

CNS Communications **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a CNS Communications phone?

How To Activate Immediate Call Forwarding:

1. Dial *72
2. Type the phone number you want to forward to (long distance numbers require 11 digits and local numbers require 7 digits.)
3. Press Send
4. Wait for confirmation beeps

How To Enable Call Forwarding Remotely:

1. From a phone not connected to your account, dial your 10-digit phone number.
2. When you hear your voicemail greeting, press #.
3. Enter your voicemail PIN followed by #.
4. Press 8 for Personal Options.
5. Press 5 to access the Call Forwarding menu.
6. Press 1 to forward all calls. Enter forwarding destination number followed by #.

How do I turn off call forwarding on a CNS 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.specialtyanswerservice.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



CNS Communications **Call Forwarding FAQs.**



Is *73 used for CNS Communications?

*73 is used to unforward your lines with CNS Communications.



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 CNS Communications forwarding cost? Is it free?

There is no cost to forward with CNS Communications.



Where are my forwarding settings?

Forwarding is done from your phone, there are no settings.



Can I activate call forwarding remotely?

You can activate call forwarding remotely by following the instructions listed above.



Does CNS Communications have Selective Call Forwarding?

No, CNS Communications doesn't offer Selective Call Forwarding.



Does CNS Communications have Conditional Call Forwarding?

No, CNS Communications doesn't offer Conditional Call Forwarding.



Does CNS Communications have *71 Call Forwarding?

No, CNS Communications doesn't have *71 Call Forwarding.



How do I know if I've forwarded my CNS Communications 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.

