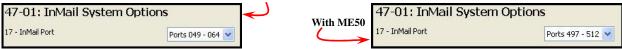
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SV8100 InMail Basic Programming

The following programmed extensions, groups and trunk numbers are for example ONLY.

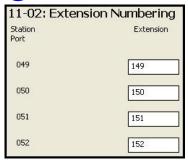
First set the ports the InMail will utilize. A block of 16 ports will be reserved. The following are the recommended ports to utilize.

Without ME50



(Note: With R3 and lower only 8 ports will be reserved. R3 and below should use ports 57 or 505)





Based on the data assignment in step one, confirm or change the extension numbers for the InMail ports. The InMail port extension numbers are never displayed to the user during operation but must match the numbering plan.

NOTE:- Prior to R4 software up to 8 ports could be assigned for InMail.

With R4 and above 16 ports are available. An *ME50* expansion chip *MUST* be installed to support the last 8 ports of a 16 port installation.

The InMail is assigned to a Voice Mail Department Group. *DO NOT* use group 1. Groups 2~64 are available at default. If assigning to an existing SV8100 check 16-02 to confirm no stations are assigned to the group you wish to utilize.

11-07: Department Group Pilot Numbers				
Department Group	Pilot			
02	200			



16-01: Department Group Basic Setup				
Department Group (1~64)	2			
01 - Name	VM			
02 - Calling Cycle	Priority Routing 💌			
03 - Routing When Busy	Routes to idle member			
04 - Hunting Mode	Circular			
05 - All Ring Mode Operation	Manual (Service Code)			
06 - Withdraw Mode	Disabled (Camp-on)			
07 - Call Recall Restriction	Disabled (Recall)			
08 - Maximum Queuing Calls	0			
09 - Call No Answer Time	15			
10 - Enhanced Hunting Type	Busy/No Answer 💌			

Department Group programming sets the parameters for the VM group. The InMail group MUST be set to *Priority Routing* or calls will intermittently be answered by VM with no audio. All other assignments should be set as shown.

Assign ONLY the number of ports you have an InMail license for to the VM Dept Grp. Assigning more ports than licensed can cause CPU resets. First port should be priority 1 with the remaining assigned in ascending order.

Note:- To check the # of licensed InMail ports go into phone programming and enter 10-50-01. Enter License No. 1002 and then press Transfer.

16-02: Department Group Assignment for Extensions				
ICM Extension	Department Group	Priority Order		
149	2	1		
150	2	2		
151	2	3		
152	2	4		

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





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





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.

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