

Focus Broadband **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Focus Broadband 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. Voice instructions will instruct you on how to turn Selective Call Forwarding on/off and make changes.

How do I turn off call forwarding on a Focus Broadband 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



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



Focus Broadband **Call Forwarding FAQs.**



Is *73 used for Focus Broadband?

*73 is used to unforward your lines with Focus Broadband.



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 Focus Broadband forwarding cost? Is it free?

There is no cost to forward with Focus Broadband.



Where are my forwarding settings?

Focus Broadband forwarding is done from your phone, there are no settings.



Can I activate call forwarding remotely?

Focus Broadband forwarding is done from your phone, you cannot activate it remotely.



Does Focus Broadband have Selective Call Forwarding?

Yes, Focus Broadband offers Selective Call Forwarding.



Does Focus Broadband have Conditional Call Forwarding?

No, Focus Broadband does not offer Conditional Call Forwarding.



Does Focus Broadband have *71 Call Forwarding?

No, Focus Broadband doesn't have *71 Call Forwarding.



How do I know if I've forwarded my Focus Broadband 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.

