

## Residential Telephone Line

### Remote Call Forwarding

Remote Call Forwarding enables you to forward an incoming call from home phone to another local telephone number or mobile number by any phone from anywhere.

There are three different types of Remote Call Forwarding which you can apply to your line:

1. All Calls Forwarding - forward all incoming calls to a designated number.
2. Line Busy Call Forwarding - forward the incoming calls to a designated number when your line is engaged.
3. No Answer Call Forwarding - forward the incoming calls to a designated number when your phone 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 to follow	What you hear
Lift the handset	Dialing tone
Dial Remote Call Forwarding access number 3526 3333 or press *15 (for HGC Residential Telephone Line Service customers only)	
Select language (1 for Cantonese 2 for English 3 for Putonghua)	
Enter the 8-digit registered telephone number	
Enter 4-digit password	
Press 1 to activate Remote Call Forwarding	Recorded messages
Select call forwarding types (1 for All 2 for Line Busy 3 for No Answer)	
Select call forward destination (1 for default number 2 for voice mail 3 for another number)	
Key in designated 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 to follow	What you hear
Lift the handset	Dialing tone
Dial Remote Call Forwarding access number 3526 3333 or press *15 (for HGC Residential Telephone Line Service customers only)	
Select language (1 for Cantonese 2 for English 3 for Putonghua)	
Enter the 8-digit registered telephone number	Recorded messages
Enter 4 - digit password	
Press 2 to deactivate Remote Call Forwarding	
Select deactivate call forwarding types (1 for All 2 for Line Busy 3 for No Answer)	
Wait for confirmation message	Confirmation message
Hang up	

#### To Change/ Review Default Phone Number

Steps to follow	What you hear
Lift the handset	Dialing tone
Dial Remote Call Forwarding access number 3526 3333 or press *15 (for HGC Residential Telephone Line Service customers only)	
Select language (1 for Cantonese 2 for English 3 for Putonghua)	
Enter the 8-digit registered telephone number	Recorded messages
Enter 4-digit password	
Press 3 to change or view default phone number	
Press 1 to change default phone number or Press 2 to review 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 to follow	What you hear
Lift the handset	Dialing tone
Dial Remote Call Forwarding access number 3526 3333 or press *15 (for HGC Residential Telephone Line Service customers only)	
Select language (1 for Cantonese 2 for English 3 for Putonghua)	
Enter the 8-digit registered telephone number	Recorded messages
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 :

- 1 When Do-Not-Disturb has been activated, Remote Call Forwarding will not function.
- 2 When Call Waiting and All Calls Forwarding are being activated simultaneously, Call Waiting will not function.
- 3 When All Calls and Line Busy Call Forwarding are being activated simultaneously, Call Waiting will not function.
- 4 When Call Waiting and Line Busy Call Forwarding are being activated simultaneously, Line Busy Call Forwarding will override Call Waiting.
- 5 All Calls Forwarding will override Line Busy Call Forwarding and No Answer Call Forwarding.
- 6 Line Busy Call Forwarding and No Answer Call Forwarding can be activated simultaneously.

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