UM8000

Installation Manual

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Introduction

SECTION 1 ABOUT UM8000®

UM8000 is a complete, self-contained voice messaging system consisting of a single plug-in blade that is installed directly into the SV8100/SV8300 telephone system.

The voice blade includes hardware support for up to 16 voice ports and four fax ports. The voice blade also includes a compact flash disk (CF) that stores the voice messaging software and all voice recordings. All software required to run the UM8000 system is pre-installed, including the Linux operating system and the UM8000 voice messaging system.

1.1 Supported Phone Systems

The UM8000 system is designed specifically for use with the SV8100/SV8300 telephone system manufactured by NEC.

The SV8100/SV8300 is enabled for the following UM8000 licenses at default:

- 0 Ports Voice Mail
- 5 Seats Unified Messaging
- 3 Languages

In addition, the following language prompt sets are loaded at default:

- US English
- French (Canadian)
- Spanish (Latin America)

1.2 Starting the UM8000 for the First Time

Before starting the UM8000 for the first time, make the required settings and license agreements. Refer to Chapter 3 Section 2 Starting the UM8000 for the First Time on page 3-2 for information on third party software license agreements that must be accepted before the voice mail application can start.

If the license agreements are not accepted, the application cannot start.

SECTION 2 ABOUT THIS GUIDE

This Installation Guide provides complete instructions for installing and setting up a UM8000 voice messaging system.

2.1 Documentation Conventions

The following conventions are used throughout this guide.

- **Key names.** Names of keys on the keyboard are shown in capital letters.

  Example: OK

  When two keys must be pressed simultaneously they are joined by a + sign.

  Example: ALT+TAB

- **User input.** Information required to be typed is shown in a distinctive font.

  Example: Type **names first**

  NOTE

  ✎ *On the command line prompt, always press* **<ENTER>** *after typing a command.*

- **Placeholder text.** Variable text that will be replaced by specific text is shown in italics between angle brackets.

  Example: **vmctl** <*action*> <*service*> **<ENTER>**

- **Notes, cautions, and warnings.** Text for notes, cautions, and warnings appear as shown below:

  NOTE

  ✎ *A note provides additional information to supplement the main text. A note provides helpful information, but is not essential to understanding the current topic.*

  CAUTION

  ✎ *A caution advises you that failure to avoid or to take a specific action might lead to unwanted or undesirable results.*

  WARNING

  ✎ *A warning advises you that failure to avoid or to take a specific action might result in physical harm to the user, damage to the hardware or loss of data.*

- **<ENTER>.** Press the ENTER key on the keyboard when this character string appears after a command. In general, all command lines should be followed by pressing the ENTER key.

  Example: **vmctl vmail stop <ENTER>**

2.2 Using the Command Line Interface

Communicating with the Linux operating system requires the use of tools and shells such as WinSCP and PuTTY.

All procedures in this document are based on the WinSCP and PuTTY applications. When using both applications, input devices include the keyboard or mouse. Use the input device that you prefer.

Input Device		
Mouse	Click to choose Maintenance menu items and buttons; choose items in the Web administration console; and choose items or buttons in WinSCP.	
Keyboard	Command Prompt	Type a command with options then press the ENTER key. For example: **mcedit /cps.ini <ENTER>** This command opens the cps.ini file in the mcedit tool.
	1, 2, 3,... 0	To choose a menu item, type the numeric equivalent of a menu item. For example: 0 = Log out on the Maintenance menu.
	TAB	Press the TAB key to move through menu items and command buttons in the Maintenance menu.
	UP (↑), DOWN (↓), LEFT (←), and RIGHT (→)	Use the keyboard arrow keys to move between menu items, buttons, or options.
	Function Keys	Tools such as mcedit use function keys to execute specific actions. For example: F10, exits mcedit; F5 saves the file, and so on.
	SPACEBAR	Press the SPACEBAR to toggle check marks off and on. For example, (*) Messages Pressing the SPACEBAR clears the check box. ( ) Messages

SECTION 3 RELATED DOCUMENTATION

3.1 Supporting Documents

The documentation set for the UM8000 voice messaging system consists of the following:

- Installation Guide – Provides instructions for installing and setting up a voice messaging system.

- System Management Help – Provides online information and instructions for managing the voice messaging system. This is available on-line from the Web Administration Console and as a stand alone help file on the Support CD.

The *Installation Guide* and *User Guide* are provided in PDF format on the support disc. *System Management Help* is provided in a zip file on the support disc.

Adobe® Acrobat Reader is required to read and print the PDF files. Adobe Reader versions for Windows® and Linux are provided on the support disc. The latest version of Adobe Reader can be downloaded from the Adobe Web site.

3.2 System Management Help

System Management Help provides immediate assistance while using the Web administration console.

- Click the HELP icon to see context-sensitive help for the current page. Refer to Chapter 3 Section 5 Web Administration Console Icons on page 3-13.
- System management help can be installed locally on any computer for viewing. WinZip, or a similar file decompression program, is required to extract the help files.

NOTE

✎ *Pop-up windows must be enabled on the Internet browser to access some features of the Web administration console and system management help. To enable pop-up windows for a specific site, refer to the Internet browser documentation.*

3.2.1 Locally Installing Online Help Files

1. Insert the support disc into the disk drive.

   The autostart page appears.
2. Click Documentation, then follow the on-screen instructions.
3. Click Install System Management Help locally.
4. Save the zip file to the local hard disk.
5. Use WinZip or another file decompression program to extract all of the files to a local directory on the computer.

3.2.2 Third-Party Documentation

Compliance information for third-party electronic devices is provided in the third-party manufacturer documentation supplied with the UM8000 system.

Do not use third-party documentation to install, upgrade or manage the voice messaging system. Use only the UM8000 documentation to install, upgrade, or manage the voice messaging system.

WinSCP and PuTTY

SECTION 1 OVERVIEW

WinSCP (file transfer) and PuTTY (SSH utility) are open source programs that have been tested and approved for use with the voice messaging system.

These programs can be downloaded from the Internet or they can be installed from the *Support* disc.

SECTION 2 WINSCP

2.1 Installing WinSCP

The following procedure provides instructions for installing the WinSCP Client:

1. Insert the *Support* disc into the disk drive.

   The Autostart page appears.

2. Using Windows Explorer, browse to the **Utilities/ RemoteAccess/WinSCP/** directory.

3. Double-click **winscp382setupintl2.exe** to start the WinSCP installation.

   A security alert message appears.

4. Click **RUN**.

   The Select Setup Language page appears.

5. Choose the appropriate language from the drop-down list, then click **OK**.

   The Welcome to WinSCP Setup Wizard appears.

6. Click **Next**.

7. On the License Agreement page, click **Next**.

8. Accept the default installation path or type a new path, then click **Next**.

   The Select components page appears.

9. Accept the default components. If appropriate, choose a language for translation, then click **Next**.

10. Accept the default Start Menu folder name or type a new name, then click **Next**.

    The Select Additional Tasks page appears.

11. Accept the default additional task settings, then click **Next**.

    The Initial user settings page appears.

12. Select one of the user interface styles, then click **Next**. All WinSCP procedures in this document assume that the Norton Commander interface is being used.

Interface Style	Description
Norton Commander (Preferred Option)	Displays source computer directories in the left pane and destination computer directories in the right pane.
Explorer-like	Displays directories in the left pane and files in the right pane.

    The Ready to Install page appears.

13. Verify that the settings are correct, then click **Install**.

    To review or change any of the settings, click **Back**.

    When the installation is complete, the Completing WinSCP3 Setup Wizard page appears.

14. Clear the Start WinSCP now check box, then click **Finish**.

2.2 Using WinSCP

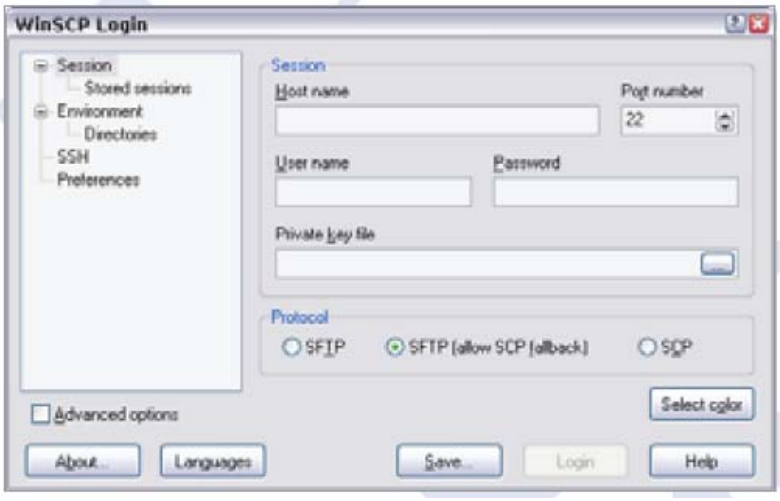
The following instructions assume that WinSCP is installed on a computer running the Windows XP operating system.

2.2.1 Running WinSCP

The following procedure provides instructions to run WinSCP:

1. Click **Start > Programs > WinSCP3 > WinSCP**.

   The WinSCP Login window appears.



2. Click **Session**.

3. Type the Host name (or IP address), User name, and Password.

NOTE

The IP address for the voice mail is assigned in chassis programming 10-55-xx. At default this address is 172.16.1.xxx, where .xxx is the slot where the CD-VM00 is installed. Slot 1 is .100, slot 2 is .101, slot 5 is .104, and so on. The user name: **admin**, *and password:* **voicemail**.

4. Click **SAVE** to save the login information for future sessions.

5. Click **LOGIN**.

   A potential security breach message might appear, click **YES**.

   The WinSCP console appears.

2.2.2 Using PuTTY from WinSCP

This procedure assumes that PuTTY is installed. Refer to Section 3.1 Installing PuTTY.

1. In WinSCP, click **Commands > Open in PuTTY**.

   When the first connection is made, a PuTTY security alert appears. The alert does not appear in subsequent connections. Click **Yes**.

   The PuTTY window appears with a password prompt.

2. Type the admin password: **voicemail**.

   When a connection is established, the Maintenance menu appears. To use PuTTY without WinSCP, refer to Section 3 PuTTY.

SECTION 3 PUTTY

3.1 Installing PuTTY

After configuring the TCP/IP settings, run a PuTTY SSH client on the remote computer to connect to the voice board, and complete the software configuration.

NOTE

Only PuTTY and WinSCP SSH clients are supported.

The following procedures assume that PuTTY will be installed on a computer running the Windows XP operating system and it is being installed from the *Support* disc.

Use this procedure to install PuTTY on the voice messaging system, a client computer, or on a remote computer.

To install the PuTTY, perform the following procedure:

1. Insert the *Support* disc into the disk drive.

   The autostart page appears.

2. Using Windows Explorer, go to the Utilities/RemoteAccess/Putty/ directory.

3. Double-click **putty-0.59-installer.exe** to start the PuTTY installation.

   An Open File security alert message appears.

4. Click **RUN**.

   The Welcome to the PuTTY Setup Wizard appears.

5. Click **Next**.

   The Select Destination Location page appears.

6. Accept the default installation path or type a new path, then click **Next**.

   The Select Start menu folder page appears.

7. Accept the default components, if appropriate, choose a language for translation, then click **Next**.

8. Accept the default Start Menu folder name or type a new name, then click **Next**.

9. The Select Additional Tasks page appears.

10. Select the appropriate tasks to complete, then click **Next**.

    The Ready to Install page appears.

11. Verify that the settings are correct, then click **Install**.

    To review or change any of the settings, click **Back**.

12. Clear the View README.txt check box, then click **Finish**.

3.2 Configuring PuTTY

To configure PuTTY, perform the following procedure:

1. On the Windows taskbar, click **Start > Programs > PuTTY > PuTTY**.

   The PuTTY Configuration page appears.

2. Use a network crossover cable to connect the voice board to a computer.

3. Type in the Host Name (or IP address) field.

   The IP address for the voice mail is assigned in chassis programming 10-55-xx. At default this address is 172.16.1.xxx, where .xxx will vary depending upon which slot the CD-VM00 was installed. Starting with slot 1 this will be .100, slot 2 will be .101, slot 5 will be .104 and so on.

4. Click **Open**.

   When the first connection is made, a warning message appears. The

warning message does not appear for subsequent connections. Click **Yes**.

After the client connects to the voice board, the login prompt appears: Logging On and Logging Off Using PuTTY. Refer to Section 3.3 Logging On and Logging Off Using PuTTY on page 11-4.

3.3 Using PuTTY

The following procedures assume that PuTTy is installed on a computer running the Windows XP operating system and you are using a keyboard and mouse as input devices.

Use PuTTY for remote SSH terminal access.

To run PuTTY, perform the following procedure:

1. Click **Start > Programs > PuTTY > PuTTY**.

   The PuTTY Configuration window appears.

2. Type the Host Name or IP address, then press **<ENTER>**.

NOTE

✎ *The IP address for the voice mail is assigned in chassis programming 10-55-xx. At default this address is 172.16.1.xxx, where .xxx is the slot where the CD-VM00 is installed. (Slot 1 is .100, slot 2 is .101, slot 5 is .104, and so on.)*

   The shell appears with a login prompt.

3. Type a user name, **admin <ENTER>**.
4. Type the password at the password prompt, **voicemail <ENTER>**.

   The Maintenance menu appears.

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The Web Administration Console

SECTION 1 OVERVIEW

The voice messaging system Web Administration Console is a web-based application that enables access to the voice messaging system.

The Web Administration Console is accessed using the voice messaging system or a networked computer.

1.1 Supported Internet Browsers

Because the Web Administration Console is a web-based application, an internet browser is required to access the Web Administration Console.

The following Internet browsers are supported:

- Windows Internet Explorer 6.x or above
- Fire Fox 2.x or above
- Mozilla

1.2 Configuring Internet Explorer

The following procedure configures Internet Explorer to work with the Web Administration Console. Refer to the browser documentation to configure other Internet browsers.

To configure Internet Explorer:

1. Start Internet Explorer, then click Tools > Internet Options.
2. Click the Security tab.
3. Click the Local intranet icon, then click Sites. The Local intranet dialog box appears.
4. Click Advanced

   The Local intranet Add Web site dialog box appears.
5. In the **Add this Web site to the zone** text box, type:

   http://<server name>

   where <*server name*> is the IP Address of the voice messaging server.
6. Click Add.
7. Verify that **http://***<server name>* appears in the Web sites list box.

8. Click Close.
9. Click OK to close the Local intranet window.
10. On the Internet Options dialog box, click Custom Level.

    The Security Settings dialog box appears.
11. In the Security Settings dialog box, verify the settings for the following ActiveX controls and plug-ins:

ActiveX controls and plug-ins	Setting
Automatic prompting for ActiveX controls	Enable
Binary and script behaviors	Enable
Download signed ActiveX control	Prompt
Download unsigned ActiveX controls	Enable
Initialize and script ActiveX controls not marked as safe	Enable
Run ActiveX controls and plug-ins	Enable
Script ActiveX controls marked safe for scripting	Enable

12. Click OK.

    A warning alert message appears.
13. On the warning alert message, click Yes to confirm the security changes.
14. Click OK to close the Internet Options dialog box.

SECTION 2 STARTING THE UM8000 FOR THE FIRST TIME

Before starting the UM8000 for the first time, make the required settings and license agreements. To access settings options and license agreements, connect to the Web Administration Console (WAC) using an internet browser.

If the license agreements are not accepted, the application cannot start.

NOTE

✎ *If the voice mail database is defaulted, this procedure must be repeated.*

The following procedure provides instructions for starting the UM8000 for the first time:

1. First determine the IP address of the voice mail by checking program 10-55-01 for the slot where the blade is installed.
2. Start your internet browser and enter the IP address followed by /admin in the URL window.

   Example: 172.16.0.100/admin.
3. Press **<ENTER>**.

