

Global Call Forward User Guide

Multiple Features Bringing Perfect Ease Of Communications

Single and personalized number starts with '8'

You can forward all your calls to a local or overseas mobile, fixed line number or voice mail. It saves you a lot as compared with mobile IDD roaming rate.

Call Hunting

Allow you to forward incoming calls to a maximum of four local/ overseas fixed line telephone numbers or even your mobile or pager numbers to follow you all the way. Non-received calls will be automatically forwarded to the next pre-selected number you have sequenced.

If any of the pre-set Call Hunting number has been forwarded to voice mail or other telephone number, the Call Hunting function may not be operating properly on that Call Hunting number.

Voice Mail

Store up to 20 messages to ensure that you will not miss any important calls.

Hong Kong Ring Tone

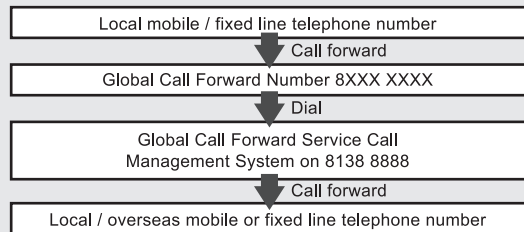
Callers will hear the familiar Hong Kong ring tone to assure your privacy.
Provision of Hong Kong ring tone depends on the answer signal from the overseas network provider.

Call Barring

You are able to block incoming calls from up to 10 pre-set local mobile or fixed line telephone numbers.

The feature is not applicable to Private Branch Exchange (PBX) number(s).

Instruction of Global Call Forward



Activation Procedures

Customers are required to finish the 3 basic steps below before operating other functions.

1. Dial Global Call Forward Service Call Management System at 8138 8888
2. Key in Global Call Forward Number
3. Key in your password (For personal customers, we will send your password on a separate mail for security purpose.)

To Change Password

Please change your Global Call Forward password for first time use and on a regular basis.

- Press **4** to change password or edit call barring / call hunting list
- Press **1** to change password
- Key in your new password + **#**
- Press **1** to confirm

To Change Forwarding Number

To Change Overseas Forwarding Number*

- Press **2** to change the forwarding number
- Press **1** to change overseas forwarding number
- Key in Country Code + Area code (if any) + Telephone Number + **#**
- Press **1** to confirm

** Only applicable to overseas residential / business fixed line telephone number, pager number, mobile phone number and mobile prepaid SIM card number with maximum 20 digits.*

To Change Local Forwarding Number*

- Press **2** to change the forwarding number
- Press **2** to change local forwarding number
- Key in Hong Kong telephone number (exclude HK area code 852) + **#**
- Press **1** to confirm

** Only applicable to 8-digit local telephone number with prefix 2, 6, 7, 9 and local fixed line telephone number with prefix 3.*

Voice Mail Service

Only applicable to customers who subscribe to voice mail service.

To Activate / Cancel Voice Mail Service

- Press **3** to activate / cancel voice mail service, call barring service or call hunting service
- Press **1** to activate / cancel voice mail service (A voice prompt will announce the status of voice mail service)
- Press **1** to activate / cancel voice mail service

To Listen to Message

- Press **1** to select voice mail functions (A voice prompt will announce the number of new voice message. New voice message will then be played.)
- Press **1** to listen to message
- Select **4** to replay message
- 5** to listen to message information
- 7** to delete message
- 9** to save message

When the message is playing, press **1** to replay the message from the beginning; press **3** to end the replay.

To Select Greeting

- Press **1** to select voice mail functions
- Press **2** to change mailbox feature
- Press **2** to select greeting
- Select **1** System Greeting
- 2** Name Announcement Greeting
- 3** Personalized Greeting

To Change Mailbox Language

- Press **1** to select voice mail functions
- Press **8** to change mailbox language
- Select **1** # Cantonese
- 2** # English
- 3** # Putonghua

To Change System Greeting Language for Caller

- Press **1** to select voice mail functions
- Press **9** to change system greeting language for caller
- Select **1** to establish / change 1st language
- 2** to establish / change 2nd language

Call Barring Service

To Activate / Cancel Call Barring Service

- Press **3** to activate / cancel voice mail service, call barring service or call hunting service
- Press **2** to activate / cancel call barring service (A voice prompt will announce the status of call barring service)
- Press **1** to activate / cancel call barring service

To Edit Call Barring List

- Press **4** to change password or edit call barring / call hunting list
- Press **2** to edit call barring list (A voice prompt will announce the existing call barring numbers)
- Select **1** to change call barring number
- 2** to delete call barring number

Call Hunting Service

Only applicable to customers who subscribe to call hunting service. The ringing time is around 25 seconds for call forwarding to each hunting number.

To Activate / Cancel Call Hunting Service

- Press **3** to activate / cancel voice mail service, call barring service or call hunting service
- Press **3** to activate / cancel call hunting service (A voice prompt will announce the status of call hunting service)
- Press **1** to activate / cancel call hunting service

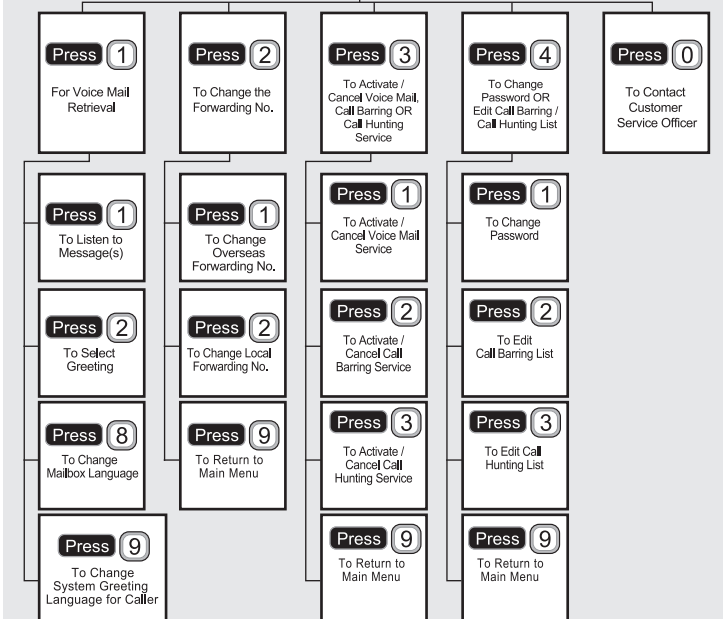
To Edit Call Hunting List (Voice mail service, if applicable, should be de-activated)

- Press **4** to change password or edit call barring / call hunting list
- Press **3** to edit call hunting list (A voice prompt will announce the existing call hunting numbers)
- Select **1** to change call hunting number
- Select **1** to change overseas call hunting number
- 2** to change local call hunting number
- 2** to delete call hunting number

Global Call Forward Service Quick Reference Guide

Dial **8 1 3 8 8 8 8 8**

Enter your Global Call Forward Number & Password



Personal Customers
Customer Service Hotline : **1239**
Website : hkbnes.net/idd009

Business Customers
Customer Service Hotline : **128 180**
Website : hkbnes.net