AnswerPhone
A Better Answer

Forwarding and un-forwarding phones lines for Spectrum

Call Forwarding-for Immediate Activation/Direct to the service

To ACTIVATE: Pick up the phone line to be forwarded, listen for the dial tone, then dial ***72**. After you hear a break in the dial tone, enter the 10 digit phone number you are forwarding to and wait for the confirmation beeps. The call should now ring to the account, and an operator will answer.

To DE-ACTIVATE: Pick up the phone line you are trying to un-forward. When you hear the dial tone, dial *73, and wait for the confirmation beeps and the line is now un-forwarded.

Call Forwarding – Conditional

Conditional forwarding means that the call tries to ring to you first, but if your phone line is busy, it will reroute to the answering service

To ACTIVATE: Pick up the phone line to be forwarded, listen for the dial tone, then dial ***92**. After you hear a break in the dial tone, enter the 10 digit phone number you are forwarding to, and wait for the confirmation beeps.

Call Forwarding-Remote Access through Spectrum website

1. Login to the Spectrum Enterprise Customer User Portal. (https://enterprise.spectrum.com/support/client-portal.html)
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.

When you have completed the forwarding Process…

Please call the line that is meant to be forwarded from another phone to make sure it is forwarded correctly. If not, retry the procedure above. If there is no answer, please try to call the forwarding number directly. If issues persist, please call our office at 518-489-1581 or 888-840-0385

Spectrum - FAQ and trouble shooting

→ **Is *73 used for Spectrum?**

Yes, *73 is used to un-forward your lines with Spectrum

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

No, to turn off call forwarding, dial *73.

→ **Does call forwarding also forward text messages?**

No, forwarding your phone does not forward text messages.

→ **Why am I getting a busy tone?**

A busy tone means either the forwarding was not done correctly, or the number you are trying to forward to is inactive. Please call the forwarding number directly to make sure it rings. If it does, try the forwarding process again.

→ **How much does Spectrum forwarding cost? Is it free?**

There is no cost to forward with Spectrum.

→ **Where are my forwarding settings?**

You can find your forwarding settings within your Spectrum portal. (https://www.spectrum.net/)

→ **Can I activate call forwarding remotely?**

Yes! You can activate call forwarding via your Spectrum portal. (https://www.spectrum.net/)

→ **Does Spectrum have Selective/Conditional Call Forwarding?**

Yes! Spectrum has both Selective and Conditional Call Forwarding.

→ **Does Spectrum 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 Spectrum 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.