



Smart Divert

USER GUIDE



Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2003
Registered office: 81 Newgate Street, London EC1A 7AJ
Registered in England and Wales No: 4190816
Produced by stratauk.net
Printed in England by Leycol Printers Ltd

PHME 44237/09/03

Printed on paper which meets international environmental standards



Using Smart Divert

Remote control

To divert calls dial: Access number – wait for dial tone *
Divert code from below * PIN *
Your full phone number *
Phone number to divert to #

To cancel Smart Divert dial: Access number – wait for dial tone #
Divert code from below * PIN *
Your full phone number #

To check Smart Divert dial: Access number – wait for dial tone *
Divert code from below * PIN *
Your full phone number #

Divert codes for remote control

all calls	44
calls not answered in 15 seconds	64
calls if your phone is engaged	65

Your Access number and PIN

Your Access number and PIN will be sent to you separately. Please keep this information in a safe place. You can also make a note of your Access number here.

Access number

Smart Divert

Wherever you are

Make sure that people can get in touch with you no matter where you are, by diverting your calls to a convenient phone – your home number, your mobile, or a phone at a different office – almost anywhere in the world.

Whenever you need it

You can control your Smart Divert service by remote control, from any TouchTone™ phone. And you can check how your phone is diverted at any time.

However you want to use it

You can choose to divert all calls, or calls that you don't answer, or calls that come in when your phone is engaged. You can even choose one number to divert to if you don't answer and a different number if your phone is engaged.

Call charges

When Smart Divert is switched on, you just pay for the diverted part of the call – from your number to the number you have diverted the call to.

If you're diverting calls to a mobile phone, you'll start to be charged when the mobile phone is answered, or when the mobile phone network answers instead.

There's no charge for calls you make to control Smart Divert from your own phone. But you do have to pay for calls you make to control Smart Divert from other phones, using remote control.

Phones you can use

You can use Smart Divert on TouchTone™ phones with * and # buttons. TouchTone™ phones make musical notes as you dial.

Using other Select Services with Smart Divert

Service

How it works

- Call Minder** Call Minder will not work with Smart Divert.
- Call Barring** If you want to use Smart Divert with Call Barring, you must switch on Smart Divert first.
If you bar calls to Select Services, you will still be able to use Smart Divert.
- Call Waiting** Call Waiting will not work if Smart Divert is switched on.
- Caller Display** The original caller's number will be displayed.
- Call Return** Call Return will call the original caller's number.



a smarter way to keep in touch

From your own phone

To divert calls dial: * Divert code from below *
Phone number to divert to #

To cancel Smart Divert dial: # Divert code from below #

To check Smart Divert dial: * # Divert code from below #

Divert codes from your own phone

all calls	21
calls not answered in 15 seconds	61
calls if your phone is engaged	67

If you make a mistake

Just put the phone down, then redial and start again.