

Time Warner Cable **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Time Warner Cable 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 Time Warner Cable Website:

1. Login to the Spectrum Enterprise Customer User Portal.
2. Click on the Calling Features tab.
3. Scroll down to Call Forwarding Always.
4. Click the radio button next to ON.
5. Enter desired phone number or extension.
6. Click SAVE at the bottom of the page.

How to enable Conditional Call Forwarding (No Answer):

1. Dial *92
2. Type the 10-digit phone number you want to forward to
3. Wait for confirmation beeps

How do I turn off call forwarding on a Time Warner Cable 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



Time Warner Cable **Call Forwarding FAQs.**

- ? Is *73 used for Time Warner Cable?**
*73 is used to unforward your lines with Time Warner Cable.
- ? 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 Time Warner Cable forwarding cost? Is it free?**
There is no cost to forward with Time Warner Cable.
- ? Where are my forwarding settings?**
You can find your forwarding settings within your Time Warner Cable portal.
- ? Can I activate call forwarding remotely?**
You can activate call forwarding via your Time Warner Cable portal.
- ? Does Time Warner Cable have Selective Call Forwarding?**
Yes, Time Warner Cable has Selective Call Forwarding.
- ? Does Time Warner Cable have Conditional Call Forwarding?**
Yes, Time Warner Cable has Conditional Call Forwarding.
- ? Does Time Warner Cable have *71 Call Forwarding?**
Yes, you can forward unanswered calls to an alternate phone number by dialing*71 followed by the 10 digit phone number you wish to forward to.
- ? How do I know if I've forwarded my Time Warner Cable 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.

