

REMOTE ACCESS CALL FORWARDING INSTRUCTIONS

(Please keep these instructions CONFIDENTIAL)

BEFORE YOU FORWARD THE PHONES:

Fifteen minutes before your watch ends, call the next volunteer on the calendar/phone list. Identify yourself and inform them you are preparing to forward the phone.

(If the next volunteer does not answer, see last set of instructions. We CANNOT transfer the phones to an answering machine or voicemail. You have to speak to a live person before transferring the phones.)

THIS IS A TWO-STEP PROCESS: You first have to **de-activate** the call forwarding feature and then **activate** it to another phone number. The system will not allow you to forward the phones to another number until the current one has been deactivated. *(The automated responses you should hear over the phone are listed below each action in BOLD Italics.)*

NOTE: If you choose (and ONLY if you choose to) you can cut down on the time between each automated response by pressing the "Pound Key" (#) after each entry you make. This makes the entire transfer process a lot quicker.

Step 1 **DE-ACTIVATE**

1. Dial the special **ACCESS NUMBER: 729-9722**

"This is your remote access service. Please use a touch-tone telephone only. You may now dial your seven-digit home or office telephone number that has remote access service. Please dial now."

2. Dial the Intergroup/Hotline Number: 724-2247.

"The number you have dialed is 724-2247. If this number is correct dial your personal identification number. If this number is not correct dial zero. Please dial now."

3. Dial the Personal Identification Number: **5545**.

"Please dial a feature code now."

4. Dial Feature Code **73#** to deactivate call forwarding.

"You have accessed the call-forwarding deactivation feature. To confirm this feature dial 1 to try a new feature dial 0. Please dial now."

5. Dial **1** to confirm de-activation.

"This is your call forwarding service. Your calls will no longer be forwarded. You may hang-up or dial another feature code now. Please dial now."

NOTE: Do not hang up in the middle here!

Step 2 **ACTIVATE**

6. Dial feature code **72#** to activate call-forwarding.

"You have accessed the call-forwarding activation feature. To confirm this feature dial 1 to try a new feature dial 0. Please dial now."

7. Dial **1** to confirm activation.

"This is your call-forwarding service. Please dial the number to which you want your calls forwarded. If you must dial 1 or an area code to reach this number from you home or office, then do so. Please dial now."

8. Dial the Volunteer's Phone Number: XXX-XXXX

"Your calls will be forwarded to XXX-XXXX. If this number is correct, dial 1. If this number is not correct, dial zero. Please dial now."

9. Dial **1** to confirm activation.

"Your calls are now forwarded. You may hang up or dial another feature code now."

END THE CALL.

The last step in this process is to make sure that you have transferred the phones correctly. Please call the Intergroup/Hotline number 724-2247. If the volunteer from the calendar/phone list that you spoke with answers, the process is complete. If someone else answers, hang-up and start the process again. (It is not uncommon to enter the wrong phone number. Everyone on the Phone Army has done it at some time or another.) Once you have transferred phones again, you're done for now - thanks!!

IF NO ONE ANSWERS FROM THE NEXT SHIFT:

Call the Phone Army Director first. He/She will take the watch from you and call through the list for someone to cover that watch. If he/she is unavailable, the Emergency List has been provided to you, please find members to call. First call those who are available for that time slot. If none are available, try the other numbers starting with those listing availability as "24/7" and lastly those members who are on both a Regular Weekly Phone Watch and the Emergency List (They are listed in BOLD font.) After arranging for someone to temporarily take the slot, follow the instructions for transferring the phones as usual.