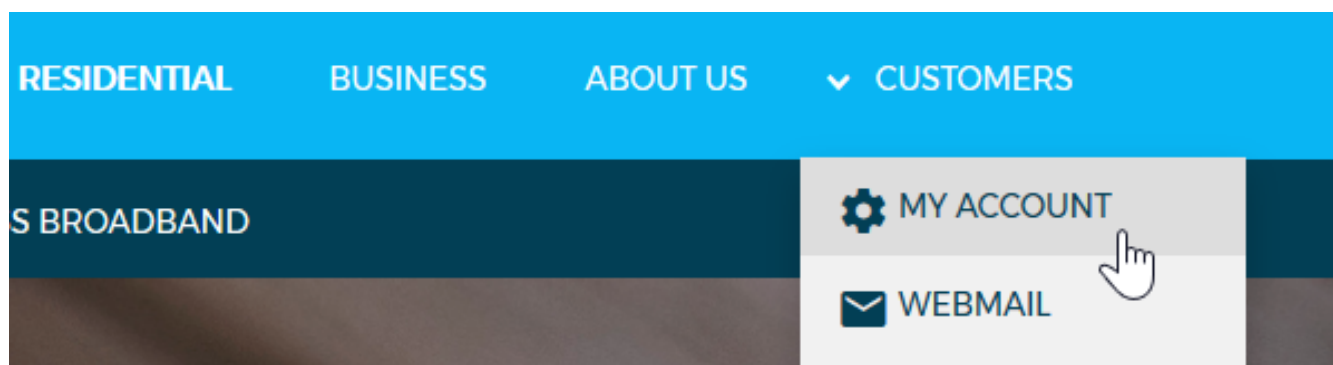


# How to Enable or Disable Voicemail for Your Home Phone Service

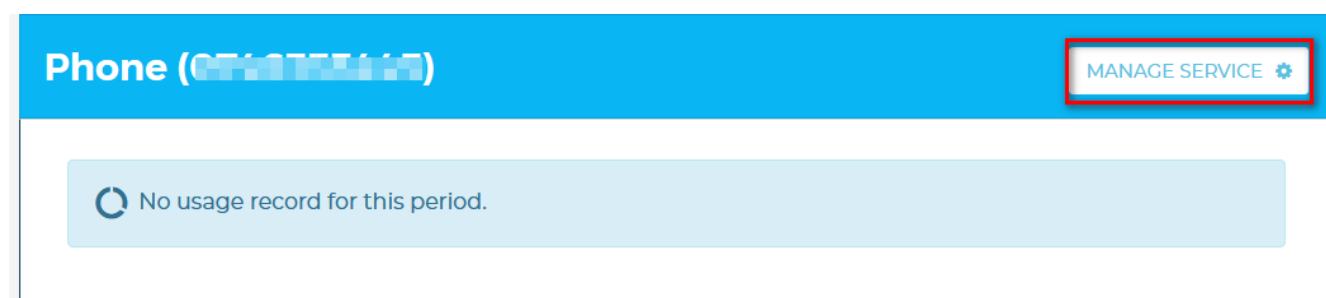
## Steps on how to enable or disable Home Phone voicemail through My Account

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

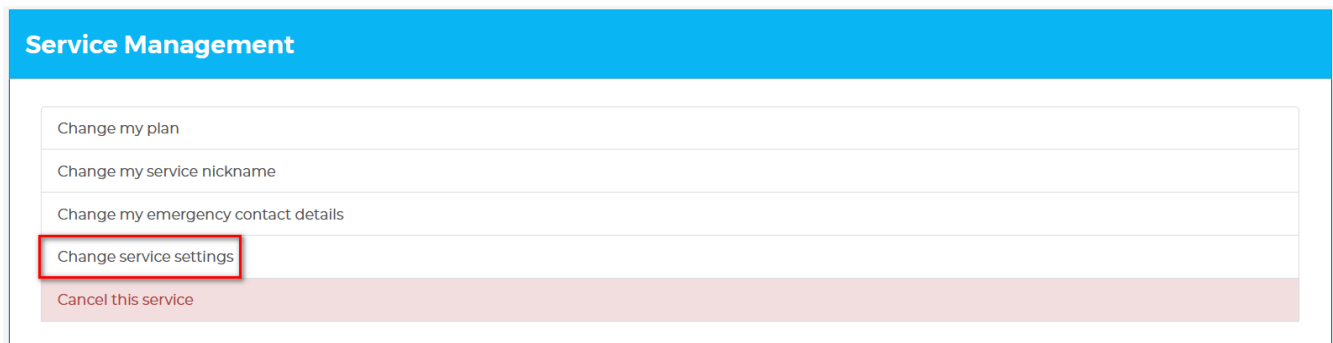
1. Go to [spintel.net.au](http://spintel.net.au).
2. Click on **Customers**, then select **My Account** and log in.



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

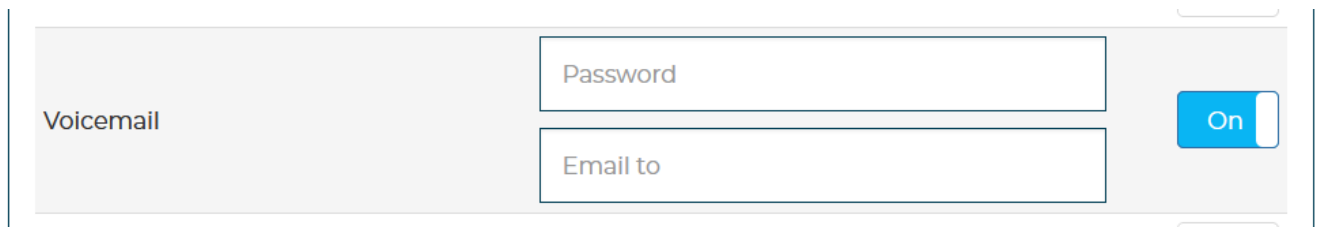


4. Scroll down to **Service Management** and click **Change Service Settings**.



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". Further to the right is a 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]		 



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>