

## **DIVERTING YOUR CALLS TO 1<sup>ST</sup> FORMATIONS**

**For BT customers (If you are with another provider, please contact them. Their codes are usually very similar):**

### **To divert ALL calls:**

Use this option if the office is unattended.

Press \* 21 \* enter the number that you are diverting to and then press #

To check that it is on, press \* # 21 #

To switch it off, press # 21 #

### **To divert calls that are unanswered after 15 seconds**

Press \* 61 \* enter the number that you are diverting to and then press #

To check that it is on, press \* # 61 #

To switch it off, press # 61 #

### **To divert calls when your phone is busy**

Use this option if the office is staffed.

Press \* 67 \* enter the number that you are diverting to and press #

To check that it is on, press \* # 67 #

To switch it off, press # 67 #

### **We recommend:**

Use both \* 61 and \* 67 diverts together as this covers all eventualities. By using these two diverts together you can still answer all calls that come through whilst having the knowledge that if you can't answer then the diverts kick in and your 1<sup>st</sup> Formations receptionist takes care of your caller.

**NB:** We are only too happy to assist with your divert set up. So please call us if you are having problems.