4. Accept the certificate and log into the WAC with the user name: $nec. No password is required.

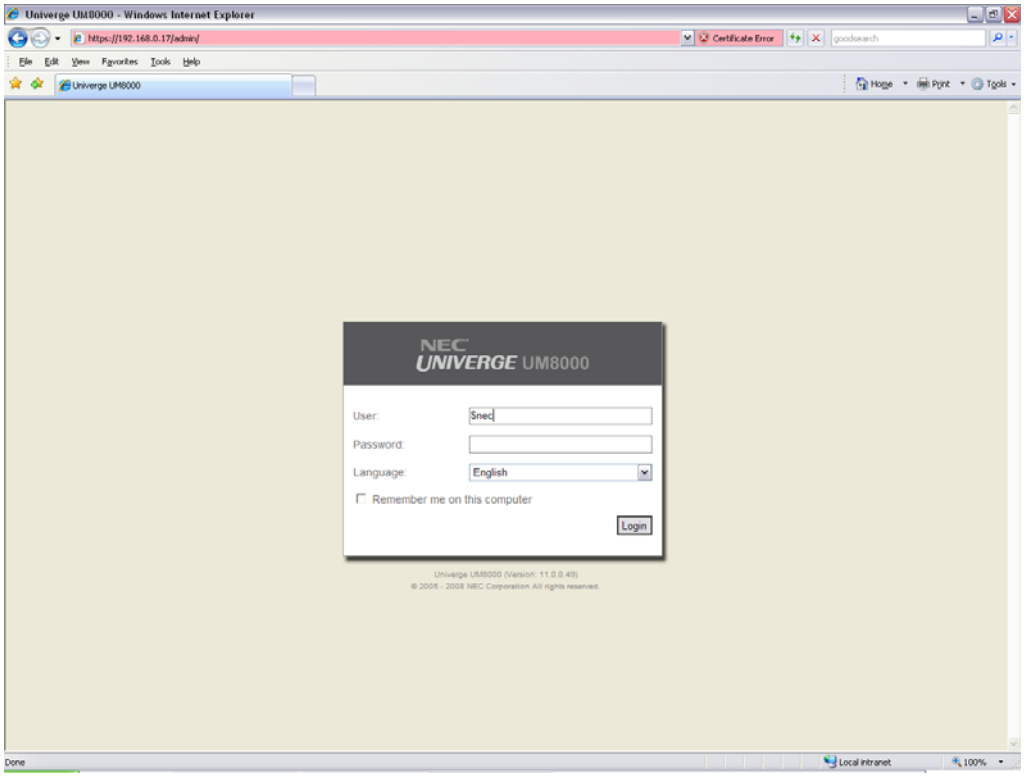


Figure 3-1 UM8000 Login

5. You are prompted to accept the third party software license agreement.

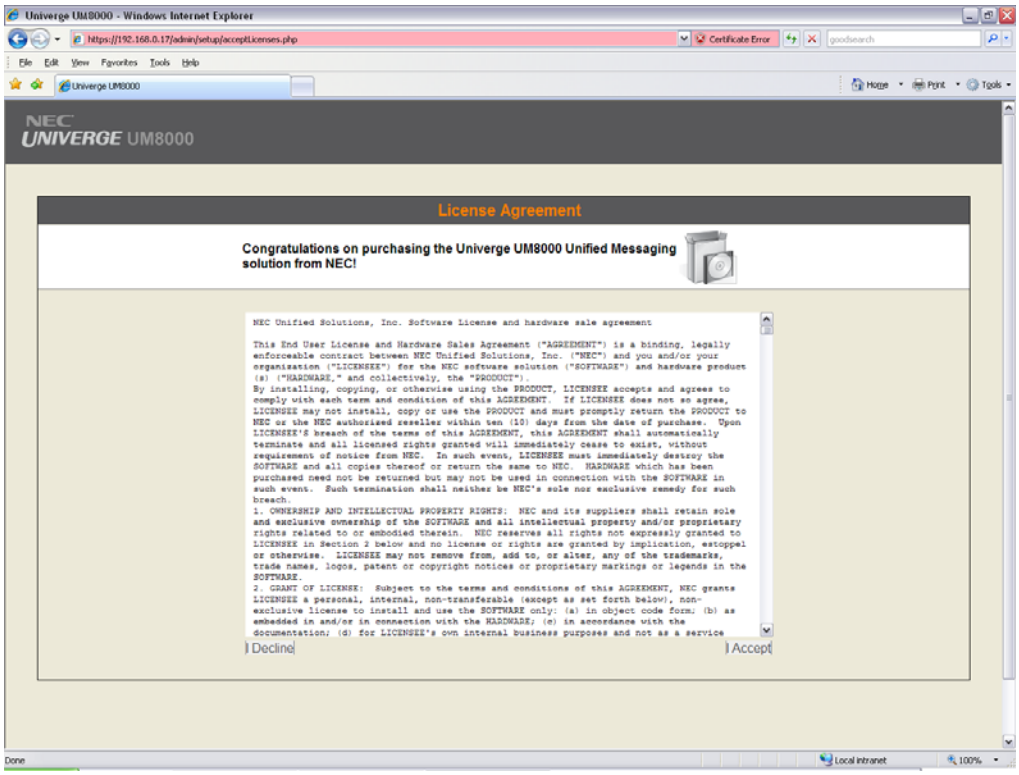


Figure 3-2 Third Party Software License Agreement

6. Choose the phone system where the voice mail is to be installed.

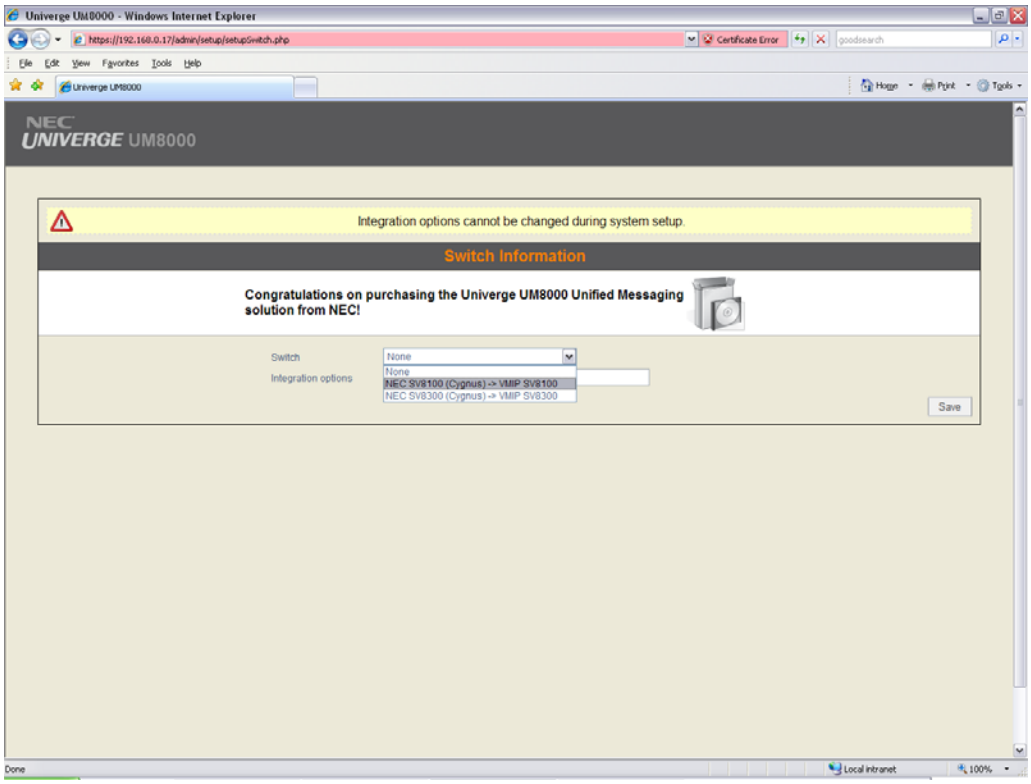


Figure 3-3 UM8000 Switch Information

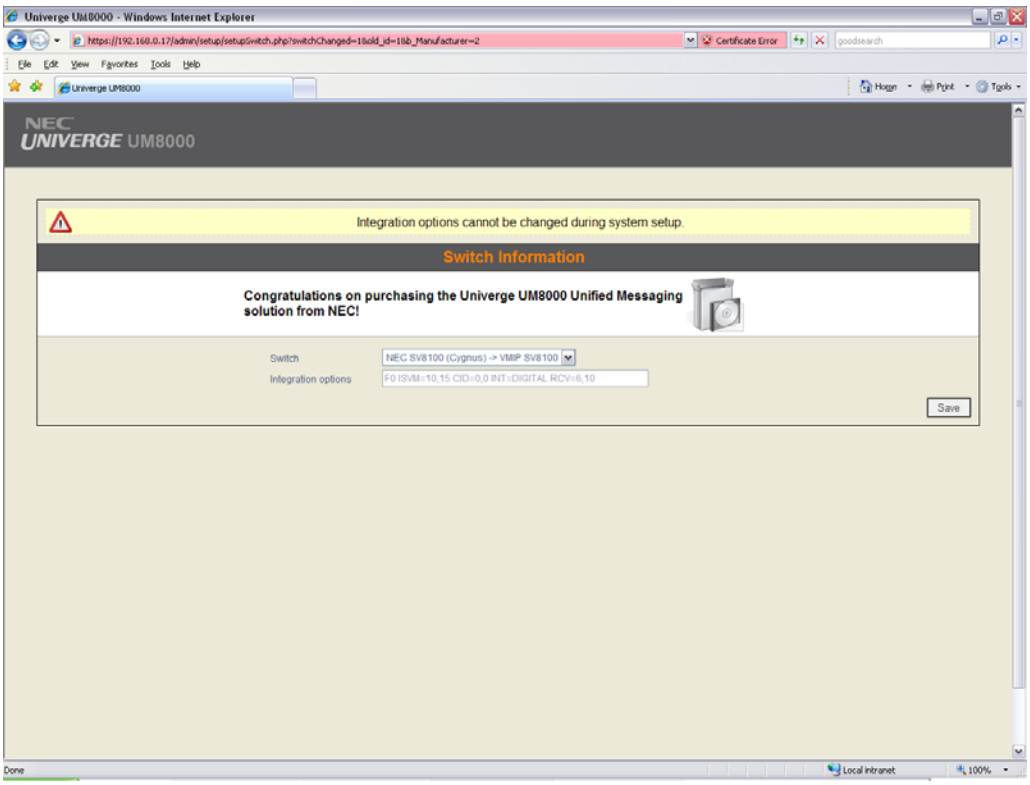


Figure 3-4 UM8000 Integration Options

7. Set the extension numbers that are assigned to the voice mail in program 11-02-01. Select Edit All. Enter the extension number for each voice mail port, then click Save.

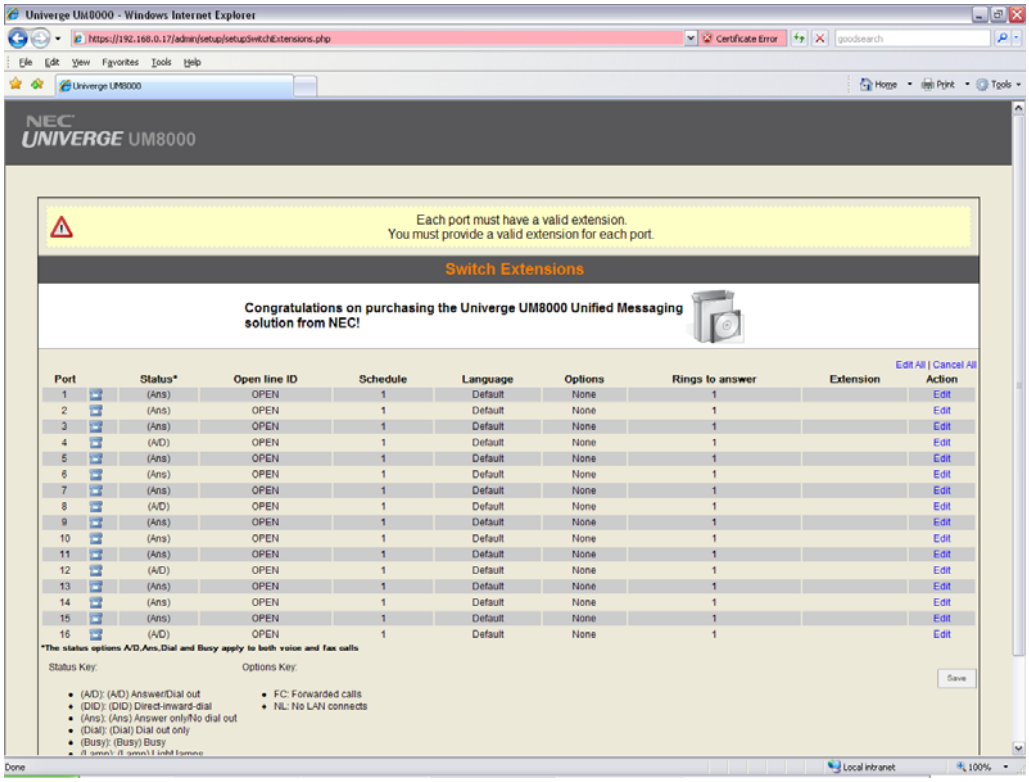


Figure 3-5 Entering Switch Extensions for Voice Mail Ports, Screen 1

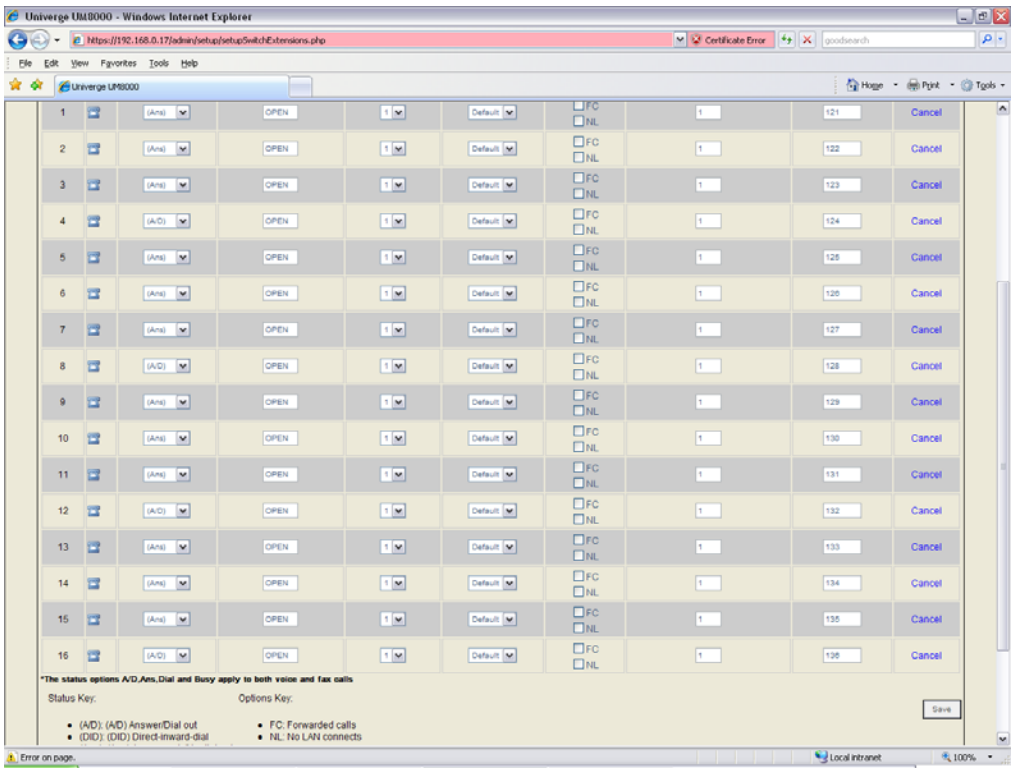


Figure 3-6 Entering Switch Extensions for Voice Mail Ports, Screen 2

8. To register the equipment at this time, enter the registration information on the Product Registration Form screen. The voice mail must have access to the internet for the registration to be successful. You can also choose not to register at this time or to be reminded in seven days.

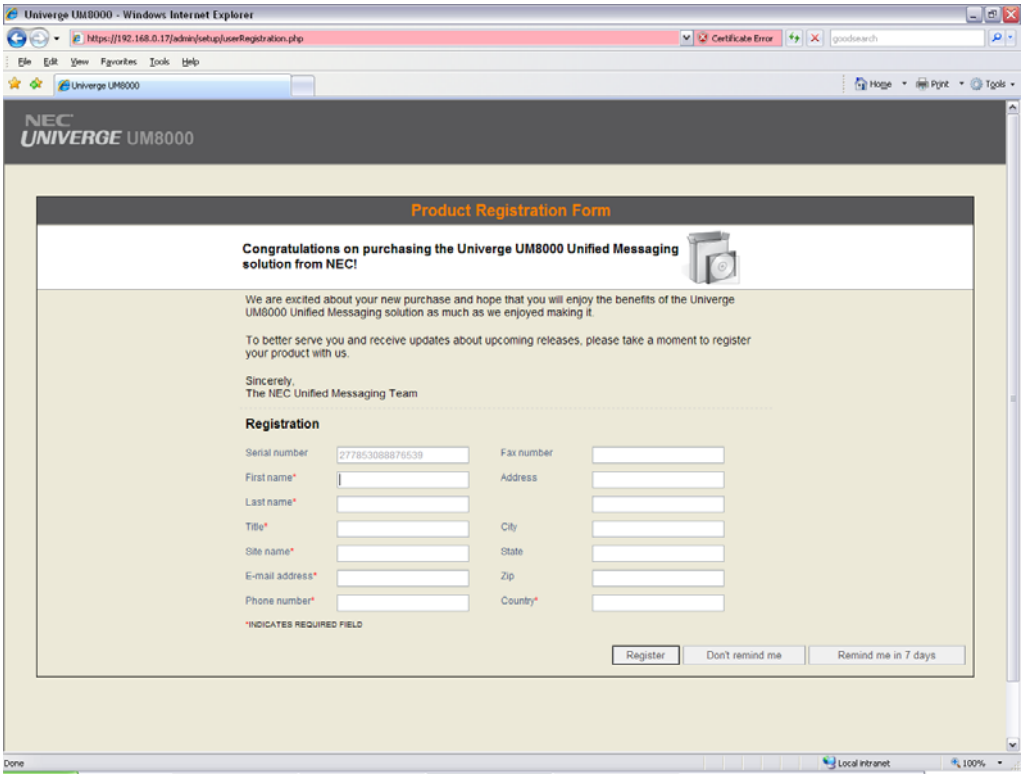


Figure 3-7 Product Registration Form

9. You are now logged into the WAC, but the application is not yet started.

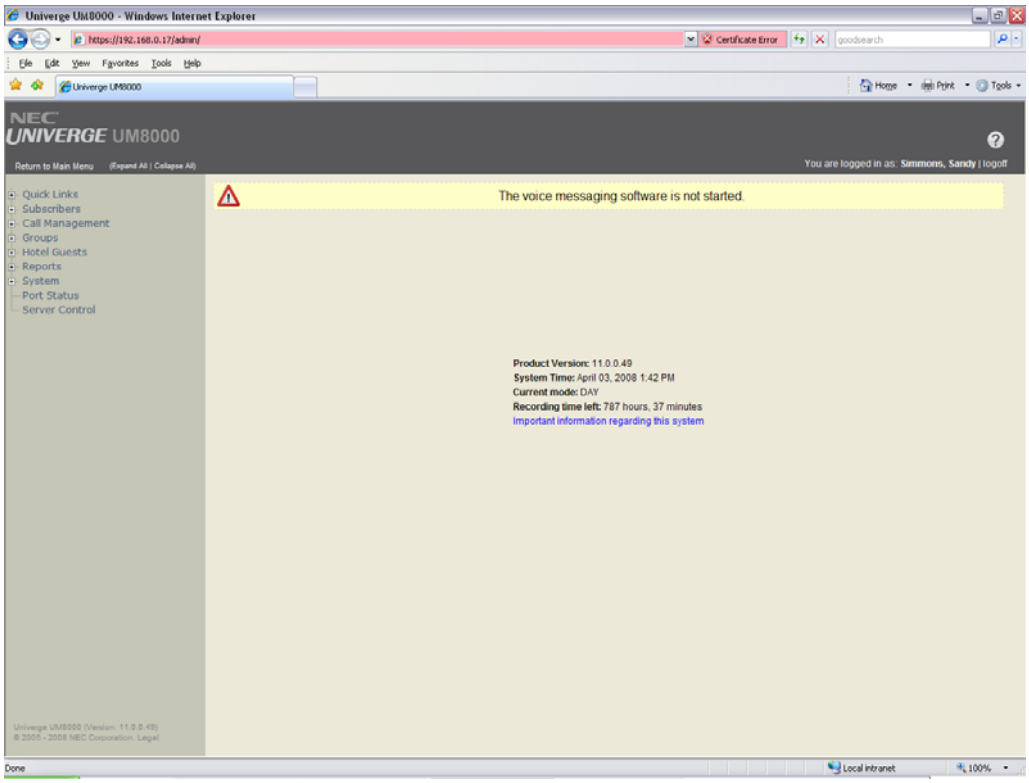


Figure 3-8 System Information

10. Start the application by going to Server Control and clicking on the **Start** icon.

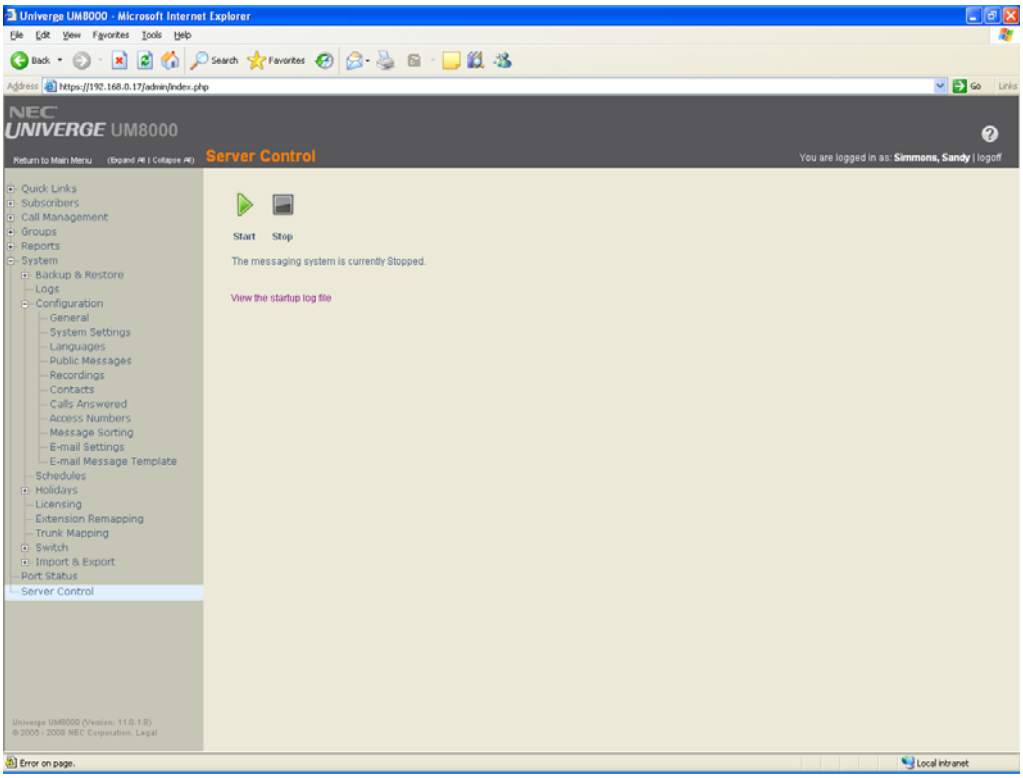


Figure 3-9 Server Control Start Icon

SECTION 3 LOGGING ON TO THE WEB ADMINISTRATION CONSOLE

Use the following procedure to start the Web Administration Console.

