

Answering Machines

The following general procedure will help you in identifying the common problems with answering machines. Always read the manual for the piece of equipment you are using.

One

Start at the power source if your digital answering machine isn't working at all. Double check that the AC adapter is correctly plugged into the wall. It's best that the answering machine has its own power outlet and is not placed on a power board. If the office has frequent power surges, you will need to have a surge protector installed.

Two

Replace the battery in your cordless telephone if you have a combination unit that suddenly stops working.

Three

Try plugging your digital answering machine into a different power outlet if it does not appear to be working or if there is a crackling noise in the handset. The problem could be with the power outlet.

Four

Consider rebooting your telephone. Unplug from the electrical outlet and the telephone. Wait a minute, and then plug both back in.

Five

See if your answering machine allows you to increase message times for callers who regularly run out of room. You can configure some machines to allow callers to leave messages up to five minutes long.

Six

Remember security code if your telephone answering machine has this function. A great way to set it up is to use the last four numbers of the office telephone number. Models differ, but try to press 0 (zero) during your greeting message, then entering the PIN.

Seven

Understand that not all answering machines are VOIP (Voice Over Internet Protocol) compatible. If you recently installed VOIP in your office and your digital answering machine suddenly quit recording messages, this could be the problem.

Hint: Many manufacturers place user manuals for their products on their web sites. Check the manufacturer of your answering machine's web site if you have lost the manual.