

CALL KETTLE

Call Kettle Setup Guide

Everything you need to get your calls to your AI receptionist and to run it: call forwarding for common carriers, setup guides, troubleshooting and a day-one checklist.

Questions at any point: hellocallkettle@gmail.com or (571) 290-8908. We stay on the phone while you set forwarding.

Dial codes were read on each carrier's own help page on 2026-10-05. Where we could not, this guide says check with your carrier. The latest version is at callkettle.com/help.

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SETUP GUIDES

Your first 15 minutes

From the form to your first forwarded call, in order.

Here is what happens from the moment you decide to start, and what to do at each step. Most of the work is ours.

- 1 **Start free (about five minutes).** [Send your details](#): business name and trade, hours, the services you book and how long each takes, the questions customers ask most with your answers, and the cell number urgent callers should ring. Free is 25 real calls a month, no card.
- 2 **We review it by hand.** We build your receptionist from your answers and place practice calls against it. Our target is something you can test about a day after you send your details. It is a target, not a promise, and depends on how quickly you answer us.
- 3 **You hear it before customers do.** You call your private test line, change anything you like and approve it. Nothing handles a customer call before you approve it.
- 4 **Your sign-in details arrive.** We send you the way to sign in, and a temporary password separately. You choose your own password the first time you sign in.
- 5 **Sign in at [Owner sign in](#).** The Home page has a Finish setup card that ticks each step as you finish it.
- 6 **Check your hours, services and alert emails** in Setup. [This guide](#) shows each one.
- 7 **Forward your calls with us on the phone.** Start at the [call forwarding guides](#), then run the [three test calls](#).
- 8 **Learn your dashboard.** [Reading your dashboard](#) takes two minutes.

Done-for-you setup with a pre-launch test run is on Starter and up. On Free you fill in a guided setup form and we review it before anything goes live.

Want it all on one sheet to print? See the [day-one checklist](#).

SETUP GUIDES

Set your hours, services and alerts

The three things the receptionist needs from you before it can book.

Everything here is in **Setup** in your dashboard, and you can change it yourself at any time. Changes take effect on the next call.

Hours and closed days

- Set open and close times for each weekday, or mark a day closed. Hours must open before they close, and a single day cannot run past midnight.

- Add closed days such as holidays (up to 30 dates, not in the past). The business counts as closed all day on those dates.
- Hours are in your business time zone, which we set. To change the time zone, email us.

Services

- Add 1 to 12 services with a name, how long each takes (15 minutes to 8 hours) and an optional short note.
- The receptionist books only the services on this list, only inside your hours, and never twice into the same time.

Alert emails

- Add up to 5 addresses for booking, message and emergency alerts.
- A new address gets a one-time link by email. It must be opened to confirm the address (the link works for 3 days, once).
- Your Monday recap goes to the first address only.

Other things you can change

- A short business note (up to 300 characters) the receptionist treats as background only.
- [Pause answering](#) when you need calls handled differently for a while.
- On paid plans, the number urgent callers are put through to. Changing it needs your password, and we email your alert addresses a notice when it changes.

The opening line is not editable: every call opens by telling the caller they are speaking with an AI.

What we do

- Apply your hours, closed days and services to booking and to who answers.
- Email you a notice when the urgent-call number changes.

What we do not do

- Change your time zone, plan or call limits from the dashboard. Email us for those.

CALL FORWARDING

Call forwarding guides

The single most important setup step: your business number rings through to Call Kettle. Pick your carrier below.

Call forwarding is how your existing business number reaches Call Kettle. You keep your number and your carrier. You change one setting on your phone line, we test it with you, and you can switch it off any time.

Step 1. Choose how you want calls to reach us

How you want it	What happens	Watch for
Forward all calls	Every call to your business number goes to Call Kettle. Your phone does not ring.	Turn it off when you want your phone to ring again.
Forward when busy or no answer	Your phone rings first. Call Kettle picks up the calls you miss.	Your carrier sets how long it rings, and your own voicemail can answer first. Test it.
After hours only	Calls go to Call Kettle outside your hours. A phone system with a schedule does this for you.	On a plain cell phone you switch it on at closing and off at opening yourself.
A new number	Publish the Call Kettle number on ads or your website. Nothing changes on your current line.	It does not catch calls to your old number unless you also forward it.

Tell us which you want at setup. We set the rest of the receptionist to match: who answers first, your hours and what happens to urgent calls.

Step 2. Find your phone company

Cell phone codes at a glance

Cell phone codes we have read on the carrier's own page. Where it says check with your carrier, we have not.

Carrier	Forward all	No answer	Turn off
Verizon wireless	*72number	*71number	*73
T-Mobile	**21*1number#	**61*1number#	##21# / ##61#
AT&T wireless	Check with your carrier	Check with your carrier	Check with your carrier
Any other cell carrier	Check with your carrier	Check with your carrier	Check with your carrier

We print a dial code only when we have read it on the carrier's own help page. Everything else says **check with your carrier**. The date we last read each page is at the bottom of each guide.

Steps 3 and 4. Test it, and know how to turn it off

- [How to test call forwarding](#) with a call from another phone, and where to see it in your dashboard.
- [How to turn call forwarding off](#) when you want your phone back.

Avoid a loop. Never forward your Call Kettle line back to your business number, and never forward a number to one that forwards back to it. Calls would ring around and never get answered. Grasshopper's own help page warns about the same loop.

What we do

- Tell you the steps, and stay on the phone with you while you set them if you ask.
- Test the path with you using calls from another phone.
- Help you turn forwarding off, including when you cancel.

