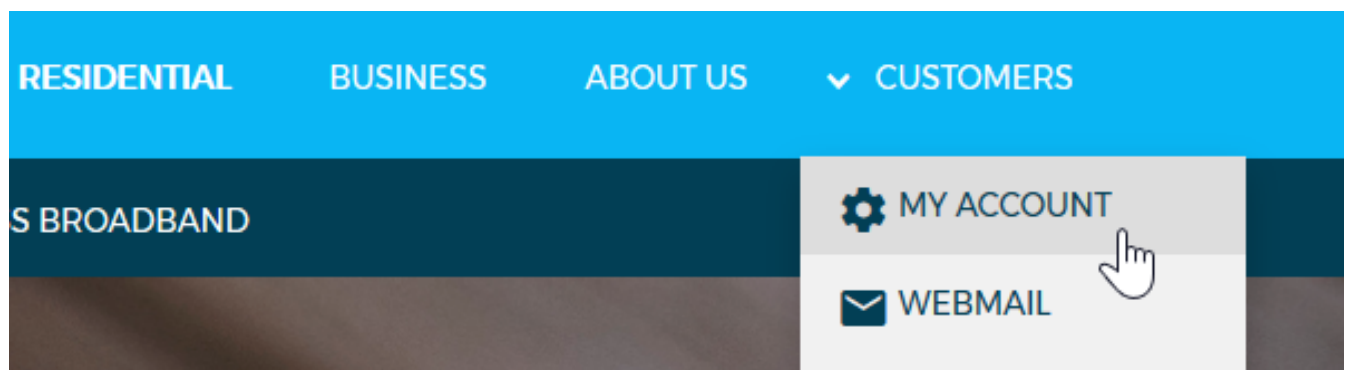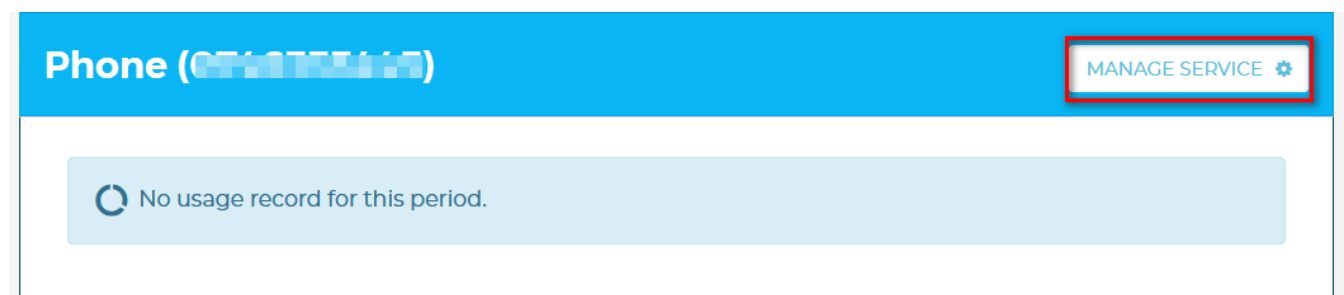# How to Enable or Disable Voicemail for Your Home Phone Service

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**.

Service Management

Change my plan

Change my service nickname

Change my emergency contact details

Change service settings

Cancel this service

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

Voicemail

Password

Email to

On

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.

Update Settings

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 online account, 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