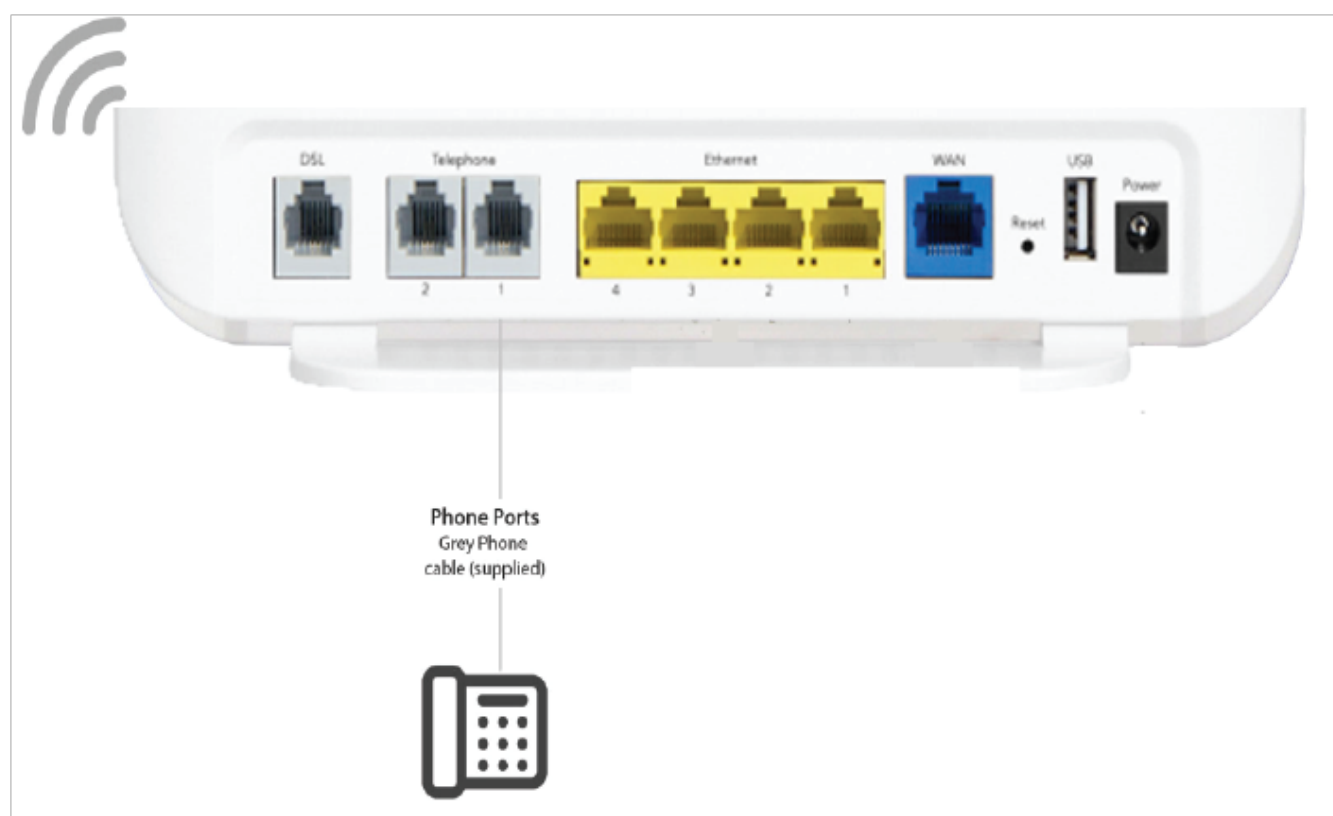# NBN phone (VoIP) issues

Important: Make sure the internet is working since phone line operates via internet.

Can't make calls

1. Confirm phone cable is connected to port1 at the back of the modem.

Phone Ports
Grey Phone cable (supplied)

2. Call multiple active numbers to see if it's happening to all calls or just a specific number, for example, calls to landline or calls to mobile.

3. Power off your modem for 15 seconds by removing the power cord from the power outlet.

4. Try to make a call after the modem is completely turned on.

5. Check with another handset to eliminate possible handset issue.

Should you still experience problems after following the troubleshooting in this guide, please contact our Technical Support team on 1300 303 375, available 8:00 AM to 8:00 PM AEDT (weekdays) and 9:00 AM to 5:00 PM AEDT (weekends).

Can't receive calls

Note: If you requested your number to be transferred over to SpinTel, please check the order completion email sent to you.

