## Activate mobile call forwarding feature

- 1. Visit <u>spintel.net.au</u>
- 2. Login to My Account by clicking on Customers and then My Account



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3. Select the mobile service (from the list on the dashboard if you have more than one) and click on **Manage Service.** 

	DASHBOARD	SERVICES	BILLING	> MY ACCOUNT	
Search by service type, plan, or username.				IOBILE	
• Your usage resets in 13 days.					
Mobile ( )	MANAGE SERVICE				
Data Usage			Need a SIM? W cover	'e've got you ed.	

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

Se	rvice Management
_	
	Change my plan
	Change my service nickname
	Change my emergency contact details
	Purchase a data-block
I	Change service settings
	Order a replacement SIM

5. Scroll down to **Configure Settings** and look for **Call Forward Options** 

Call Forward Busy Number On   Call Forward No Reply Number On   Call Forward Unreachable Number On   Call Forward Unreachable Number On   International Roaming Off   Mobile usage while roaming is much more expensive than regular usage. Please read this guide before activating international roaming to ensure that it will suit your needs. By activating international roaming you are agreeing these terms.	Call Forward		Off
Call Forward No Reply    Call Forward Unreachable Number On   Call Forward Unreachable Number On   International Roaming On   International Roaming Off   Mobile usage while roaming is much more expensive than regular usage. Please read this guide before activating international roaming to ensure that it will suit your needs. By activating international roaming you are agreeing these terms.	Call Forward Busy	Number	On
Call Forward Unreachable Number On International Roaming International Roaming Off Mobile usage while roaming is much more expensive than regular usage. Please read this guide before activating international roaming to ensure that it will suit your needs. By activating international roaming you are agreeing these terms.	Call Forward No Reply	Number	On
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Mobile usage while roaming is much more expensive than regular usage. Please read this guide before activating international roaming to ensure that it will suit your needs. By activating international roaming you are agreeing these terms.	nternational Roaming		0#
	International Roaming		Off

6. Turn ON **Call Forward** then switch ON the desired Call Forward feature to be activated.

- **Call Forward:** Also known as Call Forward Unconditional. Calls are immediately forwarded to another number without any conditions.
- **Call Forward Busy:** Calls are forwarded if the line is busy (i.e. on an active call)
- Call Forward No Reply: Calls are forwarded if no answer within a specific amount of time. Example: Calls are forwarded if no answer

after 20 seconds.

• **Call Forward Unreachable:** Calls are forwarded if there is a connectivity issue (i.e. out of coverage SOS/No Signal).

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

Note: Activation will take effect within 15 minutes to four working hours.

Online URL: <u>https://articles.spintel.net.au/article/activate-mobile-call-forwarding-feature.html</u>