

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



## How do I turn on call forwarding on a Spectrum 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 Spectrum Website:

1. Login to the Spectrum Enterprise Customer User Portal.
2. Click on the Calling Features tab.
3. Scroll down to Call Forwarding Always.
4. Click the radio button next to ON.
5. Enter desired phone number or extension.
6. Click SAVE at the bottom of the page.

### 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 Spectrum 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](http://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



# Spectrum Call Forwarding FAQs.

- ? Is \*73 used for Spectrum?**  
\*73 is used to unforward your lines with Spectrum
- ? 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 Spectrum forwarding cost? Is it free?**  
There is no cost to forward with Spectrum.
- ? Where are my forwarding settings?**  
You can find your forwarding settings within your Spectrum portal.
- ? Can I activate call forwarding remotely?**  
You can activate call forwarding via your Spectrum portal.
- ? Does Spectrum have Selective Call Forwarding?**  
Yes, Spectrum has Selective Call Forwarding.
- ? Does Spectrum have Conditional Call Forwarding?**  
Yes, Spectrum has Conditional Call Forwarding.
- ? Does Spectrum have \*71 Call Forwarding?**  
Yes, you can forward unanswered calls to an alternate phone number by dialing\*71 followed by the 10 digit phone number you wish to forward to.
- ? How do I know if I've forwarded my Spectrum 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.

