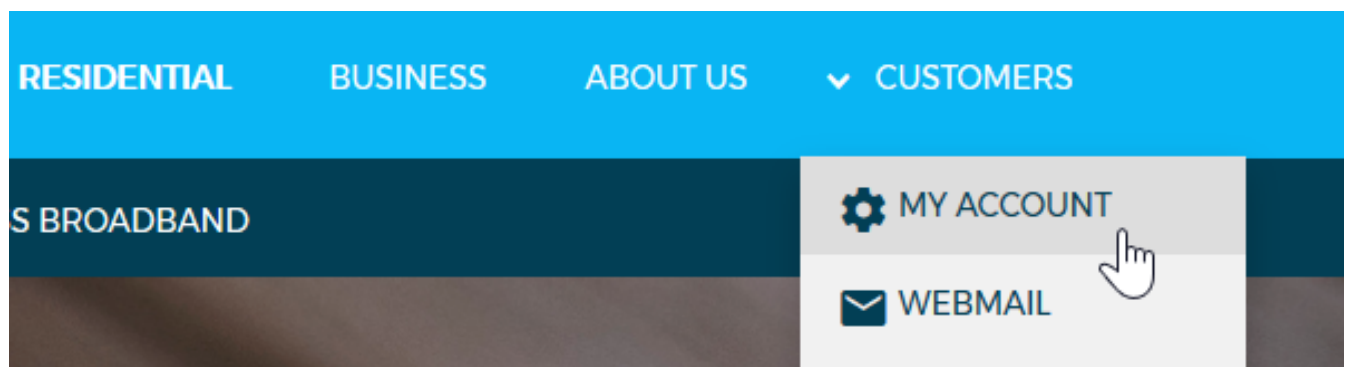


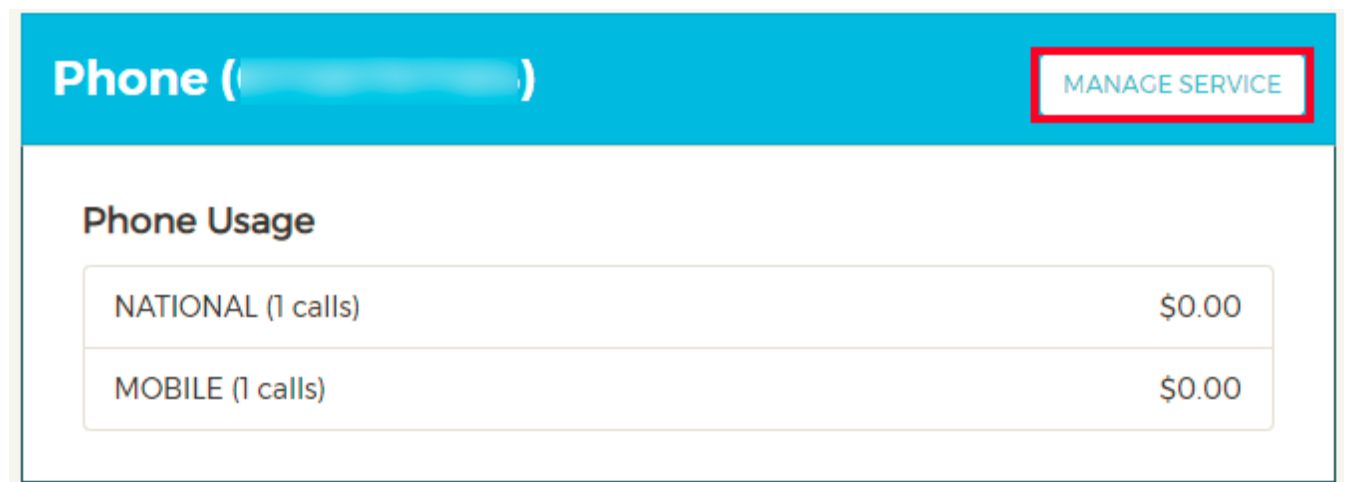
Enable/Disable Call Forward on your Home Phone

How to Enable Call forward on your Home Phone:

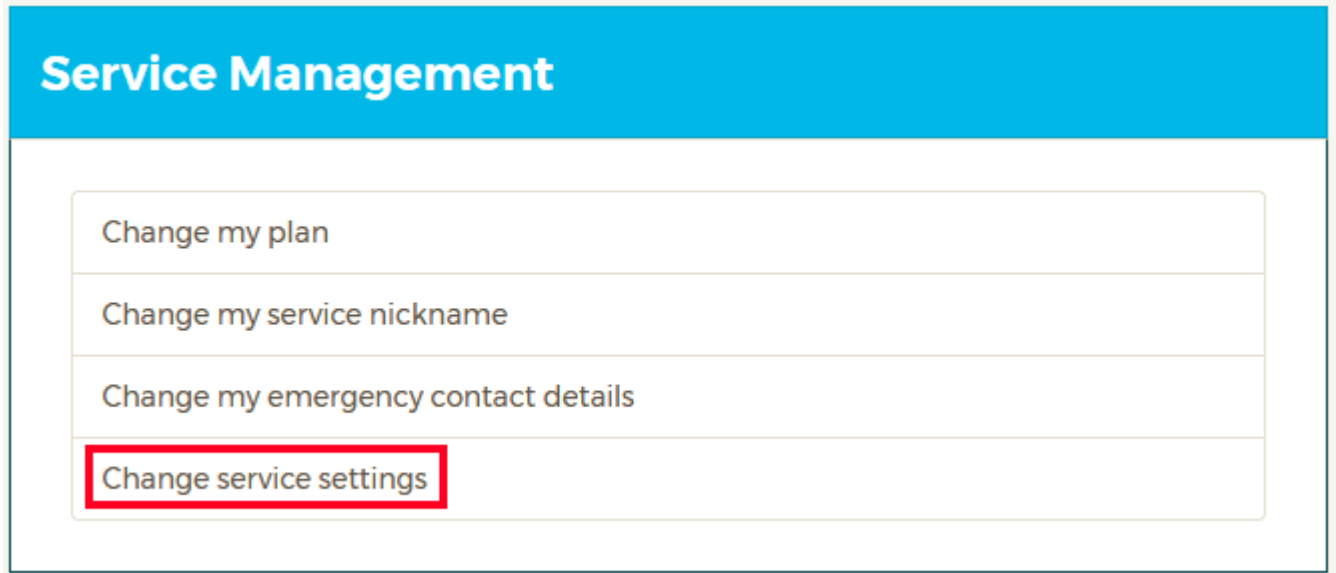
1. Visit spintel.net.au
2. Login to [My Account](#) by selecting **Customers** and then **My Account**.



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.



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



The screenshot shows a user interface for 'Service Management'. It features a blue header bar with the title 'Service Management' in white. Below the header is a white container with a thin grey border. Inside this container is a list of four options, each in a white box with a thin grey border. The options are: 'Change my plan', 'Change my service nickname', 'Change my emergency contact details', and 'Change service settings'. The 'Change service settings' option is highlighted with a red rectangular border.

| 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.

On your handset, to activate:

Call Forward Unconditional

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

Call Forward Busy

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

Call Forward Unavailable

Dial *61<phone number> i.e *61040XXXXXXX. 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. * 21040XXXXXXX. 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. * 24040XXXXXXX. 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. * 61040XXXXXXX. 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>