AnswerPhone
A Better Answer

Forwarding and un-forwarding phones lines for AT & T

Call Forwarding-for Immediate Activation/Direct to the service

To ACTIVATE: Pick up the phone line to be forwarded, listen for the dial tone, then dial ***72**. After you hear a break in the dial tone, enter the 10 digit phone number you are forwarding to, then press "#" to complete. The call should now ring to the account, and an operator will answer.

To DE-ACTIVATE: Pick up the phone line you are trying to un-forward. When you hear the dial tone, dial ***73**, then press "#" and the line is now un-forwarded.

Call Forwarding – Conditional

Conditional forwarding means that the call tries to ring to you first, but if your phone line is busy, it will reroute to the answering service

To ACTIVATE: Pick up the phone line to be forwarded, listen for the dial tone, then dial ***92**. After you hear a break in the dial tone, enter the 10 digit phone number you are forwarding to, then press "#" to complete.

Call Forwarding-Remote Access through AT & T website

1) Go to AT&T's website (https://www.att.com)
2) Open "MY AT & T" on the top right corner (MUST have online account) and click to sign in with your account credentials
3) Select "Account Overview > My Digital Phone"
4) Select "My voicemail & phone features > Phone Features"
5) Select "Call Forwarding" and expand the "applicable forwarding" section
6) Enter the 10-digit phone number in the Phone Number textbox
7) Adjust options as needed, then click "save"

When you have completed the forwarding Process…

Please call the line that is meant to be forwarded from another phone to make sure it is forwarded correctly. If not, retry the procedure above. If there is no answer, please try to call the forwarding number directly. If issues persist, please call our office at 518-489-1581 or 888-840-0385

AT & T - FAQ and trouble shooting

→ **Is *73 used for AT&T?**

Yes! *73 is used to un-forward your lines with AT&T.

→ **Can I turn off call forwarding with *72?**

No. To turn off call forwarding, dial *73 followed by the # sign.

→**Does call forwarding also forward text messages?**

No. Forwarding your phone does not forward text messages.

→ **Why am I getting a busy tone?**

A busy tone means either the forwarding was not done correctly, or the number you are trying to forward to is inactive. Please call the forwarding number directly to make sure it rings. If it does, try the forwarding process again.

→ **How much does AT&T forwarding cost? Is it free?**

There is no cost to forward with AT&T.

→ **Where are my forwarding settings?**

You can find the forwarding settings on the AT&T portal on (https://www.att.com)

→ **Can I activate call forwarding remotely?**

Yes! You can activate call forwarding via your AT&T portal.

→ **Does AT&T have Selective Call Forwarding?**

Yes! AT&T offers Selective Call Forwarding with AT&T's local home phone service. To activate, dial *63 followed by the prompts. To deactivate, dial *83.

→ **Does AT&T have Conditional Call Forwarding?**

Yes, AT&T offers Conditional Call Forwarding. Please see instructions above

→ **Does AT&T have *71 Call Forwarding?**

No, AT&T doesn't have *71 Call Forwarding.

→ **How do I know if I've forwarded my AT&T line?**

To test if your line is forwarded correctly, please call your number from a different phone. If your line rings, the forwarding did not go through.

→ **One of my AT&T numbers is forwarded, but transfers are not coming through on my other AT&T number.**

There's a chance AT&T is marking those calls as spam. AT&T users can download the ActiveArmor app and dial *80 to turn call blocking off..