

Call Forwarding Remote Access

Lets you enable, disable or redirect call forwarding from any touch-tone phone.

Contact Hargray Customer Service to subscribe to the Call Forwarding Remote Access feature.

How to Use:

Initialize Call Forwarding Remote Access and set your PIN:

Remote Access to Call Forwarding won't work until it is initialized.

1. From the line that has Call Forwarding, dial * 5 0 #.
2. Listen to the voice prompt asking for the feature access code. Enter * 5 4 #.
3. Listen to the prompt confirming Call Forwarding Remote Access. The system will ask for your Personal Identification Number (PIN). Enter your initial PIN followed by #. The initial PIN is 2372. *If you want to keep 2372 as your PIN, change the PIN to another number then repeat the procedure to change it back.* Listen to the voice prompt and enter a new PIN (2 to 10 digits) followed by #.
4. After the prompt, reenter the PIN followed by # to confirm. If the reentry does not match the first entry of the new PIN, you will be prompted to try again
5. After the PIN is accepted, you will hear a message confirming that the PIN has been updated.

Use Call Forwarding Remote Access from any touch-tone phone:

1. Call the access number in your area:
Hilton Head: 341-2372 (2372 = CFRA)
Bluffton: 837-2372
Hardeeville: 784-2372
Access numbers can be reached from anywhere. Any toll charges for calls made from outside Hargray's service area will be billed to the calling number.
2. Listen to the voice prompt, then enter the seven digit phone number to be forwarded followed by your Personal Identification Number (PIN) and #.
3. Listen to the voice prompt, then enter * 7 2 # to activate Call Forwarding.
4. Listen to the voice prompt, then enter the number where you want your
5. calls forwarded followed by #. *If the number is a toll call, your line will be billed for any charges resulting from forwarded calls.*
6. Listen to the voice prompt that repeats the forward to number, then press 1 to confirm the forwarding. To re-enter the forward to number, press 2.
If you hang up without pressing 1, the forwarding will not take effect.

To change the number that calls are forwarded to, follow the same procedure and enter the new number.

To deactivate Call forwarding, follow steps 1 and 2 above. Listen to the voice prompt and enter * 7 3 #. You'll hear a recorded message confirming that your request has been completed.

Notes:

Once you've activated Call Forwarding, the forwarded phone will make one short ring each time a call is forwarded. You will be unable to answer the calls from a forwarded phone. You can still make outgoing calls.