3.1 Logging In

1. Make sure the voice messaging system is running.
2. Start the Internet browser and click **File > Open**.

   The Open dialog box appears.
3. Type the Web Administration Console URL:

   http://<IP address>/admin

   Where <IP address> is the voice messaging system server IP address. The IP address for the voice mail is assigned in chassis programming 10-55-xx. At default this address is 172.16.1.xxx, where .xxx varies depending on the slot in which the CD-VM00 is installed. Starting with slot 1, this is .100, slot 2 is .101, slot 5 is .104, and so on.
4. Click **OK**.

5. Type a system manager ID in the User field.

	System Manager ID
New system	**$nec**
Existing system	Personal ID

6. In the Password field, type the appropriate security code.

	Password
New system	Leave password field blank
Existing system	Password

7. If appropriate, select a different language.
8. Click Login.

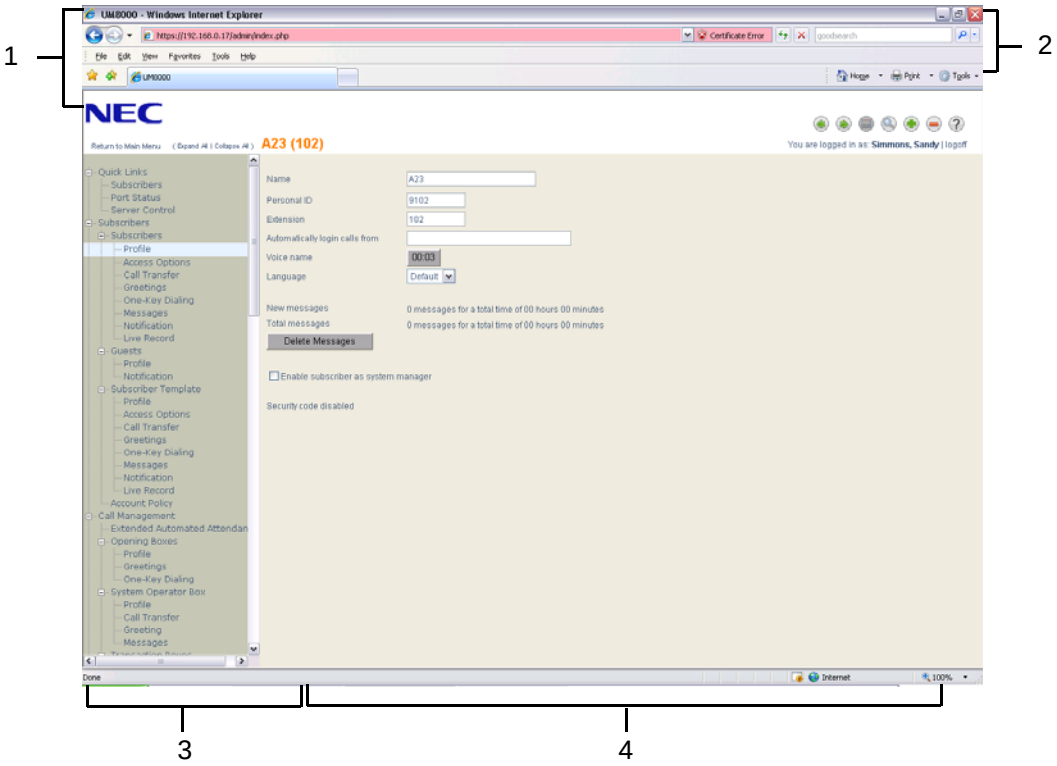
   The Web Administration Console appears.

3.2 Logging Off

1. Click Logoff at the top right-hand corner of any page.

SECTION 4 WEB ADMINISTRATION CONSOLE PAGES

Many of the Web Administration Console pages are divided into four sections.



Key	Screen Location	Description
1	Title bar	Contains the application name, the link to the Web Administration Console main menu, page/record information, and the system date and time.
2	Task bar	Contains the command icons, user logon information, and the logoff link.
3	Navigation pane	Contains links to other Web Administration Console pages.
4	Page	Contains fields where data is entered and displayed.

SECTION 5 WEB ADMINISTRATION CONSOLE ICONS

The task bar in the Web Administration Console contains one or more command icons at the top. These perform the following functions:

Icon	Description
	Save changes.
	Search for items of the type you are currently viewing.
	Add items of the type you are currently viewing.
	Delete items of the type you are currently viewing.
	View the previous record.
	View the next record.
	Open System Management Help.

SECTION 6 WEB ADMINISTRATION CONSOLE MAIN MENU

When the Web Administration Console starts the Main menu appears in the navigation pane.

The navigation pane is located on the left side of each system page. The navigation pane that has links to the Web Administration Console web pages. Each link in the navigation pane contains one or more pages with related fields. To move to a page, click the link in the navigation pane. Some links contain multiple pages of related settings.

Subscribers. Use these pages to configure settings for individual subscribers and guests, and to create subscriber templates. Settings include schedules, passwords, account permissions, phone greetings, call processing, and transfer options.

Call Management. Use these pages to specify how UM8000 answers, routes, transfers, and records calls. Settings include call handling settings for the operator, opening greeting, any routing applications and menus, languages, and voice detect applications.

Groups. Use these pages to configure or create message groups.

Hotel Guests. Use these pages to configure settings for hotel guests. Settings include greetings, passwords, wake-up calls, call handling, and message waiting notification.

NOTE

✎ *The hotel guest pages are only available if the optional hospitality package is installed.*

Reports. Use these pages to generate reports of subscriber-based or system-based information, including message activity, message groups, phone sign-ins, disk storage, administration access, port usage, software information, and fax activity.

Network. Use these pages to add and view locations within a voice messaging network.

NOTE

✎ *The network pages are only available if the optional networking package is installed.*

System. Use these pages to set general information about the voice messaging system, such as site contact information, message storage and playback settings, system prompts, schedules, port settings, and phone system integration.

Port Status. Use this page to view the current activity and status of each port or incoming phone line. The port status information appears in a new window.

Server Control. Use this page to start or stop the voice messaging software.

System Components

SECTION 1 OVERVIEW

Read this chapter before starting the installation. This chapter provides preliminary information and guidelines that will help you during the installation.

1.1 System Components

The components listed are included as part of the voice messaging system. Gather the information, tools, and hardware listed in this chapter before starting the system configuration.

1.2 NEC-supplied Components

Verify that all the following components were shipped with the system. If any of these items are missing, contact your sales representative.

- UM8000 Blade
- UM8000 CF Drive
- UM8000 Support Disc

  Contains the UM8000 documentation in PDF format, System management help, Adobe Acrobat Reader®, WinSCP, PuTTY, language archives (system HVM), and Sun Java Runtime Environment™ (JRE).

- UM8000 *Visual Messaging Application Resource* Disc

  Contains the Visual Messaging applications enabling subscribers to use desktop workstations to access and manage voice messages in various ways.

  Everything needed to support Visual Messaging is pre-installed on the voice messaging system. The Visual Messaging applications must also be installed on each client workstation.

  For information about installing and configuring Visual Messaging, see the *Visual Messaging Installation Guide*.

- Remote maintenance software and voice messaging system applications must be installed on a remote computer to support remote maintenance.
- An internal or external USB DVD-ROM drive is required to read the DVD text-to-speech and language packs.

1.3 User-supplied Components

In addition to the above components, you also need some or all the following user-supplied items.

- Network cable
  - A standard CAT-5 network cable for LAN connections
  - A crossover network cable for a direction connection to another computer
- Monitor (optional)

  Connecting a monitor directly to the CD-VM00, enables you to observe the boot process.
- USB keyboard, compatible with Linux (optional)

  Connecting a keyboard and monitor directly to the UM8000 blade enables you to interact with the switch, log on and off, and configure the UM8000 blade.
- Antistatic wrist strap

  Use an antistatic wrist strap when handling the UM8000 blade.

  WARNING

  Failure to use an antistatic wrist strap can cause damage to the CD-VM00, the phone system, or both.
- Network connection

SECTION 2 SITE REQUIREMENTS

Ensure that the phone system is located in a site that meets the following requirements:

- ❑ The site is cool, dry and free of dust.
- ❑ The phone system remains immobile while in operation.
- ❑ The phone system cooling vents are not obstructed in any way.

2.1 Site Recommendations

The following recommendations help protect the phone system and UM8000 from potential damage and unauthorized access:

- Use a surge suppressor or an uninterruptible power supply (UPS) to protect the phone system and UM8000 against sudden variations in electrical power.
- Do not move the phone system while the power is on.

- Do not remove the UM8000 blade from the phone system while the voice messaging system is running. Refer to Chapter 5 Starting and Stopping the Voice Messaging Software and System.
- Control access to the room where the phone system and UM8000 are installed. Do not install these systems in an area where unauthorized persons might have access to them.

Failure to follow these recommendations can result in damage or unauthorized access to the system and loss of data.

2.2 Setting Up the System Overview

The following is a summary of the major steps required to install a new UM8000 system. Detailed procedures are provided in the following chapters.

1. Verify that the installation and site requirements are met. Refer to Section 2.1 Site Recommendations on page 4-2 in this chapter.
2. Install the voice blade.

   This step is only required if you are replacing an existing voice blade. Refer to Chapter 6 Hardware.
3. Establish a connection to the phone system.
4. Set up the phone system.

   Refer to Chapter 10 Section 3.1 Configuring TCP/IP on page 11-2 and Chapter 4 Section 1.2 Configuring Internet Explorer on page 3-1.
5. Set up the UM8000 software.

   Refer to Chapter 8 Section 5 Setting Up the UM8000 Software on page 9-12
6. Set up remote maintenance.

   Refer to Chapter 11 Remote Maintenance.
7. Set up optional features:

   For information on E-mail integration, refer to Chapter 10 E-mail Integration.

   For information about installing and configuring Visual Messaging, refer to the *Visual Messaging Installation Guide*.
8. Optionally:
   - Upgrade version
   - Migrate OS/2 system
   - Migrate DOS system
9. Backup the voice messaging data.

   For information, refer to Chapter 12 Backing up and Restoring UM8000.

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Starting and Stopping the Voice Messaging Software and System

SECTION 1 OVERVIEW

Stop and start the voice messaging software using the Web Administration Console.

Some procedures require stopping the voice messaging software. Other procedures require stopping and restarting the voice messaging software to apply configuration changes. Whatever the reason, use the following procedure to stop or start the voice messaging software.

SECTION 2 STOPPING/STARTING USING THE WEB ADMINISTRATION CONSOLE

To start or stop the voice messaging software using the Web Administration Console, perform the following procedure:

1. Log on to the Web Administration Console.
2. Click **Server Control**.
3. Click **Stop** to stop the voice messaging software, or Start to start the voice messaging software.

NOTE

✎ *The voice messaging software might take a few minutes to shut down completely.*

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SECTION 1 CD-VM00 BLADE (VOICE MAIL AND SERVER)

1.1 Description

The CD-VM00 blade is a complete, self-contained unit that plugs directly into the UM8000 telephone system. This blade is a PC platform that contains data storage for voice recording and application software supporting a maximum of 16 ports. Only one CD-VM00 can be installed per system.

The board includes a compact flash disk that provides storage for the voice messaging software, messages, and recordings. Software required to run the voice messaging system is pre-installed on the disk. Figure 6-1 CD-VM00 Blade–Top View on page 6-2 shows the top view of the CD-VM00 voice board.

1.2 Functions

A digital signal processor/voice processing section handles the following functions:

- DTMF detection
- DTMF generation
- General tone detection
- FAX CNG tone detection
- PCM compression for audio recording/playback
- Automatic Gain Control (AGC)
- Two USB 1.0 ports for USB keyboard support, database backup and software upgrades
- One 15-pin VGA connector for VHA monitor support

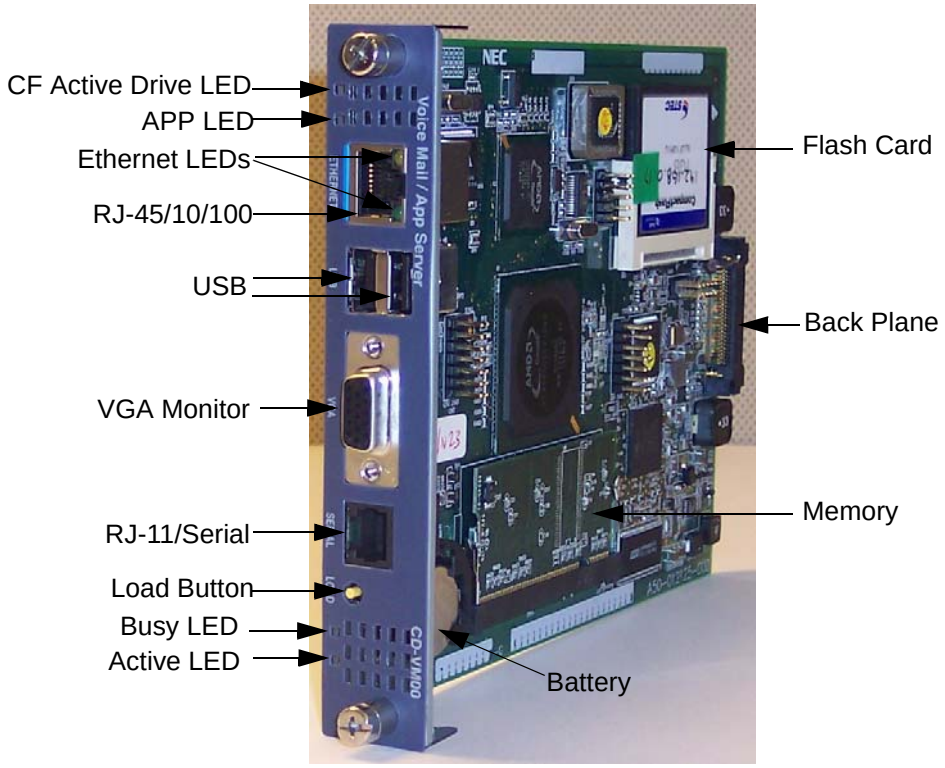


Figure 6-1 CD-VM00 Blade–Top View

SECTION 2 INSTALLATION

CAUTION

- ***When installing the blades, observe the following precautions to avoid static electricity damage to hardware or exposure to hazardous voltages.***
- ***The CD-VM00 unit makes extensive use of CMOS technology and is very susceptible to static. Handle with extreme care to avoid static discharge.***
- ***Handle the drive and DSP carefully to prevent damage. Do not drop the drive or apply pressure to it.***

Perform the following procedure to install the CD-VM00.

1. Wear a grounding strap while handling the CD-VM00 and DSP. Lay the components on a flat work surface.

2. Mount the CR-2032 battery with the “+” side up in the “BATT” slot on the CD-VM00. Refer to Figure 6-2 Install the CR-2032 Battery on page 6-3.

Figure 6-2 Install the CR-2032 Battery

3. To install the SO-DIMM memory on the CD-VM00 blade, insert the end with the brass connectors into the CN14 1 slot. Then, push the other end down until the locks on both sides lock into place. Refer to Figure 6-3 Install the SO-DIMM Memory on page 6-3.

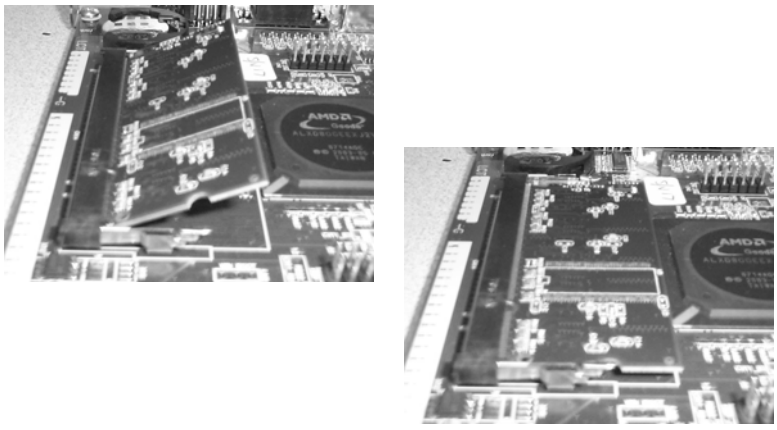


Figure 6-3 Install the SO-DIMM Memory

4. Install the Compact Flash drive into slot CN7. Ensure the drive is fully seated in the slot. Refer to Figure 6-4 Install the Compact Flash Drive on page 6-4.

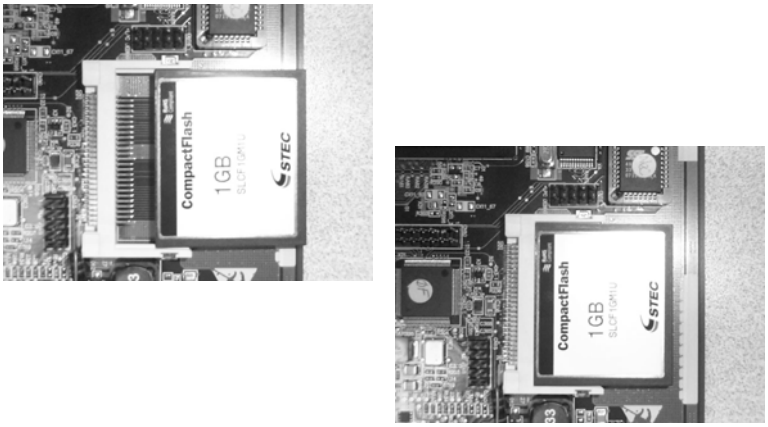


Figure 6-4 Install the Compact Flash Drive

SECTION 3 LOAD PUSH-BUTTON SWITCH

The Load push-button switch on the CD-VM00 Blade provides the following functions:

NOTE

✎ *Do not press the reset button while the voice messaging system is running. This can corrupt the database.*

3.1 Initialize Factory Defaults

To initialize factory defaults, perform the following steps:

1. Turn off power for the Chassis where the CD-VM00 is installed.
2. Press and hold the Load button on CD-VM00.
3. While holding the Load button, turn on Chassis power.
4. Continue to hold the Load button for 20 seconds.
5. Release the Load button.

3.2 Reset CD-VM00 (APSU)

To reset the CD-VM00, perform the following operation:

1. While the voice mail is running, hold the Load button for more than three seconds.

SECTION 4 LED INDICATIONS

The following table describes the LED indicators.

Table 6-1 LED Indicators

LED ID	Color(s)	Description	Indication
Active	Green	Off	Power off.
		On	Reset.
		Slow Flash	Board is running but not in sync with the chassis yet.
		Fast Flash	Board is in sync with chassis and operating normally.
Busy	Red	Off	Power off or idle.
		On	Reset.
		Flash	Indicates how many ports on the VM card are currently in use. Faster flash rates indicate heavier use.
Application	Red/Green	Off	Power off.
		Solid Red/Green (Yellow)	Reset.
		Flashing Green	OS is running, application not started.
		Solid Green	Application running.
		Solid Red	Application problem.
CompactFlash Card Activity	Red	On	Indicates read/write activity on the CampactFlash card - controlled by the IDE controller.

SECTION 5 CONNECTORS

The following sections go into detail on each of the user interfaces.

5.1 RS-232 Interface

An RS-232 interface is provided as a debug port to the CPU. The AMD Geode companion chip (CS5536) provides a serial port interface. The CS5536 is connected to an Intersil-Harris HIN202ECBN (or equivalent) RS-232 transceiver providing a DTE interface (COM1) with the following signals: TD, RD, DSR, DTR and GND.

The CD-VM00 uses the same 6-pin modular jack as the DSX system. A standard telephone line cord is used as the RS-232 cable. A DB9 to 6-pin modular adapter is used on the device end of the cable. Refer to Figure 6-5 CD-VM00 DB9 to 6-Pin Modular RS-232 Adapter on page 6-6.

The pin connections of RS-232 signal pairs are symmetrical around the center line of the 6-pin modular connector. This signal layout permits the construction of a null serial cable by simply reversing one of the modular connectors on the serial cable line cord.

