

Sparklight **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Sparklight 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 Sparklight Website:

1. Go to Sparklight website
2. Enter User ID and Password, then log in.
3. Click the Services tab, then click Phone
4. Click Manage Phone Features
5. Click Set Up Call Forwarding
6. Enter the 10-digit phone number in the text box
7. Adjust the options as desired
8. Click Save.

How do I turn off call forwarding on a Sparklight 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.specialtyanswerservice.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



Sparklight **Call Forwarding FAQs.**



Is *73 used for Sparklight?

*73 is used to unforward your lines with Sparklight.



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 Sparklight forwarding cost? Is it free?

There is no cost to forward with Sparklight.



Where are my forwarding settings?

You can find your forwarding settings within your Sparklight portal.



Can I activate call forwarding remotely?

You can activate call forwarding via your Sparklight portal.



Does Sparklight have Selective Call Forwarding?

No, Sparklight doesn't offer Selective Call Forwarding.



Does Sparklight have Conditional Call Forwarding?

No, Sparklight doesn't offer Conditional Call Forwarding.



Does Sparklight have *71 Call Forwarding?

No, Sparklight doesn't have *71 Call Forwarding.



How do I know if I've forwarded my Sparklight 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.