What we do not do

- Move (port) your number or change anything on your carrier account.
- Promise forwarding works on every plan or phone system. Some lines cannot do conditional forwarding.
- Control what your carrier charges for forwarded calls. Ask your carrier.

Will I lose my business number?

No. Call Kettle does not port or move your number. You keep your number and your carrier, and you change one forwarding setting.

Does forwarding cost extra?

Your carrier decides. Some carriers bill forwarded minutes or long-distance charges, and some plans count them against your minutes. Ask your carrier. Your Call Kettle plan is separate.

What if my carrier is not on the list?

Email or call us. We look up your carrier's own steps with you. If we cannot read them on the carrier's page, we say check with your carrier instead of guessing a code.

Do I have to do it alone?

No. We can stay on the phone while you set forwarding and run the test calls with you.

CALL FORWARDING

Forward your Verizon business line to Call Kettle

Verizon (wireless and landline). Dial codes verified. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

Verizon wireless (cell phone or mobile business line)

Verizon's own pages give these codes for mobile phones. Dial them like a normal phone number from the phone you are forwarding.

What you want	Dial	What happens
Forward every call	*72number	Every call goes to Call Kettle and your phone does not ring.
Forward only calls you do not answer	*71number	Your phone rings first. Verizon says the call goes on if you do not answer (after about three or four rings) or are busy.
Turn forwarding off	*73	Calls ring your phone again. You may hear a tone or message that sounds like a busy signal; that is the confirmation.

Type the full 10-digit number straight after the code, including the area code. Verizon says calls cannot be forwarded to international numbers, which does not affect a US number like ours.

Ring count: with *71 your own voicemail can answer first on some lines. If a test call goes to your voicemail instead of us, tell us; we look at it with you.

Verizon landline (traditional business phone)

Verizon's landline page says: lift the receiver, listen for the dial tone, press *72 (or 1172 on a rotary phone), then enter the number to forward to and wait for the two short tones. To turn it off, press *73 (or 1173) and listen for the two short tones.

Forwarding only when busy or when nobody answers is a separate Verizon landline product ("Busy Line/Don't Answer"). Availability varies by area, so **Check with your carrier** ask Verizon whether it is on your line and how to set it. We print no code for it.

Verizon Business Digital Voice and other Verizon office systems

Check with your carrier Office phone systems are set in an admin portal, not with a dial code. Ask your Verizon account contact or your office phone administrator for the call forwarding page, or call us with your plan name.

Source: [verizon.com/support/call-forwarding-faqs](https://www.verizon.com/support/call-forwarding-faqs), [verizon.com/articles](https://www.verizon.com/articles/call-forwarding-guide) (call forwarding guide), and Verizon's landline calling features page. Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward your AT&T line to Call Kettle

AT&T (wireless). Check with your carrier. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

AT&T wireless

Check with your carrier We could not read an AT&T page that lists dial codes, so we do not print any. Use AT&T's own steps for your exact phone.

- AT&T says you can only change call forwarding from your wireless phone. You cannot manage it online.
- AT&T publishes call forwarding tutorials for each phone model in its Device help center. Search for your model and "call forwarding" there, or call AT&T.
- Whatever method you use, forward to the 10-digit Call Kettle number we gave you.

What AT&T tells you about forwarding

- Call forwarding overrides your wireless voicemail while it is on.
- You can still make outgoing calls from your phone.
- If the number you forward to is busy, callers get a busy signal.
- You cannot forward to an international number.

- Forwarded calls are billed for the length of the call, and some plans count them against your minutes. Ask AT&T about your plan.

If you only want calls you miss to come to us, ask AT&T whether conditional forwarding (when busy or no answer) is available on your line and what the steps are. We do not print a code we have not read on AT&T's own page.

Source: att.com support article "Use call forwarding" (AT&T Wireless Customer Support). Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward your T-Mobile line to Call Kettle

T-Mobile (wireless). Dial codes verified. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

T-Mobile codes

T-Mobile lists these in its own short-code table. Dial them from the phone you are forwarding. In each one, type 1 and the 10-digit number where the code shows "1number".

What you want	Dial	Turn it off with
Forward every call	**21*1number#	##21#
Forward calls you do not answer	**61*1number#	##61#
Forward when your phone is off or has no signal	**62*1number#	##62#
Forward when you are busy	**67*1number#	##67#
Reset all forwarding to normal	##004#	(this is the reset)

T-Mobile also lists a way to change how long your phone rings before an unanswered call is forwarded: the no-answer code followed by the number, then two stars, a delay in seconds (T-Mobile lists 5, 10, 15 up to 30) and a pound sign. If your own voicemail picks up before forwarding starts, ask us to help you pick a delay.

T-Mobile describes the all-calls code as one that "prevents calls to your number": your phone will not ring while it is on. Turn it off the same day if you want to take calls yourself.

Source: t-mobile.com/support/plans-features/self-service-short-codes (Call services table). Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward Comcast Business Voice to Call Kettle

Comcast Business (business voice). Dial codes verified. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

Comcast Business Voice and VoiceEdge Select phones

These are the codes Comcast Business gives on its call forwarding support article. Lift the receiver of your office phone and wait for the dial tone first.

