

Cingular Wireless **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Cingular Wireless phone?

How To Activate Immediate Call Forwarding:

1. Dial *72
2. Type the 10-digit phone number you want to forward to
3. Press #
4. Wait for the call to be answered

How To Enable Call Forwarding via the Cingular Wireless Website:

1. Go to Cingular Wireless website
2. Enter User ID and Password
3. Click Sign In
4. Click Account Overview > My Digital Phone
5. Select My voicemail & phone features > Phone Features
6. Click Call Forwarding > expand the applicable forwarding section
7. Enter the 10-digit phone number in the Phone Number text box
8. Adjust the options as desired
9. Click Save.

How to enable Conditional Call Forwarding (No Answer):

1. Dial *92
2. Type the 10-digit phone number you want to forward to
3. Press #

How do I turn off call forwarding on a Cingular Wireless phone?

How To Deactivate:

1. Dial *73
2. Press #

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



Cingular Wireless **Call Forwarding FAQs.**



Is *73 used for Cingular Wireless?

*73 is used to unforward your lines with Cingular Wireless.



Can I turn off call forwarding with *72?

To turn off call forwarding, dial *73 followed by the # sign. To turn call forwarding on, dial *72 followed by the number you wish to forward calls to, then press #.



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 Cingular Wireless forwarding cost? Is it free?

There is no cost to forward with Cingular Wireless.



Where are my forwarding settings?

You can find your forwarding settings within your Cingular Wireless portal.



Can I activate call forwarding remotely?

You can activate call forwarding via your Cingular Wireless portal.



Does Cingular Wireless have Selective Call Forwarding?

Yes, Cingular Wireless offers Selective Call Forwarding with Cingular Wireless's local home phone service. To activate, dial *63 followed by the prompts. To deactivate, dial *83.



Does Cingular Wireless have Conditional Call Forwarding?

Yes, Cingular Wireless offers Conditional Call Forwarding.



Does Cingular Wireless have *71 Call Forwarding?

No, Cingular Wireless doesn't have *71 Call Forwarding.



How do I know if I've forwarded my Cingular Wireless 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.



One of my Cingular Wireless numbers is forwarded, but transfers are not coming through on my other Cingular Wireless number.

There's a chance Cingular Wireless is marking those calls as spam. Cingular Wireless users can download the ActiveArmor app and dial *80 to turn call blocking off.

