

6 Troubleshooting

Overview

This chapter provides procedures for solving the most common problems that you may encounter with the system. You may be able to resolve a problem quickly and easily by following the appropriate steps. If you are unable to resolve a problem, call the Lucert Technologies Technical Support Organization (TSO) Helpline at 1-800-628-2888 or your authorized dealer.

Problems and Corrective Action

PROBLEM: Touch-Tones were entered but not detected by the MERLIN Messaging System.

Possible Cause

The line is too noisy. The system may not be able to interpret Touch-Tones while a prompt plays because of the noise.

Corrective Action

Wait until the prompt finishes before entering the Touch-Tones.

If you are using a speakerphone, turn off the microphone.

Correct the noisy lines.

PROBLEM: A call transferred by the system appears on both the ICOM button (Key mode) or SA button (Hybrid/PBX mode) and a telephone's line button.

Possible Cause

Corrective Action

When the system transfers a call to a telephone that has a line appearance for the line the call is on, the call will ring at the ICOM button but will also flash on the line button. This is normal operation.

Use the ICOM or SA button to answer the call.

PROBLEM: System terminates recording of name, greeting, or message before user finishes.

Possible Cause

Corrective Action

Recording may have reached the time limit set for it.

Be sure the recording does not exceed the time limit, then re-record it.

Speaker's voice sounded like a Touch-Tone digit.

Re-record the message.

PROBLEM: Callers hear ringing, but the system does not answer.

Possible Cause	Corrective Action
This is normal when all the system ports are busy.	None. Add ports if this happens frequently.
One or more MERLIN Messaging ports may be locked or defective.	<p>To verify whether the voice ports on the MERLIN Messaging module are operating properly:</p> <p>Look at the voice-port LEDs on the MERLIN Messaging module.</p> <ul style="list-style-type: none">• If any voice-port LEDs are Off, call the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer.• If any voice-port LEDs are green, call the extension number associated with the voice port. If you get no answer, call the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer.• If any voice-port LEDs are green blinking, a call is being handled at the voice port. If the call does not drop, call the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer.

Possible Cause	Corrective Action
The ICOM buttons (Key mode) or SA buttons (Hybrid/PBX mode) associated with the MERLIN Messaging ports (extensions) connected to the MERLIN LEGEND Communications System may have been set to No Ring.	Check the settings through MERLIN LEGEND Communications System programming. The SA or ICOM buttons should be set to Immediate Ring.

PROBLEM: Caller hears elongated ringing and the system does not answer.

Possible Cause	Corrective Action
MERLIN Messaging ports have been busied out by the communications system.	Restore the slot containing the MERLIN Messaging System via SPM or the communications system administration terminal set. If this has no effect, call the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer.

PROBLEM: The system does not answer immediately.

Possible Cause	Corrective Action
The ICOM buttons (Key Mode) or SA buttons (Hybrid/PBX mode) on the MERLIN ports (extensions) connected to the MERLIN LEGEND Communications System may have been set to No Ring or Delayed Ring.	Use MERLIN LEGEND Communications System programming to check the settings. They should be programmed for Immediate Ring.

PROBLEM: A busy signal is received when calling into voice mail.

Possible Cause

All ports are in use or maintenance is being performed on the MERLI Messaging System module.

Corrective Action

Try again later. If the condition persists, call the Lucent Technologies Technical Service Organization (TSO) or authorized dealer.

PROBLEM: Messages cannot be left in a user's voice mailbox.

Possible Cause

Voice mailbox is full or system is full.

Corrective Action

Delete unneeded messages from the mailbox.



NOTE:

Mailbox sizes range from 5 to 180 minutes or 120 messages. The system capacity is 100 hours of storage. If users frequently hear the "Mailbox 80% Full" or "Mailbox Full" message, the System Administrator may want to increase the storage size of the users' voice mailboxes.

PROBLEM: The first part of the greeting gets cut off.

