

How To Guide

Lines – Call Divert

There are two types of divert:

- 1) Standard Call Divert which allows you to setup changes from the line; and
- 2) Smart Divert which allows you to set the service remotely as well as from your phone.

If you have the Smart Divert service you will have been provided with a PIN and an Access Number.

Codes for Remote Smart Divert:

- 44 – To divert ALL calls
- 64 – To divert unanswered after 15 seconds
- 65 – To divert if your number is engaged

Process to set up Smart Divert service:

- Ring the Access Number and wait for dial tone
- * Divert Code * (from list above)
- PIN *
- Your full telephone number (including STD code) *
- The telephone number calls are to divert to (including STD code) #

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Process to cancel the service:

Ring the Access Number and wait for dial tone
Divert Code * (from list above)
PIN *
Your full telephone number (including STD code) #

How to check Smart Divert setup:

Ring the Access Number and wait for dial tone
*# Divert Code * (from list above)
PIN *
Your full telephone number (including STD code) #

If you have Standard Divert facility or Smart Divert and you wish to set up from your own telephone line the process has different codes:

- 21 – To divert ALL calls
- 61 – To divert unanswered after 15 seconds
- 67 – To divert if your number is engaged

Process to set up Call Divert service:

Make sure if you are setting this up on a multiline that you carry out instructions on Line 1
Lift receiver for dial tone
* Divert Code * (from list above)
The telephone number calls are to divert to (including STD code) #

To Cancel Diversion:

Divert code from above

To Check Call Divert:

*# Divert code from the list above #
You will hear a broken dial tone on the line when there is a call divert present.

If you require any further assistance, please contact us on **01453 700 800**

