

# How to Extend Ring Time Before Calls Divert - Mobile Service

To increase/decrease the ring time before an incoming mobile call diverts to voicemail or another number, follow these steps:

## Change Ring Time (Divert to Another Number)

Dial:

**\*\*61\*Number\*XX#** → Press Call

- Replace **Number** with the forwarding number (include area code for landlines).
- Replace **XX** with ring time in seconds (05, 10, 15, 20, 25, 30).
- Maximum: 30 seconds (5-second increments).

## Change Ring Time (Divert to Voicemail)

Dial:

**\*\*61\*321\*XX#** → Press Call

- Replace **XX** with the desired ring time (05–30 seconds).

If you're overseas/using roaming, use the codes above and simply replace: **321** with the international access number: **+61411000321**.

## Estimated Rings by Timer





## Troubleshooting ring time/diversion problems

- If your phone doesn't ring at all and you keep receiving voicemail messages, it's likely that you have an 'Unconditional' diversion active. You will need to cancel the unconditional diversion so you can answer the call.
- If the ring time still has not changed after testing, it's likely that the Missed Call Service is active.

To extend the ring timer for this service, dial:

**\*\*004\*0411000160\*\*XX#** → Press Call

Replace XX with the desired ring time in seconds (in 5-second increments, up to a maximum of 30 seconds; the default is 15 seconds).

- If your call diverts to a message of 'this number is not listed'. It means that your phone is diverting to voicemail; however, your voicemail is not active. To activate voicemail, call 321 from your mobile.
- If your phone diverts to a disconnected tone: Try cancelling and

reactivating your diversions, as the number it is diverting to may be incorrect.

### **Need Further Assistance?**

If the issue persists, please reach out to our team for additional troubleshooting and support.

Online URL:

<https://articles.spintel.net.au/article/how-to-extend-ring-time-before-calls-divert-mobile-service.html>