

# Astound Broadband **Call Forwarding.** Everything You **Need to Know.**



## How do I turn on call forwarding on an Astound Broadband 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 Astound Broadband Website:

1. Log into the My Wave Phone portal
2. Enter the home telephone number and password
3. Navigate to the Call Manager
4. Select the type of Call Forwarding you'd like to activate
5. Type the 10-digit phone number you want to forward to
6. Click Save

## How do I turn off call forwarding on an Astound Broadband 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



# Astound Broadband **Call Forwarding FAQs.**



## **Is \*73 used for Astound Broadband?**

\*73 is used to unforward your lines with Astound Broadband



## **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 Astound Broadband forwarding cost? Is it free?**

There is no cost to forward with Astound Broadband.



## **Where are my forwarding settings?**

You can find your forwarding settings within your Astound Broadband portal.



## **Can I activate call forwarding remotely?**

You can activate call forwarding via your Astound Broadband portal.



## **Does Astound Broadband have Selective Call Forwarding?**

Yes, Astound Broadband offers Selective Call Forwarding.



## **Does Astound Broadband have Conditional Call Forwarding?**

Yes, Astound Broadband offers Conditional Call Forwarding.



## **Does Astound Broadband have \*71 Call Forwarding?**

No, Astound Broadband doesn't have \*71 Call Forwarding.



## **How do I know if I've forwarded my Astound Broadband 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.

