



## Service Advisory Bulletin

SAB 00002

October 15, 1996

### Product Line

ExecuMail

### Product Codes

All codes in ExecuMail

### Symptoms

- ExecuMail tells a caller, "I'm sorry I did not hear your selection", and restarts the call at the main menu.

### Problem

ExecuMail is not recognizing the digit 2 at the end of mailbox numbers. The 2 at the end of mailbox numbers tells ExecuMail to skip the transfer and go directly to the box's greeting. This occurs under the following conditions:

- 1) The user activates the transfer to voicemail key.
- 2) A station RNA's or is forwarded to voicemail.
- 3) A line ID has the 2 at the end of the box.

This occurs in mailboxes where the user has set transfer to "no" and has not entered anything in the "Extension number" field.

### Action

Input something such as "X" in the extension number section of the transfer field.

CORRECT: System asks, "Transfer?" User enters, "No" then "X".

WRONG: System asks, "Transfer?" User enters, "No" with no further entry.