Business Line (PSTN)

Call forwarding information sheet

The below key codes are used to set up call diversions from your PSTN or ISDN Business Line service. These are generally services which don't run over the NBN.

Call Forward Always

Diverts calls to a selected number immediately.

To turn on call forward always, enter *21 then the number you want to forward to, then # from your handset.

To turn off call forward always, enter #21#

To check the status of call forward always, enter *21*

Call Forward Busy

Diverts calls to a selected number when your line is busy.

To turn on call forward busy, enter *24 then the number you want to forward to, then # from your handset.

To turn off call forward busy, enter #24#

To check the status of call forward busy, enter *#24*

Call Forward No Answer

Diverts calls to a selected number after a period of it not being answered. The default length of time is 20 seconds, or about 7 rings. You can change the duration.

To turn on call forward no answer, enter *61 then the number you want to forward to, then # from your handset.

To stet the time before calls are diverted, enter *61 then the number you want to forward to, then *, then the number of seconds to wait, then #.

To turn off call forward no answer, enter #61#

To check the status of call forward no answer, enter *61*