

Call Forwarding — All Calls

72# to answer your calls on your wireless or another phone

- Once on, it stays active until you turn it off
- Calls are forwarded until you're ready to take them on your regular phone
- Make outgoing calls as you normally do even when incoming calls are forwarded

If you want to:

Do this:

Turn on Call Forwarding

Press **7** **2** **#**, then after the dial tone, dial the forward-to number. If the phone is answered, Call Forwarding is on. (If the phone isn't answered immediately, go through the steps again and when you hear short tones, Call Forwarding is on.)

Turn off Call Forwarding

Press **7** **3** **#** (at dial tone). When you hear short tones, Call Forwarding is off.

Hints:

- On a rotary or dial pulse telephone, omit #.
- If calls are forwarded to a number outside your local calling area, usage or long distance charges may apply to your account, not your caller's.
- If calls are forwarded to a number with BellSouth Voice Mail, you may need to change your greeting.

Did you know?

You may hear a short ring alerting you that a call has been forwarded. You will not be able to answer it, as it has been forwarded to the number you have designated.

Call Forwarding — Busy Line

Provide callers with a live person or your voice mail message instead of a busy signal

- Callers automatically sent to the number you specified
- Perfect for businesses with multiple employees answering the phone
- Never miss an important call again

Call Forwarding — Customer Control of Call Forwarding Busy Line

Activate and disable your Call Forwarding Busy Line feature

- Choose when your callers will be sent to a specified number
- Works in tandem with Call Forwarding Busy Line (see above)
- Give your business the flexibility of routing calls when and where you want

If you want to:

Do this:

Turn on Customer Control

Press **8** **2** **#** at dial tone.

Call Forwarding — Customer Control of Call Forwarding Busy Line

Continued...

If you want to:

Do this:

Turn on Customer Control during a call (available in some areas)

Click the switchhook to put your call on hold. Press **8 2 #** at dial tone. At the second dial tone, click the switchhook to be reconnected to your original call.

Turn off Customer Control

Press **8 3 #** at dial tone.

Note: On a rotary or dial pulse telephone, omit #.

Call Forwarding — Don't Answer

Send incoming calls to a different number when you're unavailable

- Choose the number of times your phone rings before a call is forwarded¹
- Callers are sent to the number you specified
- Assign a co-worker to answer incoming calls when you're in a meeting

¹ When you order this feature, just tell your BellSouth Sales Associate how many times you want the phone to ring before forwarding.

Call Forwarding — Don't Answer Ring Control

Control how many times your phone will ring before calls are forwarded

- Set the number of rings from two to nine
- Callers are sent to the number you specified
- Assign a co-worker to answer incoming calls when you're in a meeting

If you want to:

Do this:

Change the number of rings

Press *** 4 7**.

In some areas, you will enter the number of rings that you want — any number from 2 - 9.

In other areas, you will enter a code that represents the number of rings you want. See the table below for these codes.

Rings	2	3	4	5	6	7	8	9
Code	12	18	24	30	36	42	48	54

When you hear the dial tone after the short tones, hang up — the number of rings has been changed.

Hint:

- If you subscribe to Call Waiting, changing the number of rings also changes the length of time before a waiting call is forwarded. Your caller may hear an extra ring due to connection timing.

Call Forwarding — Preferred

Designate up to six callers to forward to a different number

- Once on, it stays active until you turn it off
- Calls are forwarded until you're ready to take them on your regular phone
- Make outgoing calls as you normally do even when incoming calls are forwarded

If you want to:	Do this:
Turn on Call Forwarding — Preferred	Press * 6 3 . Follow voice instructions to enter "forward-to" number. (In some areas, you must then press 3 to turn your service on.)
Add a number to your list	Press # . (In some areas, you must wait for the tone after pressing # .) Dial the number you want to add, then press # .
Add last number that called to your list	Press # . Press 0 1 # .
Review your list	Press 1 .
Remove a number right after hearing it (<i>while reviewing your list</i>)	Press 0 7 .
Review instructions	Press 0 .
Remove a number from the list	Press * , dial the number you want to remove, then press * .
Remove all numbers from the list	Press 0 8 .
Remove all private numbers from the list	Press 0 9 .
Turn off Call Forwarding — Preferred	Press * 8 3 . (In some areas, you must then press 3 to turn your service off.)

Hints:

- If one of your preferred numbers is also on your Call Block list, turn off Call Block before using Call Forwarding — Preferred.
- If you forward to a number outside your local calling area, usage or long distance charges may apply to your account, not your caller's.
- Numbers you add may be labeled "private" on your list.



BELLSOUTH HELP LINE
1.866.620.6000



DETAILS AND INSTRUCTIONS
bellsouth.com/smallbusiness

Redirect business calls from a remote location

- Once on, it stays active until you turn it off
- Calls are forwarded until you're ready to take them on your regular phone
- Make outgoing calls as you normally do even when incoming calls are forwarded

► Quick-Start Directions

Forward your calls from any touch-tone telephone.

1. Dial your special access number – refer to your order confirmation letter for number.
2. Dial your 7- or 10-digit telephone number.
3. Dial your PIN followed by **#** – refer to your order confirmation letter for PIN.
4. Press **7 2 #**. (In some areas, you will be prompted to press **1** to confirm.)¹
5. Dial the “forward-to” number, including 1 + area code if needed, followed by **#**.
6. Follow the voice instructions to confirm or change the forward-to number.

¹In some areas, you will not be prompted to press 1 to confirm. In these areas, if the party to whom you're forwarding your calls answers the call, your calls are forwarded. If the call is not answered, you will need to repeat steps 1-6. When you repeat the steps and hear confirming tones, your calls have been forwarded.

If you want to:	Do this:
Turn off Call Forwarding remotely	Dial your special access number – refer to your order confirmation letter for number. Dial your 7- or 10-digit telephone number. Dial your PIN followed by # – refer to your order confirmation letter for PIN. Press 7 3 # . (In some areas, you're required to press 1 to confirm.)
Forward calls from your own phone	Press 7 2 # , then after the second dial tone, dial the forward-to number. If the phone is answered, Call Forwarding is on. (If the phone isn't answered, go through the steps again and when you hear short tones, Call Forwarding is on.)
Turn off Call Forwarding from your own phone	Press 7 3 # . When you hear short tones, Call Forwarding is cancelled.

Hints:

- If you forget or lose your PIN, call the BellSouth Service Center. For your protection, the new PIN will be mailed to you.
- To change calls from one forward-to number to another, first cancel Call Forwarding. Then forward calls to new destination.
- If you make an error when you're using Remote Access, you may be disconnected. Simply hang up, call back, and try again.

Note: If a call is forwarded to a number outside your local calling area, usage or long-distance charges may apply to your account, not your caller's.