

SET UP - CALL FORWARDING



Residential VoIP

Call Forwarding

You can transfer all your calls to another phone so you won't have to miss important calls when you're someplace else. Here's how:

- Dial *72 and wait about 5 seconds for a dial tone. (If you have Rotary dial Service, press 1172.)
- Dial the number that will be accepting your calls. After you receive two short tones, your call forwarding is active. Hang up receiver.
- To cancel Call Forwarding, dial *73 and wait about 5 seconds for two beeps and a dial tone. (If you have Rotary Dial Service, press 1173.)
- Your phone will ring briefly each time your number is called.
- You cannot answer the calls. The ring is just a reminder that Call forwarding is working
- You can still call out even when your incoming calls are forwarded

Call Forward Busy

You can transfer all your calls to another phone when your line is busy.

- Dial *90 and wait for a dial tone. (If you have Rotary Dial Service, press 1190).
- Dial the number that will be accepting your calls. After you receive two short tones, your CALL FORWARD BUSY is activated. Hang up receiver.
- To cancel CALL FORWARD BUSY, dial *91 and wait for dial tone (if you have Rotary Dial Service, press 1191).
- Listen for confirmation tone, then hang up.

Call Forward No Answer

You can transfer all your calls to another number when you are unable to answer the phone.

- Dial *92 and wait for dial tone. (If you have Rotary Dial Service, press 1192).
- Dial the number that will be accepting the calls. Hang up receiver. To cancel call forward no answer, dial *93 and wait for dial tone. (If you have Rotary Dial Service, press 1193).
- Listen for confirmation tone, then hang up.

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Call Forward Remote Access

If you forgot to forward your calls before leaving your home or office, no need to worry. CALL FORWARD REMOTE ACCESS allows you to forward your calls from virtually any touch-tone phone, cellular or pay phone. As your location changes, so can your CALL FORWARDING.

To Gain Remote Access For Call Forwarding:

- Lift handset and listen for dial tone.
- Dial the dedicated access number provided by your local telephone company, including any prefix digits and area code that may be required.
Dedicated access number: _____
- Listen for the line to ring, then wait for the special dial tone.
- Dial your seven-digit telephone number that has the CALL FORWARDING feature.
- Immediately after completing the above step, dial your Personal Identification Number (PIN), given to you by your local telephone company.
Your PIN number: _____
- Listen for the special dial tone. You're now ready to activate or deactivate CALL FORWARDING.

To Activate Call Forwarding After Gaining Remote Access:

- Press *72.
- Dial the number, with area code, where you want to forward your calls to.
- Wait for confirmation tone, then hang up.

To Deactivate Call Forwarding After Gaining Remote Access:

- Press *73.
- Listen for two "beeps," then hang up.

Notes:

- To change the forwarded number, simply repeat the remote access activation steps. You don't need to deactivate the feature first.
- You must have a touch-tone phone to activate or deactivate CALL FORWARDING from a remote location.