AnswerPhone
A Better Answer

Forwarding and un-forwarding phones lines for T-Mobile

Call Forwarding-for Immediate Activation/Direct to the service

To ACTIVATE:

1. Dial **21*
2. Type the 10-Digit forwarding phone number
3. Press “Send” and wait for Confirmation Beeps

To DE-ACTIVATE

1. Dial ##21#
2. Press “Send” and wait for confirmation beeps

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:

1. Dial ** 61*1
2. Type in the 10-digit phone number you want to forward to, followed by ** X# (the X variable is the amount of seconds you want to wait before the line forwards. If you want it to wait 20 seconds, then you'd type ** 20#).
3. Wait for confirmation beeps.

To DE-ACTIVATE:

To turn off, dial ##61#.

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

T-Mobile - FAQ and trouble shooting

→ **Is *73 used for T-Mobile?**

No, *73 is not used for T-Mobile.

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

No! To turn off call forwarding, dial ##21#.

→ **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 T-Mobile forwarding cost? Is it free?**

No, there is no cost to forward with T-Mobile.

→ **Where are my forwarding settings?**

Forwarding is done from your phone, there are no settings.

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

No! Forwarding is done from your phone, you cannot activate it remotely.

→ **Does T-Mobile have Selective Call Forwarding?**

No, T-Mobile doesn't offer Selective Call Forwarding.

→ **Does T-Mobile have Conditional Call Forwarding?**

Yes, T-Mobile offers Conditional Call Forwarding.

→ **Does T-Mobile have *71 Call Forwarding?**

No! T-Mobile doesn't have *71 Call Forwarding.

→ **How do I know if I've forwarded my T-Mobile line?**

Test to see if your line is forwarded by calling your number from a different phone. If your line rings, you are not forwarded.