

# First Communications **Call Forwarding.** Everything You **Need to Know.**



## How do I turn on call forwarding on a First Communications phone?

### How To Activate Immediate Call Forwarding:

1. Within your CommPortal, click on the Forwarding tab under the Phone Status section.
2. Choose the Immediately option.
3. Check the Forward Calls button.
4. Type the 10-digit phone number you want to forward to
5. Adjust settings as desired.
6. Click Apply.

### How to enable Conditional Call Forwarding (No Answer):

1. Within your CommPortal, click on the Forwarding tab under the Phone Status section.
2. Choose the Busy/No Answer option.
3. Type the 10-digit phone number you want to forward to
4. Adjust settings as desired.
5. Click Apply.

## How do I turn off call forwarding on a First Communications phone?

### How To Deactivate:

1. Within your CommPortal, click on the Forwarding tab under the Phone Status section.
2. Choose the Immediately option.
3. Uncheck the Forward calls button.
4. Click Apply.

### 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



# First Communications **Call Forwarding FAQs.**

**Is \*73 used for First Communications?**

No, \*73 is not used for First Communications.

**Can I turn off call forwarding with \*72?**

No. You must turn off call forwarding within your CommPortal.

**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 First Communications forwarding cost? Is it free?**

There is no cost to forward with First Communications.

**Where are my forwarding settings?**

You can find your forwarding settings within your CommPortal.

**Can I activate call forwarding remotely?**

You can activate call forwarding via your CommPortal.

**Does First Communications have Selective Call Forwarding?**

Yes, First Communications offers Selective Call Forwarding.

**Does First Communications have Conditional Call Forwarding?**

Yes, First Communications offers Conditional Call Forwarding.

**Does First Communications have \*71 Call Forwarding?**

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

**How do I know if I've forwarded my First 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.

