

MS Phone's Answering Machine Not Answering

If MS Phone's Answering Machine does not come on (or if the phone rings up to 12 times before the machine comes on) check the settings in the Answer tab of Phone Properties:

1. Go to MS Phone's menu bar and choose Options.
2. From the Options drop down menu, choose Phone Properties.
3. Select the Answer tab.
4. Verify that the "Turn on answering machine" box is checked.
5. Set "When answering machine is off, turn on after ___ rings" box to 2 or lower.
6. For ring options: Set "When there are no new messages, answer after ___ rings" box to the number of times you want the phone to ring before the answering machine comes on, for example, 4.
7. Set "When there are new messages, answer after ___ rings" to the number of times you want the phone to ring where there are messages on the answering machine. This ring tells you whether there are messages or not when you call in to retrieve your messages.
8. Click on OK to close the Phone Properties dialog box.
9. Check to determine if Answering Machine is working correctly.