

ACS Call Forwarding.

Everything You Need to Know.



How do I turn on call forwarding on an Alaska Communications 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 ACS portal:

1. Go to your ACS portal.
2. Log in with your 10-digit telephone number and password provided in your welcome email.
3. Within the Cal Manager, click Forwarding.
4. Select Forward Calls Immediately
5. Enter the 10-digit phone number in the applicable text box.
6. Adjust the options as desired.
7. Click Apply, then click Done.

How do I turn off call forwarding on an Alaska Communications 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



Alaska Communications **Call Forwarding FAQs.**

**Is *73 used for ACS?**

*73 is used to unforward your lines with ACS.

**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 ACS forwarding cost? Is it free?**

There is no cost to forward with ACS.

**Where are my forwarding settings?**

You can find your forwarding settings within your ACS portal.

**Can I activate call forwarding remotely?**

You can activate call forwarding via your ACS portal.

**Does ACS have Selective Call Forwarding?**

No, ACS doesn't offer Selective Call Forwarding.

**Does ACS have Conditional Call Forwarding?**

No, ACS doesn't offer Conditional Call Forwarding.

**Does ACS have *71 Call Forwarding?**

No, ACS doesn't have *71 Call Forwarding.

**How do I know if I've forwarded my ACS 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.

