How do I….? **Transfer & Divert calls from my phone**

**To dial another person within UNSW whose phone number has a 9385 prefix**

Just dial the extension number. E.g. To ring Janelle Farmer dial ext: 58402

To ring number outside UNSW:

Dial  - 0 and then the full telephone number.

**Transferring calls:**

* 1. Press recall/ transfer/flash
  2. Dial extension number to which you want the call transferred, then

Unannounced Calls

* 1. Hang up to put caller through

OR Announced Calls

* 1. Wait for person to answer
  2. Announce caller
  3. Hang up to put caller through

**Diverting calls**:

To divert all calls after approximately 6 rings:

* 1. Press \*18
  2. Dial extension number for diversion and Hang up

To remove diversion:

* 1. Press \*19 and Hang up

To divert all calls immediately:

* 1. Press \*16
  2. Dial extension number and Hang up

To remove diversion:

* 1. Press \*17 and Hang up