

Service Electric **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Service Electric 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 Remote Call Forwarding:

1. Dial your telephone number.
2. While listening to the voicemail greeting, press #.
3. Enter your PIN to access the voicemail system.
4. In the Personal Options menu, dial 8 for Call Forwarding.
5. Listen to the instructions to activate.

How to enable Conditional Call Forwarding (No Answer):

1. Dial *92
2. Type the 10-digit phone number you want to forward to
3. Wait for confirmation beeps

How do I turn off call forwarding on a Service Electric 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



Service Electric **Call Forwarding FAQs.**

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