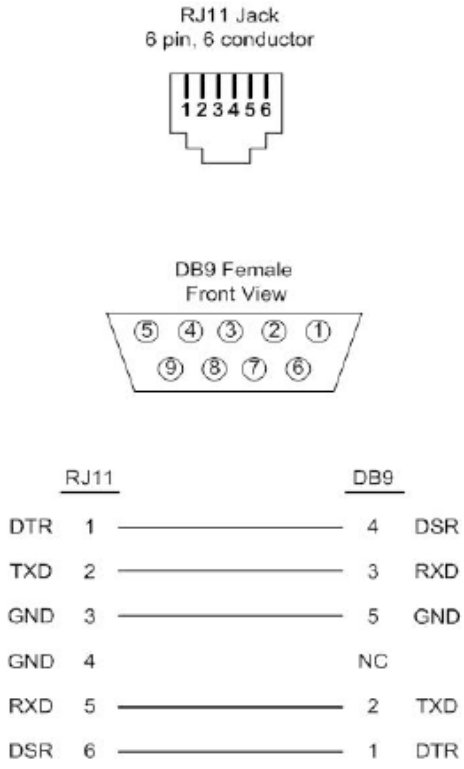


Figure 6-5 CD-VM00 DB9 to 6-Pin Modular RS-232 Adapter

The cable used for a PC type DTE connection is a standard line cord shown in Figure 6-6 CD-VM00 RS-232 Serial Cable (DTE) on page 6-6. RS-232 Serial Cable (DTE).

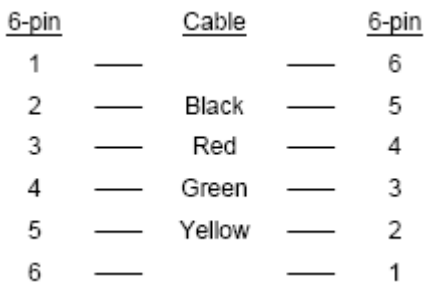


Figure 6-6 CD-VM00 RS-232 Serial Cable (DTE)

The connection for a DCE device uses the swapped line cord shown in Figure 6-7 CD-VM00 RS-232 Serial Cable (DCE) on page 6-7.

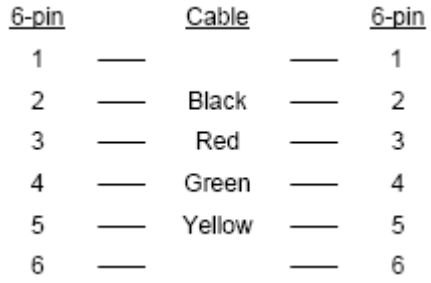


Figure 6-7 CD-VM00 RS-232 Serial Cable (DCE)

5.2 USB Interface

The CD-VM00 provides two USB interfaces that are in full compliance with the Universal Serial Bus Specification, Revision 2.0. The connections to the USB interface are through a dual Type-A plug connector. Some possible USB devices are the following:

- USB Keyboard
- USB Memory Device

Per the USB spec, each USB device must start up in a low power mode drawing one unit (100mA) of current. The device may then request more power, up to 5 unit loads. For the APSU application, current draw of greater than one unit load per device shall not be allowed. To limit the current draw on the 5V received from the backplane, a dual power switch, TI TPS2046A or equivalent, shall be utilized to allow power enable control to the USB ports and to protect against short circuit events. If it becomes necessary to connect a high power USB device to the APSU, an externally powered USB hub could be inserted between the APSU and the high power device.

5.3 VGA Display Interface

The APSU card provides a VGA display interface through a standard DB-15 connector. The AMD LX-800 Processor interfaces directly to the VGA connector. The VESA standard pin-out shall be used. Per the VESA standard, 5V is required to be supplied to the connector in order to support the DDC I2C communication channel to the monitor only when the monitor is in sleep mode. When the monitor is not in sleep mode, 5V is provided by the monitor power source.

On the APSU, 5V shall be provided to the VGA connector in a manner where it can be removed from the connector via component depopulation to reduce current draw on the 5V power supply should this feature not be needed.

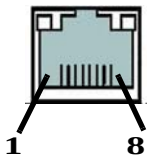
5.4 10/100 BASE-TX Ethernet Interface

The APSU card provides a 10/100 Ethernet interface through an RJ-45 connector. Some possible uses for the Ethernet port are the following:

- Unified Messaging (Email)
- Software Update
- Application Configuration
- Text to Speech and Speech Recognition using an external server
- Network Attached Storage (NAS)

The Via VT6107 Ethernet controller shall be used. It interfaces to the CPU over a 33 MHz PCI bus and connects directly to an Ethernet RJ-45 connector with built-in magnetic and LEDs. The RJ-45 connector pin-out is shown in Table 6-2 Ethernet Connector Pin-Out on page 6-8.

Table 6-2 Ethernet Connector Pin-Out

View	Pin No.	Signal	Note
PIN1 ---- PIN8	1	Tx+	10BASE-T/100BASE-TX port (RJ-45 connector)
	2	Tx-	
	3	Rx+	
	4	NC	
	5	NC	
	6	Rx-	
	7	NC	
	8	NC	

Setting Up Integration (SV8100)

7

SECTION 1 OVERVIEW

This chapter describes setup and programming for integrating the SV8100 telephone system and the voice messaging system.

SECTION 2 SETTING UP INTEGRATION

- ❑ Extensions must be installed and set up for each voice messaging port.
- ❑ Hunt groups, trunk routing, and call overflow must be programmed so that the proper calls are routed to the voice messaging system.
- ❑ Test the voice messaging system extensions for the integration. Confirm that the voice messaging extensions are configured properly to integrate with the voice server.
- ❑ Learn the telephone system tones, if necessary. Use the Global Tone Detect utility to configure the voice server to recognize the system tones.

SECTION 3 CONFIGURING INTEGRATION

Additional voice messaging system features are set up on the Administration Console screens:

- ❑ Easy Message Access
- ❑ Identified Subscriber Messaging
- ❑ Trunk Mapping for Transaction Boxes

SECTION 4 PROGRAMMING

4.1 Basic Configuration

Program/ Item No.	Description	Required
10-09-01	DTMF and Dial Tone Circuit Setup	
11-07-01	Department Group Pilot Numbers choose Department Group and define Pilot Number	X
11-12-42	Service Code Setup (for Service Access), Flash on Trunk Lines This code is used for Centrex Transfer using Digital voice mail ports. If this code starts with # then 45-01-05 must be set to 0 (Off).	
14-01-22	Basic Trunk Data Setup – Caller ID to Voice Mail	
14-02-10	Analog Trunk Data Setup – Caller ID	
15-02-08	Message Waiting LED Color	
15-02-26	Multiline Telephone Basic Data Setup, MSG Key Operation Mode	
15-03-01	Single Line Telephone Basic Data Setup - SLT Signaling Type set all Voice Mail ports to 0 (DP)	
15-03-03	Single Line Telephone Basic Data Setup - Terminal Type set all Voice Mail ports to Special	X
15-03-09	Single Line Telephone Basic Data Setup -Caller ID Function for External Module	
15-07-01	Programmable Function Keys	
16-01-01	Department Name	
16-01-04	Hunting Mode	
16-01-10	Enhanced Hunt Type	
16-02-01	Department Group Assignment for Extensions put all Voice Mail ports in Group Number used in 11-07-01 and assign priorities ✎ *When setting up hunt group priorities the VM ports must be assigned as port 1 = priority 1, port 2 = priority 2 and so on. Failure to do this will cause the VM to answer but no audio will be heard.*	X
20-02-09	System Options for Multiline Telephones - Disconnect Supervision	
20-09-07	Call Queuing, turn off or on an extension ability to have calls queued if a call rings the extension when it is busy.	

Program/ Item No.	Description	Required
20-13-06	Automatic Off-Hook Signaling (Automatic Override), allows a busy extension ability to manually (0) or automatically (1) receive off-hook signals.	
45-01-01	Voice Mail Integration Options, Voice Mail Department Group Number assign Group Number used in 11-07-01	X
45-01-02	Voice Mail Integration Options, Voice Mail Master Name	
45-01-05	Voice Mail Integration Options, Message Wait When using Centrex Transfer from a voice mail port, then the following items must be considered: 1) If the Feature Access Code starts with “#”, then set PRG 45-01-05 to 0 (Off). 2) When assigning the dial string in voice mail, one or more “Pauses” may be needed depending on what Telco needs.	
45-01-06	Voice Mail Integration Options, Record Alert Tone Interval Time	
45-02-01	Send DTMF tone or 6KD message, should be set 1.	X
45-02-03	Send 51A Message, should be set 1.	X

4.2 Class of Service

It is recommended the voice mail extensions be put in Station Class of Service No. 1.

4.3 Assign Trunks as Automated Attendant Trunks

Program/ Item No.	Description	Required
22-01-04	System Options for Incoming Calls - DIL No Answer Recall Time	
22-02-01	Incoming Call Trunk Setup	
22-04-01	Incoming Extension Ring Group Assignment	
22-07-01	DIL Assignment	
22-08-01	DIL/IRG No Answer Destination	
24-02-02	System Options for Transfer - MOH or Ringback on Transferred Calls	
24-02-03	System Options for Transfer - Delayed Call Forwarding Time	
80-03-01	DTMF Tone Receiver Setup	
80-04-01	Call Progress Tone Detector Setup	

Setting Up Integration (SV8300)

SECTION 1 OVERVIEW

This chapter describes setup and programming for integrating the SV8300 telephone system and the voice messaging system.

SECTION 2 SETTING UP INTEGRATION

Several tasks are required to integrate UM8000 with the phone system. Use the phone system programming interface (either a CAT phone or a SV8300 PCPro) to enter the phone system programming commands below.

Follow all the procedures in this section in the order presented.

2.1 Assign Extension Numbers to Voice Messaging Ports

Assign extension numbers to the voice messaging ports. The UM8000 blade occupies ports AABB01 to AABB08 for an 8-port system, and ports AABB01 to AABB16 for a 16-port system.

Command Code:	1000
First Data:	AABBXX Where AA = Chassis, BB = Slot, XX = Port.
Second Data:	*Fxxx* Where *F* specifies a digital extension and <*xxx*> is the voice messaging port extension number.

NOTE

✎ *Repeat this command for each port on the UM8000 blade.*

2.2 Enabling Digital Voice Messaging Support

1. Enable AAInfo for incoming calls.

Command Code:	08
First Data:	702
Second Data:	0

2. Enable CCIS for incoming calls.

Command Code:	08
First Data:	703
Second Data:	0

3. Enable AAInfo for transferred calls.

Command Code:	08
First Data:	704
Second Data:	0

4. Enable CCIS for MWI.

Command Code:	08
First Data:	706
Second Data:	0

5. Link VMS soft key feature and expand AAINFO.

Command Code:	08
First Data:	710
Second Data:	0

2.3 Assign Voice Messaging Ports as Digital Voice Messaging Ports

Designate all voice messaging ports as digital voice messaging ports.

Command Code:	1324
First Data:	*xxx* Where <*xxx*> is the voice messaging port extension number.
Second Data:	0

NOTE

✎ *Repeat this command for each port on the UM8000 blade.*

2.4 Setting Up the UCD Hunt Group

1. Create a phantom extension number that will be the UCD pilot (master) number.

Command Code:	11
First Data:	*xxx* Where <*xxx*> is an unused port number.
Second Data:	*xxx* Where <*xxx*> is the UCD pilot extension

2. Link the UCD pilot number to the first digital voice messaging extension.

Command Code:	170
First Data:	*xxx* Where <*xxx*> is the UCD pilot extension number.
Second Data:	*xxx* Where <*xxx*> is the first digital voice messaging extension number.

3. Link the first digital voice messaging extension number to the second digital voice messaging extension number, the second to the third, and so on.

Command Code:	170
First Data:	*xxx* Where <*xxx*> is the first digital voice messaging extension number.
Second Data:	*xxx* Where <*xxx*> is the second digital voice messaging extension number.

NOTE

✎ *Repeat this command, chaining each voice messaging extension to the next voice messaging extension. When you reach the last voice messaging extension number, link it back to the UCD pilot extension number created in* *Create a phantom extension number that will be the UCD pilot (master) number. (page 8-3)**.*

4. Assign the phantom extension number to the UCD pilot (master) number.

Command Code:	171
First Data:	*xxx* Where <*xxx*> is the UCD pilot extension number.
Second Data:	1

5. Assign all UCD numbers to UCD group number 00.

Command Code:	172
First Data:	*xxx* Where <*xxx*> is the extension number.
Second Data:	000

NOTE

✎ *Repeat this command for each voice messaging extension number and for the UCD pilot (master) number.*

6. Make busy the UCD pilot extension number.

Command Code:	E50
First Data:	*xxx* Where <*xxx*> is the UCD pilot extension number.
Second Data:	0

7. Assign the UCD pilot (master) number to the tenant number.

Command Code:	5115
First Data:	000
Second Data:	*xxx* Where <*xxx*> is the UCD pilot extension number.

2.5 Enabling the Automated Attendant

To use the voice messaging system as an automated attendant, program the phone system to send external calls to the UCD pilot (master) extension.

2.6 Setting Up Call Forward on Busy or Ring-No-Answer

To forward calls to the messaging system on busy or ring-no-answer, program the individual extensions to forward calls to the UCD pilot (master) extension.

NOTE

✎ *To avoid creating a call forwarding conflict between the phone system and the messaging system, see About feature compatibility.*

2.7 Enabling Busy Greetings

1. Log on to the Web administration console, then go to **Subscribers > Subscriber Template > Greetings**.
2. Select **Enable busy greeting**.
3. Click Save.

2.8 Enabling Easy Message Access

Easy message access, also called direct message retrieval, is a feature that lets subscribers sign in quickly to the messaging system when dialing from their own extension. With this feature enabled and subscribers dial the messaging system they are immediately asked to enter their security code without having to enter their personal ID.

Easy message access is enabled by default for all subscribers.

However, this feature can be enhanced by configuring a line key on each subscriber's phone that dials the messaging system automatically. To do this, program the phone system to allocate a key on each subscriber's phone to dial the UCD pilot number.

2.9 Disabling Easy Message Access

1. Log on to the Web administration console, then go to **System > Switch > Switch Information**.
2. In the **Integration options** field, type EMA=0.
3. Click **Save**.

2.10 Enabling Automatic Subscriber-to-Subscriber Messaging in Secured Mode

By default, automatic subscriber-to-subscriber messaging is enabled in unsecured mode for all subscribers. To enable this feature in secured mode, do this procedure.

1. Log on to the Web administration console, then go to **System > Switch > Switch Information**.
2. In the **Integration options** field, type ISM=2.
3. Click **Save**.

2.11 Setting Up Message Waiting Indication

By default, message waiting indication is enabled for all subscribers. Use the following procedure to verify MWI settings.

1. Log on to the Web administration console, then go to **System > Switch > MWI**.
2. Confirm that the **On (activation) code** and **Off (deactivation) code** fields contain an **X**.
3. Click **Save**.

2.12 Setting Up Automatic Number Identification (ANI)

To use ANI, you must activate the MF receiver built-in to the SV8300 CPU. Refer to the phone system documentation for details on setting up ANI.

NOTE

✎ *Setting up ANI overrides the **Gather phone number** call screening option, which asks callers to manually enter their phone number before routing the call.*

The phone system is now configured for basic digital integration.

SECTION 3 SETTING UP SOFT KEYS

Use the phone system programming interface (either a CAT phone or a SV8300 PCPro) to enter the phone system programming commands.

3.1 Enabling Soft Key Call Screening

Enable soft key call screening systemwide.

Command Code:	08
First Data:	715
Second Data:	0

3.2 Enabling the Voice Messaging Ports for Soft Keys

Enable all voice messaging ports for soft keys.

Command Code:	1337
First Data:	<*xxx*> Where <*xxx*> is the voice messaging port extension number.
Second Data:	0

NOTE

✎ *Repeat this command for each voice messaging extension on the UM8000 blade.*

SECTION 4 SETTING UP LIVE RECORD

A subscriber can record phone conversations using their phone or using ViewMail. For more information about ViewMail, see About Visual Messaging on page 84.

- ❑ To record conversations using ViewMail, a barge-in code and executive override must be configured on the phone system, and call forward busy must be disabled on each phone extension recording from ViewMail. A barge-in code is a key sequence that the phone system dials to activate executive override (or silent monitor) to begin the recording. See your phone system documentation for more information.
- ❑ To record conversations using a phone, the phone system and the subscriber's extension must be configured properly. The procedures to do this are described later in this chapter.

While recording, a periodic beep is required by many local laws. To record from ViewMail, program the phone system to provide the periodic beep. To record from the phone set, configure the voice messaging system to provide the beep. The default is 15 seconds. Entering 0 (zero) disables the beep. For instructions on how to set up the live record beep on the voice messaging system, see *System Management Help*.

CAUTION

✎ *The use of monitoring, recording or listening devices to eavesdrop, monitor, retrieve or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.*

4.1 Configuring Live Record on the Phone System

1. Enable the live record beep.

Command Code:	08
First Data:	109
Second Data:	0

2. Enable automatic live record systemwide, optional.

Command Code:	08
First Data:	141
Second Data:	*0* Where *0* enables automatic live record for systemwide and *1* disables automatic live record systemwide.

NOTE

✎ *Automatic live record is supported only with release transfers.*

3. Enable automatic live record for trunk calls, optional.

Command Code:	3522
First Data:	*xx* Where <*xx*> is the trunk route number.
Second Data:	*0* Where *0* enables automatic live record for systemwide and *1* disables automatic live record systemwide.

4.2 Configuring Live Record on a Subscriber's Extension

Do this procedure for each subscriber extension that will use live record.

1. Enable message waiting service for the extension.

Command Code:	1303
First Data:	*xxx* Where <*xxx*> is the subscriber's extension number.
Second Data:	0

2. Set the Prime Line for the extension.

Command Code:	93
First Data:	*xxx* Where <*xxx*> is the subscriber's extension number.
Second Data:	*xxx* Where <*xxx*> is the subscriber's extension number.

3. Assign live record line key functions.

Command Code:	9000
First Data:	*xxx, yyy* Where <*xxx*> is the subscriber's extension number and <yyy> is the line key.
Second Data:	F1091 Where F1091 = Record.

4. Enable automatic live record for the extension, if the subscriber wants it.

Command Code:	1323
First Data:	*xxx* Where <*xxx*> is the subscriber's extension number.
Second Data:	*0* Where *0* enables automatic live record for the extension and *1* disables automatic live record for the extension.

4.3 Configuring Live Record on UM8000

By default, live record is disabled for subscribers in the default subscriber template and the maximum recording time for live record is 300 seconds, or five minutes. Use the following procedure to change the default settings.

1. Log on to the Web administration console, then go to **Subscribers > Subscriber Template > Live Record**.
2. Select **Enable live record**.
3. In the **Maximum record time** field, specify the recording time in seconds.
4. Click **Save**.
5. If necessary, enable live record for any previously existing subscribers. The template change only affects new subscribers added to the messaging system.

SECTION 5 SETTING UP LIVE MONITOR

Subscribers can listen to a message as it is being recorded in their mailbox by using the live monitor feature. To monitor messages using a phone, the phone system and the subscriber's extension must be configured properly. Use the phone system programming interface (either a CAT phone or a SV8300 PCPro) to enter the phone system programming commands.

5.1 Enable Live Monitor on the Phone System

Enable live monitor for the service restriction class.

Command Code:	15186
First Data:	*xxx* Where <*xxx*> is the service restriction class.
Second Data:	*0* Where *0* enables live monitor and *1* disables live monitor systemwide.

5.2 Configuring Live Monitor on a Subscriber's Extension

Do this procedure for each subscriber extension that will use live monitor.

1. Set the live monitor mode for the subscriber's extension.

Command Code:	1226
First Data:	*xxx* Where <*xxx*> is the subscriber's extension number.
Second Data:	*0* Where *0* = automatic mode, *1* = manual mode and *3* = off.

2. Enable live monitor pickup.

Command Code:	1227
First Data:	*xxx* Where <*xxx*> is the subscriber's extension number.
Second Data:	3

3. Assign the live monitor line key function.

Command Code:	9000
First Data:	*xxx, yy* Where <*xxx*> is the subscriber's extension number and <*yy*> is the line key.
Second Data:	F5024

NOTE

✎ *After programming is finished, the user at the extension must go off-hook (press the Speaker button), then press the key that was programmed for live monitor in step 3. The LED will turn red and live monitor is ready for use.*

5.3 Enabling Live Monitor on UM8000

By default, live monitor is disabled for subscribers in the subscriber template. To enable live monitor in the subscriber template, use the following procedure.

