



Call Forwarding Service

Application

Required

Monthly Charge

Free

*For more details, refer to "Charges" on p. 65.

With this service, you can have calls to your mobile phone forwarded to your office, home phone, or other registered number you registered. Calls can be forwarded even if you turn off your mobile phone or are already on the line, so you'll never miss another call.



Uses:

- When radio signals are too weak to connect the call
- When your mobile phone handset is turned off
- When you do not answer the call within the set ring duration*

*You can set the ringing duration from 0 to 120 sec.



Relax and still get your calls, even when on the move or unable to answer your phone.



You can even forward calls to landline phones when your mobile phone is out of range.

Call Forwarding applies even during long business trips abroad.



Service Features

Forward to various kinds of phones

You can forward calls to landline phones, DOCOMO and non-DOCOMO mobile phones, and even phones overseas.*

*Forwarding overseas requires application for the International Call Forwarding Service.

You can even use Remote Access from another phone.

You can use your (4-digit) Network Password to configure call forwarding from a landline phone, NTT public phone, DOCOMO mobile phone, and more.

If using Call Forwarding for calls arriving while you are on the line with another call, refer to p. 36; if using Remote Access, refer to p. 41.

*If you are subscribed to the Voice Mail Service and Call Forwarding Service, when you receive a call while you are on the line, the "Call Arrival Settings When on the Line" procedure will establish the precedence. For more details, refer to p. 37.

[With smartphones (only models running AndroidOS)]

Use the following procedure to make the settings. *Procedures may differ depending on handset.

● From the Handset Screen

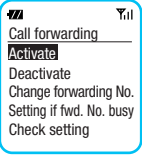
Select "Settings." → Select "Call settings." → Select "Network service." → Select "Call forwarding service."

Registering Forwarding Numbers

From the Handset Screen


● You can register one forwarding number.

1



Display the Call Forwarding Service menu, and select "Activate."


3



Enter the forwarding phone number, and select "Set."


*Be sure to enter forwarding numbers correctly, as wrong number calls are a nuisance both to the person receiving the wrong number call and the caller.

2



Select "Register fwd number."

4



"Register fwd number" is shown.

► See p. 109 for service codes.

Notes on Registered Numbers

- Begin registering from the area code in the case of landline phones, or from 090 or 080 in the case of mobile phones.
- You cannot register 3-digit numbers, such as 104 (directory assistance), QUICK NUMBER or toll-free service numbers, or numbers that cannot be called from DOCOMO mobile phones as forwarding numbers. In addition, you may be unable to register certain numbers due to services provided by other companies.
- If you set the following phone numbers as the forwarding number, callers will not be able to reach you directly and may think that they have dialed the wrong number. (Example) Facsimile: When set to automatic fax reception, callers will hear the fax tone. PBX: An operator will answer, etc.
- Preset forwarding numbers will not be reset if your phone is reregistered under a different subscriber's name. We recommend that the Call Forwarding Service be cancelled before transferring authorization.




One-Point Advice

If you have switched from FOMA to Xi, or from Xi to FOMA

Your Call Forwarding Service setting (activated/deactivated) will be saved, but if the service was deactivated, it is possible that the forwarding number will not be saved. When you activate Call Forwarding Service, please check the forwarding number.

Using the Dial Pad

● You can register one forwarding number.

1 Press **1 4 2 9** 


Announcement

"You are in the main menu. To set the ringing time before forwarding, press **1**; to set the announcement on or off, press **2**; to register or change the destination number, press **3**; to check the service status, press **4**; to exit, press the **#** key."

2 Press **3**

Announcement

"Please enter the phone number to forward calls to."

3 

Enter the phone number you wish calls to be forwarded to.

*Be sure to enter forwarding numbers correctly, as wrong number calls are a nuisance both to the person receiving the wrong number call and the caller.

Announcement

"Calls will be forwarded to XXX-XXXX-XXXX. Press the **#** key if this is ok. To go back, Please press the ***** key."


4 Press **#** or *****

If the telephone number in the announcement is correct, press the **#** key. If you need to make a correction, press the ***** key.

*Please do not press the **#** (*****) key until you have checked the forwarding number in the announcement.

Announcement

"Operation completed. You are in the main menu. ...to check the service status, press **4**; to exit, press the **#** key."

5 Press **#**  to finish.

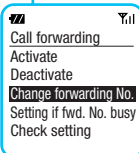
*When using the dial pad for these procedures (except for entering phone numbers and Network PINs with remote operation), you can still use it while announcements are playing if you happen to know how to carry out the procedure you want to perform.

