

How to Guide: Divert your Calls to Call Team



Diverting your Calls

If you have never used a divert service on your line before, then you will need to set up a divert facility with your service provider (there will be a small monthly/quarterly cost for this).

Once you have the divert facility set up you will be able to choose whether you wish to divert when your line is engaged, when you are unable to answer or divert all calls.

BT & Virgin Media Customers

Divert all Calls

- Activate: *21* [number to divert to] #
- Deactivate: #21#
- Check Status of Divert: *#21#

Divert Calls Unanswered Within 15 Seconds

- Activate: *61* [number to divert to] #
- Deactivate: #61#
- Check Status of Divert: *#61#

Divert Calls when Phone Line is Busy

- Activate: *67* [number to divert to] #
- Deactivate: #67#
- Check Status of Divert: *#67#

Divert Calls when Phone Line is Unanswered within 15 Seconds / Busy

- Activate: *66* [number to divert to] #
- Deactivate: #66#
- Check Status of Divert: *#66#

Remotely Divert Calls all Calls

- Activate: *44* [PIN No] * [your phone number] * [number to divert to] #
- Deactivate: *44* [PIN No] * [your phone number] #
- Check Status of Divert: #44* [PIN No] * [your phone number] #

Remotely Divert Calls Unanswered within 15 Seconds

- Activate: *64* [PIN No] * [your phone number] * [number to divert to] #
- Deactivate: *64* [PIN No] * [your phone number] #
- Check Status of Divert: #64* [PIN No] * [your phone number] #

Remotely Divert Calls when Phone Line is Busy

- Activate: *65* [PIN No] * [your phone number] * [number to divert to] #
- Deactivate: *65* [PIN No] * [your phone number] #
- Check Status of Divert: #65* [PIN No] * [your phone number] #

How to Guide: Divert your Calls to Call Team



Telewest Customers*

* Codes below apply to the following areas only: North London, West London, Langley, Windsor, Slough, Birmingham, North East England, Scotland and South West. For all other areas use the BT Codes listed above.

Divert all Calls

- Activate: *70 [number to divert to] #
- Deactivate: #70

Divert Calls Unanswered Within 15 Seconds

- Activate: *77 [number to divert to] #
- Deactivate: #77

Divert Calls when Phone Line is Busy

- Activate: *76 [number to divert to] #
- Deactivate: #76

Divert from your Mobile Phone*

* Please check with your provider should the codes below not work.

Divert all Calls

- Register and activate divert all calls: **21* [phone number] #
- Activate: *21#
- Deactivate: #21#
- Un-register divert all calls: ##21#
- Check Status of Divert: *#21#

Divert Calls Unanswered Within 15 Seconds

- Register and activate divert all calls: **61* [phone number] #
- Activate: *61#
- Deactivate: #61#
- Un-register divert all calls: ##61#
- Check Status of Divert: *#61#

Divert Calls when Phone Line is Busy

- Register and activate divert all calls: **67* [phone number] #
- Activate: *67#
- Deactivate: #67#
- Un-register divert all calls: ##67#
- Check Status of Divert: *#67#

Divert Calls when Phone Line is Not Reachable

- Register and activate divert all calls: **62* [phone number] #
- Activate: *62#
- Deactivate: #62#
- Un-register divert all calls: ##62#
- Check Status of Divert: *#62#