1. Log on to the Web administration console, then go to S**ubscribers > Subscriber Template > Access Options**.
2. Under Administration, select **Enable Live Monitor**.
3. Click **Save**.
4. Enable live monitor for any previously existing subscribers.

Configuring UM8000

SECTION 1 OVERVIEW

Once the UM8000 blade has been installed, the next step is to configure the voice messaging system and the SV8100/SV8300 phone system to communicate with each other.

SECTION 2 STARTING THE UM8000 FOR THE FIRST TIME

To start the UM8000 for the first time, make the required settings and license agreements before starting the application. To access settings options and license agreements, connect to the Web Administration Console (WAC) using an internet browser.

If the license agreements are not accepted, the application cannot start.

NOTE

✎ *If the voice mail database is defaulted, this procedure must be repeated.*

The following procedure provides instructions for starting the UM8000 for the first time:

1. First determine the IP address of the voice mail by checking program 10-55-01 for the slot where the blade is installed.
2. Start your internet browser and enter the IP address followed by /admin in the URL window.

   For example: **172.16.0.100/admin**.
3. Press **<ENTER>**.

4. If prompted with a certificate warning, accept the certificate and choose to continue to web page. Then log into the WAC with the user name: **$nec**. No password is required.

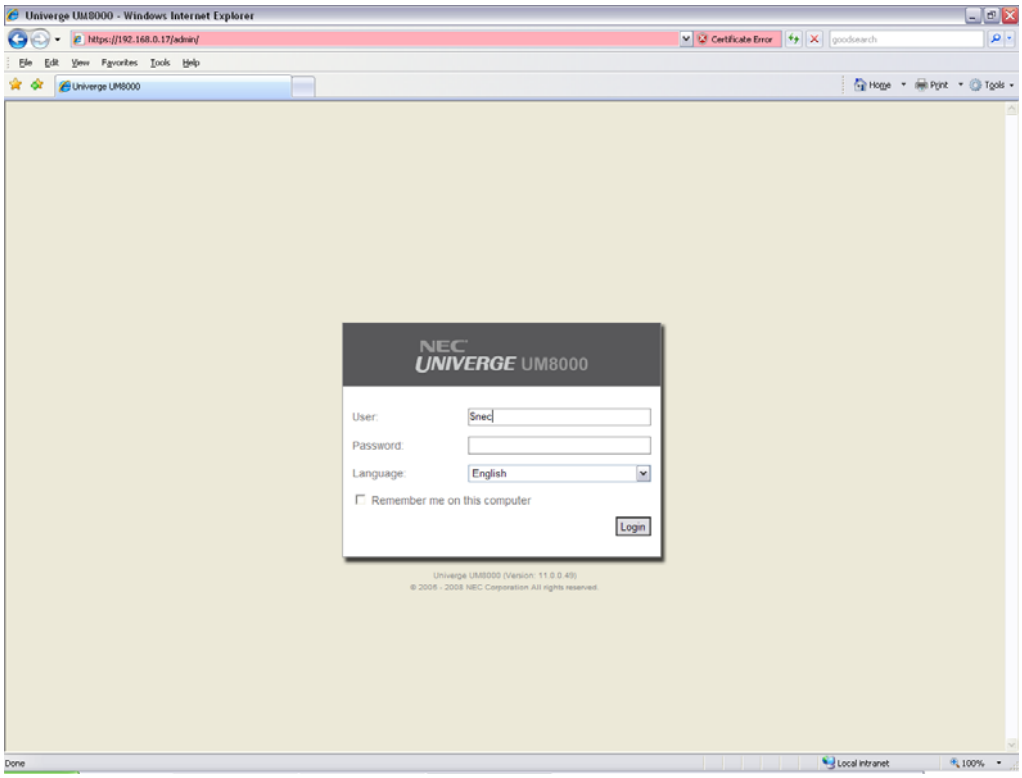


Figure 9-1 UM8000 Login

5. You are prompted to accept the third party software license agreement.

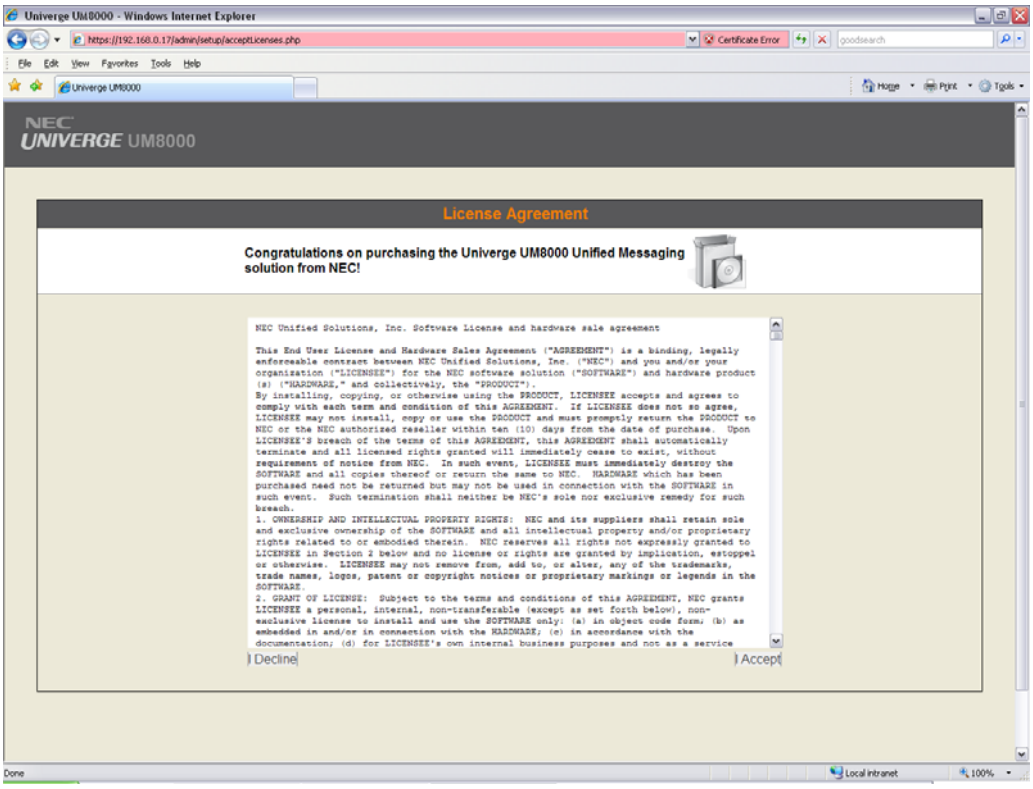


Figure 9-2 Third Party Software License Agreement

6. Choose the phone system where the voice mail is to be installed.

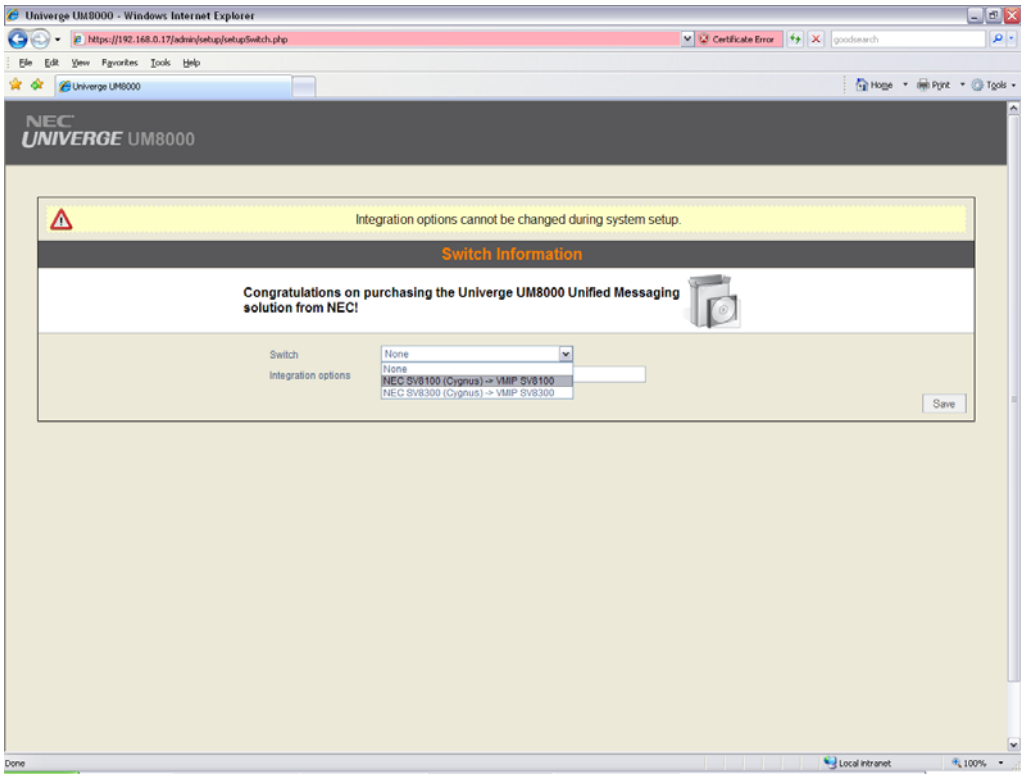


Figure 9-3 UM8000 Switch Information

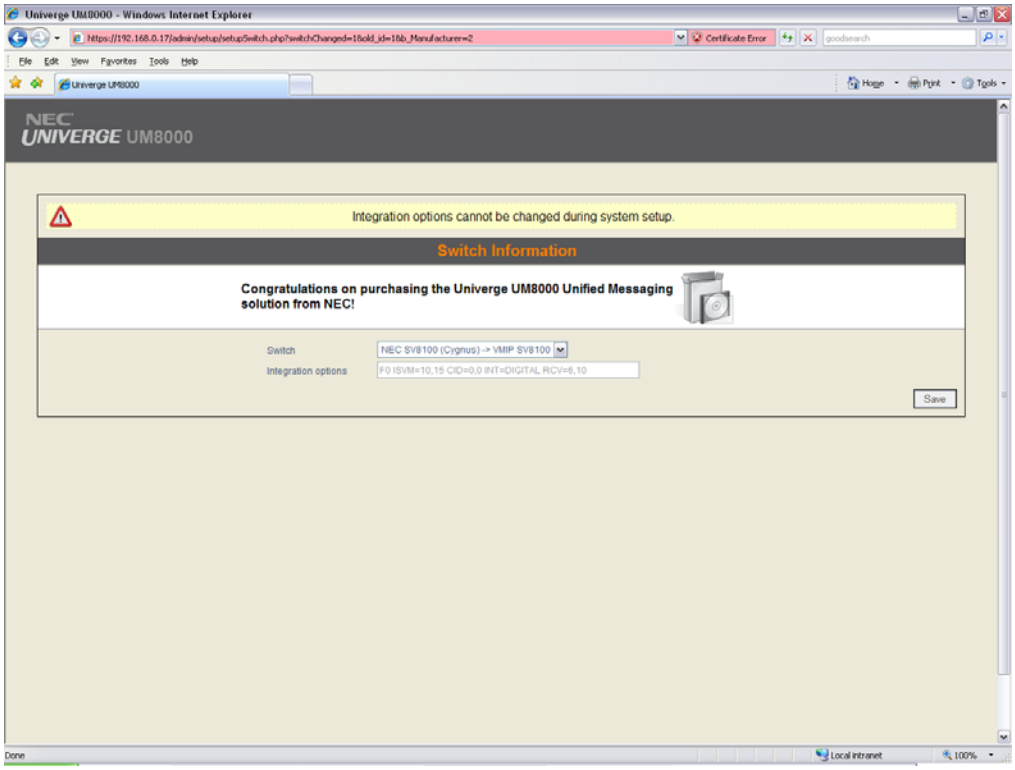


Figure 9-4 UM8000 Integration Options

7. Set the extension numbers that are assigned to the voice mail in program 11-02-01. Select **Edit All**. Enter the extension number for each voice mail port, then click **Save**.

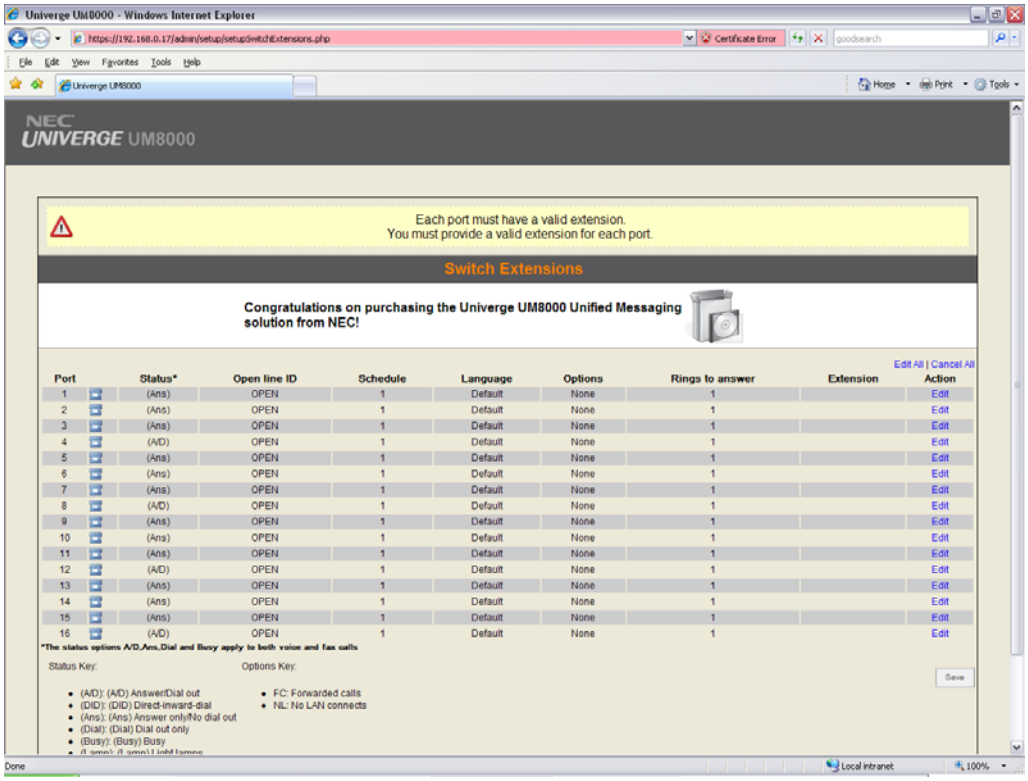


Figure 9-5 Entering Switch Extensions for Voice Mail Ports, Screen 1

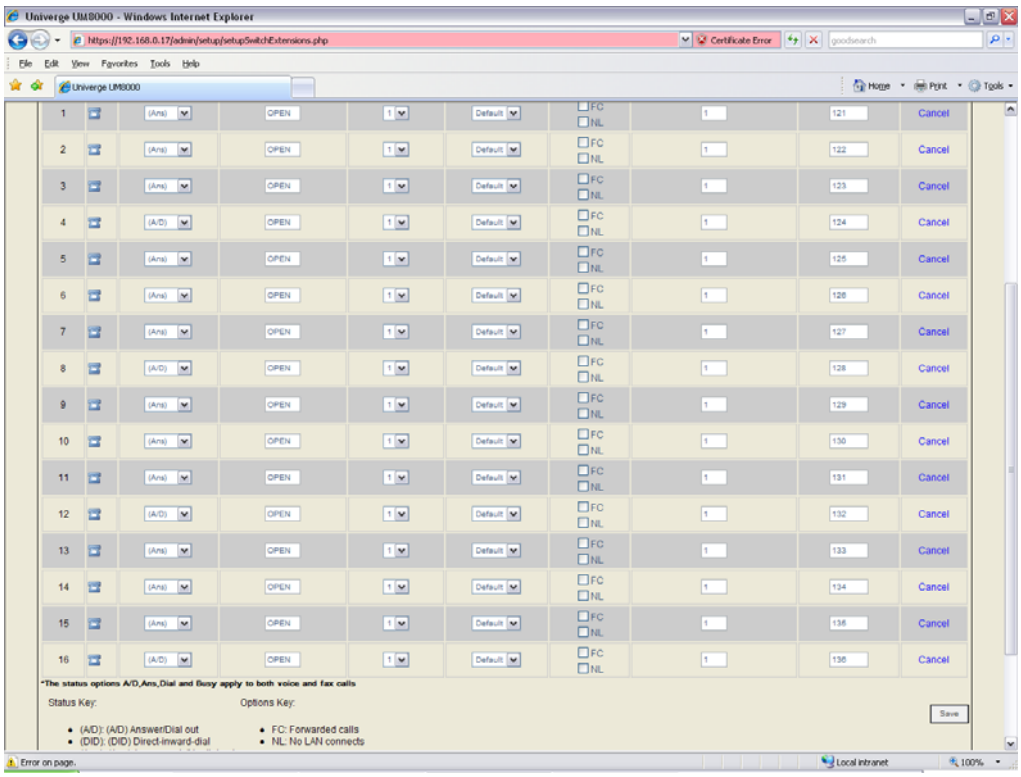


Figure 9-6 Entering Switch Extensions for Voice Mail Ports, Screen 2

8. To register the equipment at this time, enter the registration information on the Product Registration Form screen. The voice mail must have access to the internet for the registration to be successful. You can also choose not to register at this time or to be reminded in seven days.

