

# Phone Features



Below are the features offered by SpinTel which can be activated online and/or via a phone handset or softphone (if you are using one).

## Call Waiting

Allows you to put an incoming call on hold while you answer another incoming call. The 'on-hold' caller will hear music while they wait.

### *Instructions*

*Handset:* Answer the incoming call. Then press the **FLASH** or **RECALL** button on your handset and the caller will be placed on hold. You will then hear the second caller. To return to the first caller, press **FLASH** or **RECALL** again.

*Softphone:* Answer the incoming call. Then click on **HOLD** on your softphone to place the caller on hold. You will then hear the second caller. To return to the first caller, click on **HOLD** again.

## Call Transfer (only available on a PBX plan)

This allows you to transfer a call to another phone. Note that call charges may apply depending on the destination of the telephone number.

### *Instructions*

*Handset:* Answer the incoming call. Then press the # key. The system will then place the caller on hold and ask you to enter a telephone number. Enter the destination telephone number into your handset and the caller will be transferred.

*Softphone:* Most softphones will have call transfer enabled by default. Usually, you would need to place the caller on **HOLD** then click on Transfer Active Call. It will ask you for the destination telephone number. Enter the destination telephone number and the caller will be transferred.

## 3 Way Call (only available on a PBX plan)

This is a conference call with up to three parties and call charges may apply for each caller.

### *Instructions*

*Handset:* Call/ Receive your first caller. Then press the **FLASH** or **RECALL** button, enter the destination telephone number and the second incoming caller will pick up. Press the **FLASH** or **RECALL** button again to join all three parties. The conference call is now in progress.

*Softphone:* Most softphones will have this feature enabled by default. Answer the incoming call up (or call out), and then click on ‘Call Conference Participant’. You can then dial the third party. Once the third party picks up, the three callers will be connected.

## Call Forward Unconditional

This feature diverts all incoming calls to a specified telephone number. Call costs may apply to the forwarded calls, depending on the destination.

### *Instructions*

You can enable or disable Call Waiting preferences in the [My Account](#) section of our website.

*Handset and softphone:* Call Forward Unconditional can be set up in the **MyAccount** section of our website. Once logged in, you will be able to set up a telephone number to forward all calls to. Alternatively, you can enable Call Forward Unconditional, by dialling \* **21<phone number>**, that is, \* 21040XXXXXXX. To disable Call Forward Unconditional, simply dial \* **21** again.

## Call Forward on Busy

This feature diverts all incoming calls to a specified telephone number if you are on the phone. Call costs may apply to the forwarded calls.

### *Instructions*

You can enable or disable Call Waiting preferences in the [My Account](#) section of our website.

*Handset and softphone:* Call Forward on Busy can be set up in the **MyAccount** section of our website. Once logged in, you will be able to set a telephone number to forward all calls to when Busy. Alternatively, you can enable Call Forward on Busy, by dialing \* 24<phone number> i.e. \* 24040XXXXXXX. To disable Call Forward on Busy, just dial \* 24 again.

## Call Forward on Unavailable

Diverts all incoming calls to a specified telephone number if your phone rings out. Call costs may apply for the forwarded calls.

### Instructions

You can enable or disable Call Waiting preferences in the [My Account](#) section

of our website.

*Handset and softphone:* Call Forward on Unavailable can be set up in the **MyAccount** section of our website. Once logged in, you will be able to set up a telephone number to forward all calls to when you are Unavailable.

Alternatively, you can enable Call Forward on Unavailable,

by dialling **\*61<phonenumber>**, that is,

**\*61040XXXXXXX**. To disable Call Forward on Unavailable, simply dial **\***

**61** again.

## Do Not Disturb

Allows you to set a status for your service to stop incoming calls. Incoming callers will get a busy tone, divert their call to another number (if enabled) or Voicemail (if enabled).

## Instructions

*Handset:* To enable Do Not Disturb, dial **\* 72** on your handset. The system will advise that 'Do Not Disturb has been activated'. To disable, dial **\* 72** on your handset again, the voice announcement will advise 'Do Not Disturb has been deactivated'.

*Softphone:* Most softphones will allow you to set your status. Simply change your status to 'Do Not Disturb' and you will not receive any incoming calls. Alternatively, dial **\* 72** to activate or **\* 72** to deactivate.

# Voicemail

Similar to a traditional answering machine. If you are unavailable or busy, calls will be routed to Voicemail. A caller will leave a message and you will be able to retrieve this later via your Handset or Email.

## Instructions

You can enable or disable Call Waiting preferences in the [My Account](#) section of our website.

*Handset and Softphone:* Pick up the handset and dial \* 96. The recorded announcement will advise if you have any messages. To listen to any messages, press 1. Otherwise, you may press 2 to change voicemail folders, press 3 for advanced options, press 0 for mailbox options, press \* (star) for help or press # (hash) to exit. You may press 7 to delete a message after listening to it.

Alternatively, you may listen to your voicemail messages on your computer. To do so, you would log into the [My Account](#) section of our website, click on your VoIP Service and click on Voicemail. Under the 'Playback' heading, click on the Speaker icon.

Online URL: <https://articles.spintel.net.au/article/phone-features.html>