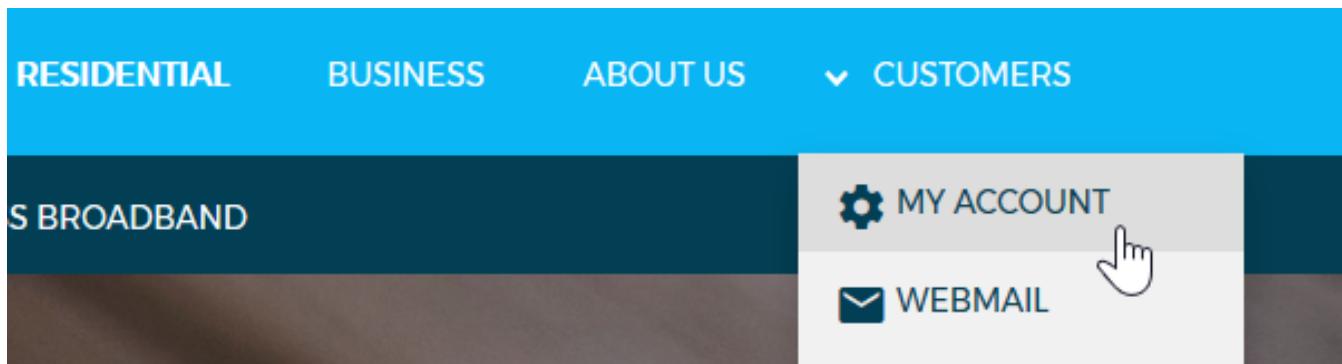


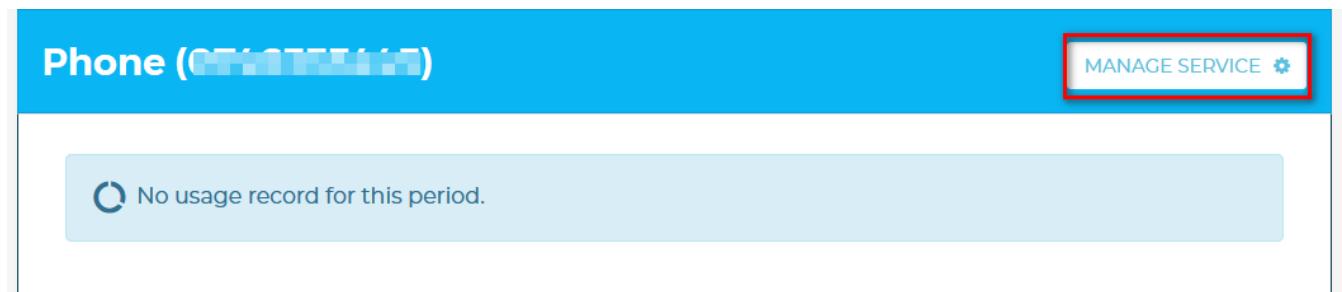
# How to Enable or Disable Voicemail for Your Home Phone Service

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

1. Go to [spintel.net.au](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**.

## Service Management

Change my plan

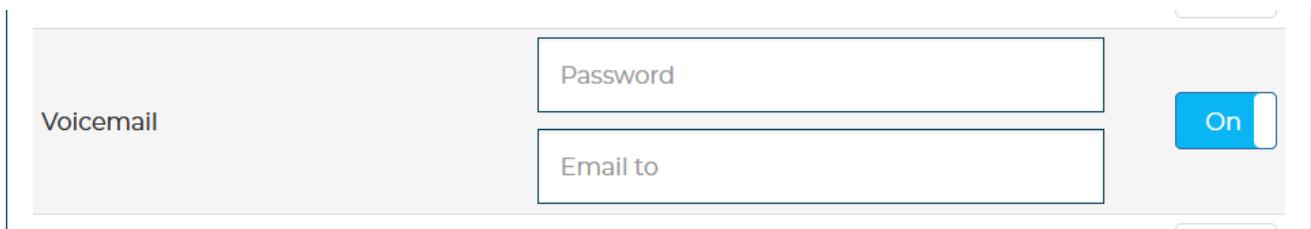
Change my service nickname

Change my emergency contact details

Change service settings

Cancel this service

## 5. Use the Voicemail toggle switch:



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 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.

**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>