



## Call Diversion User Guide

### Setting up Call Diversion

To programme each number you want your calls diverted to:

- Lift the handset and wait for the dial tone
- Dial 181, followed by a code number between 161 and 169
- Dial the number to which calls are to be diverted, including area code if the number is outside your local calling area (eg. 181 - 163 - 04 - 801 9000), then press the # key
- Wait for the confirmation tone (long-short-long)
- Hang up

(The code number is now registered against the number to be diverted to. We recommend you keep a record of these for future reference.)

### Activating a Diversion (from your own phone)

- Dial the appropriate code (i.e. 161, 162 etc) for the number you wish to divert to.
- Wait for confirmation tone
- To confirm the correct diversion has been made wait a little longer and a call will automatically go through to the selected diversion number
- Hang Up.

### Cancelling Call Diversion

- Lift the handset and wait for confirmation tone
- Dial 160
- Wait for confirmation tone
- Hang Up.

### Using Remote Divert

First dial the access code:

- 083215
- your area code
- your phone number (i.e. the number of the phone you are diverting calls from)
- your PIN
- follow the prompts (i.e. press 1 to access call diversion)

**Then** follow the same instructions as for Call Diversion.