

TO HOOK UP TO CALL FORWARDING

- Call 317-921-1412
- After the greeting says you have reached the Society of Saint Vincent de Paul, press the (star) * key, then follow the prompts:

- After the prompt says forward always then says your area code and phone number, you are

PROMPT:	YOUR RESPONSE:
Please enter your ACCOUNT NUMBER followed by the pound sign	enter 310#
Please enter your password followed by the pound sign	enter 310310#
You have no messages. Main menu	enter 4
Forwarding menu	enter 4 (the number four option is for forwarding the Help Line to the number you are <u>calling from</u> . No 2 if you are forwarding to another number <u>other than yours</u> . If you choose 2 to forward to another number, you will need to enter it now - don't forget to enter the area code.
Enter 1 to confirm	enter 1
Forward always	

connected to the Help Line... Hang Up. The prompt will loop back to the menu it will not end the call - you have to end the call by hanging up.

**To check that your phone is connected to the line, call the client number (from another phone) 317-687-0169, press #2 to forward the call.

***** DO NOT disconnect line unless you are the last shift *****

WHEN RETURNING A NEIGHBOR'S CALL:

Dial *67 (star 67) before you call. Inform neighbors to allow at least 5 business days for a volunteer to call them and that the number may be private, blocked, or unavailable.

TO END YOUR SHIFT

- Call 317-921-1412
- After the greeting says you have reached the Society of Saint Vincent de Paul, press the (star) * key, then follow the prompts.

PROMPT:	YOUR RESPONSE:
Please enter your ACCOUNT NUMBER	enter 310#
Please enter your password followed by the pound sign	enter 310310#
You have no messages. Main menu	enter 4
Forwarding menu	enter 2 then, enter 908
Forward always to 908	

- You are disconnected from the Help Line... Hang Up.