



Call Forwarding Subscription

Introduction:

We have enabled activation/deactivation of call forwarding through the hand set for all end users. They can enable or disable call forwarding feature, check Balance and voicemail by dialing special codes from the hand set or by dialing our Short code (81999) from Etisl Share or any other SIP client. The details of short codes are as follows:

1. Dial 81999 from Etisl Share or any other SIP client.
2. Press 1 for voicemail.
 - 2.1. After pressing 1 further menu is
 - 2.2. Press 1 for Mailbox
 - 2.2.1. To record Busy Message press 1, record your message after the beep and then press 1 to save that message. Whenever your number will be busy to the callers they will listen this message and after that they will be able to record their voice message for you.
 - 2.2.2. To record Unavailable Message press 2, record your message after the beep and then press 1 to save that message. Whenever your number will be out of reach to the callers they will listen this message and after that they will be able to record their voice message for you.
 - 2.3. Press 2 for active/Deactivate a call forwarding rules
 - 2.4. Press 3 for current forwarding rules
3. Press 2 for Top-up and Balance

Service Type	Forward to Number	Forward to Voicemail
Forward All Calls	*21*[Mobile Number]# Example (Local) : *21*33538026# Example (International) : *21*00923458310628#	*21#
Forward Calls if Busy	*67*[Mobile Number]# Example (Local) : *67*33538026# Example (International) : *67*00923458310628#	*67#
	61[Mobile Number]# Example (Local) : *61*33538026#	*61#

Forward Calls if No Answer	Example (International) : *61* 00923458310628#	
Forward Call if out of reach	*62* [Mobile Number]# Example (Local) : *62* 33538026# Example (International) : *62* 00923458310628#	*62#
Deactivate Call Forwarding	*002#	*002#

All users can dial the above mentioned code directly from their device's keypad to enable and disable call forwarding depending upon their requirement. To activate or deactivate call forwarding service from IVR, user can dial 81999 from his Etisalcom DID, he will be requested to provide any of the above code. According to the provided code (explained above) feature will be enabled/disabled on his number. If user wants to know current forwarding rule, he can select option 3 in the sub IVR menu then all of his forwarding rules will be played to him.

Block Caller ID:

We have also provided a short code to block or unblock a caller from making call on Etisalcom users DID. The details of blocking/un-blocking a caller is shown below:

Service Type	Dialing Code
Block Caller	*003* [Mobile Number]# Example (Local) : *003* 33538026# Example (International) : *003* 00923458310628#
Un-Block Caller	*004* [Mobile Number]# Example (Local) : *004* 33538026# Example (International) : *004* 00923458310628#