

Set up call forwarding on Android

Most Android phones accept the same dial codes as iPhone. If a code fails on your phone, use the menu path below instead. Do it from the phone you want AfterTone to answer for. Where it says **+61 2 XXXX XXXX**, use the AfterTone number from your dashboard.

Important: Choose Forward when unanswered, never Always forward. Always forward stops your phone ringing at all.

1 Open the Phone app and show the dial pad

Tap the keypad icon, usually at the bottom right.

2 Clear any old forwarding

Type this code exactly and tap call. A short message confirms it. If it says nothing was set, carry on.

##21#

3 Turn on forwarding for unanswered calls

Type this code with your AfterTone number in the middle, then tap call. The 20 at the end is how many seconds your phone rings before your assistant picks up.

****61*+61 2 XXXX XXXX*11*20#**

4 If the code didn't work, use the menu instead

Samsung: Phone → ⋮ → Settings → Supplementary services → Call forwarding → Voice calls → Forward when unanswered. Pixel and others: Phone → ⋮ → Settings → Calling accounts → your SIM → Call forwarding → When unanswered. Enter your AfterTone number and turn it on.

5 Test it

Use the Check my forwarding button on your dashboard. We ring you; let it ring out and don't answer. Or ask a friend to call you and let it ring.

To pause forwarding

To pause forwarding at any time, dial this and tap call, or switch off Forward when unanswered in the same menu.

##61#

Carrier notes

Telstra	Dial codes work on all Telstra mobile plans. Ring time can be 5 to 30 seconds. Support: 132 200.
Optus	Dial codes work. If you get a network error, restart the phone and try again. Support: 133 937.
Vodafone	Dial codes work. On some prepaid plans forwarding must first be switched on in the My Vodafone app. Support: 1300 650 410.
Boost, Belong, amaysim, Kogan and other resellers	These run on the big three networks and the same codes usually work. If not, the carrier's app or support line can switch forwarding on for you.

If something's not right

My phone doesn't ring, calls go straight to the assistant	Always forward is on. Dial ##21# to clear it, then redo step 3.
Calls go to my normal voicemail instead	Your carrier voicemail is answering first. Dial ##002# to clear everything, then redo step 3. Your voicemail will be replaced by your assistant.
The phone says the setting failed	Check the number has +61 at the start and no spaces. Some plans need forwarding switched on by the carrier first. Their number is listed above.
Callers hear a busy tone	The number was typed wrong. Dial ##61# to clear it, then redo step 3 carefully.