What you want	Dial	Turn it off with
Forward every call (Call Forwarding Always)	*72 then the 10-digit number	*73
Forward only while you are on another call (Busy)	*90 then the number	*91
Forward calls you do not answer (No Answer)	*92 then the number	*93
Forward when your phone service is down (Not Reachable)	*58 and follow the menu	*59 and follow the menu

- After *72 and the number, Comcast says to stay on the line until the destination picks up. If it cannot be answered, hang up, lift the receiver again and press *72 again within two minutes to activate it.
- Comcast says Busy and No Answer forwarding are not available (or should not be used) if the phone is part of a hunt group. If your office uses a hunt group, ask Comcast or us before you start.
- Do not forward to an international number (starting 011).

Comcast Business VoiceEdge

Check with your carrier Comcast says VoiceEdge customers manage forwarding in its own VoiceEdge instructions, not with the codes above. Follow Comcast's "Manage Call Forwarding for Business VoiceEdge" page or call us.

Source: business.comcast.com support article "Set up Call Forwarding on your Comcast Business Voice phone". Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward Spectrum Business Voice to Call Kettle

Spectrum Business (business voice). Check with your carrier. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

Spectrum Business Voice

Check with your carrier Spectrum's call forwarding pages did not load for us, so we cannot print a code or menu name and be sure it is right for your plan.

- Spectrum Business has a support page about managing Spectrum Business Voice features. Look there for call forwarding, or ask Spectrum support.
- Tell Spectrum you want to forward your business line to a US 10-digit number. Ask which codes or online page apply to your plan, and whether "no answer" and "busy" forwarding are available.
- Or call or email us with your plan name and we will find the steps with you and stay on the line while you set it.

We would rather say "check with your carrier" than give you a code that turns out to belong to a different Spectrum product.

Source: spectrumbusiness.net Business Voice features page (could not read the call forwarding steps). Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Google Voice and Call Kettle: read before you set up

Google Voice (cloud number). Check with your carrier. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.

- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

Read this first

Google says forwarding calls from a Google Voice number to an automated system is unsupported. Call Kettle is an automated system. We have not verified Google Voice forwarding to our number, so talk to us before you set it up.

How Google Voice forwarding works

- Google Voice forwards to **linked numbers**. You add one in Google Voice under Settings, Account, Linked numbers, New linked number.
- Google sends a verification code to prove you control a number you link. For a landline, Google calls it and reads the code. We have not tested that verification step against an automated line, so tell us before you start.
- You can link up to 6 numbers, and a number already linked to another Google Voice number cannot be linked again.
- To change where calls go: Settings, Calls, then under Call forwarding turn linked numbers on or off. Turning one off does not remove it from your account.
- Custom call forwarding rules (Settings, Calls) can send calls from chosen contacts or contact groups to chosen linked numbers or voicemail. Rules are made on a computer.

What we suggest

- If your callers dial a Google Voice number, ask us about the alternatives: a dedicated Call Kettle number you publish, or forwarding from a carrier line you already own.
- If you want to try Google Voice anyway, we will test it with you and tell you plainly whether it works.

Source: support.google.com/voice: "Set up your phone to make & receive Google Voice calls" and "Use custom call forwarding with Google Voice". Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward your RingCentral number to Call Kettle

RingCentral (cloud phone system). Check with your carrier. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

RingCentral

Check with your carrier RingCentral's help articles did not display for us in a form we could read, so we do not list menu names or codes.

- RingCentral has help articles called "Forwarding calls in the RingCentral app and Admin Portal" and "Turning the Forward all calls feature on or off". Sign in to your RingCentral account and search those titles.
- In general: set the forwarding destination to the 10-digit Call Kettle number, choose whether it is for all calls or only when you do not answer, and save.
- If your company has an after-hours rule, ask your RingCentral administrator to send the after-hours calls to the same number.
- Or call or email us, and we stay on the line while your administrator sets it.

Source: support.ringcentral.com article titles only; the article text could not be read. Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward your Nextiva line to Call Kettle

Nextiva (cloud phone system). Menu steps verified, no dial codes. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

Forward calls you do not answer (Nextiva)

This is from Nextiva's "Call Forward No Answer" article. It forwards a user's direct calls when they are not answered within a set number of rings. It does not forward calls that arrive through a call center or call group.

- 1 Sign in to the Nextiva voice portal as an administrator.
- 2 Click **Users**.
- 3 Hover over the user, click **Actions**, then **Voice Settings**.
- 4 Choose **Forwarding** on the left.
- 5 Expand **Call forwarding (unanswered)**.
- 6 Enter the 10-digit Call Kettle number and choose the number of rings from the list.
- 7 Click **Save**.

Nextiva's help center also has articles for forwarding always and forwarding when busy. Search the Nextiva Customer Hub for "Call Forwarding Always" and "Call Forward Busy". To turn forwarding off, open the same screen and turn the setting off.

Source: help.nextiva.com article "Call Forward No Answer" (updated Sep 29, 2025). No Nextiva dial codes were verified. Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward your Vonage line to Call Kettle

Vonage (business and home). Dial codes verified. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

Vonage Business (office phone system)

This is from Vonage's "Forward Call Options" article for Vonage Business Communications. Forwarding is set by an administrator for each extension.

- 1 Sign in to the Vonage Admin Portal.
- 2 Click **Phone System**, then **Extensions**.
- 3 Hover over the extension and click the pencil icon.
- 4 Click **Call Forwarding** and switch **Forward Calls** on.
- 5 Choose **Send to Ext. or Number** and enter the 10-digit Call Kettle number.
 - Vonage says forwarded calls ring for the time you set and, if nobody answers, go to voicemail.

- For after-hours forwarding to a mobile or outside number, Vonage's page points to its **Virtual Receptionist**. Ask your administrator to send the after-hours option to our number.
- Calls to numbers outside your plan can carry extra charges from Vonage.