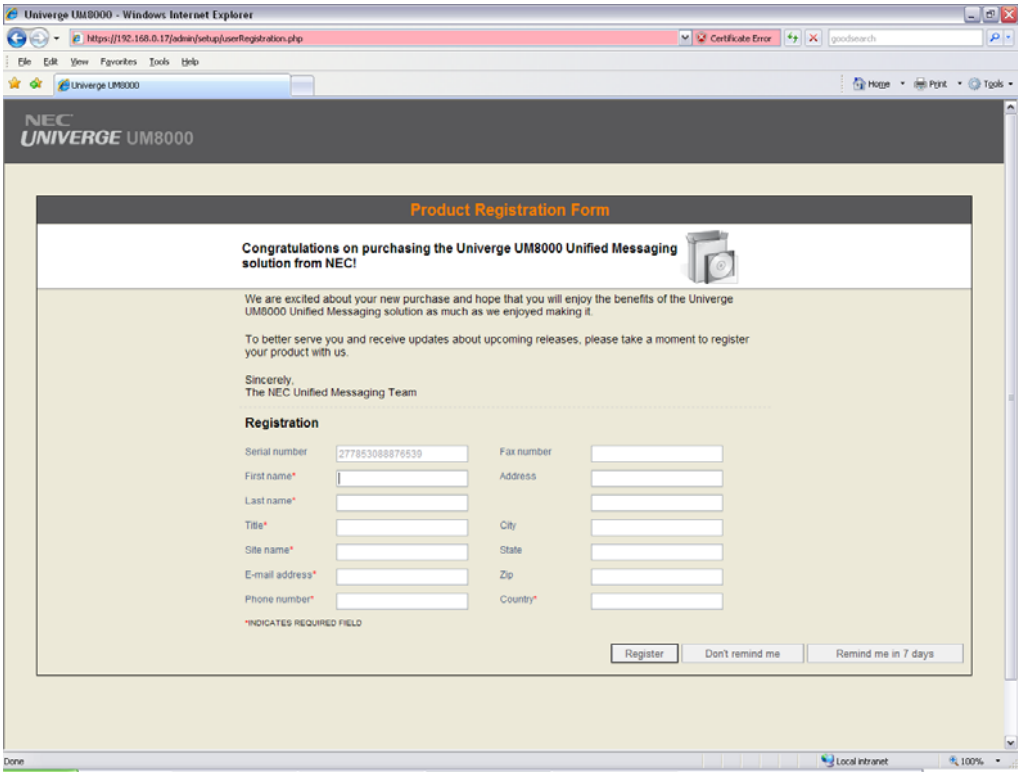


Figure 9-7 Product Registration Form

9. You are now logged into the WAC, but the application is not yet started.

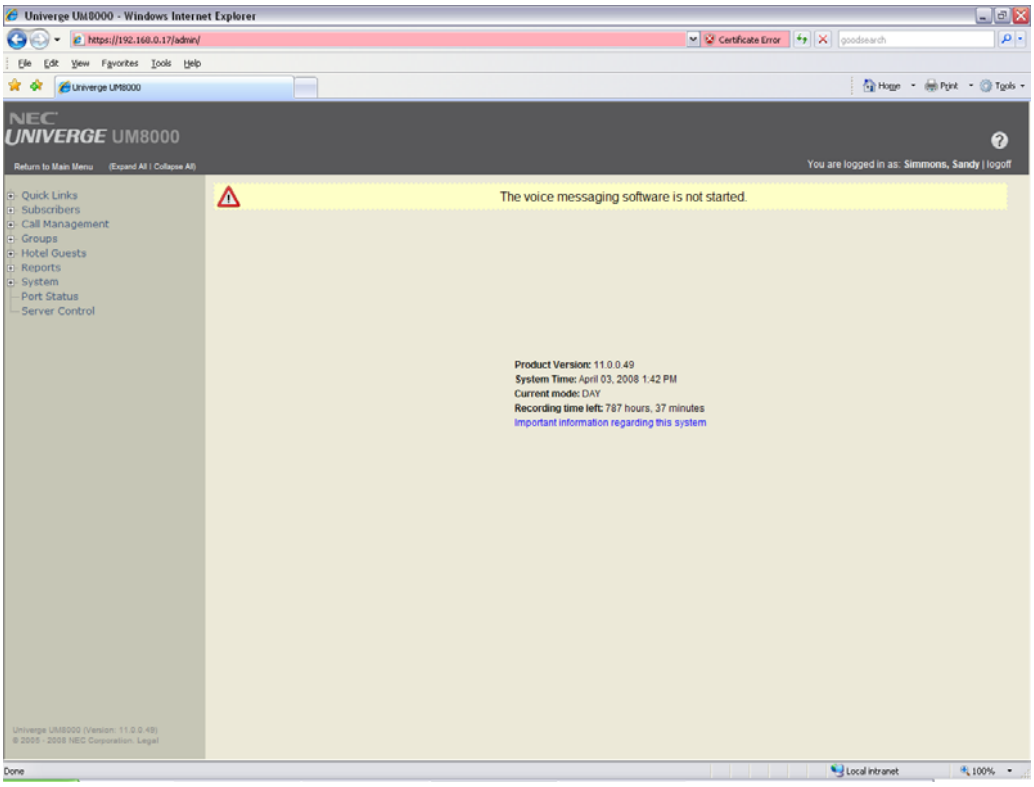


Figure 9-8 System Information

10. Start the application by going to Server Control and clicking on the Start icon.

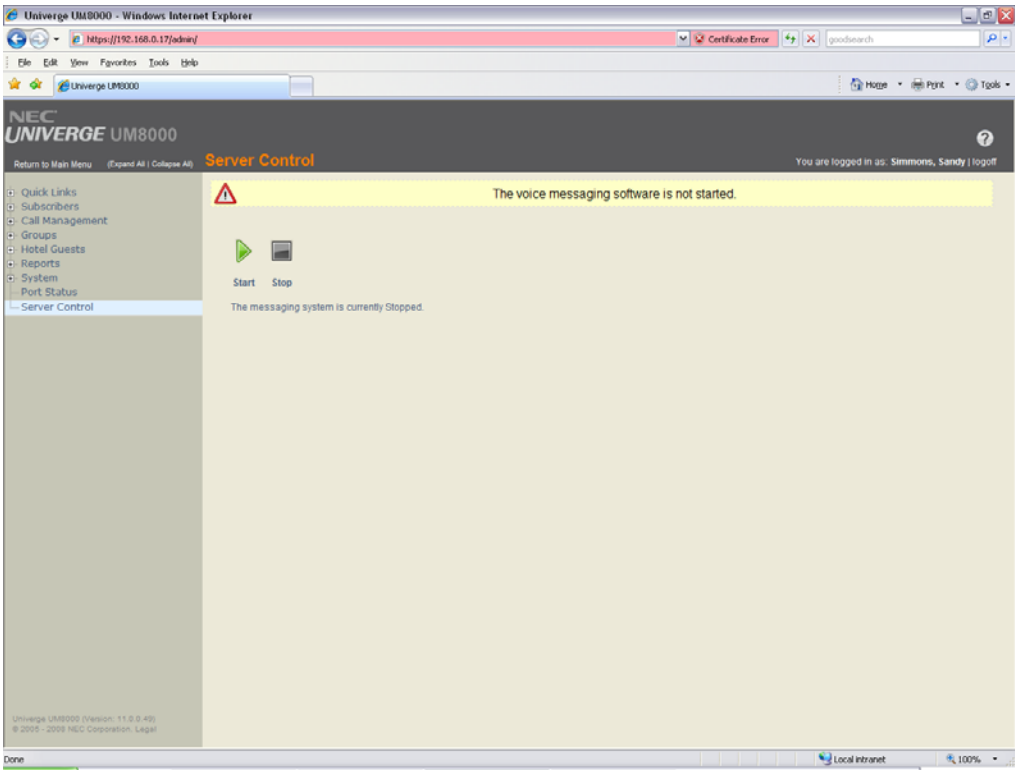


Figure 9-9 Server Control Start Icon

SECTION 3 CONFIGURING THE VOICE MESSAGING SYSTEM

Configuring the voice messaging system is managed using two tools: the Maintenance Menu and the Web administration console. The Maintenance Menu is a graphical user interface that minimizes the need to type lengthy commands at the command line prompt.

- ❑ Maintenance Menu – Use the Maintenance menu to specify network DNS configuration settings, apply system updates and for general tone detection.
- ❑ Web administration console – Use the Web administration console to set hospitality (Property management system - PMS) settings, e-mail integration settings, add/remove language packs, extension remapping, trunk remapping, update licensing information, specify switch integration information, and much more. Refer to *System Management Help* for details about other functionality available in the Web administration console.

SECTION 4 BEFORE SHIPPING THE VOICE MESSAGING SYSTEM

Resellers who are assembling voice messaging systems for delivery to customers must reset the third-party licensing agreements. This enables the customers to accept the licensing for third-party software that is installed with the voice messaging system.

The IP address for the voice mail is assigned in chassis programming 10-55-xx. At default this address is 172.16.1.xxx, where .xxx will vary depending upon which slot the CD-VM00 was installed. Starting with slot 1 this will be .100, slot 2 will be .101, slot 5 will be .104 and so on.

CAUTION

✎ *Law requires that end-users accept the End User License Agreement for software installed on their systems.*

4.1 Resetting Third-Party Licensing Agreements

To reset:

1. Start PuTTY.
2. Log on as admin.
3. Type the password, **voicemail.**

   The Main menu appears.
4. Choose 2-Maintenance, then press **<ENTER>**.

   The Maintenance menu appears.
5. Choose 3-Command prompt, then press **<ENTER>**.
6. Type **sudo /opt/vmail/bin/prepare_system <ENTER>**.

   The first time the client starts the Web administration console, the licensing agreements are displayed.

SECTION 5 SETTING UP THE UM8000 SOFTWARE

After installing and connecting to the UM8000 blade, configure the voice blade and voice messaging software features.

5.1 Configuring Network Setup

The following network information is required to configure the network setup.

The following network information is required to configure the network setup.

Host name or IP address	
Domain name	
Primary DNS IP address	
Secondary DNS IP address	

TCP/IP
Minimum required to provide access to Web administration console and Maintenance menu (PuTTY).

IP address	
Subnet mask	
Default gateway	

Use the following procedure to specify the network setup.

5.2 Specifying the Network Setup

The IP address for the voice mail is assigned in chassis programming 10-55-xx. At default this address is 172.16.1.xxx, where .xxx will vary depending upon which slot the CD-VM00 was installed. Starting with slot 1 this will be .100, slot 2 will be .101, slot 5 will be .104 and so on.

The DNS server IP Address, Host Name and Domain Name are all that can be configured from the Maintenance Menu.

To specify the setup:

1. Start PuTTY.

   The login prompt appears.

2. Type **admin** <ENTER>.

3. Type the password: **voicemail <ENTER>**.

   The Main menu appears.

4. Choose 1 Configuration, then **OK**.
   The Configuration page appears.
5. Choose 1 Network setup, then **OK**.
6. The Network setting page appears.
7. Choose 1 Host name, then **OK**.
   The Host name page appears.
8. Type the Host name, the choose **OK**.
   The Network setting page reappears.
9. Choose 2 Domain name, then **OK**.
   The Domain name page appears.
10. Type the Domain name, then choose **OK**.
    The Network setting page reappears.
11. Choose 3 Primary DNS, then **OK**.
    The Primary DNS page appears.
12. Type the DNS server IP address, then choose **OK**.
    The Network setting page reappears.
13. Choose 4 Secondary DNS, then **OK**.
    The Secondary DNS page appears.
14. Type the DNS server IP address, then choose **OK**.
    The Network setting page reappears.

5.3 Setting Up UM8000 Date and Time

The UM8000 Mail automatically synchronizes its time and time zone with the phone system time on boot up. Manual adjustments on the voice mail are not needed or available.

5.4 Changing Administrator Password and Creating a New User

5.4.1 Changing the Password

To change admin password, use the following procedure.

1. Start PuTTY.
2. Log in as **Admin <ENTER>**.
3. On the Main menu, choose 2-Maintenance, then press **<ENTER>**.

   The Maintenance page appears.
4. On the Maintenance menu, choose 2-Set admin password, then press **<ENTER>**.

   The Set admin password page appears.
5. Type the new password, then press **<ENTER>**.
6. Retype the new password., then press **<ENTER>**.

   An alert message appears stating that the password has been changed.
7. Click **OK** or press **<ENTER>** to return to the Maintenance menu.
8. On the Maintenance menu, choose 0-Return to previous menu, then press **<ENTER>** to return to the Main menu.

5.4.2 Creating a New User

To create a new system manager for the voice messaging system, perform the following procedure:

1. Start the Web administration console.
2. Under Subscribers, click **Subscribers**.

   The Subscriber profile page appears.
3. Click the **Add** icon to create a new subscriber.

   The Add subscriber page appears.
4. Make sure that the New subscriber check box is checked.
5. Click **Add**.

   The Add subscriber page resets. Close the page.
6. On the Subscriber profile page, choose the Enable subscriber as system manager check box.
7. Click the **Save** icon.
8. The new subscriber now has system manager permissions.

E-mail Integration

10

SECTION 1 OVERVIEW

This chapter explains how to set up e-mail integration for the voice messaging system, and how to set up e-mail features for subscribers.

Subscribers can use text-to-speech technology to listen to e-mail messages by phone. E-mail message counts can be included in new message counts. All voice messages and faxes can be forwarded to e-mail inboxes.

The e-mail integration provides 24-hour access to e-mail from any touchtone phone. Standard protocols are used to access, read, and send e-mail messages on the voice messaging system. The protocols for integration include IMAP and MIME.

The e-mail server must support the SMTP protocol for outgoing e-mail features to work properly.

SECTION 2 PROTOCOLS

2.1 E-mail Protocols

The following standard e-mail protocols ensure the successful transmission of e-mail messages:

- **IMAP** – Internet Message Access Protocol (IMAP) provides the voice messaging system access to e-mail inboxes.

  The voice messaging system uses IMAP to obtain e-mail message headers and body information from a variety of e-mail servers. This information is delivered to the text-to-speech engine to convert the text to audio format for playback.

NOTE

✎ *Text-to-speech does not support HTML encoded messages. If HTML tags are heard during message playback, the message is skipped. HTML messages must be encoded using multipart MIME for text-to-speech to work properly.*

- **MIME** – Multipurpose Internet Mail Extensions (MIME) provides the voice messaging system the capability to read e-mail message header and body information.

  Multipart MIME messages enable the e-mail system to send enhanced versions of the message for messaging clients such as Lotus® Notes and Microsoft Outlook. Multipart MIME messages contain plain text messages that can be read to subscribers over the phone.

- **POP3 –** Post Office Protocol and Authenticated Post Office Protocol. POP3 is a standard internet protocol used for retrieving Internet e-mail and is used by the e-mail client to communicate with SMTP mail servers. With POP3 the user name and password are sent across the network in clear text. With APOP, the password is encrypted before being transmitted over the network to the SMTP mail server.

- **SMTP** – Simple Mail Transport Protocol (SMTP) provides the voice messaging system the capability to send outgoing e-mail messages. The system forwards voice mail and faxes to the e-mail system, receives e-mail notification of new fax/voice mail, and uses voice mail features to reply to e-mail messages. SMTP can be configured to restrict the type of messages sent such as only allowing SMTP mail to be sent to other users on the same domain.

2.2 Subscriber E-mail Authentication Protocols

- **PLAIN** – PLAIN is a simple clear text password mechanism. The mechanism uses a user name and password to authenticate users.

- **NTLM** – NTLM is a challenge-response authentication protocol. The server authenticates the client by sending an 8-byte random number, the challenge. The client performs an operation involving the challenge and a secret shared between client and server, e.g. a password. The client returns the 24-byte result of the computation. In fact, in NTLMv1 two computations are made using two different shared secrets and two 24-byte results are returned. The server verifies that the client has computed the correct result, and from this infers possession of the secret, and hence the identity of the client.

- **LOGIN** – The LOGIN mechanism is a non-standard mechanism, and is similar to the PLAIN mechanism except that LOGIN lacks the support for authorization identities.

SECTION 3 E-MAIL INTEGRATION SET UP

The following is a summary of the steps required to set up the e-mail integration.

1. Configure the voice messaging system server.
   Set up the information for the outgoing e-mail server connected to the voice messaging system.

2. Configure the e-mail server.
   The e-mail server must be configured to properly integrate with the voice messaging system.

   WARNING
   ✎ *The e-mail administrator is required to configure the e-mail server.*

   Supported e-mail servers are:

   - Microsoft® Exchange 2000 or 2003
   - Lotus® Domino™ 6.0, 6.5, or 7.0
   - Novell GroupWise® 6.0, 6.5 or 7.0

   Refer to the appropriate e-mail server documentation to configure the e-mail server.

3. Set up subscribers.
   After the e-mail server and the voice messaging system have been configured, configure subscriber mailboxes to access e-mail.

SECTION 4 CONFIGURING THE E-MAIL SERVERS

The e-mail server must have SMTP, POP3 and IMAP enabled to use the e-mail integration.

To enable SMTP and IMAP refer to the e-mail server documentation or consult the system administrator about which settings are appropriate for the organization.

WARNING
✎ *The e-mail administrator is required to configure the e-mail server.*

4.1 Setting the E-mail Server Configuration

The following configuration settings must be set for the e-mail server.

E-mail Server	Required Protocols
Microsoft Exchange	IMAP, MIME, PLAIN, and LOGIN for outgoing messages
Lotus Notes Domino	IMAP, PLAIN, and LOGIN for outgoing messages
GroupWise	IMAP4, PLAIN, and LOGIN for outgoing messages, SMTP Relay - Allow message relaying

4.2 Converting Existing Domino E-mail Files for Users

Set an Internet password for all existing users before converting any existing e-mail files. Use the following procedure to convert user e-mail files.

4.2.1 Converting Existing E-mail Files

1. Log on to the Domino e-mail server as **root** user.
2. On the Windows taskbar, click **Start > Programs > Lotus Application > Lotus Domino Administration**.
3. Type the Domino password.

   The Domino Administrator console appears.
4. Click Console to open the Domino server command prompt.

   The command prompt appears. Use one of the following set of commands to convert existing e-mail:

   - To convert a single user, type the following commands:

     tell router quit
     load convert -e mail\<mailfilename>.nsf
     load convert -h mail\<mailfilename>.nsf
     load router

   Where <*mailfilename*> is the name of the user, follow these steps for each user to be converted.

   - To convert all users in a directory, type the following commands:

     tell router quit
     load convert -e mail*.nsf
     load convert -h mail*.nsf
     load router
5. Close the Domino Administrator.
6. Log off the Domino server.

   The Domino server is now configured for e-mail integration.

SECTION 5 CONFIGURING THE VOICE MESSAGING SYSTEM

The e-mail server must be configured and connected to the voice messaging system before subscribers can use the e-mail integration.

The following e-mail server information is required to establish communications with the voice messaging system server:

- ❑ The IP address or exact name of the SMTP server.
- ❑ The SMTP port number.

5.1 Configuring the Voice Messaging System for E-mail Integration

1. Start the Web administration console.
2. Under System, click **Configuration > E-mail settings**.
3. In the Outgoing e-mail server field, type the IP address of the outgoing e-mail server.

   If the system is set up to recognize server names, type the server name instead of the IP address.
4. In the Port field, type the SMTP port for the e-mail server. The default port is 25.

   If the Secure Sockets Layer (SSL) protocol is used, click the SSL check box.
5. In the Authentication field, select the authentication protocol used by the e-mail server.
6. Type the user name.
7. Type a password.
8. In the Global e-mail field, type the common e-mail address used for all outgoing e-mail.
9. In the Display name field, type the common display name used for all outgoing e-mail.
10. Click the Save icon.

    The voice messaging system e-mail configuration is complete.

5.2 Configuring the E-mail Notification Template

1. Start the Web administration console.
2. Under System, click Configuration > E-mail message template.

   The e-mail message template page appears.
3. The default language is automatically selected in the Language field. Select the a different language from the drop-down list.
4. In the Notification type field, select the default notification type.

   - Voice notification
   - Message copy
   - Forward fax
   - Reply voice
   - IM
   - Fax notification
   - Forward voice
   - Forward fax with voice
   - Reply fax

5. Construct the notification template as needed. The tags below can be used to insert information that the voice mail system dynamically determines for each message.

• [senderName]	• Sender's name
• [senderPhone]	• Sender's phone
• [senderAccount]	• Sender's account (only available if configured in subscriber transfer/ screening options)
• [messageTimestamp]	• Message received timestamp on the messaging system
• [messageDuration]	• Message length in seconds
• [messageSize]	• Message size in kilobytes
• [messageFlag]	• Message Special flags. Available message flags: PRIVATE and URGENT
• [voicemailURL]	• URL of the messaging system
• [subscriberName]	• Subscriber's name
• [subscriberExtension]	• Subscriber's extension
• [notificationType]	• Message notification type. Available notification types: voice, fax, message copy, forwarded voice, forwarded fax, forwarded fax with voice, reply fax, reply voice and IM

6. Click the **Save** icon.

7. Click **Preview**.

The voice messaging system e-mail configuration is complete.

Next step…

- **Configure subscriber template e-mail settings. Refer to Section 6.1 Setting Up the Default Subscriber Template on page 10-7 in this chapter.**

SECTION 6 SETTING UP SUBSCRIBER MAILBOXES

After configuring the voice messaging system server and the e-mail server for e-mail integration, set up subscribers to access e-mail messages using the phone.

6.1 Setting Up the Default Subscriber Template

Configure the subscriber template for access to e-mail. The subscriber template is used to pre-configure new subscriber settings. Any existing subscribers must be configured individually.

To set up the default subscriber template, perform the following procedure:

1. Start the voice messaging system.
2. Start the Web administration console.
3. Under Subscribers, click **Subscriber Template > E-Mail**.
4. In the Server type field, choose **IMAP** or POP3.
5. In the Server name field, type the IP address for the voice messaging system.

   Choose authentication method Plaintext or NTLM.
6. If appropriate, make sure the Use SSL check box is checked, for SSL authentication.
7. When the SSL check box is checked, the port number 993 appears in the field.
8. In the Port field, type **143** for IMAP; **110** for POP3; or the appropriate value for the e-mail server.

   NOTE

   ✎ *For subscriber e-mail integration to work, the subscriber must have appropriate access options. Access to e-mail messages from voice mail or fax/voice e-mail forwarding or notification.*
9. Click the **Save** icon.