Possible Cause

You may have begun recording the greeting too early.

Corrective Action

Re-record the greeting, speaking after the beep ends.

PROBLEM: Calls are not being transferred or are being transferred improperly.	
Possible Cause	Corrective Action
Rotary Enable has not been administered for the MERLIN Messaging extensions.	Make sure all MERLIN Messaging System extensions have been programmed as Rotary Enabled. See “Enabling Rotary Signaling” in Chapter 2.

PROBLEM: Calls are not being transferred properly.	
Possible Cause	Corrective Action
Automated Attendant Service may not be administered properly.	<p>Make sure the menu prompt matches the programmed Selector Codes.</p> <p>If the problem involves the Call Answer Service Operator, be sure the proper extension has been designated as the Call Answer Service Operator. On the MERLIN Messaging System, check the setting for the Call Answer Service Operator's Extension. On the MERLIN LEGEND Communications System, check the setting for Unassigned under the Options menu.</p>

PROBLEM: Message-waiting lights are not turning on and off.

Possible Cause

The MERLIN Messaging port that lights the message-waiting light has not been administered as Rotary Enabled.

Corrective Action

Check the communications system programming for Port 2 on a 2-port system, Port 4 on a 4-port system, and Port 6 on a 6-port system to ensure the port is set to Rotary Enable.

PROBLEM: A user is unable to log in to Voice Mail.

Possible Cause

Password may be incorrect.

Corrective Action

Check to see that the password is correct. If the user has forgotten the password, log in to the MERLIN Messaging System as the System Administrator and reinitialize the mailbox password.

Someone else is already logged in to that mailbox.

Only one person can log in to a mailbox at a time. Change the mailbox password to prevent unauthorized use.

PROBLEM: Message-waiting lights are not being turned on/off in a timely manner.	
Possible Cause	Corrective Action
If the problem occurs during times of heavy telephone traffic, there may be an insufficient number of Touch-Tone Receivers (TTRs).	Have the Lucent Technologies Technical Service Organization (TSO) or your authorized dealer test TTRs and review your system configuration to make sure you have sufficient TTRs.
MERLIN Messaging System port that turns the message-waiting light On and Off is defective.	<p>To test if the MERLIN Messaging port is faulty, dial the extension of the MERLIN Messaging port that lights the Message Waiting light. On a two-port system, dial Port 2's extension; on a four-port system, dial Port 4's extension; on a six-port system, dial Port 6's extension.</p> <p>The MERLIN Messaging port LED should be green. If it is not, and if the port does not answer and play the voice mail greeting, the base module needs to be replaced. Call your Lucent Technologies Technical Service Organization (TSO) or authorized dealer. This can only be done by a trained technician.</p>

Possible Cause

If only one message-waiting light is affected, the LED on the telephone set may be defective.

Corrective Action

From a non-display, multiline telephone, check the message-waiting light:

- 1** Go off-hook on the extension.
- 2** Enter # 53 followed by the extension number to turn the light On.
- 3** Enter # * 53 followed by the extension number to turn the light Off.

If the light is defective, replace the telephone.

PROBLEM: Message-waiting lights are not being turned On/Off in a timely manner.

Possible Cause	Corrective Action
There is heavy call traffic and Outcalling volume on the MERLIN Messaging System. The same port used for message-waiting light activation/deactivation performs Outcalling. This port is also used in call handling. If your system performs heavy Outcalling or has heavy call volume, the port may frequently be unavailable for message-waiting light activation/deactivation.	You may need to add more ports or reduce the frequency of Outcalling. You should also check the programming of the MERLIN LEGEND Communications System to make sure that the Calling Group is administered as a Linear Hunt type and that the port that performs message-waiting light activation/deactivation (Port 2 on a two-port system, Port 4 on a four-port system, and Port 6 on a six-port system) is the last port in the MERLIN Messaging Calling Group.
Message-waiting light remains lit if there are any new messages in the mailbox.	Once you listen to all new messages, the message-waiting indicator goes off.
Message-waiting light may be indicating that there is a message in the General Mailbox, or that an operator message or a fax has arrived.	If you are the General Mailbox Owner, check the General Mailbox and delete all messages. If you are the Fax Message Receiver, check to see whether a fax has arrived and, if so, turn off your message-waiting indicator. Also, check with the operator to see whether you have a message.