Vonage home (residential) lines

Vonage's residential page: set it in your online account under Features, or from the phone dial *72 , enter the number with area code, and press 1 to confirm. Dial *73 to turn forwarding off. Vonage says not to use call forwarding if you use inbound calling with its Extensions app.

Source: businesssupport.vonage.com "Forward Call Options" (updated 11/11/2025) and support.vonage.com "Set Up Call Forwarding" (residential). Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward your Grasshopper number to Call Kettle

Grasshopper (virtual phone system). Menu steps verified, no dial codes. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

Add Call Kettle as a forwarding number on an extension

This is from Grasshopper's help center, for admins. Sign in to the Grasshopper admin portal.

- 1 Select **Extensions**, then **Edit** next to the extension your business number rings.
- 2 Select **Add a forwarding number**.
- 3 Enter the 10-digit Call Kettle number. Grasshopper warns not to forward to your own Grasshopper business number, which creates a loop where calls never arrive.
- 4 Under "How should Grasshopper handle calls to this number?", we suggest the option that connects the caller as soon as the number answers, so no announcement sits between the caller and the receptionist.
- 5 Under "When do you want this number to receive calls?", pick a schedule or a custom schedule. A custom schedule is how you send only after-hours calls to us.
- 6 Select **Add this number**.

To turn forwarding off for that number, select **Off** next to it. Grasshopper warns that if every forwarding number is off, incoming calls go to voicemail.

Grasshopper also lets one extension have several forwarding numbers and ring them in order. If you keep your own cell as the first number, calls reach us only if the order sends them on.

Source: support.grasshopper.com articles "Forward incoming calls for an extension" and "Set up call forwarding for phone numbers". Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward your Ooma Office line to Call Kettle

Ooma (office phones). Dial codes verified. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

Ooma Office

These are from Ooma's star-code pages for Office phones and its call forwarding article.

What you want	Dial	Note
Turn forwarding on	*72 then the 10-digit number, then #	Dial it while the phone is idle and wait for the prompt.
Turn forwarding off	*73	On IP phones Ooma shows it as *73#.
Switch forwarding on or off	*74	Follow the prompts.
Switch forward-if-no-answer on or off (analog phones)	*77	Listed on Ooma's analog phone page.

Or use the portal

- 1 Sign in to the Ooma End User Portal and open **Call Handling** on the Settings page (in the Desktop App: your name, Settings, then Devices).
- 2 In the "when a call comes in" list choose **Forward it immediately**.
- 3 In the "Forward to" list choose **My Forwarding number** and enter the 10-digit Call Kettle number.

- 4 Leave **Require key press on answer** off. That option makes the answering side press 1 to accept a forwarded call, and our receptionist answers on its own.
- 5 Save in the pop-up, then save your settings.

Source: support.ooma.com pages "Star codes for analog phones", "Star codes for IP phones" and "How to turn call forwarding on and off". Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward your 8x8 line to Call Kettle

8x8 (cloud phone system). Menu steps verified, no dial codes. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

8x8 Work

This is from 8x8's "Set up call forwarding" article for 8x8 Work. Your own extension or your administrator can do it.

- 1 Open **Settings**, then **Account settings** to open your account settings in a browser page.
 - 2 Under **Call forwarding rules** choose when to forward: always, when your internet is down, when you are busy, or when you do not answer within a set time (default 15 seconds).
 - 3 Enter the 10-digit Call Kettle number as the number to forward to.
 - 4 Save your changes.
- 8x8 says the "always" option overrides all the others when it is on.
 - Virtual Office Classic accounts have custom rules in the 8x8 Account Settings app. A rule can be applied at all times or on a schedule, which is how you send only after-hours calls to us.
 - To stop forwarding, clear the check box or turn the rule off and save.

Source: help.8x8.com article "Set up call forwarding". Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward your Dialpad line to Call Kettle

Dialpad (cloud phone system). Check with your carrier. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

Dialpad

Check with your carrier Dialpad's help articles blocked our automated reading, so we only know the outline, not the exact menus.

- Dialpad has a help article called "Call Forwarding" and separate routing rules for departments and contact centers in Admin Settings.
- An administrator manages routing for the main line and departments. Ask your Dialpad administrator to route calls (all calls, or only when no one answers or when you are closed) to the 10-digit Call Kettle number.
- Or call or email us and we stay on the line with your administrator while the setting is made.

Source: help.dialpad.com article titles seen in search; the article text could not be read. Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

Forward any landline to Call Kettle: what to ask

Other landline carriers (traditional phone lines). Check with your carrier. We stay on the line with you if you want help.

Before you start

- Have the 10-digit Call Kettle number we gave you handy. We send it to you during setup, and it is also on your dashboard.
- Use a different phone to test when you finish (the next guide shows how).
- You can do this on the phone with us. Call or email and we stay on the line while you set it up.

If your carrier is not on this list

Check with your carrier Star codes for landlines differ between carriers and lines. Verizon's own landline page lists *72 to forward and *73 to cancel; for any other landline carrier we print no code.

What to ask your carrier

- "I want to forward all calls on my business line to a 10-digit US number." Ask for the steps and for how to turn it off.
- "Do you offer forwarding only when the line is busy or not answered?" If yes, ask for the steps and whether the ring count can be set.
- "Does a forwarded call count against my minutes or cost extra?"
- "Is forwarding allowed on a line that is part of a hunt group?" (Comcast, for one, says some forwarding types are not available on hunt-group phones.)
- Then tell us the answers. We confirm them with you and, if you like, stay on the line while you set it.

