PROCESS TO UNLOCK VOICEMAIL ON PHONE

Those rostered on as selector/s should always check for messages on the phone upon arrival.

There was a situation recently where the access to voicemail messages had been locked. Jaydene as administrator was on leave and no-one else has administration rights.

I rang Nexgen Australia on 1300 063 943 and asked for technical assistance. Once connected I explained that I was calling from Solander Lake Bowls Club and that we needed the voicemail account unlocked.

I gave the technician the landline number of the club (3408 7021) and that it was the bowls desk line that was locked.

He was able to unlock it and supplied me with a temporary password which I entered. I was then asked to set a new password – I was able to use the existing password (450745), which I had to enter twice.

The technician also asked for my email address so that I could leave a review (and mention his name), which I did.