



Voice Mail

I cannot retrieve my voice mail messages from our voice mail system. What should I do?

If you are logging into voice mail by pressing a single button, try logging in by dialing [INTERCOM] [7] [7] [7]. If this works, give us a call and we can help you reprogram the button.

If you have tried to log in using [INTERCOM] [7] [7] [7] and you get a ring with no answer, it is possible that your voice mail processor has hung. A simple fix to this problem is to turn the voice mail system off, wait about 30 seconds, and then turn it back on. To accomplish this will require access to the area where your telephone system is located. Once in the area there should be a computer box (probably marked with DuVoice) on it. Once you have located the computer, follow the power cord to where it plugs into the wall or battery back-up unit. Unplug this cord and wait about 30 seconds. Plug the cord back in after waiting. Give the system about 3 minutes to come back up to speed. Try logging into voice mail again. If you still get a ring no answer, please give us a call as soon as possible.

While this problem does happen from time to time, it is nothing to be terribly concerned about. Your voice mail is a computer based application. Occasionally, power flickers or surges can cause the computer to hang. I think we have all had a computer hang on us for what appears to be no apparent reason. This type of problem should not happen very often. However, if the problem becomes more frequent, please give us a call so that we can check out your system before a real problem develops.