

Call Divert Instructions

Call Diversion allows you to divert your calls to any other telephone number. You can divert all your calls to us or just those you choose not to answer. Your phone may be already set-up to use the call divert service. If it is not, you will have to make a quick call to your telephone service provider to enable.

Most clients set-up 'Divert Unanswered Calls' and 'Divert when Busy' as default, leaving these diversion settings on all the time. You have the option of then also diverting all calls when you know that you will be unable to take any calls and cancelling the 'all call diversion' calls when you are available again.

You will be able to hear if a diversion service is active by listening to the dialling tone. Normally it is a constant tone. With a diversion service active, this tone becomes a broken tone.

The code numbers and options for diverting your telephone (BT and Telewest) calls are below:

To divert all calls

To switch on * 2 1 * number you are diverting to #

To check: * # 2 1 #

To cancel: # 2 1 #

To divert unanswered calls after 15 seconds

To switch on * 6 1 * number you are diverting to #

To check: * # 6 1 #

To cancel: # 6 1 #

To divert calls when engaged

To switch on * 6 7 * number you are diverting to #

To check: * # 6 7 #

To cancel: # 6 7 #