

# NEC *Tech Tip*

**Date:** 10/14/2004

**Number:** NEC0065

System	Software
DS1000 / DS2000	03.2*.**

**Title:** DS1000/2000 IntraMail Port Lockup Discovered in Software 03.21.00

When a caller leaves a message in a mailbox and hangs up, that mailbox may immediately try to do a message notification even though the feature has not been activated in that mailbox. This may leave that voice mail port locked up. This problem can also occur if a Message Notification retry attempt occurs outside of the programmed notification callout time.

The temporary solution is to go to each mailbox and do an OP (Options) and N (Notification).

A permanent solution should be available in a future software release.

This problem only occurs in software version 03.2\*.\*\*.