HGC Residential Phone Service
User Guide

Caller Number Display

You will know in advance who is calling, then decide whether to accept the call or leave it.

- Per Call Blocking
- Per Call Unblocking (only applicable to subscribers of "Per Line Blocking" feature)

To use "Per Call Blocking"	To use "Per Call Unblocking"
After lifting the handset, press 133 + phone number	After lifting the handset, press 1357 + phone number

Things to remember:
1. Your phone number will be displayed to the called party unless you apply for the "Per Line Blocking Feature".
2. When a 999 emergency call is being made, your phone number will always be displayed even if you have activated blocking functions.
3. If you wish to apply for "Per Line Blocking", please call the HGC Broadband Customer Services Hotline at 1223.

Block-the-Blocker

Reject the calls that do not have any Calling Line Identification information.

To activate/deactivate "Block-the-Blocker"	To activate/deactivate "Block-the-Blocker" for duplex number
After lifting the handset, Press *76 to **Activate**	After lifting the handset, Press *#*76 to **Activate**
Press #76 to **Deactivate**	Press *##76 to **Deactivate**

Call Waiting

When you are talking on the phone, you can hear a tone that means you have another incoming call. You can either answer or ignore it.

To answer the waiting call	To return to the original party of alternate two calls
During a call	
Alert conversing party that he/she will be on hold	
Press the "Flash" or "Switch hook" button	Press the "Flash" or "Switch hook" button at any time
2nd calling party on the line	

Things to remember:
1. If "All Call Forwarding" or "Line Busy Call Forwarding" has already been activated, the "Call Waiting" feature will be disabled.

Call Forwarding

You can reroute incoming calls to any local telephone number.

To activate "Call Forwarding"
Lift the handset
Press *05 (To activate **All** Call Forwarding)
Press *17 (To activate **Line Busy** Call Forwarding)
Press *19 (To activate **No Answer** Call Forwarding)
Enter phone number
Press #
Hang up

To deactivate "Call Forwarding"
After lifting the handset, Press #05/#17/#19 (To deactivate **All**/**Busy**/**No Answer** Call Forwarding)

Things to remember:
1. When "Do-Not-Disturb" is activated, "Call Forwarding" cannot be activated.
2. "Call Waiting" and "All Call Forwarding" cannot be used simultaneously. If both features are activated, "Call Waiting" will be temporarily disabled.
3. When "Call Waiting" and "Line Busy Call Forwarding" are both activated, "Line Busy Call Forwarding" will override "Call Waiting".

4. "All Call Forwarding" will override "Line Busy Call Forwarding" and "No Answer Call Forwarding".
5. "Line Busy Call Forwarding" and "No Answer Call Forwarding" can be activated simultaneously.
6. "Call Forwarding" on voice mail is not supported.

Remote Call Forwarding

You can reroute incoming calls to any local telephone number remotely. (For customers who already subscribed to basic call forwarding only)

To activate/deactivate "Remote Call Forwarding", change/ review Default Number and change Password		
Lift the handset		
Dial the Remote Call Forwarding Hotline 3526 3333 or Press *15 (For Residential Phone Service Users only)		
Select language		
Enter the 8-digit registered phone number		
Enter 4-digit PIN code		
To activate "Remote Call Forwarding"	To deactivate "Remote Call Forwarding"	To change/ review Default Number
Press 1	Press 2	Press 3
Choose "Call Forwarding" category		Press 1 to change and Press 2 to review default number
Choose "Call Forwarding" number	Choose "Call Forwarding" category to deactivate	
Enter designated phone number (If applicable)		Enter new default number if select 1
Press 1 to confirm or 2 to re-enter		Press 1 to confirm or 2 to re-enter
Wait for confirmation message		
Hang up		

Things to remember:
1. When "Do-Not-Disturb" feature is activated, "Remote Call Forwarding" will be temporarily disabled.
2. Please refer to "Call Forwarding" section for more details.
3. Pre-set password: 0000

Per Call Disable Call Waiting

Avoid any interruption during an important call.

