarding your phone does not forward text messages.
- ? Why am I getting a busy tone?**
If you're getting a busy tone, either forwarding was not done correctly, or the number you are trying to forward to is not active. First try calling the forwarding number directly to make sure it is active. If it is, try the forwarding process again.
- ? How much does Lumos Networks forwarding cost? Is it free?**
There is no cost to forward with Lumos Networks.
- ? Where are my forwarding settings?**
Lumos Networks forwarding is done from your phone, there are no settings.
- ? Can I activate call forwarding remotely?**
Yes, you can activate call forwarding remotely. You must dial the telephone number specific to your area to access remote call forwarding service for your area.
- ? Does Lumos Networks have Selective Call Forwarding?**
Yes, Lumos Networks offers Selective Call Forwarding.
- ? Does Lumos Networks have Conditional Call Forwarding?**
No, Lumos Networks does not offer Conditional Call Forwarding.
- ? Does Lumos Networks have *71 Call Forwarding?**
No, Lumos Networks does not have *71 Call Forwarding.
- ? How do I know if I've forwarded my Lumos Networks line?**
You can test to see if your line is forwarded by calling your number from a different phone. If your line rings, you are not forwarded.

