KNOWN COMMON TROUBLES: CLASSIC MAIL

Troubles	Possible Cause	Suggested Remedy
Multiple Greetings Heard	Both the company greetings and the top level menu have been recorded with the same message	
All calls transfer to Attendant or General Delivery Mailbox.	No routes programmed. More than likely this will **NOT** be the case, but it has happened.	
	Routes programmed, but **NO** top level menu recorded. This is (more times than not) the problem. People will record the company greeting as their top level menu and don't record the top level menu. Since no top level menu is recorded, no routes are active!	
Can't Access a USER Mailbox (NOT Admin.)	Several reasons for this... User forgot password number. User changed password then left company. Voice Mail Access lines not assigned. IC# outward call restricted	SOLUTION: Have System Administrator reset password.
Voice Mail doesn't answer one line at all.	Again, several reasons for this: Line is not in service. Line not assigned to Voice Mail emulation ports. Rings before answer on those lines set incorrectly. (MP2 only). ASA features active! i.e. CF/DXD/RLA.	
Off-site message alert doesn't call to a PAGER.	Change the amount of pauses to coincide with the answer time, message time, and ringing time.	
	Be sure off site message alert levels are all active!	

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Troubles	Possible Cause	Suggested Remedy
	Make sure no lines are blocked for off-site message alert. If lines are blocked, confirm that they **SHOULD** be blocked.	
	M206, M410 only - Even though they do not exist, and depending on the software package, make sure that lines 3-8 on the 206, and lines 5-8 on 410 are blocked for off-site alert.	
	M206, M410 only - Even though they do not exist, and depending on the software package, make sure that lines 3-8 on the 206, and lines 5-8 on 410 are blocked for off-site alert.	
Voice Mail answers line(s) too slow/too fast	Make sure lines are IN SERVICE	
	Make sure ring before answer on individual lines set correctly.	
Voice Mail doesn't answer with correct day/night company greeting.	Check business hours to make sure they are correct.	
	Make sure time is set correctly in Voice Mail.	
Lost Administration Password.	(1.6 only) push in diagnostics button 3-5 seconds password in ADMINISTRATION MAILBOX AND ADMINISTRATION ACCESS reset to 23646 (A-D-M-I-N).	

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Troubles	Possible Cause	Suggested Remedy
	Release 1.5 a tech may be sent out with a laptop and an RS232 connection to retrieve password. (Tech must go through tech support and then to John Givens for assistance.)	
Voice Mail transfers to wrong IC number	Confirm routing is correct. Make sure that the intercom in the path is REALLY the correct IC number!	
	Make sure IC 10 (11-14 on 1030/3070) is set to attendant functions. 11-14 on the 1030/3070 MUST be set to attendant on the Merlin CU.	
	IC 10 on M206, 410, 820 (FP2), MP1, and MP2 MUST have auto IC buttons in the DEFAULT position.	
	On 1030/3070 SQUARED SYSTEMS ONLY the lines MUST be assigned to the VT to receive transferred calls (direct transfers)	
	On announced transfers, calls may be picked up using a LINE PICKUP feature (FM4 & 5 only). People may say they are not receiving transferred calls if the announced transfer is active AND the voice announce is DISABLED.	

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Message get cut off in MID-CONVERSATION.	If only 1 mailbox, maybe a problem with the VOICE MAIL itself. Reset Voice Mail to attempt to alleviate problem.	
	If problem is with all or several mailboxes, problem may be with Talk-Off. A tech may need to be dispatched with a laptop and RS232 adapter to change system parameters. THIS IS NOT A CUSTOMER/USER PROGRAMMABLE FEATURE!!	
Message light won't turn off.	On Merlin 1030/3070 FM5 only, all display phones need to have a message delete button programmed. The code is *78.	