PROBLEM: Calls are not being answered by the correct Automated Attendant.

Possible Cause

Corrective Action

Line may be assigned to the wrong Automated Attendant.

Check MERLIN Messaging System line assignments. Make necessary corrections.

If configured with a “phantom” station, the phantom station used for Delayed Call Handling may not be the principal owner of the line. See the communications system *Feature Reference* for more information regarding phantom stations.

Make sure that the correct phantom station is the principal owner of the line. Correct programming, if necessary.

Automated Attendant Mailbox has not been set up for the Delayed Call Handling Calling Group.

Make sure that the Automated Attendant Mailbox number corresponds to the Delayed Call Handling Calling Group extension number.

Lines may not be assigned to the Calling Group used for Delayed Call Handling.

Check communications system programming to be sure lines are assigned to the correct calling group and correct, if necessary.

PROBLEM: Outcalling is delayed.

Possible Cause	Corrective Action
There is heavy call traffic and Outcalling volume on the MERLIN Messaging System. The same port used for message-waiting light activation/deactivation performs Outcalling. This port is also used in call handling. If your system performs heavy Outcalling or has heavy call volume, the port may frequently be unavailable for Outcalling.	You may need to add more ports or reduce the frequency of Outcalling. You should also check the programming of the MERLIN LEGEND Communications System to make sure that the Calling Group is administered as a Linear Hunt type and that the port that does Outcalling (Port 2 on a two-port system, Port 4 on a four-port system, Port 6 on a six-port system) is the last port in the Calling Group.
If the problem occurs during times of heavy telephone traffic, there may be insufficient Touch-Tone Receivers (TTRs).	Have Lucent Technologies Technical Service Organization (TSO) or your authorized dealer test the TTRs and review your system configuration to make sure you have sufficient TTRs.

PROBLEM: Outcalling to a pager is not working.

Possible Cause	Corrective Action
Outcalling number is not properly programmed.	Check that the Outcalling number is correct. If not, reprogram the number.
Restriction is still assigned to the last port.	Check the communications system programming to ensure the last port is Unrestricted. Also check the Facility Restriction Level (FRL).
Insufficient number of pauses in Outcalling number.	It is a good idea to include a pause between the pool access number and the telephone number. It is also important to include a sufficient number of pauses between the pager number and the Personal Identification Number (PIN), or between the pager number and the call back number. Leave at least seven pauses after the pager number. You must allow enough time for the paging service to answer before the PIN and/or callback number is dialed.
If the problem occurs during times of heavy telephone traffic, there may be insufficient Touch-Tone Receivers (TTRs).	Have Lucent Technologies Technical Service Organization (TSO) or your authorized dealer test the TTRs and review your system configuration to make sure you have sufficient TTRs.

Possible Cause	Corrective Action
There may not be a line available to place a call.	If all lines are in use when the system attempts to Outcall, the Outcall does not go through. The MERLIN Messaging System waits the amount of time programmed as the Outcalling Delay before trying to call again. You may need to increase the number of Outcalling Cycles, increase the minutes between outcalls, and/or obtain more lines.
Message was received outside the hours programmed in the user's Outcalling Schedule or the Outcalling period is over.	This is normal operation. Outcalling is performed only during the hours specified by the user's Outcalling Schedule. Outcalling will be done only for messages received during the Outcalling period.
Outcalling may not be turned On.	Have the mailbox owner check to see that Outcalling is turned On.