

# Voicemail's Original "Voice"



Voicemail's original "voice" belonged to LuAnn Dinklaker, a file clerk at Advanced Telephonics who learned to enunciate clearly while singing patter songs at the Lizard Alley Youth Camp (another story). In the early days, voicemail was a labor-intensive process: LuAnn would personally answer telephone calls from all over the world, announce that "no one was available to take [their] call" and to "please leave a message after the beep." Then she signaled her colleague, Romaine, who recorded the message on a Phonographicon®, the precursor of today's CD burner. When subscribers phoned in for their messages, the procedure was reversed, albeit not always successfully—which is why industry analysts were surprised that voicemail remained popular for as long as it did. But then they probably never had the pleasure of listening to LuAnn!