



◆ CALL FORWARDING INSTRUCTIONS ◆

How to activate Call Forwarding:

- Press Star key (*) followed by **72**.
- Enter the area code and number you want your calls forwarded to.
- Press Send or Talk (depending on your phone) and an automatic prompt will confirm the feature has been activated.

How to deactivate Call Forwarding:

- Press Star key (*) followed by **720**.
- Press Send or Talk (depending on your phone) and an automatic prompt will confirm the feature has been deactivated.

Call Forwarding for a Koodo Phone with SIM Card

A number of different call forwarding scenarios are available for phones with SIM cards. For each scenario there is an associated code, but instructions remain the same:

To activate:

- Enter the activate code below before the area code and the number you want to forward your calls to.
- Enter # and then press SEND (send key varies by handset).
- You'll see a message informing you that call forwarding has been activated.
 - For example: Call Forwarding Unconditional to phone number 416-123-4567
 - dial *21*4161234567# and hit SEND

To deactivate:

- Enter the deactivate code and then press the SEND key.
 - For example: Deactivate Call Forwarding Unconditional
 - dial #21# and hit SEND

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Call Forwarding Type	Description	Activate Code	Deactivate Code
Call Forwarding Unconditional	Forwards all incoming calls to another number.	*21*	#21#
Call Forwarding Busy	Calls will get forwarded only when you are on the phone and the line is busy	*67*	#67#
Call Forwarding Not Reachable	Calls are forwarded if your phone is turned off or out of coverage	*62*	#62#
Call Forwarding No reply	Calls will get forwarded only if your phone rings and is not answered.	*61*	#61#

Special call forwarding scenario:

To activate:

- Enter the activate code before the area code and number you want to forward your calls to.
- Enter * and then the number of seconds you want the phone to ring before it forwards (choose from 10, 20 or 30) and then press # and then press SEND (send key varies by handset).
- You'll see a message informing you that call forwarding has been activated.

To deactivate:

- Enter the deactivate code and then press the SEND key.



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Call Forwarding Type	Description	Activate Code	Deactivate Code
Call Forwarding Variable	Calls will get forward based on how long your phone rings.	*004*	#004#

For questions regarding call forwarding, visit www.specialtyansweringservice.net, or call us at **1-866-688-8912**.