Source: verizon.com landline calling features page (the only landline carrier whose codes we read). Checked 2026-10-05. Carriers change their steps without telling us; if yours looks different, call us and we will work it out with you.

CALL FORWARDING

How to test call forwarding

Call your business number from another phone and watch it appear in your dashboard.

A test takes about five minutes and needs a second phone (a cell phone is fine). Do it right after you set forwarding, and again a few days later, because carriers sometimes change settings.

Three test calls

- 1 **The forwarding path.** From another phone, call your business number. If you forwarded only unanswered calls, do not answer your phone and let it ring out. You should hear the receptionist open by saying it is an AI and give your business name.
- 2 **A booking.** Call again and ask for a normal appointment. Check you are offered a time inside your hours, and that you get the booking email.
- 3 **An urgent call.** Call again and say something an urgent caller would, like no heat or a leak. You should get an urgent alert by email (and in Slack or Teams if you set that up).

See it in your dashboard

- [Sign in](#) and open **Calls**. Each test call is listed with a summary and a transcript. The page refreshes itself every 30 seconds.
- On the Home page the Finish setup card ticks its call step once a call has been recorded. It cannot tell a test call from a customer call.
- Test calls count toward your monthly calls like any other call.

If it did not work

- The call rang through to your own voicemail: your carrier's voicemail answered before forwarding. Tell us; we look at the options with you.
- Nothing showed up in Calls: go to [calls not showing up](#).
- You called from the same phone you forwarded: call from a different phone, because a phone cannot forward a call to itself.

CALL FORWARDING

How to turn call forwarding off

You can switch forwarding off yourself at any time. Here is how, by carrier.

Forwarding is a setting on your phone line, so you control it. Turning it off sends calls back to your phone straight away.

Turn it off

Your line	To turn forwarding off
Verizon wireless or landline	Dial <code>*73</code> and wait for the tone.
T-Mobile	Dial <code>##21#</code> for all-calls forwarding, <code>##61#</code> for no-answer, <code>##67#</code> for busy and <code>##62#</code> for not-reachable. <code>##004#</code> resets all forwarding.
Comcast Business Voice	<code>*73</code> (always), <code>*91</code> (busy), <code>*93</code> (no answer), <code>*59</code> (not reachable).
Ooma Office	<code>*73</code> , or turn it off in Call Handling in the Ooma portal.
Vonage home line	<code>*73</code>
AT&T, Spectrum, RingCentral, Dialpad and others	Check with your carrier Use the steps on that carrier's guide here, or ask your carrier.
Nextiva, Vonage Business, Grasshopper, 8x8	Open the same admin screen you used to set it and turn it off, as described on that carrier's guide.

Pause is not the same as off

Pause answering in your dashboard (Setup) makes us stop answering for a while. Callers still reach a short automated message that takes their details. It does not touch your phone line. To stop calls reaching Call Kettle at all, turn forwarding off on your line.

When you cancel

You are responsible for turning off call forwarding when you cancel, and we help on request: tell us your carrier and we do it with you on the phone. Details are in [how to cancel](#).

Cannot remember what you set? Call your carrier and ask them to cancel all call forwarding on the line, or call us and we look it up with you.

Connect your calendar

Three ways to connect, and what each one does and does not do.

There are three different things people mean by calendar. Pick the one you need.

1. Let the receptionist see when you are busy

On Starter and up. We read the busy times from your calendar's private iCal address so it does not offer a time you have already taken, and we email calendar invites for the bookings it makes. It is read-only. We connect it during setup: send us the address.

- **Google Calendar:** on a computer open Google Calendar, click Settings, pick the calendar under Settings for my calendars, click Integrate calendar and copy the link under "Secret address in iCal format".
- Google says only you should know the secret address. If you share it by accident, click Reset in the same place to make a new one, then send us the new link.
- Without a calendar link the receptionist books against the built-in schedule only, and can offer a time that is already taken on your own calendar.

2. See your bookings in your own calendar app

On Starter and up. In Setup, create your private calendar link. It shows your upcoming bookings (name, service and time, not the caller's phone number) in Google, Apple or Outlook Calendar, read-only.

- The link is shown once, when you create it. Copy it then. Later Setup tells you it is active.
- To add it in Google Calendar, use Other calendars, Add, From URL. In other calendar apps use their subscribe-to-calendar option.
- To cut off an old link, make a new one in Setup.

3. Book into a scheduling tool you already use

On Growth and up, set up with us. We connect your Calendly, Acuity Scheduling or Cal.com so the receptionist checks your real open times and books one. If the tool is unreachable, the caller is told someone will call back.

- Calendly needs a paid Calendly plan, Acuity needs an Acuity plan that includes its API, and Cal.com needs an API key from your own Cal.com account.
- You can disconnect any time from your dashboard.
- Owners with no scheduler use the built-in schedule.

Google sharing note: we do not log in to your Google account and we do not write to your Google Calendar. The iCal link above is how we read busy times, and the calendar link is how you read our bookings.

What we do

- Read busy times from a private link, show our bookings in your app, and book into your Calendly, Acuity or Cal.com.

What we do not do

- Two-way sync of reschedules, team or round-robin event types, or events that need your approval.

SETUP GUIDES

Alerts in Slack or Teams

Send alerts to a team channel as well as email.

Chat alerts are on Growth and up. Booking, message and emergency alerts post to a Slack or Microsoft Teams channel, in addition to email. You create an incoming-webhook address in your chat tool and paste it into Setup.

