

◆ CALL FORWARDING INSTRUCTIONS ◆

Call Forward Variable

This feature allows you to forward all calls to another number, even a mobile number, from your main phone. Combine this feature with Call Forwarding Remote Access for complete flexibility.

To activate Call Forward Variable:

- Dial *72 and enter the number where calls should be forwarded to
- Once the line is answered, the feature is activated and you will hear a confirmation tone
- If the line is busy or no answer, then repeat the steps above
- NOTE: If you are a subscriber to a Premium seat you MUST activate this feature through the CommPortal Assistant.

To deactivate Call Forward Variable:

- Dial *73

Call Forward No Answer

Forward calls to another number if the line isn't answered by a specific amount of rings.

To activate Call Forwarding No Answer:

- Dial *92 and enter the number where calls should be forwarded to
- You will receive two fast beeps to confirm that your calls are now forwarded

To deactivate Call Forwarding No Answer:

- Dial *93

Call Forward Busy Line

If a caller gets a busy signal, then calls are sent to another line.

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To activate Call Forwarding Busy:

- Dial *90 and enter the number where calls should be forwarded to
- You will receive two fast beeps to confirm that your calls are now forwarded

To deactivate Call Forwarding No Answer:

- Dial *91

NOTE: You can have the same action occur if there is no answer or if your line is busy.

Call Forwarding Remote Access

This feature allows you to activate Call Forward Variable from any location. Your calls can follow you quickly and efficiently.

To activate Call Forwarding Remote Access on a phone other than your desk phone:

- Dial your Call Forwarding Remote Access Number
- Dial your phone number that has the Remote Access feature (including area code)
- Enter your Personal Identification Number (Call Customer Care at 1.800.239.3000 to obtain this number)
- To Activate the Call Forwarding Behaviors
 - Call Forward Variable
 - Dial *72 and enter the number where calls should be forwarded to
 - Call Forward No Answer
 - Dial *92 and enter the number where calls should be forwarded to
 - Call Forward Busy (Basic Line Hunting)
 - Dial *90 and enter the number where calls should be forwarded to
- You will hear a confirmation on the forwarding number entered and then press 1 to confirm

To deactivate Call Forwarding Remote Access on a phone other than your desk phone:

- Repeat all the steps listed above before entering the feature code

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- To Deactivate the Call Forwarding Behaviors
 - Call Forward Variable
 - Dial *73
 - Call Forward No Answer
 - Dial *93
 - Call Forward Busy
 - Dial *91
- You will hear a confirmation that your Call Forwarding Remote Access has been deactivated

For questions regarding call forwarding,
visit www.specialtyansweringservice.net,
or call us at **1-866-688-8912**.