

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



How do I turn on call forwarding on a Cox 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 Cox Communications Website:

1. Go to Cox Communications website
2. Enter User ID and Password. Click Sign In.
3. From the Services section, click the Voice icon
4. Select an Account.
5. Click the arrow to expand the User & System Management section. Then click User Feature Settings
6. Click the arrow to expand the Call Settings section on the number you wish to edit, then click Call Forwarding.
7. Enter the 10-digit phone number in the 'Forward Mobile Number To' box
8. 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. Wait for confirmation beeps

How do I turn off call forwarding on a Cox 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.specialtyansweringervice.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



Cox Communications **Call Forwarding FAQs.**

- ? Is *73 used for Cox Communications?**
*73 is used to unforward your lines with Cox 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 Cox Communications forwarding cost? Is it free?**
There is no cost to forward with Cox Communications.
- ? Where are my forwarding settings?**
You can find your forwarding settings within your Cox Communications portal.
- ? Can I activate call forwarding remotely?**
You can activate call forwarding via your Cox Communications portal.
- ? Does Cox Communications have Selective Call Forwarding?**
Yes, Cox Communications offers Selective Call Forwarding.
- ? Does Cox Communications have Conditional Call Forwarding?**
Yes, Cox Communications offers Conditional Call Forwarding.
- ? Does Cox Communications have *71 Call Forwarding?**
No, Cox Communications doesn't have *71 Call Forwarding.
- ? How do I know if I've forwarded my Cox 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.

