

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



## How do I turn on call forwarding on a Comporium 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 Selective Call Forwarding:

1. Dial \*63
2. Listen for an announcement telling you whether the feature is currently stored in your forward list.
3. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).
4. Enter the number you'd like your special calls forwarded to. From then on, the system will simply remind you of the current "forward-to" number.
5. If the current number is correct, dial 1.
6. If you wish to change the current "forward-to" number, dial 0 and then follow the voice instructions.

## How do I turn off call forwarding on a Comporium 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



# Comporium **Call Forwarding FAQs.**

- ?** **Is \*73 used for Comporium?**  
\*73 is used to unforward your lines with Comporium.
- ?** **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 Comporium forwarding cost? Is it free?**  
There is no cost to forward with Comporium.
- ?** **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 dialing 323-6400. When prompted, dial the phone number you want forwarded and your PIN, followed by the # sign. When prompted, dial \*72 to activate or \*73 to deactivate the feature.
- ?** **Does Comporium have Selective Call Forwarding?**  
Yes, Comporium offers Selective Call Forwarding.
- ?** **Does Comporium have Conditional Call Forwarding?**  
No, Comporium does not offer Conditional Call Forwarding.
- ?** **Does Comporium have \*71 Call Forwarding?**  
No, Comporium doesn't have \*71 Call Forwarding.
- ?** **How do I know if I've forwarded my Comporium 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.

