Voicemail Known Issues and Solutions

General
This document describes known issues and solutions for new Voicemail system. Please refer to the Voicemail flowchart diagram for “Action” detail.

List

<table>
<thead>
<tr>
<th>Action</th>
<th>Issue/ Solution or Workaround</th>
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| When changing your passcode if you enter your 5 digit extension number as any part of your new passcode ... | **Issue**: The system will play an error message stating “... an error has occurred, please contact the system administrator.”  
**Solution**: A future update will provide a more descriptive error message informing the user that their campus extension number may not be used as any part of your passcode. |
| When setting “Type Of Messages Played”, select “Personal Options”, then “Administrative Options”, then “To Establish or Change Administrative Options” ... | **Issue**: The system will list fax and email playback options even though these features are not currently enabled.  
**Solution**: A request has been submitted to omit from the playback list the options that are not enabled. |
| When replying to a voice message, after recording your reply, if you select “0” to hear delivery options and then press # to send the message... | **Issue**: The system will not acknowledge that the message is sent. Instead, the system replays the delivery options menu. The message has actually been sent. The statement “message sent” is missing.  
**Solution**: This will be corrected in a future software update. |
| When sending a voicemail message to another voicemail box, if you select “0” for addressing options... | **Issue**: The system will list the “Dial by Personal Contact” option even though this feature is not available.  
**Solution**: This option cannot be used as there is no way to populate a Personal Contact list. It is yet to be determined if this feature will be available in the future. |
| When sending a voicemail message specifying future delivery... | **Issue**: After specifying the time or date for the message to be sent, the system will respond with “to send your message now press #, to hear more delivery options press 0”. The wording of this phrase is incorrect. It should state “to activate future delivery now, press #”.  
**Solution**: After specifying future delivery information, press #. The future delivery will be activated and the message will be sent at the specified time/date.  
A request has been submitted to correct the phrase. |
| When sending a voicemail message using the future delivery option... | **Issue**: The recipient’s message waiting indicator is not activated when the message is delivered at the specified time.  
**Solution**: This bug will be fixed in a future software update. |
| When sending a voicemail message, using other addressing options... | **Issue**: The system will not instruct you to “press # if there are no more addresses”  
**Solution**: A request has been submitted to include the above instruction |