

# Setting up your call diverts

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Here is an explanation of multiple networks you can utilise the call divert function on. Just follow these simple instructions and you will have successfully set up your call divert.



Available for Pay Monthly only. You can do this through the menu on your phone.



To divert all calls dial: \*21\*(phone number you want to divert to)#

To divert any calls you don't manage to answer within 15 seconds dial: \*61\*(phone number you want to divert to)#

To divert calls when your phone is engaged dial: \*67\*(phone number you want to divert to)#

An announcement will tell you that you've set it up successfully.

## **How to check which numbers you're diverting calls to**

To check the diverts you've set up on your line, follow these instructions:

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, follow these instructions:

To switch off "divert all calls" dial: #21#

To switch off a diversion you've set up for calls you don't manage to answer within 15 seconds dial: #61#

To switch off a diversion you've set up when your phone is engaged dial: #67#



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There are four call diversion options available which you can set up from your mobile:

**Not Reachable Divert**

To activate \*\* 62 \* phone number # SEND

To cancel ## 62 # SEND

To check status \* # 62 # SEND

**Divert calls when busy**

To activate \*\* 67 \* 901 # SEND

To cancel ## 67 # SEND

To check status \* # 67 # SEND

**Divert calls when there is no reply**

To activate \*\* 61 \* phone number \* 11 \* number of seconds # SEND

To cancel ## 61 # SEND

To check status \* # 61 # SEND

**Divert all calls**

To activate \*\* 21 \* phone number # SEND

To cancel ## 21 # SEND

To check status \* # 21 # SEND

**To cancel all call diverts**

To cancel ## 002 # SEND



Available for Pay Monthly only. You can do this through the menu on your phone.



Divert all calls: 21 \* [number to divert to] #

Divert unanswered calls after 21 seconds: 61 \* [number to divert to] #

Divert calls when line is engaged: 67 \* [number to divert to] #

To deactivate, dial: # [21 or 61 or 67] #

To check divert status, dial: \* # [21 or 61 or 67] #



**Because they are a virtual network, call divert isn't possible on their network.**



Available for Pay Monthly only. You can do this through the menu on your phone.



You can set diverts from the menu on your phone, or by using the commands below. This will only work for Pay monthly customers – if you're on Pay as you go you can only divert your calls to voicemail.

#### **Divert all calls to another number**

**To activate:** enter **\*\*21\*** then enter the number you want to divert your calls to - replacing the first 0 with +44 - followed by # (eg: **\*\*21\*+447700900123#** ) then press SEND.

**To cancel:** enter **##21#** Send. To check set up - enter **\*#21#** SEND.

#### **Divert missed/unanswered calls to another number**

**To activate:** enter **\*\*61\*** then enter the number you want to divert your calls to - replacing the first 0 with +44 - followed by # (eg: **\*\*61\*+447700900123#** ) then press SEND.

**To cancel:** enter **##61#** Send. To check set up - enter **\*#61#** SEND.

#### **Divert calls when your phone's busy**

**To activate:** enter **\*\*67\*** then enter the number you want to divert your calls to - replacing the first 0 with +44 - followed by # (eg: **\*\*67\*+447747123456#** ) then press SEND.

**To cancel:** enter **##67#** Send. To check set up - enter **\*#67#** SEND.

#### **Divert calls when your phone's switched off**

**To activate:** enter **\*\*62\*** then enter the number you want to divert your calls to - replacing the first 0 with +44 - followed by # (eg: **\*\*62\*+447700900123#** ) then press Send.

**To cancel:** enter **##62#** SEND. To check set up - enter **\*#62#** Send.

#### **To cancel all diverts**

On your phone: Enter **##002#** and then press Send.



Please check the manual since it will depend on your colour zone. You can view the manual here: <http://www.virginmedia.com/myvirginmedia/main-guide.pdf>



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