

MOJO LABS

CALL FORWARDING SETUP

Forward-to number: _____

Choose ONE setup:

- A. Forward every call immediately to the AI receptionist.
 - B. Let the business phone ring first; forward only missed or busy calls.
- After setup, test from another phone before relying on it.

1. Mobile phones - carrier dialing codes

Carrier / network	Forward all calls	Forward missed / busy calls
Verizon / Visible / many Verizon-network lines	Turn on: dial *72 followed by the 10-digit AI number, then Call. Turn off: dial *73.	Turn on: dial *71 followed by the 10-digit AI number, then Call. Turn off: dial *73. Verizon describes *71 as forwarding calls you do not answer; it commonly covers no-answer/busy transfer.
T-Mobile / Metro / many T-Mobile-network lines	Turn on: **21*1AI-NUMBER# then Call. Turn off: ##21# then Call.	No answer: **61*1AI-NUMBER# Busy: **67*1AI-NUMBER# Unreachable/offline: **62*1AI-NUMBER# Dial each separately, pressing Call after each. Turn off: ##61#, ##67#, ##62#.
AT&T / Cricket / many AT&T-network lines	Best method: Phone settings > Call Forwarding > Always Forward. If supported, try **21*1AI-NUMBER#; cancel with ##21#.	Use Phone settings for Forward when unanswered / busy / unreachable. If supported, try **61*, **67*, and **62* codes in the same format as T-Mobile. Some AT&T accounts require carrier support to change conditional forwarding.

Important for MVNOs: Mint, US Mobile, Consumer Cellular, Straight Talk and other resellers generally follow their underlying network, but codes and permissions can vary by plan. If a code returns an error, use the phone menu or contact the carrier and request “conditional call forwarding to this number.”

2. iPhone menu method

- Open Settings > Apps > Phone > Call Forwarding (on older iOS: Settings > Phone > Call Forwarding).
- Turn Call Forwarding on and enter the AI receptionist number.
- The iPhone menu normally controls forwarding ALL calls. Conditional forwarding may require carrier codes or carrier support.

3. Android menu method

- Open the Phone app > menu (three dots) > Settings > Calling accounts / Supplementary services > Call forwarding.
- Choose Always forward, When busy, When unanswered, and When unreachable.
- Enter the AI receptionist number for the conditions you want. Menu names vary by Samsung, Pixel, Motorola and carrier.

4. Landline, cable phone and business VoIP

Feature	Common activation	Common cancellation
Forward all calls	*72, then enter the AI number	*73
Forward when busy	*90, then enter the AI number	*91
Forward when unanswered	*92, then enter the AI number	*93

These landline codes are common on AT&T Digital Phone and many traditional/VoIP systems, but cable and hosted-phone providers may use an online portal instead.

5. Required test

1. Call the business number from a different phone.
2. For “forward all,” confirm the business phone does not ring and the AI answers.
3. For “missed/busy,” let the phone ring without answering; then test again while the business line is already on a call.
4. Confirm caller ID and call transfers work correctly.
5. Do not cancel the business line’s voicemail until the AI routing has been tested.

Call waiting note: On some lines, an incoming call is treated as “call waiting” instead of “busy,” so busy forwarding may not trigger. Set all three conditional rules—no answer, busy and unreachable—where available, and perform the busy-line test.

Carrier references: Verizon Call Forwarding FAQs; T-Mobile Self-service & Short Codes; AT&T Phone Calling Features and Star Codes. Carrier features can change, and some business/MVNO plans require account-level activation.