



## TROUBLESHOOTING GUIDE – LORAIN COUNTY

**The voice prompt repeatedly says, “Please enter the five digit extension of the person you’re trying to reach.”**

You have to press \* during the initial greeting in order to access the message retrieval system.

**The voice prompt asks you to leave a message.**

You have to press \* during the initial greeting in order to access the message retrieval system.

**After entering the 10-digit phone number, the voice prompt replies, “Invalid entry.”**

The voice prompt that asks for your 10-digit phone number is incorrect. Ignore it. Instead, you want to enter your 5-digit extension, which should be listed on your “Message Retrieval for Clients in Lorain County” info sheet or wallet card next to Number 3. If you have lost/forgotten your 5-digit extension, you should contact your case worker.

**After entering the password, the voice prompt replies, “Invalid entry.”**

Two possibilities may have occurred here:

1-You entered the wrong 5-digit extension number when the voice prompt asked you for it. The correct 5-digit extension number should be written on your “Message Retrieval for Clients in Lorain County” info sheet or wallet card next to number 3. You should hang-up and try again. If you are entering the correct 5-digit extension number, you may be entering the wrong password.

2-You entered the wrong password. Your password should be written on your “Message Retrieval for Clients in Lorain County” info sheet or wallet card next to number 5. If you entered the password correctly and still get the above error, or you have forgotten/lost your password, you should call your case worker and make sure your information is correct. If the password continues to not work, the voice mail box may have to be reset.

**“You have been forwarded to an automatic voice messaging system. The voice mail box you have been forwarded to is temporarily unavailable....”**

This error message could mean several things. It seems to pop up as the miscellaneous “something is wrong” message. If you get this message, all you have to do is press \* and you will be taken back to the message retrieval system (Number 3 on your “Message Retrieval for Clients in Lorain County” info sheet or wallet card). The most popular reasons you will get this message are as follows:

1-You pressed \* or # or some other button when you weren’t supposed to. This confuses the computer, so it panics and gives you the above message.

2-You entered the wrong password too many times.

**When trying to change a client’s password, the voice prompt says, “Invalid password.”**

In order to ensure the security of your voice mail box, if a password is too simple (i.e. sequential numbers or too many repeated numbers), the system will reject the password. The voice prompt is shy. When it says “invalid password,” it’s really trying to say, “I’m sorry, that entry is too easy to guess. Please enter another more difficult password.”