Changing Your Forwarding Number

Change a forwarding number that you have already registered.

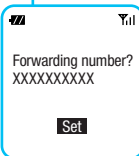
From the Handset Screen

1



Display the Call Forwarding menu, and select "Change forwarding No."

2



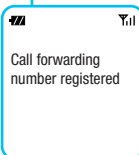
Enter the forwarding phone number, and select "Set."

3



Select whether to change the forwarding number only, or change the forwarding number and activate Call Forwarding Service. A confirmation screen will appear. To change the forwarding number only, select "Change No."

4



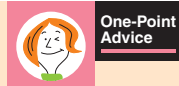
The results of your setting appear.

▶ See p. 109 for service codes.

Using the Dial Pad

The procedure for changing this number is the same as that described in "Registering Forwarding Numbers" (Using the Dial Pad) on p. 58.

Change the forwarding number hearing the announcement.



One-Point Advice

How do I set a foreign phone number as the forwarding number?

Use the dial pad.

Input Example

International carrier access code
(Example: 009130)



010



Country code



Area code



Number you wish to forward to

*For forwarding calls overseas, subscriptions for DOCOMO International Call Forwarding Service and DOCOMO Call Forwarding Service are both required. Note that a contract with DOCOMO WORLD CALL or an international carrier is also required.

*In some cases when setting the forwarding number while using WORLD CALL, input of the above number series "009130" can be omitted (except with certain handsets).

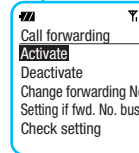
*Dialing procedures may vary with the international telephone service used. For details, ask your international telephone carrier.

Activating Call Forwarding Service

When you first subscribe to Call Forwarding Service, this service is deactivated.

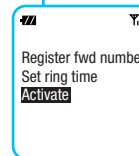
From the Handset Screen

1



Display the Call Forwarding menu, and select "Activate."

2



Select "Activate."

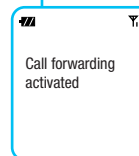
3



Select "YES" to activate Call Forwarding Service, or "NO" to deactivate it.

A confirmation screen will appear. To activate Call Forwarding Service, select "YES."

4



The results of your setting appear. If your setting is successful, "Call forwarding activated" will be displayed. This completes the setting.

▶ See p. 109 for service codes.

*You can make calls even with the Call Forwarding Service activated.

*If your phone is turned on and you are inside the service area, the ring tone continues to sound until the call is forwarded to the forwarding number, so calls can be received in the meantime.

*For instructions to set "Activate" or "Deactivate" for the Call Forwarding Service for additional numbers under Multi number, refer to p. 102.

Using the Dial Pad

1

Press **1 4 2 1**

Announcement

"Calls will be forwarded to the following number XXX-XXXX-XXXX."

[For subscribers of both Call Forwarding and Voice Mail Services]

"To use the Voice Mail Service when the forwarding number is busy, press **1**. To not use the Voice Mail Service, press **0**."

*If you are not subscribed to the Voice Mail Service, proceed to Step ③.

2

Press **1** or **0**

Announcement

"Operation completed."

3

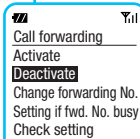
Press to finish.

Deactivating Call Forwarding Service

Please be aware that deactivating Call Forwarding is not the same as cancelling the Call Forwarding Service subscription.

From the Handset Screen

1



Display the Call Forwarding menu, and select "Deactivate."

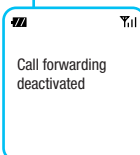
2



Select "YES" to deactivate Call Forwarding Service, or "NO" to cancel it.

A confirmation screen will appear. To deactivate Call Forwarding Service, select "YES."

3



The results of your setting appear.

If your setting is successful, "Call forwarding deactivated" will be displayed. This completes the setting.

► See p. 109 for service codes.

*If the handset is set to the Call Forwarding Service in "Call Arrival Settings When on the Line" (p. 36), the Call Forwarding Service is activated by incoming calls arriving while you are on the line, even if the Call Forwarding Service itself is deactivated.



One-Point Advice

What if Voice Memo and Call Forwarding are used together?

To give Call Forwarding Service precedence when the Voice Memo function of the mobile phone and Call Forwarding Service are activated, set the ringing duration for Call Forwarding Service shorter than that for Voice Memo function.

Using the Dial Pad

1

Press



"The service is deactivated."

2

Press to finish.

When the Call Forwarding Service is deactivated, you may also hear the following announcements.