Slack

- 1 Create a Slack app for your workspace at api.slack.com (Slack's incoming webhooks guide at api.slack.com/messaging/webhooks walks through it).
- 2 In the app settings choose **Incoming Webhooks** and switch **Activate Incoming Webhooks** on.
- 3 Click **Add New Webhook to Workspace** and choose the channel. For a private channel you must be in it first.
- 4 Copy the webhook URL. It starts with <https://hooks.slack.com/>.
- 5 In your dashboard open **Setup**, find **Chat alerts**, paste the address and save. Then use the test message.

Microsoft Teams

We accept Teams addresses on webhook.office.com. Microsoft says its older Office 365 Connectors, which make those addresses, are nearing retirement and that creating new ones will soon be blocked, with the Workflows app replacing them. If your Teams cannot make a webhook.office.com address, use Slack or email alerts, or ask us.

Good to know

- We only accept Slack (hooks.slack.com) and Teams (webhook.office.com) addresses, over https.
- Email alerts keep working. Chat is an extra channel, not a replacement.
- Treat the webhook address like a password: anyone with it can post to that channel. If it leaks, make a new one in your chat tool and replace it in Setup.

SETUP GUIDES

Upload your customer list

Paste a list (up to 500 names) so repeat callers are recognised.

On Starter and up. Paste a list of your existing customers (up to 500) and your receptionist recognises them by phone number: it greets them by first name, checks it is right, and knows their last service.

How to upload

- 1 Open **Setup**, then **Customer list** in your dashboard.
 - 2 Paste your list as CSV with the first row naming the columns, for example: name, phone, last service, notes.
 - 3 A name and a full phone number are needed for each row. Rows missing one are skipped, and the page tells you how many.
 - 4 Save. You can delete one customer or the whole list yourself at any time.
- Paste only: there is no file upload.
 - We store only the name, phone, last service and a short note, for your business only. The list is used for a year after you upload it.
 - The receptionist is told never to read the note aloud.
 - Callers who hide their number are not recognised.

What we do

- Recognise callers by caller ID from the list you paste.

What we do not do

- Sync automatically with a CRM or field-service tool, or look up addresses or payments.

SETUP GUIDES

Set your price ranges

Decide exactly which prices callers may hear.

On Starter and up. You decide which prices your receptionist may give.

- 1 Open **Setup**, then **Prices**.
 - 2 Enter up to 15 services, each with a price or a range.
 - 3 Save.
- Callers hear the price as an estimate, with a note that the technician confirms the final price.
 - Anything you did not enter is never guessed. The caller is offered a call back with a quote.

- If you enter nothing, the receptionist quotes no prices.

It does not calculate quotes from job details, add tax or travel fees, or give binding quotes.

SETUP GUIDES

Import your website FAQ

Teach the receptionist your own answers in a few minutes.

On Growth and up. If you already have an FAQ on your website, paste its text and we pick out the questions and answers. You review them and keep the ones you want. Nothing is saved until you confirm.

- 1 Open **Improve**, then **Import answers**.
 - 2 Copy the text of your FAQ page and paste it.
 - 3 Review the questions we found. Untick any you do not want.
 - 4 Confirm. The saved answers are used on every call.
- You can keep up to 20 saved answers. An answer longer than 400 characters is cut.
 - We never visit your website. You paste the text.
 - Nothing updates when your site changes. Paste again if you change the FAQ.
 - The Improve page also lists questions the receptionist could not answer, so you can add an approved answer.

SETUP GUIDES

Intake questions by type of call

Ask the right questions for each kind of caller.

On Growth and up. Different calls need different questions. You set a short list of questions for each type of call, and the answers are saved with the call.

- Types: emergency, repair, new install and job applicant.
- Open **Call rules** in your dashboard. After a call, "See what callers answered" shows the answers, and you can download them as a CSV.
- Keep each list short. A caller is more likely to stay on the line for three questions than ten.

SETUP GUIDES

Set your service area

Tell the receptionist where you work and what to say elsewhere.

On Starter and up. Tell the receptionist where you work, and what to say to callers who are outside it.

- 1 Open **Call rules** in your dashboard.
- 2 In the service area section list your ZIP codes or cities, whichever is easier for you.
- 3 Choose what an outside caller hears.
- 4 Add referral lines of your own, like "we do not do that, try..."

The area is a list you give us. We do not guess from your city name.

SETUP GUIDES

VIP and blocked numbers

Ring through the calls that matter and refuse the ones that do not.

Caller lists are on Starter and up. They live in **Call rules**, under Caller lists.

VIP numbers

- VIP numbers ring your phone first, every time (on plans with put-through).
- One per line, like: 5715550123, Name. Up to 50.
- Use it for family, a key supplier or a customer who always gets you.

Blocked numbers

- Blocked numbers are refused before the receptionist answers.
- One per line, like: 5715550199, why you blocked it.
- This is your own list. It is not a shared database of spam numbers.

Returning callers

An optional setting greets returning callers by first name. With a [customer list](#), it can also know their last service.

SETUP GUIDES

Pause answering

Stop calls being handled for a while, and what callers hear meanwhile.

Use Pause answering when you need Call Kettle to stop handling calls for a while, for example while you test something or during a company event.

- 1 Open **Setup** and find **Pause answering**.
- 2 Choose how long: 1 hour, 4 hours, 1 day, 3 days or 7 days.
- 3 Select Pause answering. It ends by itself at the time shown.

