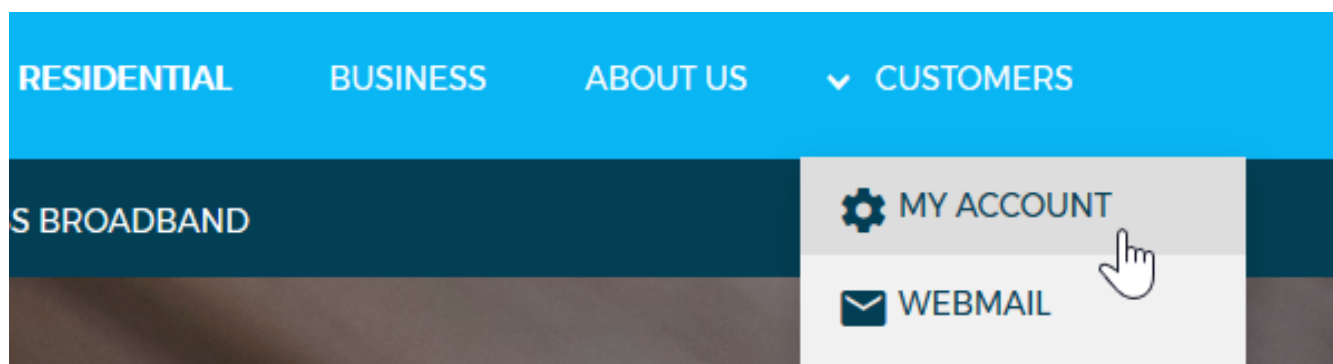
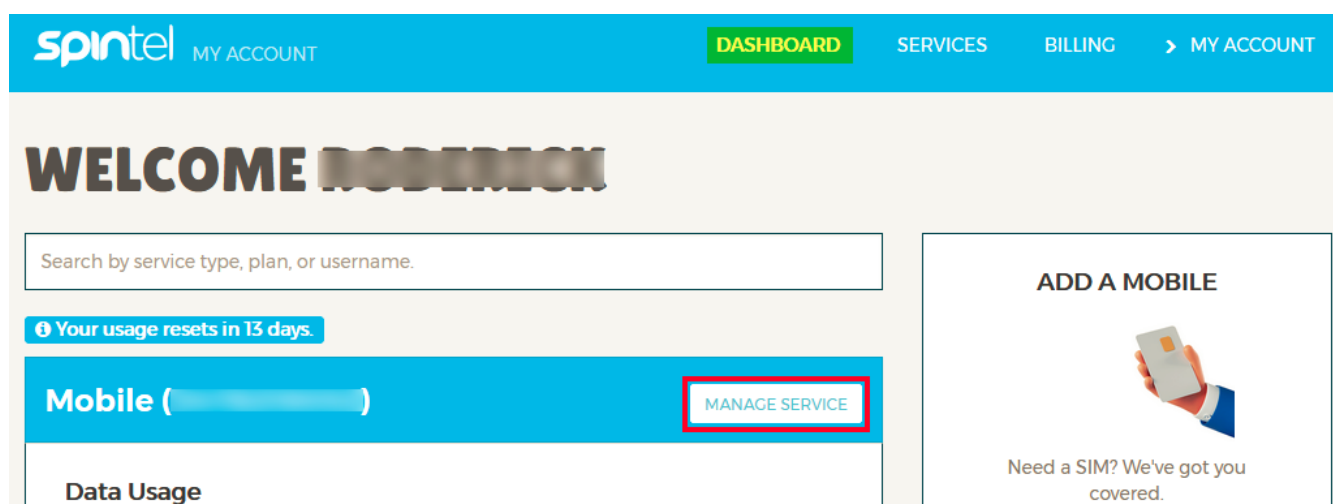