When Call Forwarding Service is deactivated.

"The service is not activated."

When Call Forwarding Service is deactivated and Voice Mail Service is activated.

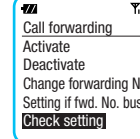
"The Voice Mail Service is currently activated."

Checking Your Call Forwarding Status

You can confirm and change your Call Forwarding settings, including activation and deactivation of the service.

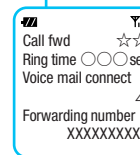
From the Handset Screen

1



Display the Call Forwarding menu, and select "Check setting."

2



The results of your setting appear. If your setting is successful, the status of each item will be shown.

- ☆☆ Call Forwarding Service is activated or deactivated.
- sec Specified ring duration
- △ "Connection to the Voice Mail Service Center when the forwarding number is busy" is activated or deactivated.
- XXX Telephone number registered as forwarding number

Using the Dial Pad

1

Press **1 4 2 9**



"You are in the main menu. ...to check the service status, press **4**; to exit, press the **#** key."

2

Press **4**



[If service is activated]
"You are engaged in the Call Forwarding Service right now."

[If service is deactivated, and a forwarding number has been registered]
"The service is not activated."

[If a forwarding number has been registered]
"Calls will be forwarded to XXX-XXXX-XXXX. Ringing time before call forwarding is ○○○ seconds. You are in the main menu. To set the ringing time before forwarding..."

*If no forwarding number has been registered, the following announcement is played:
"No number registered for the Call Forwarding Service. Please register a number to forward calls to."

3

Press **#** to finish.



One-Point Advice

If you have already subscribed to Voice Mail Service

Voice Mail Service and Call Forwarding Service cannot be activated simultaneously. However, if Call Forwarding Service is activated, and the phone to which the call is forwarded is busy, it is possible to connect the call to the Voice Mail Service Center and record a voice mail message for that phone.

*This function can be used even if Voice Mail Service is deactivated.
*See p. 64 for details.

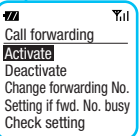
Setting the Ring Duration

You can set the ring duration so that the ring tone sounds for a predetermined time until the connection to the forwarded number (if radio reception is favorable) is made.

- You can set the number of seconds the phone is to ring, from 0 to 120 seconds, during which time you can still answer the phone.


From the Handset Screen

1




Display the Call Forwarding menu, and select "Activate."

2



Select "Set ring time."


3



Setting the ring duration, and select "Set."

Set a time between 0 and 120 seconds to ring before the call is automatically forwarded.

4



"Set ringing time" is shown.

▶ See p. 109 for service codes.

- The ring duration is set to 7 seconds when you register for Call Forwarding Service.
- Ring duration settings are saved even after the forwarding number is changed or the Call Forwarding Service is temporarily deactivated.
- When the ring duration is set to 0 seconds, the call is forwarded directly to the forwarding number without being noted in the mobile phone's call history.
- The actual ringing duration may vary depending on radio reception.
- When making changes to the ring duration during initial activation settings for the Call Forwarding Service, the Activating Call Forwarding Service setting must be completed after changing the ring duration.

Using the Dial Pad

1 Press **1 4 2 9** 

*"You are in the main menu. To set the ringing time before forwarding, press **1**; to set the announcement on or off..."*

2 Press **1**

*"Please enter the number in seconds between '0' and '120', then press the **#** key."*

3 **X X X #**

Enter the ringing duration in seconds and press #.

*To set at 30 sec., for example, enter **30#**.

*"The ringing time has been set to XXX second(s). To accept, press the **#** key; to change, press the **X** key."*

4 Press **#**

Press # if the number of seconds announced is correct.

"Operation completed. You are in the main menu..."

5 Press **#**  to finish.

Setting the Announcement

This is set to "Call Forwarding Announcement Activated" at the time of subscription.

- When a call is forwarded, the caller will hear the announcement, "This call is being forwarded. Please hold on." You can turn this announcement on and off.

Using the Dial Pad

1 Press **1 4 2 9** 

*"You are in the main menu... to set the announcement on or off, press **2**..."*

2 Press **2**

*"To set the announcement on during forwarding, press **1**; to set the announcement off, press **0**..."*

3 Press one of the following: **1** (Announcement played) or **0** (Announcement not played)

*"The announcement during forwarding is on (off). To accept, press the **#** key..."*

4 Press **#**

"Operation completed. You are in the main menu..."

