

PHONES BUSINESS

B.T * Services





How to divert calls

To divert your calls, press the star key (*) on your telephone keypad followed the appropriate code depending on what type of divert you want to set up, and then the star key again. Enter the phone number you want to divert your calls to including the full dialling code and press the hash key (#). An announcement will tell you that you've set it up successfully.

- To divert all calls: *21*(phone number you want to divert to)#
- To divert any calls you don't manage to answer within 15 seconds: *61*(phone number you want to divert to)#
- To divert calls when your phone is engaged: *67*(phone number you want to divert to)#

How to check which numbers you're diverting calls to

To check what numbers you've set up, press the star key (*) on your telephone keypad followed by the hash key (#), the appropriate code, and then the hash key again.

- To check the number you've set up for divert all calls: *#21#
- To check the number you've set up for calls you don't manage to answer within 15 seconds: *#61#
- To check the number you've set up when your phone is engaged: *#67#

Switching off Call Diversion

To switch off Call Diversion, press the hash key (#) on your telephone keypad followed by the appropriate code depending on which type of diversion you want to switch off, and then the hash key again.

- To switch off "divert all calls": #21#
- To switch off a diversion you've set up for calls you don't manage to answer within 15 seconds: #61#
- To switch off a diversion you've set up when your phone is engaged: #67#