# Activate mobile call forwarding feature

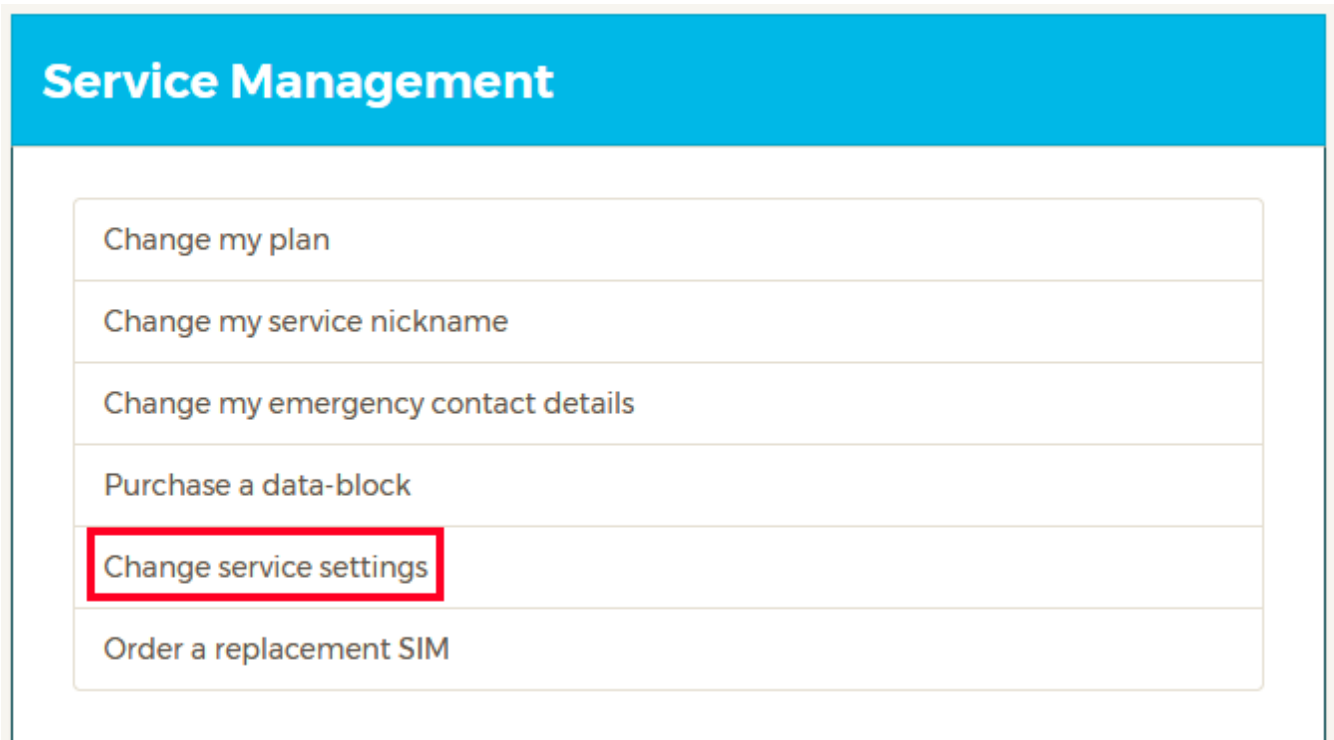
1. Visit [spintel.net.au](http://spintel.net.au)
2. Login to [My Account](#) by clicking on **Customers** and then **My Account**



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

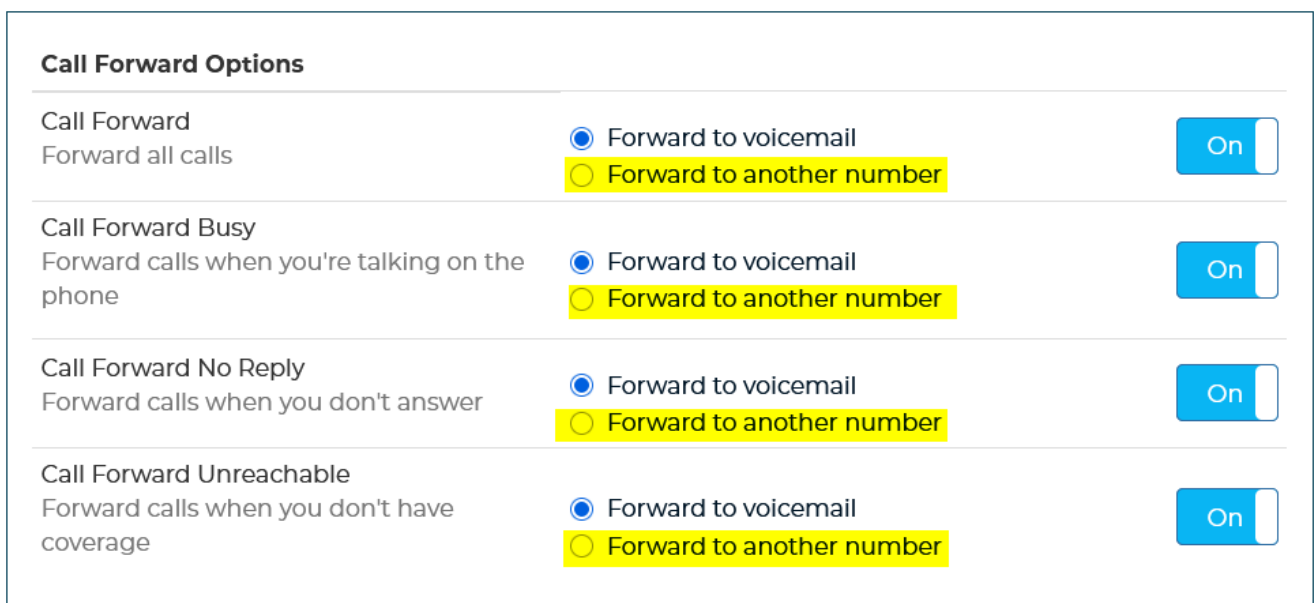


4. Scroll down to **Service Management** and click **Change service settings**



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:** 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>