

# Optimum **Call Forwarding.** Everything You **Need to Know.**



## How do I turn on call forwarding on an Optimum 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 Call Forwarding via the Optimum Website:

1. Go to Optimum website and enter your user ID and password to sign in.
2. Under Phone Features > Call Forwarding, select Edit Settings.
3. In Call Forwarding, select On.
4. In the Forward Calls To section, choose Phone Number, then enter the 10-digit phone number you'd like to forward to.
5. Adjust the options as desired
6. Click Submit.

## How do I turn off call forwarding on an Optimum 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.specialtyansweringervice.net](http://www.specialtyansweringervice.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



# Optimum Call Forwarding FAQs.

- ? Is \*73 used for Optimum?**  
\*73 is used to unforward your lines with Optimum.
- ? 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 Optimum forwarding cost? Is it free?**  
There is no cost to forward with Optimum.
- ? Where are my forwarding settings?**  
You can find your forwarding settings within your Optimum portal.
- ? Can I activate call forwarding remotely?**  
You can activate call forwarding via your Optimum portal.
- ? Does Optimum have Selective Call Forwarding?**  
Yes, Optimum offers Selective Call Forwarding.
- ? Does Optimum have Conditional Call Forwarding?**  
Yes, Optimum offers Conditional Call Forwarding.
- ? Does Optimum have \*71 Call Forwarding?**  
No, Optimum doesn't have \*71 Call Forwarding.
- ? How do I know if I've forwarded my Optimum 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.

