

Remember the 3 Ways to Retrieve Voicemail:		
Phone	Email	Online/Browser

Helpline number: 972-665-8759 PIN: 1833 Username: svdphfn@gmail.com

CHECKING MESSAGES DURING YOUR SHIFT:

The old-fashioned way with your phone, with changes due to the new system:

1. Call the helpline periodically.
2. If there are new messages, listen to them.
3. Once you've listened to a message(s) and hung up, the message will not be available to listen to again unless you enter "9", which means it will be 'saved as unread' so that it can be listened to again. All messages, whether listened to or not, are available from the emails sent by GV or on the GV webpage console in your computer's browser.

Advantages:

- It's similar to what you did previously.
- Can make calls from there using the helpline phone number or a random number from Google Voice.
- It's the fallback option if you don't have access to email on a smartphone, tablet, or computer.

Disadvantages:

- More work: call, type a PIN, or possibly type in a 10-digit phone number plus the PIN.
- Messages that have been marked as OLD/READ (listened to) are no longer available from a phone.
- Can't jump back and forth within the recording of a message or pause it. Must listen to the whole message again.
- Listened to messages will not be available again on your phone unless "9" (save as unread) is entered after the messages have been listened to.

Using email: (this is how SEAS uses GV, because it requires the fewest actions)

1. When you see an email titled "New voicemail from ...", open the message and click "PLAY MESSAGE" in the email to listen to it.

Advantages:

- The email will include the Caller ID of the friend's phone. You won't have to rely on the caller providing a phone number to reply.
- You can pause the recording of the messages and go back and forth within the message to listen to certain parts. (Play is an arrowhead symbol like this >, pause is a symbol with two vertical bars.)
- Listening to a message in an email automatically marks the message as "OLD/READ".
- You can listen to the message again as many times as you want by clicking "PLAY MESSAGE" in the email.
- If it's a Spanish message, you can forward the email to a translator.
- A transcription of a Spanish message is included in the email. You can copy the transcription and paste it into Google Translate or another translation program to get a rough translation in English. This might be good enough to create a Food Record, for example.

Disadvantages:

- You need a smartphone, tablet, or computer with access to email and the Internet.
- Different email programs and browsers present different experiences for playing the message. (BG has tested it on the Chrome and EDGE browsers, and on the iPhone's and iPad's Safari browser.)
- NOTE: We must be careful about who we forward emails to. We could be putting the friend's confidentiality at risk since anyone who receives a forwarded email will be able to listen to the message.

Online/Browser (i.e. voice.google.com) : (not the easiest or most convenient, but you can do almost anything here)

1. When you see an email, or if you just want to check it periodically, log in to voice.google.com.
2. Go to the voicemail screen, click the voicemail message you want to listen to and play it.

Advantages:

- Can do almost anything from here (listen to messages, place calls with the helpline number)
- Easiest place to find old messages.

Disadvantages:

- More complicated due to more choices of things you can do.

CLEANUP AT THE END OF YOUR SHIFT:

1. Double-check for missed messages
2. Confirm all messages are marked as “read”

NOTE These Differences:

When calling into GV from your phone, pressing * during the announcement to listen to voicemail messages left on the system does not stop the announcement and take you to the messages. You must wait for the entire announcement to play before you will be taken to the messages on the system.

Too many emails:

1. Develop a way to handle them
 - Route GV emails to a special folder in your email system.
 - Hit the delete button for new GV messages when not monitoring the warm line. This deletes the email from your phone or computer, but not from the GV website console. The other people on the distribution list will still receive the email.