



Tech Note TS0002

Issue: Message “Listening to voicemail is not available at this time”

The above message is issued by TalkSwitch when the system thinks a voicemail message is already being played by someone else when you attempt to access it. This can also happen in some instances when you exit from your voicemail box incorrectly.

Solution:

1. When done with your voicemail box, exit normally by pressing the * key.
2. Make sure you are running version 6.11.37 of the management software. The management software version is listed at the bottom of the screen when you first open it.
3. If you have a message that you cannot access, and are getting the above error, reboot your TalkSwitch system.