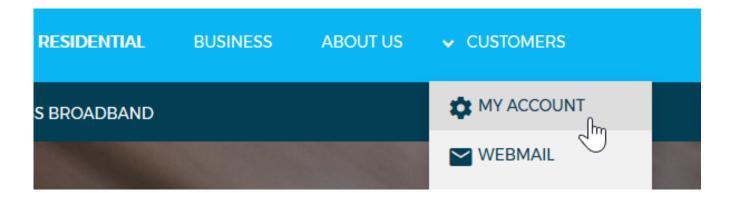
## How to Enable or Disable Voicemail for Your Home Phone Service

You can easily manage your voicemail settings through **My Account**. Just follow these steps:

- 1. Go to spintel.net.au.
- 2. Click on Customers, then select My Account and log in.



3. Once logged in, click **Manage Service** for the home phone service you'd like to update.



4. Scroll down to **Service Management** and click **Change Service Settings**.



## 5. Use the **Voicemail toggle switch**:



To **enable** voicemail: switch it **ON**, then set your preferred password and enter the email address where you'd like voicemail copies sent.

To disable voicemail: switch it OFF.

6. Scroll down and click **Update Settings** to save your changes.



**How to Access Your Voicemail** 

Via Handset or Softphone:

- 1. Pick up the handset or open your softphone.
- 2. Dial \*96 to access your voicemail.
- 3. A recorded message will inform you if you have any new messages.

## **Voicemail Menu Options:**

- Press 1 Listen to your messages
- Press 2 Change voicemail folders
- Press 3 Access advanced options
- Press **0** Manage mailbox settings
- Press \* Help
- Press # Exit
- After listening to a message, press 7 to delete it

Alternatively, you can also access your voicemail messages through My Account by following these steps:

- 1. On your <u>online account</u>, click **Manage Service** on your home phone service.
- 2. Scroll down to the **Voicemail** section.
- 3. If you have any messages, they'll appear in a table. Click the Play button (▶?) next to the Caller ID to listen.



If you need help or experience any issues, please don't hesitate to contact us.

## Online URL:

https://articles.spintel.net.au/article/how-to-enable-or-disable-voicemail-for-your-home-phone-service.html