



## ◆ CALL FORWARDING INSTRUCTIONS ◆

1. Log into your Fongo account
2. Select **Settings**
3. Near the top of the page, click **Follow Me Settings**

Settings Account ▾ Log Out

911 Information Settings

911 Info **Follow Me Settings** Voicemail Settings

First Name:

Last Name:

Postal Code:

Address:

City:

Province:

### Important 9-1-1 Information

To ensure the accuracy of 9-1-1 emergency services it's critical that you use the address where you primarily use Fongo.

Addresses will be verified and only customers with accurate details may continue to use the service.

Please note that there are differences between traditional 9-1-1 service and VoIP phone 9-1-1 service. [Click here for more information.](#)

Note: Please remember to update your 9-1-1 information if you move or are using Fongo from a different location. Please allow up to 3 business days for your changes to be applied.

4. Change the status to **Enable**.

### Ring Mode

1. Under the **Ring Mode** section, you will see 2 options:
  - a. **Simultaneous**: All Follow Me numbers will ring at the same time
  - b. **Sequential**: After your Fongo Mobile number rings and is unanswered, the call will be forwarded to the next Follow Me number you have listed. The call will continue forwarding to however many numbers you have set up.



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### Follow Me Mode

2. If you selected **Sequential** in the previous step, you'll see 2 more options:
  - a. **Always Call Forward:** This option will always forward incoming calls to your Follow Me numbers.
  - b. **Call Forward When Unavailable:** This option will only forward calls when you are offline or decline calls.
3. Enter the phone number you would like to forward and click **Add**.

Add New Follow Me Phone Number:

Phone Number:

Please note the following restrictions for forwarding with Fongo Works:

1. You can forward to any North American number with a per minute rate of \$0.03 per minute or less
2. You cannot forward to a phone number that already is a destination for call forwarding by another number
3. Follow Me settings will automatically turn off if not used for 90 days.

For questions regarding call forwarding,  
visit [www.specialtyansweringservice.net](http://www.specialtyansweringservice.net),  
or call us at **1-866-688-8912**