

6. Each of the InMail extensions must be set to DP and Special in 15-03.

15-03: Single Line Telephone Basic Setup

Extension

01 - Signaling Type

03 - Terminal Type

7. Finally assign the Voice mail Department Group. **DO NOT** change any other settings in 45-01 other than

45-01: Voice Mail Integration Options

01 - Voice Mail Department Group

8. Trouble Shooting

Test the InMail by dialing *8 from a phone and if there is an associated mailbox for the station you should be logged into it. If there is no mailbox you will hear "Please enter the mailbox number". If you get a Busy or Ring No Answer check the following.....

- Confirm the InMail compact Flash card is installed to the CP00. The CPU MUST boot with this card installed. If you installed while SV8100 was online the CPU will not see the InMail until a reset.
- Confirm you have the CORRECT flash card. The InMail VM8000 flash card is very similar in appearance to the UM8000 flash card which is a completely different piece of hardware. VM8000 NOT UM8000.
- See step 4 on how to check that the InMail license is installed correctly. If you have no license as yet but wish to test you can turn on up to 10 days of full license by going into telephone programming and assign 90-37-01 to a 1~10 (R5 and higher). The number assigned is the number of days you will have a full license for.
- See step 4 again and confirm you have the correct number of ports in the VM Department group.
- Double check step 1. If you assign the InMail to ports 64 and above and do not have an ME50 installed, the InMail will not answer.

Other Install Notes

- InMail ports DO NOT count toward your total port count. They do however limit the maximum number of extensions by 16.
E.g. If you install the InMail into a 64 port system it will take 16 ports (49~64) from 11-02. This limits the system to a maximum of 48 stations. However along with the 48 stations you can add up to 16 trunks (to equal the total port count of 64) + up to 16 ports of InMail.
- InMail can be used as a Centralized VM in a CCIS network. Program the VM site as normal. The remote sites will then required the InMail pilot number assigned in 45-01-14 ONLY. No other assignments in 45-01 should be done. SV8100 must be R4 or higher software for Centralized VM in CCIS.
- InMail can be used as a Centralized VM in a Netlink network. SV8100 must be R4 or higher software.