1. Make sure that the **Call Forward Feature** is **not ON** via My account. This feature won't allow calls through as calls are being **forwarded** to another preferred contact number.

Configure Settings

Phone Features

Call Forward Unconditional	Off
Call Forward Unavailable	Off
Call Forward Busy	Off
Call Forward Timed	Off
Voicemail	Off
Silent Number	Off
International Call	Off

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

Update Settings

2. Confirm phone cable is connected to port1 at the back of the modem.

Phone Ports
Grey Phone
cable (supplied)
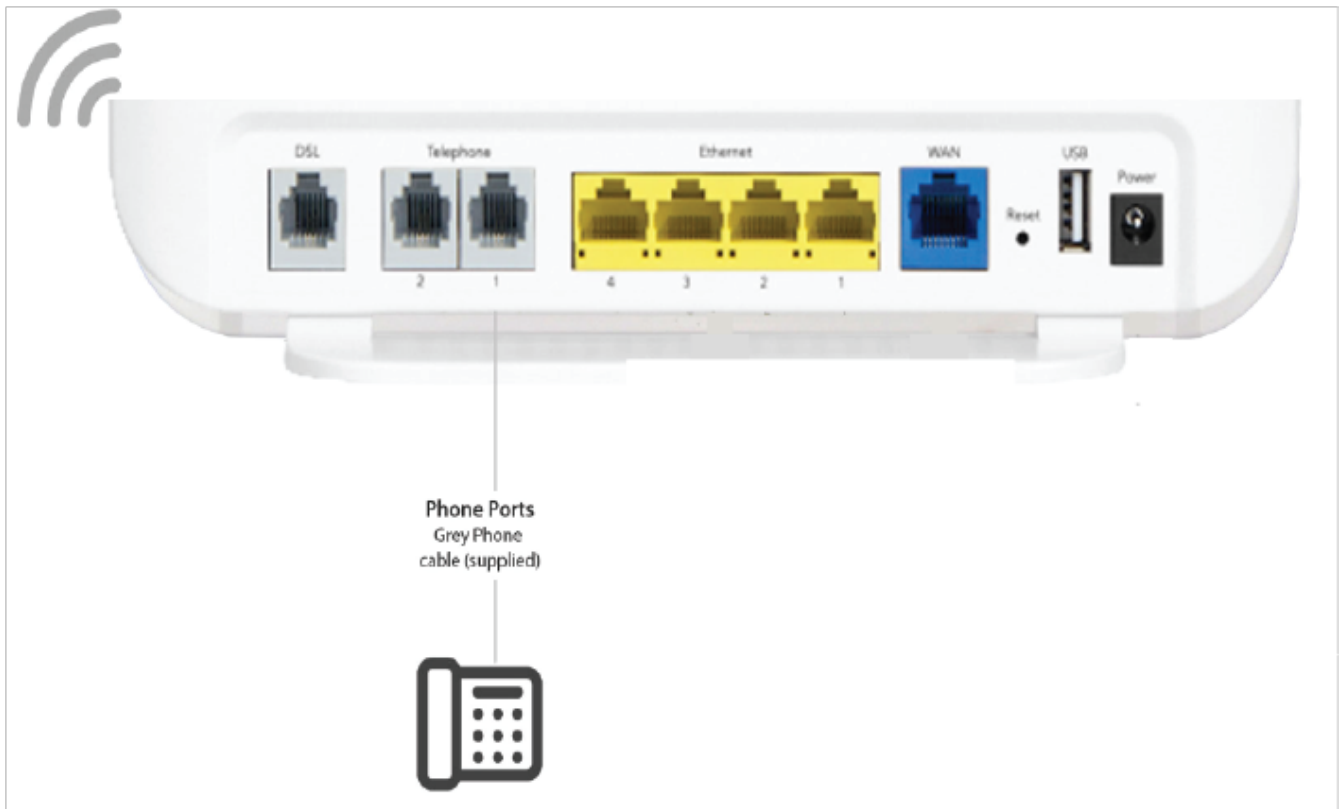
3. Power off your modem for 15 seconds by removing the power cord from the power outlet. Reconnect the power cord.

4. Call your landline or family member's or friend's phone using your mobile phone after the modem is completely turned on.

Should you still experience problems after following the troubleshooting in this guide, please contact our Technical Support team on 1300 303 375, available 8:00 AM to 8:00 PM AEDT (weekdays) and 9:00 AM to 5:00 PM AEDT (weekends).

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