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Answer Center

How do I activate Call Forwarding?

**Question:**

How do I activate Call Forwarding?

How do I deactivate Call Forwarding?

Answer:

Call Forwarding lets you forward your incoming wireless calls to another phone number. Airtime charges, long distance and/or roaming charges may be incurred.

With Call Forwarding activated:

- You can continue to make outgoing calls from your telephone. Incoming calls will be forwarded.
- When the telephone number to which your calls are being forwarded is busy, callers to your number will receive a busy signal.
- To change the number to which your calls are forwarded, deactivate the feature. Then, follow the activation instructions to enter the new number.

Call Forwarding is included in all rate plans. Forwarded calls are billed airtime from the time the call is answered until it is ended. Each call forwarded may receive, depending on your location, per minute/per call charges based on where the call is forwarded. Long Distance charges apply if the call is forwarded to a long distance number. If you are on a former AT&T Wireless rate plan, call forwarding minutes do not apply to your included minutes.

Former AT&T Wireless Customers

If you are using a phone purchased from the former AT&T Wireless, you may use the following additional Call Forwarding features:

- Call Forward Immediate—Send all calls to another number instantly.
- Call Forward Busy—Send calls that reach a busy signal to another number.
- Call Forward No Reply—Send calls that go unanswered on your wireless phone to another number.
- Call Forward Not Reachable conditions (GSM phones only)—Send calls elsewhere if your phone is off or not in the service area.

Using Call Forwarding

Call Forwarding remains active until you deactivate the feature. Call Forwarding overrides voice mail, when applicable.

To activate and deactivate Call Forwarding, follow the instructions based on the wireless network used by your phone.

Activate Call Forwarding**GSM Phones - AT&T wireless services customers**

1. Scroll through the menu and select Settings.
2. Scroll down and select Call Settings.
3. Select Forwarding.
4. Scroll down and select the appropriate Forwarding option. Example: Forward all voice calls or Forward when available.
5. Follow the menu prompts and enter the 10-digit number to which your calls should be forwarded.
6. Select OK.

Former AT&T Wireless Customers

- Immediate Call Forwarding: Dial *21* plus the 10-digit number to which your calls should be forwarded and #. Press Send.
- Busy Call Forwarding: Dial *67* plus the 10-digit number to which your calls should be forwarded and #. Press Send.
- Call Forwarding No Reply: Dial *61* plus the 10-digit number to which your calls should be forwarded and #. Press Send.
- Call Forwarding Not Reachable: Dial *62* plus the 10-digit number to which your calls should be forwarded and #. Press Send.

TDMA Phones - AT&T wireless services customers

1. Dial the TDMA Code based on where you are:
 - Most locations - *72
 - Arkansas, Austin, Chicago, Houston, Indianapolis, St. Louis, Washington D.C., and Upstate New York - *71
2. Dial the 1 plus the 10-digit phone number to which your calls should be forwarded.
3. Press Send. Listen for the confirmation tone indicating that the feature was activated.

4. Press End

Former AT&T Wireless Customers

Immediate Call Forwarding: Dial *71 and the 10-digit number to which your calls should be forwarded. Press Send.

· Call Forwarding Busy: Dial *73 and the 10-digit number to which your calls should be forwarded. Press Send.

· Call Forwarding No Reply: Dial *74 and the 10-digit number to which your calls should be forwarded. Press Send.

The Send and End buttons may vary from phone model to phone model. It may say Yes, Talk, or OK. It may also display a picture of a green handset.

*If you are viewing information on devices or services, please note: content reflects instructions for devices and services purchased from AT&T.;
Some differences may exist for devices not purchased from AT&T.;*

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Did this answer your question?

Completely ☐ ☐ ☐ ☐ ☐ Not at all

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☐ Yes ☐ No

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