What callers hear

- A short automated message that says this is an automated line, not a live person, and asks for their name, number and what they need.
- A written transcript of the message is saved and shows in your dashboard.
- If the caller says emergency words, you still get an urgent alert. Callers in danger are told to call 911.
- No receptionist conversation and no put-through happen while paused.

Pausing does not change your phone line. To stop calls arriving at Call Kettle at all, [turn call forwarding off](#).

SETUP GUIDES

Reading your dashboard

What each page shows and what to do first each morning.

Times show in your business time zone. The Home page refreshes itself every 30 seconds. Counts are what the system recorded.

Page	What you use it for
Home	Calls by outcome, the needs attention list with how long each caller has waited, and the Finish setup card. Mark each caller handled once you called back.
Front desk	Your follow-up queue: open and waiting calls with due dates, which you mark handled. Nothing is sent to anyone from here.
Bookings	A calendar of confirmed bookings.
Calls	Every call it answered, with summary and transcript, filters and a CSV download.
Improve	Questions it could not answer, and approved answers you add.
Setup	Hours, closed days, services, alert emails, calendar link, chat alerts and Pause answering.
Help	Short answers inside the dashboard.

Tools on paid plans

- **Job tickets** (Starter and up): a printable page for each booking and callback, with name, phone, address, issue, urgency and what the caller answered.
- **Win-back list** (Starter and up): callers who did not book, best first, with one-tap call and mark called back. We never call or text them for you.

- **Return on your plan** (Starter and up): enter your average job value and see an estimate of booked work. It is an estimate from your own number, not income.
- **Charts** (Starter and up): calls per week, outcomes, busiest hours and days, new and returning callers and the after-hours share.

Transcripts and summaries are kept 90 days, then deleted automatically.

SETUP GUIDES

Your Monday recap

A weekly email that tells you what happened and what needs you.

The Monday recap is an email on Starter and up. It covers the last full Monday to Sunday week.

- Calls by outcome and the follow-ups still waiting for you.
- An estimate of booked work from the average job value you entered (Starter and up). It is labeled an estimate.
- Questions the receptionist could not settle that week, most-asked first, so you can teach it the answer (Growth and up). It does not write answers for you.
- A link to sign in to your dashboard.

It goes to the first alert address in Setup. If it does not arrive, see [email alerts missing](#).

SETUP GUIDES

How billing works

Month to month, no setup fee, invoiced by email.

Plans are month to month. There is no setup fee and no cancellation fee. Free needs no card and is never invoiced.

Plan	Price and included calls	Extra call
Free	25 calls, no card	None
Starter	\$297 a month, 150 calls	\$2.49
Growth	\$497 a month, 300 calls	\$1.99
Scale	\$999 a month, 700 calls	\$1.79

How you are billed

- Paid plans are billed by invoice sent to you by email. We tell you in writing how to pay before you start.

- Each plan includes a number of real calls a month. A real call is one the receptionist answered. Calls that only rang your phone are not counted.
- Calls above your plan's included calls are billed at your plan's extra-call price, added to your next invoice.
- To change plans, email or call us. See [pricing](#) for what each plan includes, and [the FAQ](#) for what happens when you reach your limit.

We do not yet offer online card payment or a self-serve upgrade from the dashboard.

Questions about an invoice: hellocallkettle@gmail.com or (571) 290-8908.

SETUP GUIDES

How to cancel

Cancel any time. Here are the three steps.

You can cancel at any time. There is no cancellation fee.

- 1 Tell us by email or phone: hellocallkettle@gmail.com or (571) 290-8908.
 - 2 Turn off call forwarding on your phone line so calls ring you again ([how](#)). It is your line, so this step is yours. We help on request: tell us your carrier and we do it with you.
 - 3 On a paid plan, service ends at the close of the billing month in which you cancel, and no further fees are charged.
- Your business number was never moved, so there is nothing to port back.
 - Transcripts and summaries are deleted automatically after 90 days. Ask us if you have a question about what we keep.

If you only need calls handled differently for a while, [pause answering](#) instead.

TROUBLESHOOTING

Calls are not showing up

Seven things to check, in the order that usually finds it.

Work down this list. Most missing calls come from the first two items.

- 1 Forwarding is off or was changed.** Call your business number from a different phone. If you do not hear the receptionist, forwarding is not on. Set it again from the [forwarding guides](#). Carriers sometimes reset settings.
- 2 Your own voicemail answered first.** With forward-when-no-answer, your carrier's voicemail can pick up before forwarding starts. Tell us; we look at the options with you.
- 3 Answering is paused.** Setup shows a Paused tag with an end time. Callers then hear an automated message and their message shows under needs attention.
- 4 You answered it yourself.** The dashboard lists calls Call Kettle answered, not calls your own phone picked up.
- 5 The number is on your blocked list.** Blocked numbers are refused before the receptionist answers.
- 6 You reached your monthly calls.** On Free, after the monthly calls the receptionist takes messages. See the [FAQ](#).
- 7 A phone system rule.** Check any after-hours or schedule rule in your phone system sends the calls to our number, and that the number is typed exactly.

Still missing? Email or call hellocallkettle@gmail.com or (571) 290-8908 with the time of the call and which number called. We look at it with you.

TROUBLESHOOTING

A caller heard something odd

What the caller heard, and what usually causes it.

