

Documentation of the Mastery: Voicemail

1. Know how to access library voicemail when the Voicemail light is lit and when it is not.
2. Know how to Delete or Save messages, and how to listen to Saved messages.

Proof of Mastery:

Have a Training Proctor leave a message on voicemail for you.

1. In the presence of the Training Proctor, listen to the message, save it, then hang up.
2. Tell the training proctor what the message said.
3. Then show the Training Proctor what you are doing while you get back into voicemail, access the Saved message, then Delete it.

Current Training Proctors for this Mastery: Voicemail

- Meg VanPatten
- Val Chism
- Julia Schult

Resources:

This task is estimated to take 20 minutes for someone to master.

They will need:

- access to a library telephone with voicemail
- the documentation below, or the more complete handout Phone Instructions Basic.pdf
- May need to consult an Expert

How to Listen to Voicemail on BPL phones

1. Pick up the handset
2. If light is blinking, press the Voicemail button next to the blinking light, then skip to 5
If light is not blinking: Dial **250** (the extension for voicemail)
3. When you hear a voice, wait for a pause, then press the * key
4. When you hear another voice, wait for it to say “That was an invalid entry. Please enter your extension”. Put in your Extension number, then press the # key
5. When the voice says “Enter your security code” enter your passcode, then the # key
6. You should now be in your voicemail.

Once you are in:

- To listen to your messages, press **1**
If you have no New messages, **1** will play your Saved messages.
- After the message is done, replay the message by pressing * **1**
- Delete the message by pressing **3**
- Save the message by pressing **7**
- To switch between new and saved messages, press **77**
- When you are done, you can just hang up.