

WARM LINE INSTRUCTIONS

STEP ONE

Retrieving voicemail via phone:

1. Call the Warm Line number: (682) 803-0713
2. During the greeting, press "*" (i.e. star). This will not interrupt the announcement. You must wait until the announcement ends.
3. For the core group of Joan, Judy, Brian, Jo, Julie, Lori, Elizabeth, John, and Diana, the greeting will finish playing and then you'll be prompted for the PIN: 1833
4. If you are not among the 'core' group, you will be prompted for a "forwarding number", enter 214-532-6544 (Lori's number). Don't worry, this won't forward anything. After entering the forwarding number, you will be asked to enter the PIN.
NOTE: in order to avoid this step, we can register your number with our Google account in the core group.
5. The most recent new voicemail message will start playing automatically.
6. Menu Options - the actions you can take are:
 - o Press 1 ... listen again
 - o Press 2 ... return call / place a call
 - o Press 3 ... get message details (Caller ID, date/time, etc.)
 - o Press 7 ... mark message as read. See note A below.
 - o Press 9 ... keep message as new/unread (*this is the default if you take no action*)
 - o Press # ... skip to the next message, keeping the current message as new/unread
 - o Press * ... return to main menu
7. NOTE: Retrieving messages via phone will only play new messages. Once a message is "read" (i.e. listened to), it will no longer be available to listen to again via a phone connection. But you will still be able to listen to it via the emailed notification or via the online voicemail inbox in Google Voice.

Retrieving voicemail via the email notification:

1. In the email you will find three main things:
 - a. The Caller ID of the caller in the email subject.
 - b. An attempted transcription of the message (see note B below).
 - c. A button to "PLAY MESSAGE".
2. Click "PLAY MESSAGE". Note: this marks the message as "read". See note A below.
3. If the message is in Spanish, the email can be forwarded to a translator.

Retrieving voicemail via the online voicemail box:

1. In a browser, go to <https://voice.google.com>. Click the blue SIGN IN button near the upper right corner.
2. Log in with username "weatherfordsvdp@gmail.com" and password "BethelRd2021"
3. On the next screen, click the voicemail icon (📞) near the top left of your screen to see the voicemail list.
4. From the list of voicemails, select the one you wish to listen to. Note: this marks the message as "read". See note A below.
5. In the center column of the screen, you'll find three main things:
 - o The Caller ID of the caller, near the top.
 - o An attempted transcription of the message, in the middle (see note B below).
 - o A button to play the message (▶), near the bottom.
6. Click the PLAY button (▶) to listen to the message.

7. NOTE: Please never DELETE messages from the voicemail inbox. Messages can stay in the voicemail box indefinitely, and it may be helpful at times to go back and review past messages.

(A) Important “Read/Unread” Note: As a general rule, ONLY the scheduled Warm Line person should check the messages. Why, you may ask? Checking a message will mark it as “read”. From that time on, that message cannot be played via the phone, and the scheduled Warm Line person checking via phone will miss it. We would risk missing a Friend’s message.

(B) Important Transcription Note: The attempted message transcription should only be used to get the general idea of the message. It should not be trusted to be accurate. Always listen to the voicemail before creating a record or calling the Friend.