

Remote Call Forwarding

Remote Call Forwarding (RCF) enables you to forward your incoming calls to a designated local telephone number or mobile number by any phone from anywhere.

There are three different types of Remote Call Forwarding which can be applied to your line:-

- All Calls Forwarding:** Forward all incoming calls to a designated number.
- Line Busy Call Forwarding:** Forward incoming calls to a designated number when your line is engaged.
- No Answer Call Forwarding:** Forward incoming calls to a designated number when the call is not answered.

When Remote Call Forwarding is set, you will hear the Special Dial Tone every time you lift the handset. Outgoing calls can still be made as usual.

To Activate Remote Call Forwarding

Steps	You hear
Lift the handset	Dial Tone
Dial Remote Call Forwarding access number 3526 3333	Voice Prompt Instructions
Select language (1 for Cantonese, 2 for English, 3 for Putonghua)	
Enter 8-digit registered telephone number	
Enter 4-digit password	
Press 1 to activate Remote Call Forwarding	
Select call forwarding type (1 for All, 2 for Busy, 3 for No Answer)	
Select call forwarding destination (1 for default number, 2 for voice mail, 3 for another number)	
Key in call forwarding number if select 3	
Press 1 to confirm or 2 to re-enter	
Wait for confirmation message	Confirmation Message
Hang up	

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To Deactivate Remote Call Forwarding

Steps	You hear
Lift the handset	Dial Tone
Dial Remote Call Forwarding access number 3526 3333	Voice Prompt Instructions
Select language (1 for Cantonese, 2 for English, 3 for Putonghua)	
Enter 8-digit registered telephone number	
Enter 4-digit password	
Press 2 to deactivate Remote Call Forwarding	
Select call forwarding type (1 for All, 2 for Busy, 3 for No Answer)	
Wait for confirmation message	Confirmation Message
Hang up	

To Change/Check Default Phone Number

Steps	You hear
Lift the handset	Dial Tone
Dial Remote Call Forwarding access number 3526 3333	Voice Prompt Instructions
Select language (1 for Cantonese, 2 for English, 3 for Putonghua)	
Enter 8-digit registered telephone number	
Enter 4-digit password	
Press 3 to change or check default phone number	
Press 1 to change default phone number	
Press 2 to check default phone number	
Key in new default number if select 1	
Press 1 to confirm or 2 to re-enter	
Wait for confirmation message	Confirmation Message
Hang up	

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To Change Password

Steps	You hear
Lift the handset	Dial Tone
Dial Remote Call Forwarding access number 3526 3333	Voice Prompt Instructions
Select language (1 for Cantonese, 2 for English, 3 for Putonghua)	
Enter 8-digit registered telephone number	
Enter 4-digit password	
Press 7 to change password	
Enter 4-digit new password	
Re-enter new password	
Wait for confirmation message	Confirmation Message
Hang up	

Remarks:

- Remote Call Forwarding will not function when Do-Not-Disturb has been activated.
- When All Calls Forwarding or Line Busy Call Forwarding has been activated, Call Waiting will not function.
- All Calls Forwarding will override Line Busy Call Forwarding and No Answer Call Forwarding.
- Line Busy Call Forwarding and No Answer Call Forwarding can be activated simultaneously.
- After Remote Call Forwarding has been activated, Appointment Service cannot be activated but the appointment made before is still valid.
- For Duplex Ringing, only prime number can be forwarded.
- The initial default password is 0000.