

AA HOTLINE PHONE FORWARDING INSTRUCTIONS

5 minutes before your shift, call the Hotline phone number to inform the AA member currently manning the Hotline that you are going to be taking over.

1. Dial [540-667-0322](tel:540-667-0322)

To transfer the Hotline to you telephone dial the Ultra Forward Access telephone number

2. Dial [1-888-383-8080](tel:1-888-383-8080)

A voice announcement will ask for the 10-digit telephone number that has remote change service.

3. Dial [540-667-0322](tel:540-667-0322)

You will be asked to enter the Personal Identification Number followed by the # sign.

4. Enter 5930 #

You will be given a menu choice . 5. Enter 10

Ultra Forward Menu Prompt 6. Enter 4

You will be told what the current number is and asked if you want to change the number

7. Enter 1

Enter your phone number and area code. 8. area code+ phone number

The confirmation message will repeat the number you entered to receive calls. If correct, Enter 1; if Incorrect, Enter 2 and re-enter the number correctly.

9. Enter 1 (if correct) OR

Enter 2 (if Incorrect) and re-enter number