

Vodafone – Call Handling/Diverting Instructions

Vodafone - How do I manage my call diverts?

Call divert allows you to automatically send incoming calls to another phone number (either a landline or mobile). You can set up call divert by logging in to [My Vodafone](#), (though if you're a business customer you may not have access to this) by using the settings on your phone, or with one of the following methods.

Please note: if you're on Pay as you go, you can divert incoming calls only to voicemail.

Divert type	How to activate	How to cancel	How to check its status
Divert all calls to another number	<p>Dial **21* followed by the number you want to divert your calls to – replacing the first 0 with +44 – followed by #. Then press call or send.</p> <p><i>Then press send. So, for example, to divert all calls to 07700 900 123, you'd enter</i> **21*+447700900123#</p>	Dial ##21# and press call or send	Dial *#21# and press call or send
Divert missed or unanswered calls to another number	<p>Dial **61* followed by the number you want to divert your calls to – replacing the first 0 with +44 – followed by #. Then press call or send.</p> <p><i>So, for example, to divert missed or unanswered calls to 07700 900 123, you'd enter</i> **61*+447700900123</p>	Dial ##61# and press call or send	Dial *#61# and press call or send
Divert calls when your phone is busy	<p>Dial **67* followed by the number you want to divert your calls to – replacing the first 0 with +44 – followed by #. Then press send.</p> <p><i>So, for example, to divert calls when your phone is busy to 07700 900 123, you'd enter</i> **67*+447747123456#</p>	Dial ##67# and press call or send	Dial *#67# and press call or send
Divert calls when your phone is switched off	<p>Dial **62* followed by the number you want to divert your calls to – replacing the first 0 with +44 – followed by #. Then press call or send.</p> <p><i>So, for example, to divert calls when your phone is switched off to 07700 900 123, you'd enter</i> **62*+447700900123#</p>	Dial ##62# and press call or send	Dial *#62# and press call or send
To cancel all diverts	Dial ##002# and press call or send		

Change the ringing
time before
diverting

Dial ****61*** then the number you want to divert your calls to replacing the first 0 with +44 – followed by ***10*** and the **number of seconds** you want to change it to and ending with #. Then press **call** or **send**

*So, for example, to change the ringing time to 20 seconds before the call diverts to voicemail, you'd enter ****61*+447836121121**10*20#**.*

Should you encounter any issues in this process please raise a support request via the ICT Support Ticket System. This can be done by clicking the RM Support application located on the desktop of any school device.