

# How to Manage Missed Call Service on your Mobile



## What is Missed Call Service?

The 'Missed Call Service' is an alternative to voicemail that sends you an MMS (multimedia message) with an audio recording of the caller's message, whenever you're unable to answer your mobile.

## How does Missed Call Service work and when do I receive one?

This works when you:

- Are out of a coverage area
- Have your phone switched off
- Are busy on another call
- Are just screening someone

A notification will be sent to you through MMS with the message left.

## Are Missed Call Services the same as Voicemail?

Voicemail sends messages to a message bank, which you can then access by dialling a specific number. Missed Call Services send each voice recording as an MMS, which allows you to access them the same way you would an SMS.

## **How much does Missed Call Service cost?**

The cost to use this feature varies depending on the service provider. SpinTel offers Missed Call Services on most of their mobile plans at no extra cost!

## **Is my service compatible with Missed Call Service?**

You can use the Missed Call Service, if you are:

- Using an MMS compatible device (handsets released from 2002+ have MMS capability)
- Able to send/receive MMS messages (e.g. picture messages) on your phone.

Without the above requirements, you will not be able to receive or retrieve messages left by callers even if you have opt-in for Missed Call Service.

## **Can I use Missed Call Services while Travelling?**

Since mobile data is required to receive MMS, you need to enable data roaming in order to receive voice messages through MMS.

If you are roaming overseas, we suggest you turn off Missed Call Services before travelling overseas to avoid extra fees for data roaming. You will have to turn it back on when you return to Australia.

## **How to extend ring time before calls divert to Missed Call Service?**

By default, Missed Call Service is set up to allow your phone to ring for 20 seconds before it sets in.

To change this, just dial \* 004 \* 0411000160 \*\* [Number of Seconds] # and then press Call.

Note: The number of seconds must be in a multiple of 5 (e.g. 5, 10, 15, 20) with a maximum of 30 seconds.

## **Where are Messages Stored?**

Audio recordings sent to you via MMS through the Missed Call Service are saved on your phone – just like any MMS.

**Note:** If your phone is switched off or out of coverage, we'll attempt to resend the MMS voice message for 48 hours after the message was left by the caller. After 48 hours the message will be deleted.

## **How to enable/disable Missed Call Service?**

Here are the options on how you can enable/disable Missed Call Service on your mobile phone:

### **To enable this feature:**

Call 159 and follow the prompts or SMS ON to 159

### **THEN**

Dial **\*\* 004 \* 0411000160 #** on your phone's main calling app and press the Call button.

### **To disable this feature:**

Dial **\*\* 004 \* 0411000321 #** on your phone's main calling app and press the Call button.

*To turn both Missed Call Service and voicemail OFF completely, dial **##002#** and press the call button.*

If the above steps don't work, please start a conversation with us so we can investigate further. A member of our team will be happy to assist you.

Online URL:

<https://articles.spintel.net.au/article/how-to-manage-missed-call-service-on-your-mobile.html>