

# Lumen Technologies **Call Forwarding.** Everything You **Need to Know.**



## How do I turn on call forwarding on a Lumen phone?

### How To Activate Immediate Call Forwarding:

1. Log into your client portal and click Settings.
2. Click the Services tab.
3. In the Inactive section, click Call Forwarding Always.
4. In the Service Settings section, select the Active checkbox.
5. Click the Forward To field, then type in the 10-digit phone number you want to forward calls to.
6. Click Save.

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

### How To Deactivate:

1. Log into your client portal and click Settings.
2. Click the Services tab.
3. In the Active section, click Call Forwarding Always.
4. In the Service Settings section, deselect the Active checkbox.
5. Click Save.

### 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



# Lumen Technologies **Call Forwarding FAQs.**

**Is \*73 used for Lumen?**

\*73 is not used for Lumen.

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

No. You must turn off call forwarding via your client portal.

**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 Lumen forwarding cost? Is it free?**

There is no cost to forward with Lumen.

**Where are my forwarding settings?**

You can find your forwarding settings within your Lumen portal.

**Can I activate call forwarding remotely?**

You can activate call forwarding via your Lumen portal.

**Does Lumen have Selective Call Forwarding?**

No, Lumen doesn't offer Selective Call Forwarding.

**Does Lumen have Conditional Call Forwarding?**

No, Lumen doesn't offer Conditional Call Forwarding.

**Does Lumen have \*71 Call Forwarding?**

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

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

