



## ◆ CALL FORWARDING INSTRUCTIONS ◆

Call forward gives you the freedom to have your calls follow you. Your calls will follow you anywhere you go when you set up Call Forward. When people dial your number, they will be redirected to any other number you choose. So, go ahead. Go to a friend's house while you wait for some calls.

### To set up Call Forward:

- Lift the receiver and dial \* 7 2 .
- When you hear the dial tone, dial the 10-digit number where you want your calls forwarded. If you subscribe to Voicemail and want calls forwarded to your Voicemail, dial \* 9 8 .
- Once your call is answered, you will hear a confirmation tone and you can hang up. Call Forward is now in effect.
- If the line is busy or no answer hang up. Repeat the initial steps ( \* 7 2 , wait for normal dial tone and enter the same forwarded to number), then hang up. Call forward is enabled.

### To cancel Call Forward:

- Lift the receiver and dial \* 7 3 .
- When you hear a series of beeps, this indicates Call Forward has been cancelled.
- You can only cancel Call Forward from your own home phone or online at [phone.shaw.ca](http://phone.shaw.ca).

### While Call Forward is in effect:

- You may still make calls from your phone.
- Callers will receive a busy signal when the number that your calls are forwarded to is busy.
- Calls that are unanswered at the forwarded number will not route to your Voicemail.



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While Call Forward is in effect cont'd.:

- Call Waiting is inoperable. You will not receive a Call Waiting signal.
- You will hear an announcement that “the feature is already successfully activated” if you try to set up Call Forward when it’s already in operation.

\*Note: Long Distance charges may apply in regards to Call Forwarding.

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