6.2 Setting Subscriber E-mail Options

Use the following procedure to change individual subscriber e-mail settings.

To set subscriber e-mail access options:

1. Start the Web administration console.
2. In the Subscribers section, click Subscriber Template > E-Mail.
3. Select a subscriber.

   Use the Next, Previous, or Find Subscriber icons to locate a subscriber profile. The subscriber profile is displayed.

4. Click E-mail.

   The subscriber e-mail settings appear.

5. In the e-mail address field, type the subscriber full e-mail address. For example: **name@company.com**.

6. Choose a Server type from the drop-down list: **POP3** or **IMAP**.

7. In the Server name field, type the server IP address or server name.

8. In the User name field, type the subscriber system ID used to attempt authentication with the e-mail server. For example: POP access requires a full e-mail address, while Microsoft Exchange server with IMAP does not.

9. If appropriate, make sure the Use SSL check box is checked, for SSL authentication.

   When the SSL check box is checked, the port number 993 appears in the field.

10. In the Port field, type **143** for IMAP; **110** for POP3; or the appropriate value for the e-mail server.

    NOTE

    ✎ *For subscriber e-mail integration to work, the subscriber must have appropriate access options. Access to e-mail messages from voice mail or fax/voice e-mail forwarding or notification.*

11. If the e-mail system uses authentication, check the Use authentication check box, then choose the authentication type from the drop-down list.

12. Click the Save icon.

Repeat this procedure for each existing subscriber. Use the Next, Previous, or Find Subscriber icons to display the subscriber profile.

Next step…

- **Test the e-mail integration.**

Remote Maintenance

SECTION 1 OVERVIEW

Remote maintenance enables administrators to use a remote computer to troubleshoot and maintain the voice messaging system. Remote maintenance uses the Internet and a network LAN connection or a dial-up connection.

Internet and network access requires that the voice messaging system is connected to a network that provides Internet access. The network administrator must also set up the firewall to enable remote access. To access the voice messaging system remotely, the IP address must be statically mapped to an outside IP address on a per IP address or a per TCP port basis.

Dial-up access requires both the voice messaging system and remote computer to have modems set up and accessible. Dial-up Networking must be configured on the remote computer and the remote computer must have an SSH client installed.

SECTION 2 SETTING UP DIAL-UP MAINTENANCE

The remote computer must have Windows dial-up networking properly configured before attempting to connect to the voice messaging system.

To configure dial-up maintenance for the voice messaging system, perform the following procedure:

1. From the Main Menu, go to **System> Configuration > Access Number**.

2. Specify the internal modem extension (default: **663**).

NOTE

✎ *This is the extension you must dial to establish a remote modem connection with the voice messaging system.*

3. Click on the **Save** button.

2.1 Setting Up the Remote Computer Dial-up Networking

The following procedure is written for a remote computer that is running the Windows XP operating system. Use the following procedure to configure the dial-up networking.

Refer to the network configuration documentation if a different operating system is installed on the remote computer.

1. To set up dial-up networking on a remote computer
2. Click **Start > My Network Places > Properties**.

   The Network connections properties window appears.
3. Double-click **New Connection Wizard**.

   The New Connection Wizard Welcome page appears.
4. Click **Next**.
5. Select Connect to the network at my workplace, then click **Next**.
6. Select Dial-up connection, then click **Next**.
7. Type a name for the connection. For example, type UM8000, then click **Next**.
8. Type the phone number for the modem at the remote site, then click **Next**.
9. Select the **My use only** connection option, then click **Next**.
10. Select the Add a shortcut to this connection to my desktop check box, then click **Finish**.

    The New Connection Wizard places a shortcut icon on the desktop and closes.

SECTION 3 USING A REMOTE COMPUTER

A remote computer that is running a different operating system can be used to access the voice messaging system. The TCP/IP settings on the remote computer must be set to connect to the default IP address for the voice blade.

3.1 Configuring TCP/IP

This procedure assumes that a network card is installed and correctly configured on the remote computer running the Windows XP operating system.

3.1.1 Configuring TCP/IP for the Remote Computer

Refer to the system documentation for information about configuring the TCP/IP settings for a remote computer that is running a different operating system.

1. On the Windows desktop, click **Start**.

2. Right-click **My Network Places**, and select **Properties**.

   The Network Connections window appears.

3. Right-click **Local Area Connection**, then select **Properties**.

   The Local Area Connection Properties window appears.

4. Double-click **Internet Protocol (TCP/IP)**.

5. On the General tab:
   a Select **Use the following IP address**.
   b Type **172.16.1.200** in the IP address field.
   c Type **255.255.255.0** in the Subnet mask field.
   d Leave the Default gateway field blank.
   e Click **OK**.

   The Internet Protocol properties dialog box closes.

6. Click **OK** to close the Local Area Connection window.

3.2 Using Dial-up Connection

The procedures in this section assume that the network administrator has helped set up the remote computer for remote dial-up access and that you know how to dial-in to the network.

3.2.1 Using WinSCP and Dial-up to Connect Remotely

Use the following procedure to transfer files between the voice messaging system and a remote computer.

1. On the Windows Desktop, double-click the **Dial-up connection** icon.

   The Connect page appears. If you are using a network connection, go to step 6.

2. In the User name field, type **admin**.

3. In the Password field, type the password: **voicemail**.

4. Click **Dial**.

   The modem dials the phone number. If the connection is successful, a small icon with two flashing computers appears On the Windows taskbar.

   NOTE

   ✎ *Consult your network administrator for assistance setting up dial-up access to the network.*

5. On the Windows taskbar, click **Start > Programs > WinSCP3 > WinSCP**.

   The Login window appears.

6. Type the Host name or IP address of the voice messaging system. Verify new remote maintenance IP addresses.

   If dial-up is being used, type **10.0.0.1**.

7. Type the User name, **admin**.

8. Type the Password, **voicemail**.

9. Under Protocol, select **SFTP** (allow SCP fallback).

10. Click **Login**.

    When the first connection is made, a warning message appears. This message does not appear for subsequent connections. Click **Yes**.

    After authentication is complete, the WinSCP File Transfer page appears.

3.2.2 Transferring Files to the Remote Computer

This procedure assumes that the Norton Commander interface has been selected. The Norton Command interface displays the source directory structure in the left pane and the destination directory in the right pane. This enables the use of drag and drop to copy files.

1. Select the file or files to copy.

2. Right-click the file name, then select **Copy**.

   Alternatively, if the Norton Commander interface is active, you can drag and drop files.

3.2.3 Transferring Files from the Remote Computer

1. Select the file or files to copy.

2. Click **Files > Copy**, then click **Copy**.

   Alternatively, if the Norton Commander interface is active, you can drag and drop files.

3.3 Logging On and Logging Off Using PuTTY

Log on and log off after connecting to the UM8000 blade.

3.3.1 Logging On Using PuTTY

1. Click **Start > Programs > PuTTY > PuTTY**.

   The PuTTY configuration dialog box appears.

2. Type the Host name of the voice messaging server, then click **OPEN**.

   The PuTTY client shell appears with a login as prompt.

3. At the login prompt, type **admin <ENTER>**.

   The Maintenance menu appears in a PuTTY window.

4. When prompted for the password, type **voicemail <ENTER>**.

   The Maintenance menu appears when the correct password is typed.

3.3.2 Changing the Admin Password

Changing the support password secures the computer at the operating system level. The system manager should take additional steps to secure UM8000 at the voice messaging application level. Refer to System Management Help for more information.

This procedure assumes that the mouse is used as an input device.

1. On the Maintenance menu, click **2 Maintenance**, then click **OK**.

   The System maintenance menu appears.

2. On the System maintenance menu, click **2 Set admin password**, then click **OK**.

   The Set admin password window appears.

3. Type the new password, then click **OK**.

4. When prompted, retype the new password, then click **OK**.

   A message appears stating that the password has been changed.

5. Click **OK** to return to the System maintenance menu.

6. Click **0 Return** to previous menu, then click **OK** to return to the Maintenance menu.

7. Click **0 Log out**, then click **OK** to log out and close the PuTTY window.

3.3.3 Logging Off

To log off from the operating system, do the following:

3.3.3.1 Logging Off Using PuTTY

1. Return to main Maintenance menu screen.

2. Choose **0 Log Out**, then choose **OK**.

SECTION 4 SINGLE POINT OF ENTRY

When connected to the SV8100 using WebPro or PCPro you have the ability to connect directly to the UM8000 Web Admin Console (WAC). The SV8100 knows if the UM8000 is installed and running and also knows the IP address assigned to it. Other than normal system programming for the UM8000, no configuration changes are required.

The instructions below show how to connect to the UM8000 from PCPro or WebPro after you have connected to the SV8100 system. The UM8000 must be connected to the same LAN as the SV8100 CPU.

