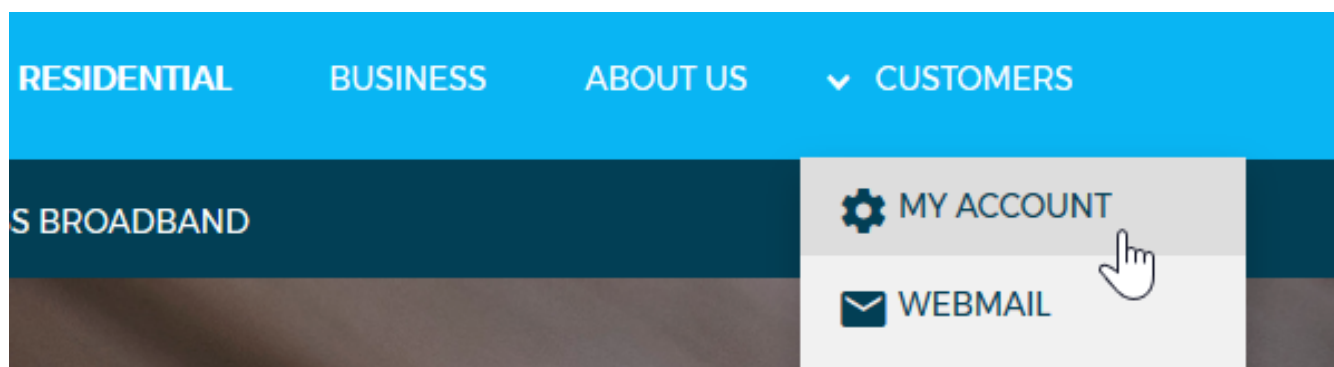


How to Enable or Disable Voicemail for Your Home Phone Service

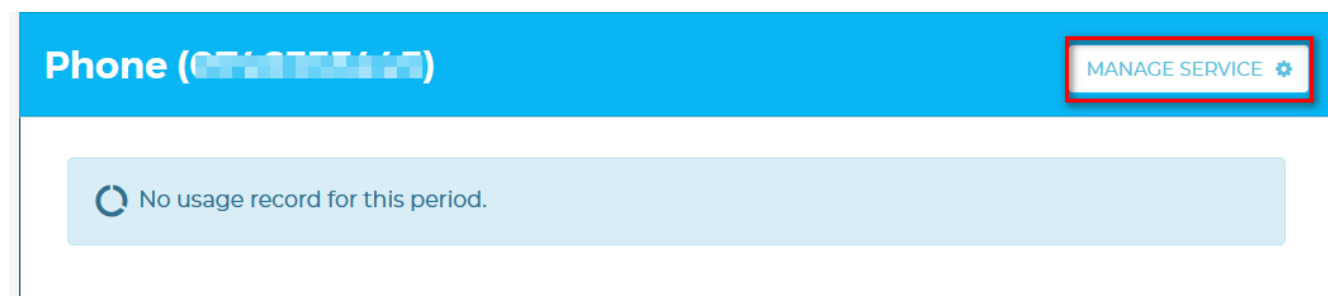
Steps on how to enable or disable Home Phone voicemail through My Account

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

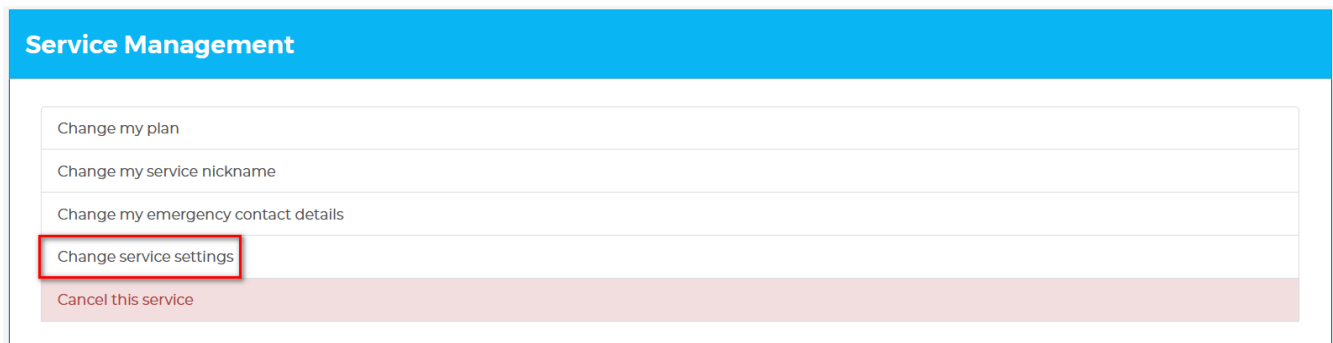
1. Go to spintel.net.au.
2. Click on **Customers**, then select **My Account** and log in.



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

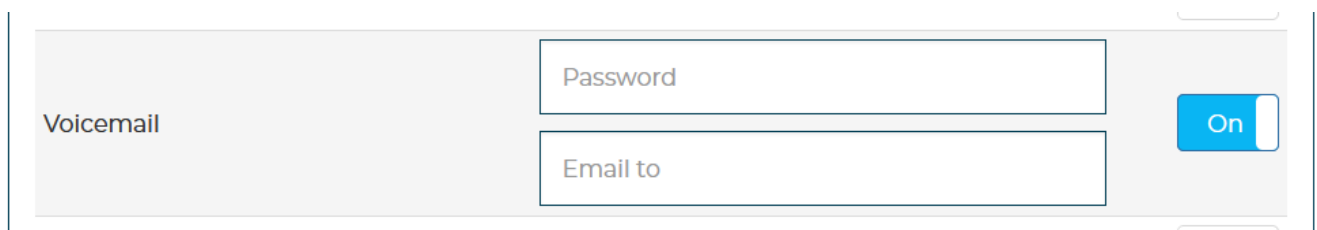


4. Scroll down to **Service Management** and click **Change Service Settings**.



The screenshot shows a blue header bar with the text "Service Management". Below the header is a list of menu items: "Change my plan", "Change my service nickname", "Change my emergency contact details", "Change service settings", and "Cancel this service". The "Change service settings" item is highlighted with a red rectangular border.

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



The screenshot shows a form for Voicemail settings. On the left, the word "Voicemail" is displayed. To its right are two input fields: "Password" and "Email to". On the far right of the form is a blue toggle switch labeled "On", which is currently turned 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**.

Important: Disabling voicemail will permanently delete all saved messages. Once voicemail is turned off, the mailbox is cleared, and messages cannot be recovered, even if voicemail is re-enabled later. We recommend downloading any important messages before disabling voicemail via My Account.

Voicemail

Date	Caller ID	Listen	
15 Dec 2025 03:01 PM	[Redacted]		
12 Sep 2025 08:39 PM	[Redacted]		

[Delete All](#)

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



Update Settings

Accessing Your Home Phone 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

Via My Account:

Alternatively, you can also access your Home phone 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.

To listen, click the Play button (▶️🔊) next to the Caller.

To download a voicemail, select the Download button (📄) to save any important messages.

To delete a voicemail, select the Delete button (🗑️) next to the download button.

Voicemail		
Date	Caller ID	Listen
9 Jul 2024 07:52 AM	[Redacted]	▶️ 0:05 / 0:05 🔊 📄 🗑️
20 Sep 2023 02:05 PM	[Redacted]	▶️ 0:00 / 0:06 🔊 📄 🗑️

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>