

How to use your Silo Phone Voicemail



Among the comprehensive list of free phone features included with your Silo Phone service is our complete voice mail service. This document will explain how to access and change its features using the handset of your phone.

What if I want to use my own answering machine?

If you currently use a separate answering machine, or one built into your home phones, you can continue to receive your messages using this device. If you opt to go this route we suggest disabling our voicemail service to avoid any conflicts. This can be done through the User Portal by clicking on *Manage Services* > *Monthly Residential Unlimited Phone Service* > *Manage Voicemail* > select “no” beside “go to voicemail on busy”, and “go to voicemail on no answer” > click “submit changes” button below.

I would like to use the Silo Phone voicemail. How do I access it?

From home: Dial ***62** on your handset

Everywhere else: Dial your **phone number**, then press * when it picks up

Okay, now what?

By default your voicemail is turned on and ready to go. It will have a generic unavailable message, and a **default password** ([contact](#) a Silo Phone representative to learn what the default password is). At the very least we suggest changing the password to something unique, and you will probably want to customize your unavailable message as well. Both of these settings can be found in the Mailbox Options section (located on page 3 of this file).

When you first enter the voicemail prompt you will be faced with the below options.

Press 1: Listen to your voicemail messages

Press 2: Change Folders

Press 0 :Mailbox Options

*Press *: Help*

Press #: Exit

Continue reading for a detailed map of the above menu options.

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Press 1: Listen to your voicemail messages

Press 3: Advanced options

Press 1: Reply (only possible with other Silo Phone customers)

Press 2: Call back

Press 3: Envelope

Press 4: Outgoing call

Press 5: Send Message (only possible with other Silo Phone customers)

Press 4: Play previous message

Press 5: Repeat current message

Press 6: Play next message

Press 7: Delete current message

Press 9: Save message in a folder

Press 0: Save in New Messages

Press 1: Save in Old Messages

Press 2: Save in Work Messages

Press 3: Save in Family Messages

Press 4: Save in Friends Messages

Note: During message playback, use these commands

*Press *: Rewind*

Press #: Skip forward

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Press 2: Change Folders

Press 0: Switch to New Messages

Press 1: Switch to Old Messages

Press 2: Switch to Work Messages

Press 3: Switch to Family Messages

Press 4: Switch to Friends Messages

Press 0: Mailbox Options

Press 1: Record your unavailable message

Press 2: Record your busy message

Press 3: Record your name

Press 4: Record your temporary message (This is used to temporarily change your unavailable message without recording over your original unavailable message)

Press 1: Record your temporary message

Press 2: Erase your temporary message (This will restore your original unavailable message)

Note: After recording a message, use these commands

*Press 1: Accept
Press 2: Play recording
Press 3: Re-record*

Press 5: Change your password