To activate "Per Call Disable Call Waiting" before call	To activate "Per Call Disable Call Waiting" during call
Lift the handset	Alert conversing party that he/she will be on hold
Press #07	Press the "Flash" or "Switch hook" button
	Press #07
Enter phone number	System will reconnect the call automatically
After hanging up the phone, "Call Waiting" will resume automatically	After hanging up the phone, "Call Waiting" will resume automatically

Conference Calling

Converse with two parties at the same time as well as transfer the call to another local telephone number.

To enable "Conference Calling"
During a call
Press the "Flash" or "Switch hook" button
Enter third party's phone number[1]
Put through to third party
Press "Flash" or quickly press "Hold" button again
Begin three-way conference call

[1]Not applicable to overseas calls. If the call is not answered or the line is engaged, you may press "Flash" or quickly press "Hold" again to continue the call with the original party.

Duplex Ringing

Enjoy two numbers with different ringing tones, all on one line.

Phone Number	You will hear
Primary Number	Two short rings followed by a pause in cycles
Secondary Number[2]	A long ring followed by a pause in cycles

[2]In addition to the "Caller Number Display" feature, value-added services (VAS) are not available for the secondary number of "Duplex Ringing".

Abbreviated Dialling

You can store your frequently call numbers in the memory, then you can simply enter a short access code when dialling.

To set up/deactivate "Abbreviated Dialling"	
To set up "Abbreviated Dialling"	To deactivate "Abbreviated Dialling"
Lift the handset	
Press *03	Press #03
Enter short code (00-19), followed by the number to be stored[3]	Enter short code (00-19)
Press #	
Hang up	

[3]With a maximum of 18 numbers.

To use "Abbreviated Dialling"
After lifting the handset, Press ** + enter short code (00-19)

Things to remember:
1. In order to change a stored number, simply follow the above procedure and enter a new number. The new number will automatically replace the previous stored number.
2. You may remove all history by simply pressing ##03.

Appointment Service

By calling you at the appointed time to remind you of important appointments, your telephone acts as a time management tool.

To set/cancel "Appointment Service"	
To set alarm[4]	To cancel alarm before pre-set time
Lift the handset	
Press *02	
Set the alarm in 24 hour format (e.g.: 1:23 AM should be entered as 0123)	Press #02
Press #	
Hang up	

[4]Alarm can be pre-set to 24 hours in advance, but may only do it one at a time.

Things to remember:
1. When the alarm goes off, if the call is answered within 1 minute, there will be a reminder with a standard message in English, Cantonese and Putonghua. If the phone is busy or the call is not answered within 1 minute, the alarm will go off again 5 minutes later. If this call is still not answered, the alarm will then be automatically cancelled.
2. When "Do-Not-Disturb" or "Call Forwarding" is activated, the "Appointment Service" feature cannot be used.
3. There is no "Call Waiting" tone for "Appointment Service" if the line is busy.

Do-Not-Disturb

Bar incoming calls when you want to be left alone.

To activate/ deactivate "Do-Not-Disturb"
After lifting the handset, Press *01 to Activate Press #01 to Deactivate

Things to remember:
1. The "Do-Not-Disturb" feature will override "Call Forwarding" and "Call Waiting".
2. Once "Do-Not Disturb" has been activated, "Call Forwarding" cannot be activated.

IDD Security

Ensure only authorised persons make any chargeable calls.

To activate "IDD Security"	If you wish to make chargeable IDD calls after "IDD Security" being activated
Lift the handset	Lift the handset
Press *04	Press #04
Enter your pre-set 4-digit PIN code	Enter your pre-set 4-digit PIN code
	Press #
Press #	Hang up
	Lift the handset again
Hang up	Press 0080, then enter IDD phone number or information service numbers with prefix 900

Things to remember:
1. You have to activate "IDD Security" each time after making a chargeable call.
2. By activating "IDD Security", you may prevent making calls to information service numbers that prefixed with 900 (except for numbers with the prefix 9000 & 9003).