

Remote divert instructions for Adapt IT

If you are out of the office and require calls into your extension diverted to another, number please follow these instructions.

1.1 Activating Divert

From your home phone or mobile:

1. Dial your DDI, if you do not have a DDI call 04 931 1480 and let it go to voicemail.
2. when you get to the voicemail prompt press *
3. Enter in the voicemail pin (1010)
4. Select option 3 for advanced options
5. Select option 4 for outgoing call
6. Dial 50 and press #
7. When asked for the extension, enter your three digit extension number and press #
8. When asked, enter the destination phone number. This will be your cell, landline Etc. press #
9. Listen to confirm the correct details have been entered and divert has been activated
10. Test by dialling the DDI/EXT and confirm it is being re-directed correctly

From a softphone:

1. Dial *98
2. Enter the extension (131)
3. Enter in the voicemail pin (1010)
4. Select option 3 for advanced options
5. Select option 4 for outgoing call
6. Dial 50 and press #
7. When asked for the extension, enter your three digit extension number and press #
8. When asked, enter the destination phone number. This will be your cell, landline Etc. press #
9. Listen to confirm the correct details have been entered and divert has been activated
10. Test by dialling the DDI/EXT and confirm it is being re-directed correctly

1.2 De-activating remote divert

In the office:

- 1) Dial 51 from your desk or softphone. (Currently this is the only way to de-activate remote divert for those with extension only)

From a softphone:

- 1) Dial *98
- 2) Enter the extension (131)
- 3) Enter in the voicemail pin (1010)
- 4) Select option 3 for advanced options

- 5) Select option 4 for outgoing call
- 6) Dial 51 and press #
- 7) Listen to confirm the divert has been de-activated
- 8) Test by dialling the DDI/EXT and confirm