SET CALL DIVERSION

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By activating conditional call forwarding on your Phone, you can set your Phone to forward calls and fax calls to the over.ai answering service.
Please follow the below steps to make sure we can answer and manage your calls when you're busy, unavailable or when someone sends you a fax.

Important note: Call diversion or call forwarding features may be network dependent. Some cellular network service providers are offering them for free while others require activation and/or payment. If you're experiencing any issues, you may verify this with your network provider support staff.

FOR WHEN YOUR PHONE IS BUSY

1. Dial ****67*** followed by the number that was assigned to you in you admin under "Company", followed by **#** for example **67*13106565655#

2. Press 'yes/ok/**send**'

3. You will either see a message on your screen or receive a text message saying that forwarding has been enabled

4. Restart your phone

* When you wish to stop forwarding your calls, dial **##21#** to disable call forwarding

FOR WHEN YOUR PHONE IS LEFT UNANSWERED

1. Dial ****61*** followed by the number that was assigned to you in you admin under "Company", followed by **#** for example **61*13106565655#

2. Press 'yes/ok/**send**'

3. You will either see a message on your screen or receive a text message saying that forwarding has been enabled

4. Restart your phone

* When you wish to stop forwarding your calls, dial **##21#** to disable call forwarding

FOR WHEN YOUR RECIVE A FAX

1. Dial ***21*** followed by the number that was assigned to you in you admin under "Company", followed by ***13#** for example *21*13106565655*13#

2. Press 'yes/ok/**send**'

3. You will either see a message on your screen or receive a text message saying that forwarding has been enabled

4. Restart your phone

* When you wish to stop forwarding your calls, dial **##21#** to disable call forwarding