Activate mobile call forwarding feature
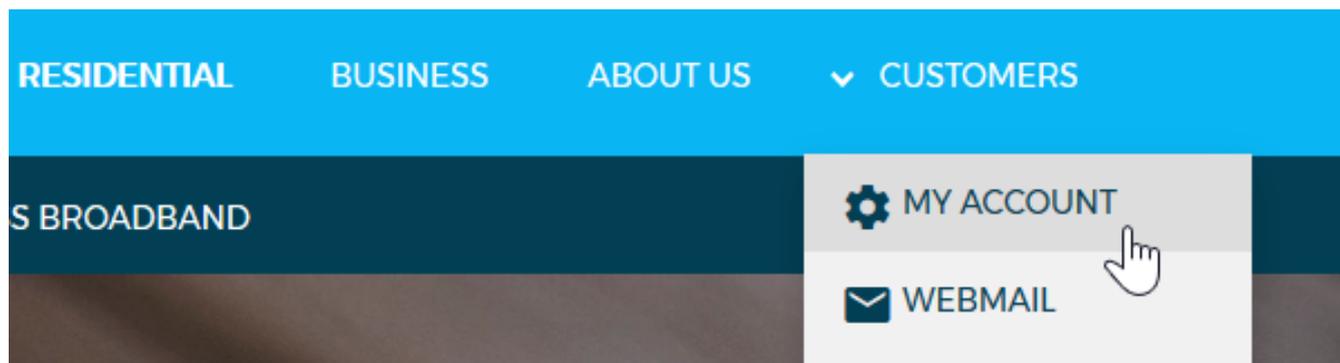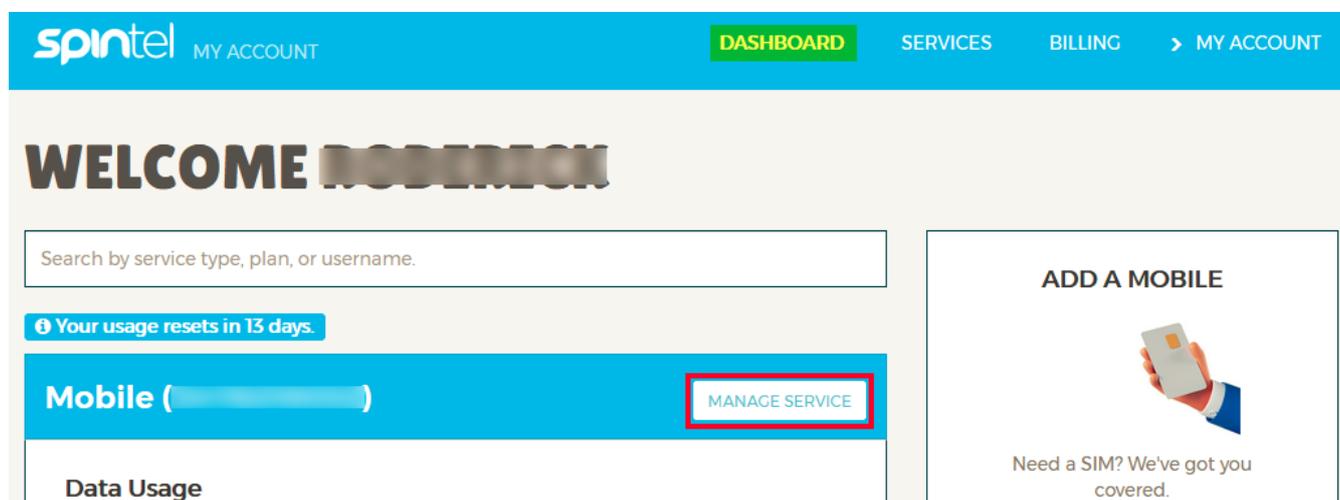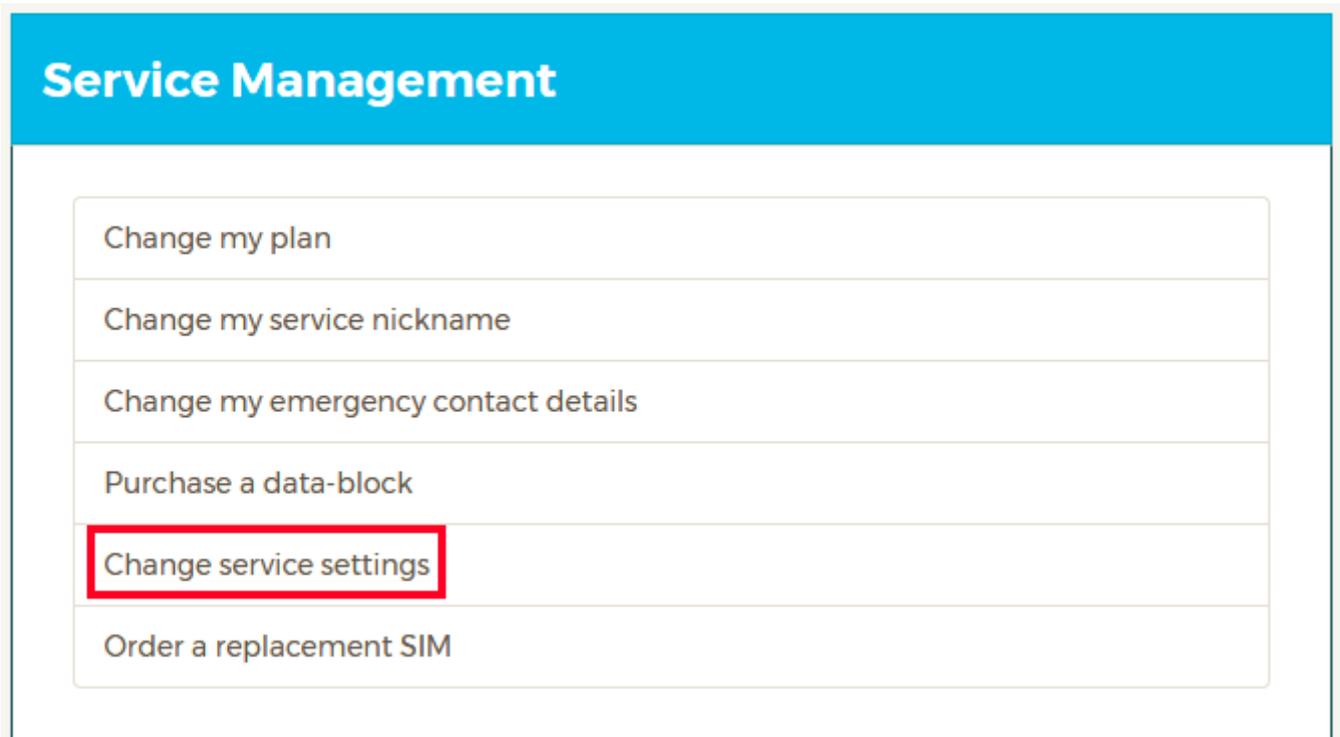
1. Visit spintel.net.au

