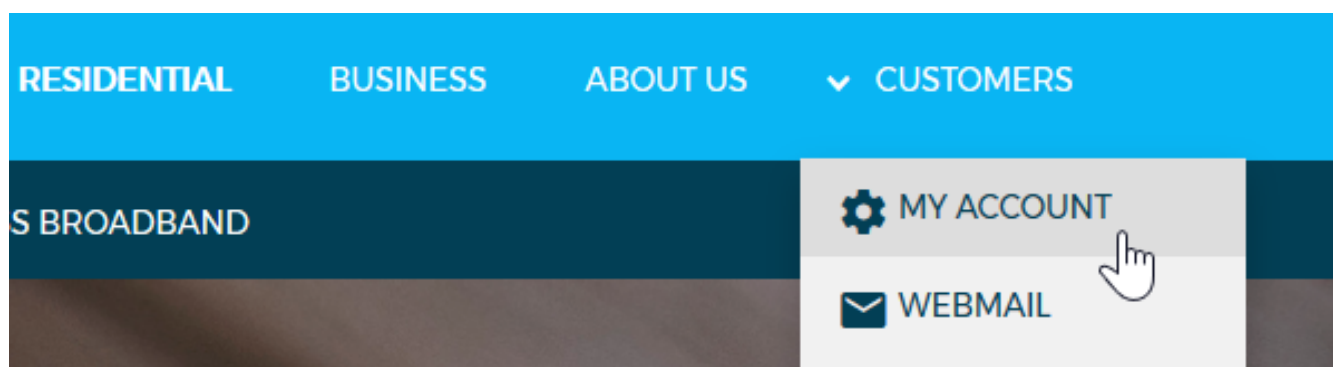


# Enable/Disable Call Forward on your Home Phone

## How to Enable Call Forwarding on Your Home Phone Through My Account

1. Visit [spintel.net.au](http://spintel.net.au)
2. Login to [My Account](#) by selecting **Customers** and then **My Account**.



3. Once logged in, the dashboard displays the summary of your services and their usage. Click **Manage Service** to expand the details of your phone service.

**Phone ( )** MANAGE SERVICE

**Phone Usage**

NATIONAL (1 calls)	\$0.00
MOBILE (1 calls)	\$0.00

4. Scroll down to **Service Management** and click **Change service settings**

**Service Management**

- Change my plan
- Change my service nickname
- Change my emergency contact details
- Change service settings

Here you will see the features available for control. By clicking the radio button, you can either Enable or Disable the feature.

## Configure Settings

### Phone Features

Call Forward Unconditional

On

Call Forward Unavailable

Off

Call Forward Busy

Off

Call Forward Timed

Off

Voicemail

Off

Silent Number

Off

For help using features please view our Feature Guide (PDF) found [here](#)

Update Settings

Please don't forget to enter the phone number for the **Call Forwarding** feature.

Click **Update Settings** to save the changes.

## How to Enable Call Forwarding on Your Home Phone Using Your Handset

## Call Forward Unconditional

Dial \*21<phone number> i.e \*21040XXXXXXXX. To disable, dial \*21 again

## Call Forward Busy

Dial \*24<phone number> i.e \*24040XXXXXXXX. To disable, dial \*24 again.

## Call Forward Unavailable

Dial \*61<phone number> i.e \*61040XXXXXXXX. To disable, dial \*61 again.

Call Forward Options	Meaning	Can be done in My Account?	Can be done using Handset?
Call Forward Unconditional	Lost Connectivity or phone is turned off	Yes	On your handset: To enable, dial * 21<phone number> i.e. * 21040XXXXXXXX. To disable, dial * 21 again.
Call Forward Busy	You are on a call	Yes	On your handset: To enable, dial * 24<phone number> i.e. * 24040XXXXXXXX. To disable, dial * 24 again.
Call Forward Unavailable	You are unable to pick up	Yes	On your handset: To enable, dial * 61<phone number> i.e. * 61040XXXXXXXX. To disable, dial * 61 again.
Call Forward Timed	Set specific time when to forward	Yes	No

Online URL:

<https://articles.spintel.net.au/article/enable-disable-call-forward-on-your-home-phone.html>