



Tomorrow's Technology **TODAY**



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 (e.g. 181 - 163 - 04 - 801 9000), then press the # key
- Wait for the confirmation tone (Dial Tone)
- 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)

- Lift the handset and wait for the dial tone
- 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

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You can still make outgoing calls from your phone when Call Divert is in use, but the dial tone is different (long-short-long). This reminds you that incoming calls are still being diverted.

Using Remote Divert

- Lift the handset and wait for confirmation tone
- Dial 083215
- Enter your area code
- Enter your phone number (i.e. the number of the phone you are diverting calls from)
- Enter your PIN
- Follow the prompts (i.e. press 1 to access call diversion)

Then follow the same instructions as for Call Diversion.

If you're calling from overseas:

- Dial the international access code of the country you're calling from
- Dial 64 83 083 215
- Follow the normal Call Diversion steps (as above). International calling charges apply

If you're calling from outside the local calling area or from a mobile phone, applicable call charges apply.

Testing Call Diversion

If you wish to test the number you're diverting your calls to:

- Lift the handset and wait for the dial tone
- Dial the pre-programmed code number

The call will automatically go through to the pre-programmed number.