5 Press **#**  to finish.

- Some mobile phones have a function that lets you turn announcements on and off. For further information, see the user's manual for details. In addition, the function setting of the mobile phone takes precedence over the **1 4 2 9** setting above in the following cases.

•When **1 4 5 6** (Activate Call Waiting Service) has been set and you forward an incoming call manually while you are on the line (For further information, please see "Manually Connecting an Incoming Call to a Subscribed Service While on the Line" on p. 40).
•When you forward a call manually while the phone is still ringing

- When the Call Forwarding announcement is turned off, note that the caller will hear only the ringback tone if the forwarding number is busy, outside the service area, the phone is turned off, or is set to Public Mode.



One-Point Advice

How do I connect to the Voice Mail Service Center when the forwarding number is busy?

If you are also subscribed to Voice Mail Service, you can have calls connected to the Voice Mail Service Center when the forwarding number is busy.

- From the Handset Screen

Display the Call Forwarding menu, and select "Setting if fwd. No. busy," then select "YES" to connect to the Voice Mail Service Center when the forwarding number is busy, and "NO" to cancel.

* See p. 109 for service codes.

- Using the Dial Pad

Press **1 4 2 1** 

* The following procedure is the same as that described in "Activating the Call Forwarding Service" (Using the Dial Pad) on p. 60.

Charges

Application Required

Monthly Charge

Free

Dialing Charges

Dialing charges from the contracted mobile phone to the forwarding number apply to the Call Forwarding Service subscriber.

Charges for Settings

No dialing charges apply for "Registering Forwarding Number," "Activation" or "Deactivation" and similar operations. In addition, there is no charge* for Remote Access from another phone.

*When activating, deactivating, registering forwarding numbers or using other functions of the Call Forwarding Service from overseas, you are charged the international dialing charges directly.

●Dialing charges apply to the subscriber, and are calculated based on charges between the area in which the Call Forwarding Service is activated on the applicable mobile phone and the location of the forwarding number.



- International dialing charges apply when the forwarding number is set to a number overseas.
- For customers subscribed simultaneously to the Call Forwarding and Voice Mail Services, dialing charges from the caller's phone to the mobile phone contracted for this service are applied to the caller when the call is transferred to the Voice Mail Service Center.

*Charges apply from the moment the subscriber's outgoing message begins to play.

Notes on Use

● Caller ID Notification Service

- The caller's setting to allow or block Caller ID is valid for Caller ID Notification Service at the forwarding destination. Note, however, that regardless of the caller's setting, the caller ID is not available for forwarded calls originating overseas.
- Both the caller's number and the number of the forwarding handset are displayed (with some handsets, including smartphones, the SO series (excluding 903i and later models), M702iS, M702iG, NM850iG, and Raku-Raku PHONE SIMPLE, only the caller's number is displayed).

● Using in conjunction with other services

- If you are using the Call Forwarding Service in conjunction with the Voice Mail Service, activating one service automatically deactivates the other. However, deactivating the service currently in use does not automatically activate the other service.
- Call Waiting Service subscribers should be aware that you cannot use Call Waiting Service while a call is being forwarded (The caller will hear a busy signal).
- When the Call Forwarding Service is activated, collect calls cannot be received.
- If a Videophone is forwarded, the caller does not hear an announcement that the call is being forwarded.
- When the forwarding announcement for calls forwarded from Videophones is activated, a message is displayed on the Videophone screen while the call is being forwarded (available with 901i series and later models).
- If you are using a Videophone, visual communications will not be correctly forwarded to telephones that do not support the Videophone function.

● Other Notes

- In the following cases, the call will automatically be forwarded, without sounding a ring tone. In this case, you will still be billed for the communications charges from the mobile phone to the forwarding number;
 - When the phone is turned off
 - When the phone is outside the service area
 - When the ring duration is set to 0 seconds
- DOCOMO will limit the number of times that calls can be forwarded within a set period of time from a contracted mobile phone using the Call Forwarding Service.
- Call Forwarding Service is not available to Limit Plus, Type Limit, Type Limit Value, Family Wide Limit or Family Wide Limit Value billing plan subscribers. (New applications for Limit Plus are no longer accepted as of October 31, 2005. New applications for Family Wide Limit and Family Wide Limit Value are no longer accepted as of March 31, 2010.)
- No further calls can be forwarded while another call has been forwarded to the designated forwarding number and the phone is ringing or the line is in use. In such cases, the caller receives an announcement.
- This service may not be available on some handsets.

* For notes on use related to the registering forwarding numbers, refer to p. 57; for notes on use related to the Remote Access, refer to p. 42.