- **It says it is an AI.** Every call opens by telling the caller they are speaking with an AI. That is by design and cannot be turned off.
- **An automated message and no conversation.** Answering is paused, or you are on Free, which takes messages and callback requests with no live transfer.
- **"Press 1 to accept" or an announcement before the receptionist.** Your phone system is playing it. For example Grasshopper has options that announce a call or ask for the caller's name before connecting. Choose the option that connects immediately.
- **Your voicemail greeting.** Your carrier's voicemail answered before forwarding. Tell us; we look at it with you.

- **Your business name sounds wrong.** On Starter and up you can enter how the voice should say your business name, and a separate after-hours opening line.
- **Busy signal or the call rings forever.** Two forwarding rules may be pointing at each other. Check you did not forward the Call Kettle number back to your line.
- **Silence or a dropped call.** Tell us the time and the number that called, and we look at it.

Contact: hellocallkettle@gmail.com or (571) 290-8908.

TROUBLESHOOTING

Urgent calls and emergencies

What happens, what does not, and how to be sure you see the alert.

Urgent calls are the ones that cannot wait for a Monday recap. This is what Call Kettle does with them.

- When a caller says things like no heat, no cooling, flooding, sparking or a broken garage door spring, you get an urgent alert by email (and in Slack or Teams if you set that up) while they are still on the line. No heat and no cooling alert you at any hour, open or closed.
- There is a limit of 10 urgent alerts per hour per business, to stop a flood of alerts from burying real ones.
- Callers who describe danger, such as a gas smell, a carbon monoxide alarm or a fire, are told to call 911.
- On Starter and up, urgent callers can be put through to the number you choose in Setup. On Free, the receptionist takes a message.

Make sure you see the alert

- Confirm your alert email in Setup, and keep notifications on for it on your phone.
- Add Slack or Teams alerts on plans that include them ([guide](#)).
- Run the urgent test call in the [forwarding test](#) and confirm the alert reaches you.

What we do

- Alert you while the caller is still on the line, and tell callers in danger to call 911.

What we do not do

- Act as an emergency service. Call Kettle never dispatches anyone, and email delivery time is outside our control.

TROUBLESHOOTING

Wrong hours

Check the five places hours come from.

- **Hours.** In Setup, check each weekday. A day can open and close within the same day only.
- **Holidays.** Add closed days in Setup (up to 30 dates).
- **Vacations, lunch breaks and seasonal hours.** On Starter and up, set them in Smart routing in your dashboard. A lunch break sends calls to the receptionist instead of ringing your phone.
- **Time zone.** Hours run on your business time zone, which we set. If bookings land an hour off, email us.
- **Booked outside your hours, or refused inside them.** Email us with the call date and time and we check it.

Changes you make in Setup apply to the next call.

TROUBLESHOOTING

Alert emails are missing

Five checks that find almost every missing alert.

- 1 **Check spam and junk.** Look for messages from Call Kettle. Mark one as not spam and add us to your contacts.
- 2 **Check the address.** In Setup, the address must be confirmed. A new address needs a one-time link, which works for 3 days and once. If it expired, add the address again to get a new link.
- 3 **Check every filter.** Rules in Gmail or Outlook, or a company mail filter, can hide alerts.
- 4 **Use a second channel.** You can add up to 5 alert addresses. Slack or Teams alerts are on Growth and up.
- 5 **Remember the Monday recap goes to the first address only.**

We send the email; we cannot see whether your mail provider delivered it, and delivery time is outside our control. If an alert is still missing, hellocallkettle@gmail.com or [\(571\) 290-8908](tel:(571)290-8908) with the time of the call and we check what we sent.

TROUBLESHOOTING

Contact support

Email or call us. Here is what to include.

Email or call. We are a small team, so we aim to reply quickly rather than promise a time.

- Email: hellocallkettle@gmail.com
- Phone: [\(571\) 290-8908](tel:(571)290-8908)
- Forgot your password or locked out? Call or email us and we send a new temporary password.

What to include

- The business number and the time of the call.
- Your carrier or phone system.
- What you expected and what happened.

Support by plan

Plan	Support
Free	Email support
Starter	Phone and email support
Growth	Phone and email support; we aim to make wording fixes within 1 business day
Scale	Priority phone and email support; we aim to make wording fixes within 1 business day

We aim to reply quickly. Any time we mention is a goal.

CHECKLIST

Getting ready for day one

One page. Print it, tick it, keep it by the phone.

Print this page (Ctrl+P, or Cmd+P on a Mac) or save it as a PDF. Tick each box as you go.

Before your setup call

- ☐ Your hours, and the days you are closed
- ☐ The services you book, and about how long each takes
- ☐ The questions callers ask most, with your answers
- ☐ The cell number urgent callers should ring
- ☐ Your phone company or phone system, and whoever can log in to it
- ☐ A second phone to test with
- ☐ The email address for alerts, with access to it
- ☐ Optional: your calendar's private iCal link

On the call with us

- ☐ Confirm hours, services and the urgent-call number
- ☐ Choose full, busy or no answer, or after-hours forwarding
- ☐ Set forwarding together, with the Call Kettle number in front of you
- ☐ Test call 1: from the second phone, call your business number
- ☐ Test call 2: ask for an appointment and check the booking email
- ☐ Test call 3: say something urgent and check the alert
- ☐ Write down how to turn forwarding off for your carrier

After the call

- ☐ Sign in and choose your own password
- ☐ Check the Finish setup card on Home
- ☐ Confirm your alert email, and check your spam folder
- ☐ Tell your staff what happens to calls now
- ☐ Re-test forwarding in a few days (carriers sometimes change settings)
- ☐ Note the date you will review your first week of calls with us

Our contact

hellocallkettle@gmail.com or (571) 290-8908