2. Login to My Account by clicking on **Customers** and then **My Account**

3. Select the mobile service (from the list on the dashboard if you have more than one) and click on **Manage Service.**
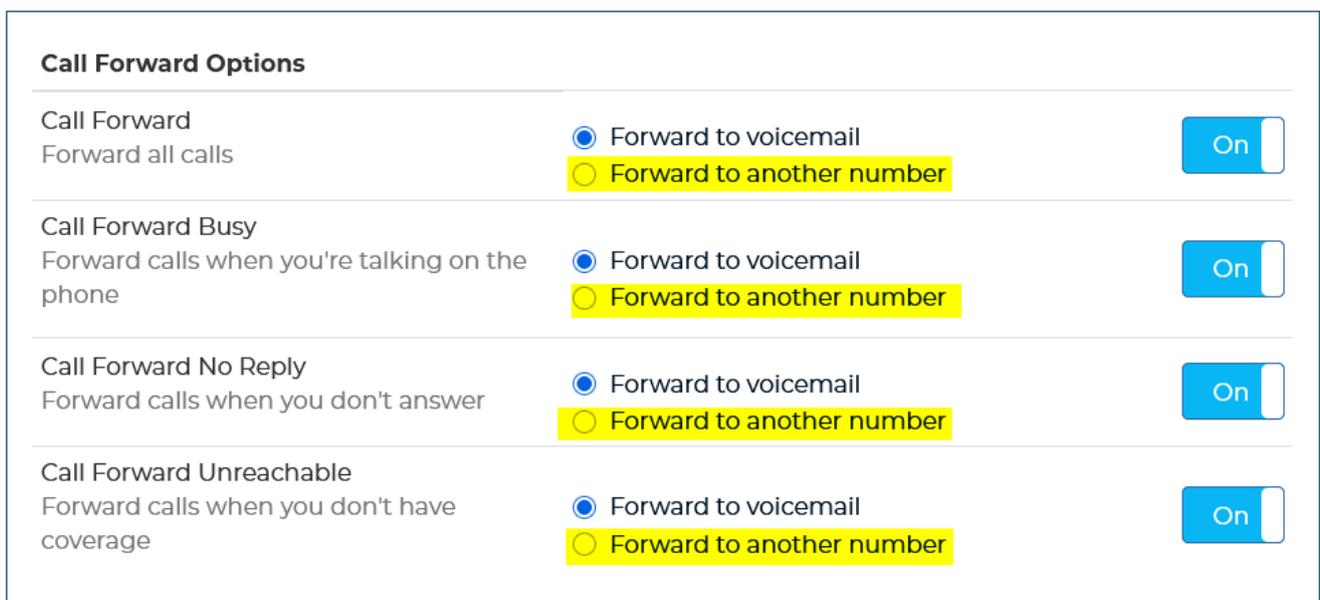
4. Scroll down to **Service Management** and click **Change service settings**

Service Management

Change my plan

Change my service nickname

Change my emergency contact details

Purchase a data-block

Change service settings

Order a replacement SIM

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

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

Call Forward Options

Call Forward
Forward all calls
- Forward to voicemail
- Forward to another number
On

Call Forward Busy
Forward calls when you're talking on the phone
- Forward to voicemail
- Forward to another number
On

Call Forward No Reply
Forward calls when you don't answer
- Forward to voicemail
- Forward to another number
On

Call Forward Unreachable
Forward calls when you don't have coverage
- Forward to voicemail
- Forward to another number
On

Update Settings

- **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:
https://articles.spintel.net.au/article/activate-mobile-call-forwarding-feature.html