

## **Avaya IP Office Embedded Voice Mail VM Answers But Drops Call Telquest Tech Support**

### **Trouble Report:**

**Calls are coming in via SIP Trunks, PRI or CO Lines.**

**The caller hears the users voicemail greeting and then hears the tone to leave a message.  
But the caller cannot leave a message because the call drops.**

**Possible cause is that the SD Card is full.**

**Open the System Status Program**

**Double Click on "Voicemail"**

**Double Click on "Mailboxes"**

**Look at the number of "New Messages" and "Number of Saved Messages".**

**They should be low.**

**If they have a high number of either type, then you need to delete some or all messages.**

**You can also check the Memory Card Status:**

**Double Click on "System"**

**Double Click on "Memory Cards"**

**Double Click on "System SD"**

**It will graphically indicate to you how much space is being used on it.**