4.1 Using WebPro

1. Log in to the SV8100 with user name = **tech** and password = **12345678**.

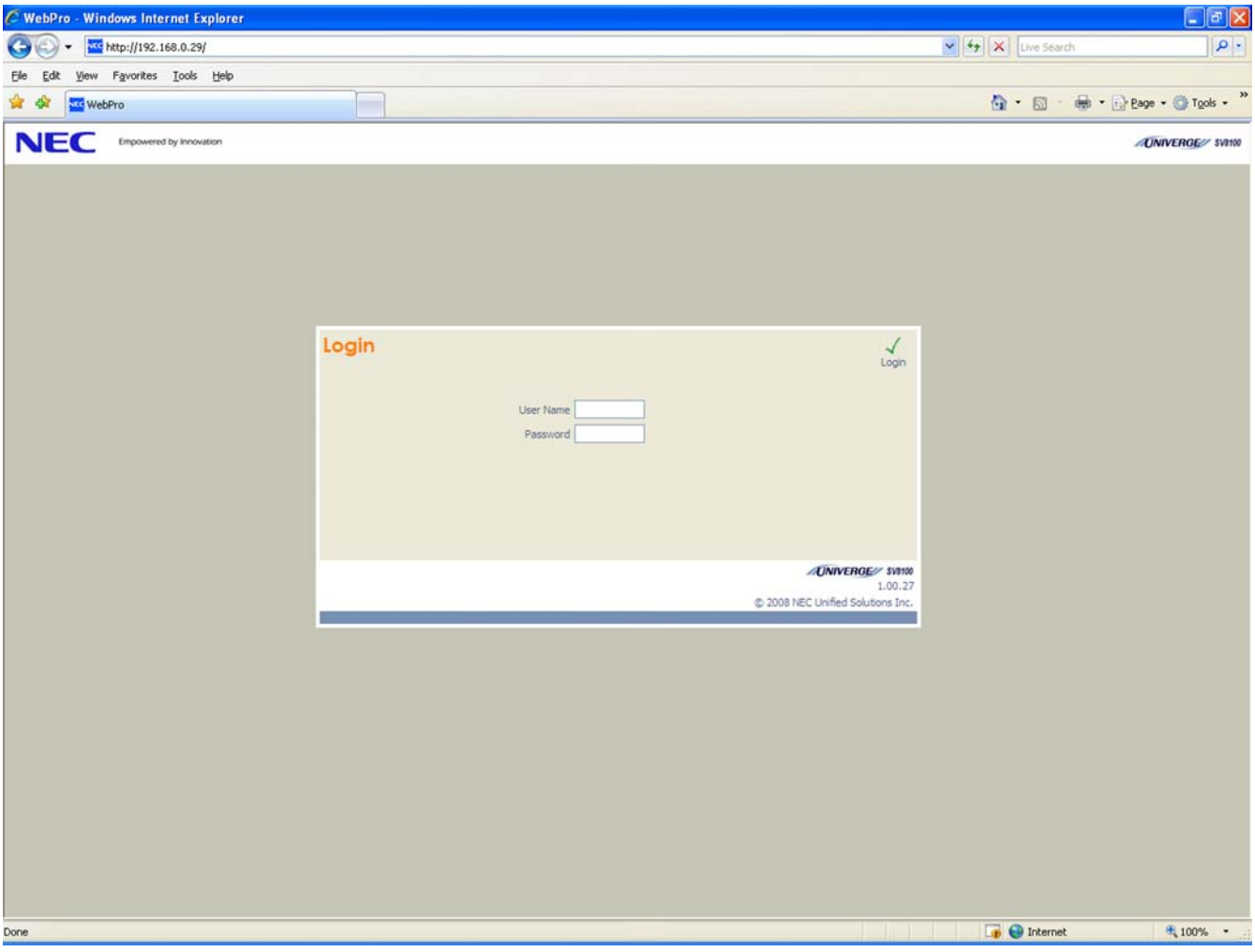


Figure 11-1 WebPro Login

2. Once logged in, the main screen has a link to the “In-Skin Voice Mail”, if the UM8000 is installed and working.

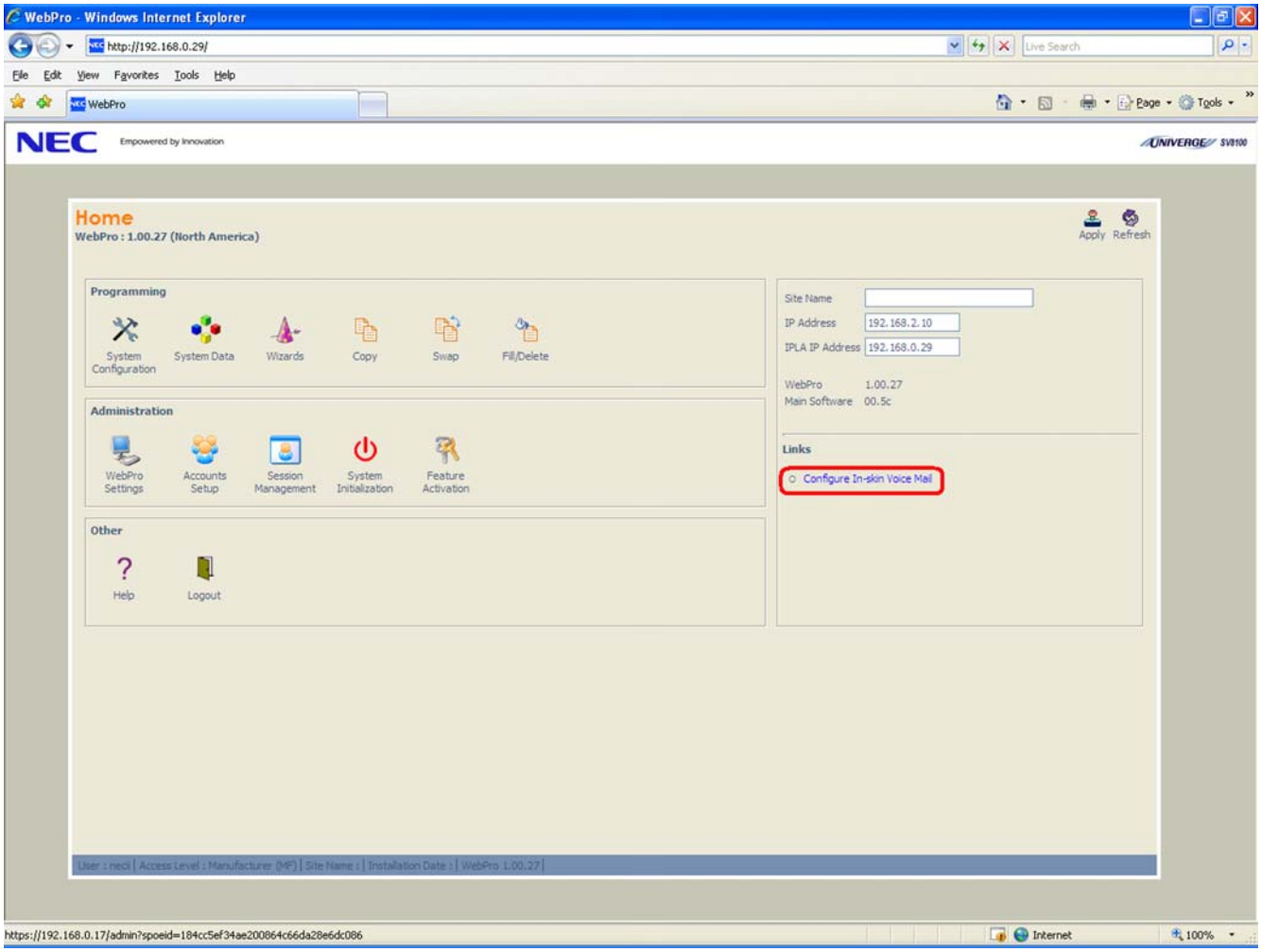


Figure 11-2 WebPro Connection to In-Skin Voice Mail

3. WebPro automatically launches your default web browser and connects to the UM8000

4. When prompted, accept the web browser security warning..

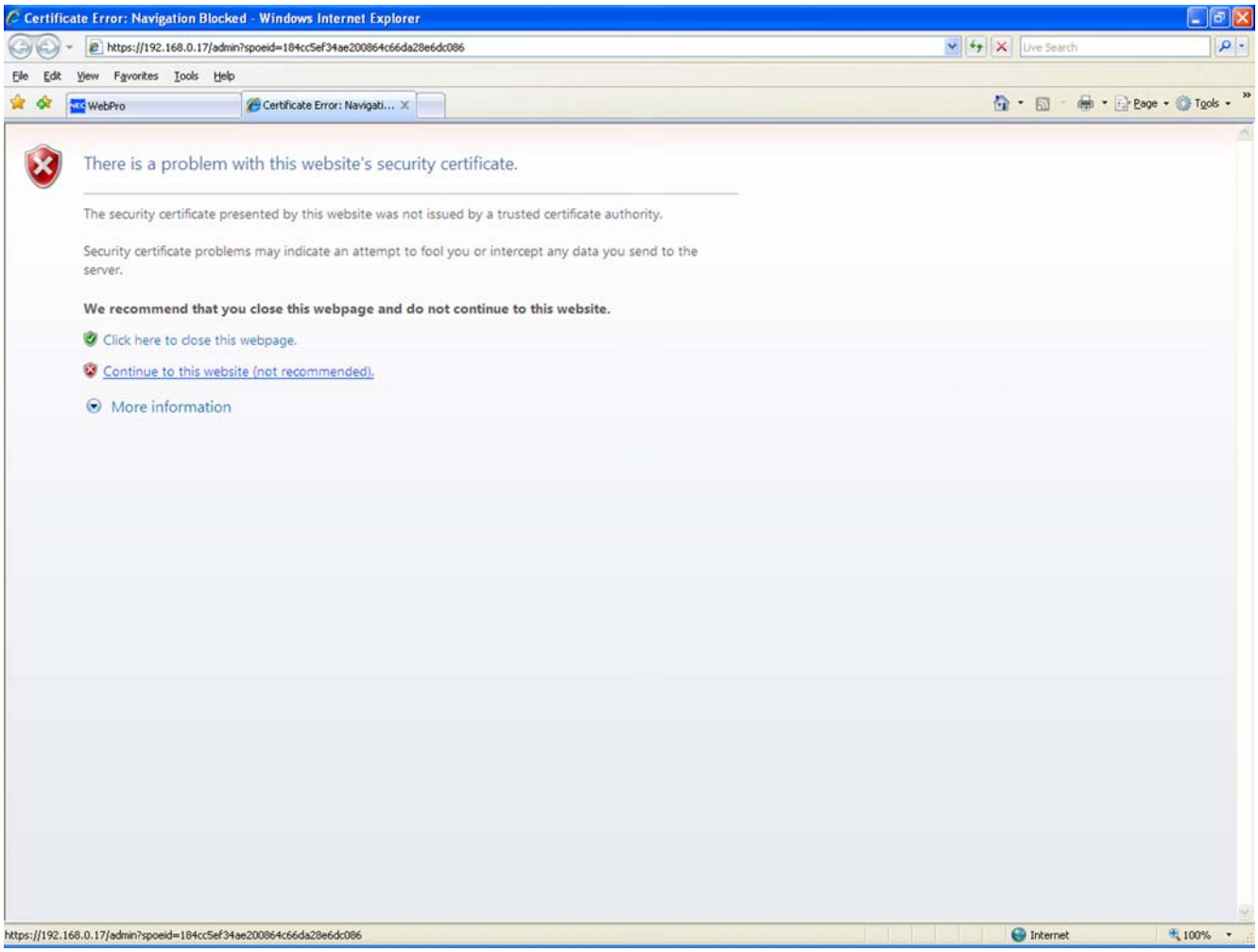


Figure 11-3 WebPro Security Certificate Warning

5. You are now logged into the WAC.

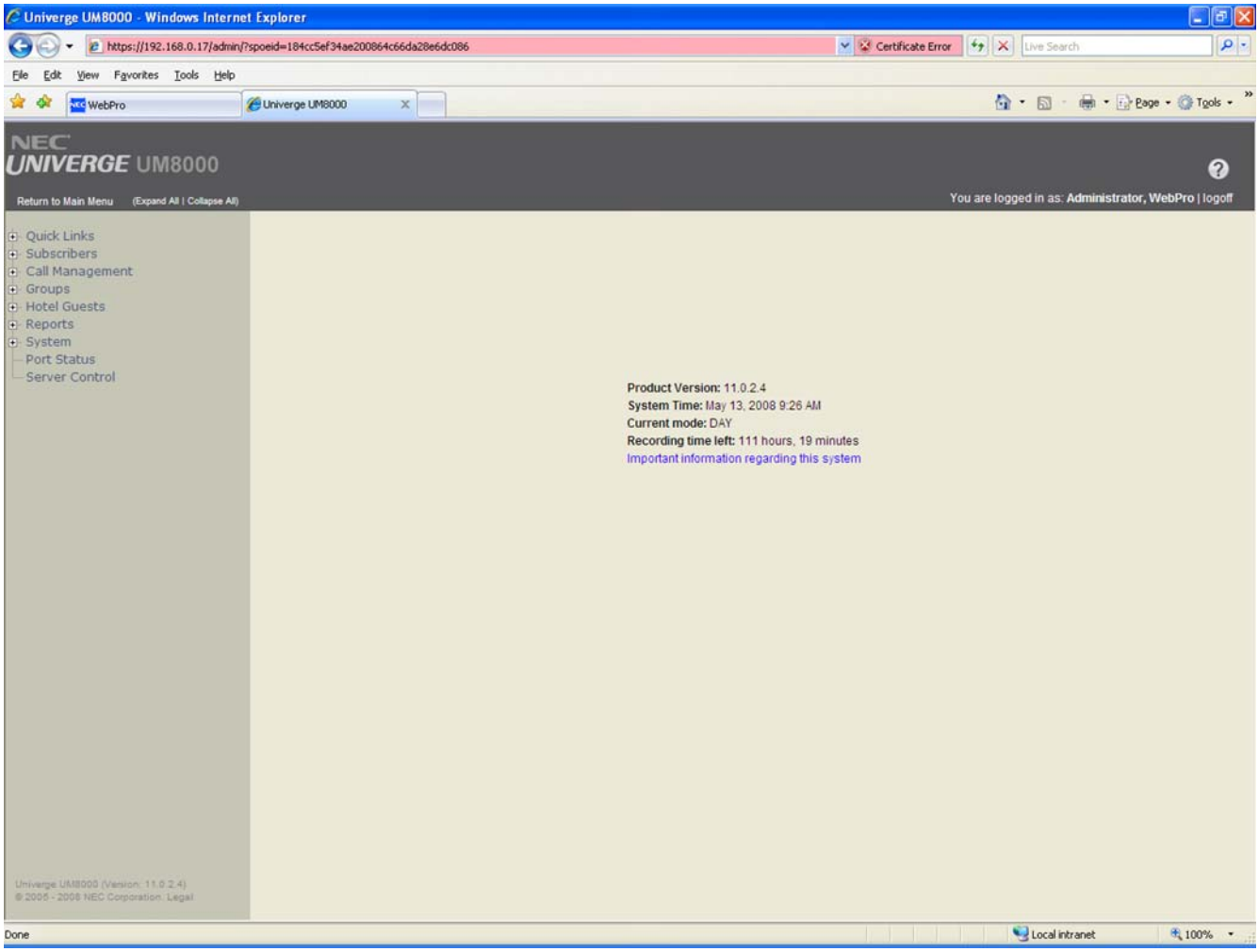


Figure 11-4 WebPro Web Admin Console

4.2 PCPro

1. Start PCPro and login with user name = **tech** and password = **12345678**.

Figure 11-5 PCPro Login

2. Open the site's database. If the database is not available, connect to the SV8100 and download the database before continuing.
3. While connected to the SV8100, chose **Links/In Skin Voice Mail Server**.
4. PCPro automatically launches the default web browser and connects to the UM8000.

5. When prompted, accept the web browser security warning. .

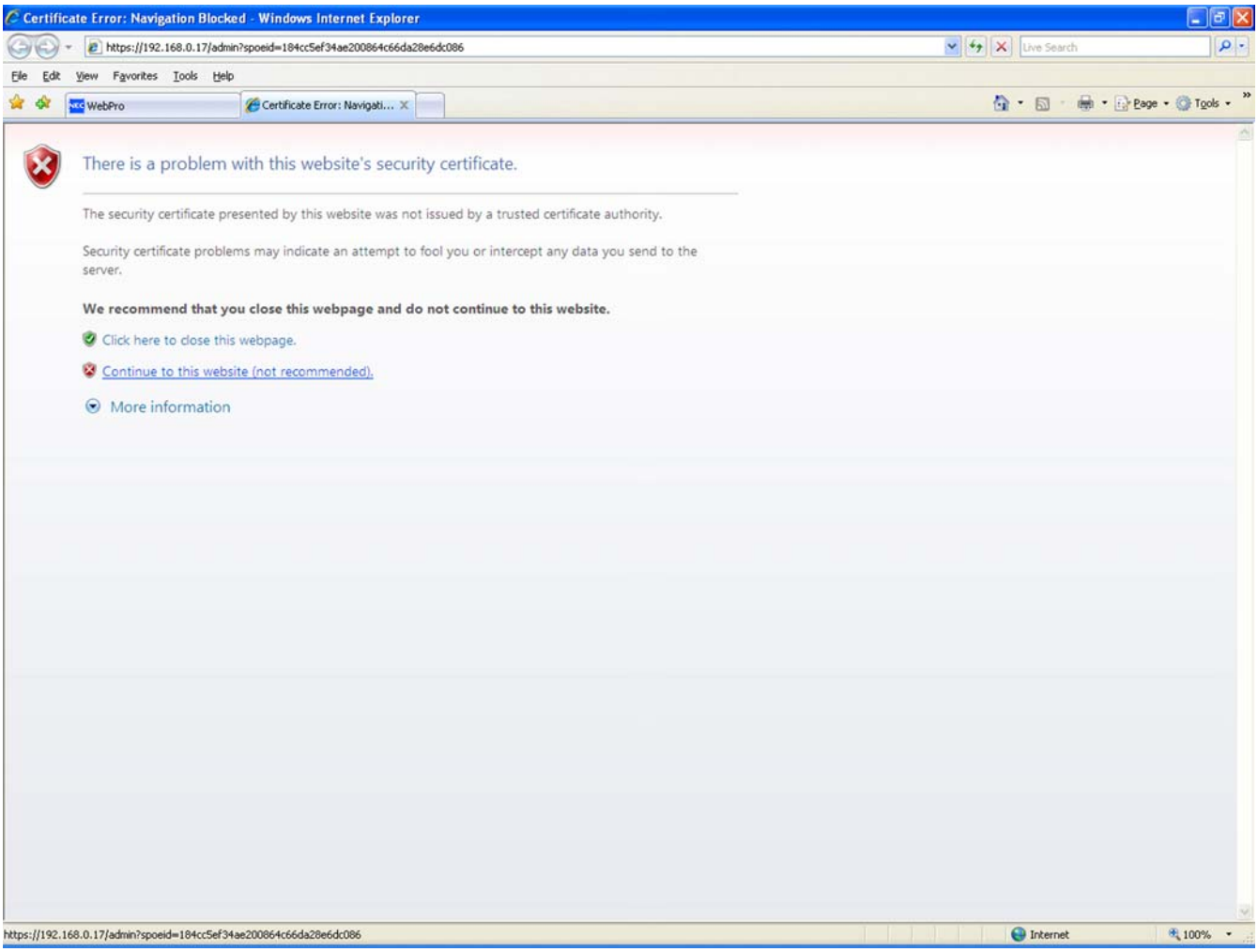


Figure 11-6 Web Browser Security Certificate Warning

6. You are now logged into the WAC.

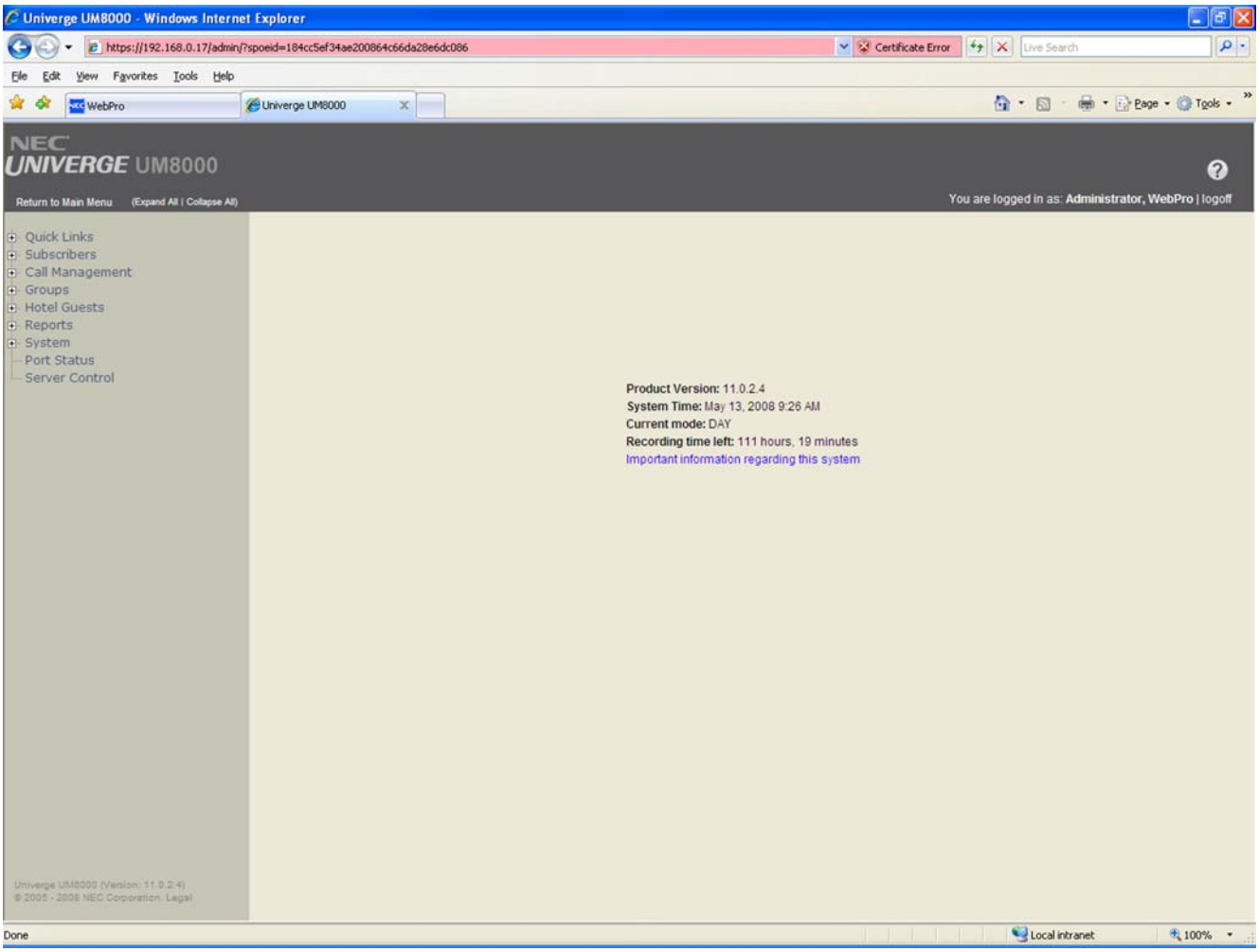


Figure 11-7 Web Admin Console

Backing up and Restoring UM8000

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SECTION 1 BACKING UP THE VOICE MESSAGING DATA

The voice messaging database can be backed up on a regular basis using the backup and restore utilities. The backup and restore utilities are installed on the voice messaging server.

The back up and restore utilities are run from the Web Admin Console (WAC). The WAC provides a GUI driven user interface that replaces the need to type Linux commands in a shell.

There are two types of backups:

- Daily – The utility backs up the selected components every night at 2:00 a.m. The database can be saved on the voice mail or on a shared Windows network drive.
- Manual – The utility backs up the selected components immediately to either the voice mail drive or a shared Windows network drive.

SECTION 2 BACKING UP AND RESTORING UM8000 MAIL DATABASE

Backups can be done manually or daily. They are saved with the entered file name in zip format. You can choose to save the backup on the voice mail hard drive, a USB drive or a Windows shared folder.

CAUTION

✎ *If a USB memory stick drive will be used for backup storage, connect it before starting the backup.*

Backups to the hard drive are stored on the voice mail and can be downloaded. Backups to a USB drive are stored on the USB drive. Backups to a Windows Shared Folder are not stored on the voice mail.

2.1 Backing Up the UM8000

2.1.1 Performing a Manual Backup

For a manual backup, perform the following steps:

1. Log into the Web Admin Console (WAC).
2. Go to System/Backup and Restore/Backup.
3. Under Manual backup, if the messages should be included in the backup check the Include messages in backup box.

4. Choose the drive from the Backup Destination pull down menu:

   If backing up to the Hard Drive on the support PC, choose **Hard Drive**.

   If backing up to a USB drive, the drive will show up as an option with the name of the drive manufacturer. For example, it might show as PNY.

   If backing up to a Windows shared drive, choose **Windows Shared Folder**. If choosing a Windows Shared Folder, you will need to know the path to the share (Example: **//myComputer/shareName**) and the log in information (domain, user name, password).

5. Enter the file name to be used for this backup.

6. Enter any comments needed for this backup.

7. Click the **backup now** icon.

8. The time to backup the database is determined by the size of the system and number of messages that must be saved.

2.1.2 Enabling Daily Backup

For a daily backup, perform the following steps:

NOTE

✎ *It is recommended that a USB drive NOT be used for daily backup.*

1. Log into the Web Admin Console (WAC).

2. Go to System/Backup and Restore/Backup.

3. If the messages should be included in the backup check the box, Include messages in backup.

4. Choose the drive from the Backup Destination pull down menu:

   If backing up to the Hard Drive on the support PC choose **Hard Drive**.

   If backing up to a USB drive the drive will show up as an option with the name of the drive manufacturer. For example it might show as PNY.

   If backing up to a Windows shared drive choose **Windows Shared Folder**. You must also enter the path to the shared folder, the user name and password, if needed. If choosing a Windows Shared Folder you will need to know the path to the share (Example: **//myComputer/shareName**) and the log in information (domain, user name, password).

5. If any changes were made, click the **save** icon.

2.1.3 Downloading a Backup Stored on the Voice Mail Drive

To download a backup stored on the voice mail drive, perform the following steps:

1. Log into the Web Admin Console (WAC).
2. Go to System/Backup and Restore/Restore.
3. In the Action pull down menu choose **Download**.
4. If prompted by the Internet browser, choose to allow the download.
5. Choose to **Save** the backup zip file.
6. Browse to the location where the file is to be downloaded on the support PC.
7. Click **Save**.

2.2 Restoring a Database Back Up to the UM8000

2.2.1 Uploading a Stored Backup to the Voice Mail Drive

To upload a stored backup to the voice mail drive, perform the following steps:

1. Log into the Web Admin Console (WAC).
2. Go to System/Backup and Restore/Restore.
3. Under Upload an existing backup to the messaging system, click on **browse**.
4. Browse to the location where file is to be stored on the support PC.
5. Click **Upload File**.

2.2.2 Restoring a Previous Backup

To restore a previous backup, perform the following steps:

1. Log in to the Web Admin Console (WAC).
2. Go to Server Control.
3. If started, choose to stop the server.
4. Go to System/Backup and Restore/Restore.
5. In the Action pull down menu, choose **Restore this backup**.
6. If the backup has messages, confirm you want the messages restored with the database.

7. Go to Server Control.

8. Choose to start the server.

2.2.3 Deleting a Stored Database Backup

To delete a stored database backup, perform the following steps:

1. Log into the Web Admin Console (WAC).

2. Go to System/Backup and Restore/Restore.

3. In the Action pull down menu, choose **Delete**.

4. Confirm you want to delete the backup file.

2.2.4 Viewing Notes for a Stored Database Backup

To view notes for a stored database backup, perform the following steps:

1. Log into the Web Admin Console (WAC).

2. Go to **System/Backup** and **Restore/Restore**.

3. In the Action pull down menu, choose **View backup note**.

4. The note shows as a pop up window.

5. After reading the note, click **OK** to close the window.

Database Migration

SECTION 1 MIGRATING FROM OS/2

1.1 About Migration

UM8000 supports migration from previous products. This chapter describes the steps required to migrate data from DOS, OS/2 and Linux based voice messaging systems to the UM8000 Mail.

Migration of most existing data from OS/2 voice messaging system to a new UM8000 system is possible. The data includes the system configuration settings, subscriber accounts, groups, transaction boxes, interview boxes, voice names and greetings, and messages.

NOTE

✎ *Customized prompts cannot be migrated.*

On the UM8000 system, verify that the prompt set configuration is identical to the prompt set configuration of the OS/2 based voice mail system. Otherwise, language settings might not migrate properly.

1.2 Backing Up Data Locally

After the backup is complete, compress the files in the proper format to migrate to UM8000. This requires transferring a compression utility to the OS/2 voice messaging system blade.

1.2.1 Compressing the OS/2 Backup Data

The following procedure uses CoSesssion to compress the data, but FTP to transfer the compression utility if the OS/2 FTP server is already configured.

To compress the OS/2 voice messaging system backup data, perform the following procedure:

1. On the remote support computer, insert the UM8000 support disc into the disk drive.
2. Using the CoSession client, connect to the OS/2 voice messaging system.
3. Browse to the file **PKOS2250.EXE** on the support disc and transfer it to the **E:** directory on the OS/2 blade.
4. Open a command prompt window on the OS/2 system.

5. Change to the E drive. Type **E: <ENTER>**
6. Type **cd**, then press **OK**.
7. Type **mkdir archive <ENTER>**.
8. Type **move PKOS2250.EXE \archive <ENTER>**.
9. Type **cd archive <ENTER>**.
10. Type **PKOS2250.EXE <ENTER>**.
11. The program extracts the PKZIP.EXE utility to the E:\archive directory.
12. Type **cd \backup <ENTER>**.
13. To compress the backup file type:

    \archive\pkzip /add /dir=current E:\backup.zip <ENTER>

    Where *backup.zip* is the name of the compress file.

    This completes the local backup and compression process.

1.2.2 Transferring Backup Files

After completing a local backup and compressing the backup files, transfer the files from the OS/2 voice messaging system to another computer for temporary storage.

There are two methods for transferring the files:

- ❒ FTP connection
  The UM8000 system is set up for networking.
- ❒ CoSession
  The OS/2 voice messaging system is connected to a remote computer using a direct-connect null modem cable.

1.2.3 Using FTP to Transfer Files

An FTP connection requires a network connection to a Windows computer. Set up the OS/2 voice messaging FTP server before transferring the files.

1.2.3.1 Setting Up the OS/2 FTP Server

To set up the OS/2 FTP server:

1. Use CoSession to connect to the OS/2 voice messaging system.
2. At the OS/2 command prompt, type **c: <ENTER>**.
3. Type **cd \mptn\etc <ENTER>**.

4. Open a text editor. Type **e TRUSERS <ENTER>**.

NOTE

✎ *The file name must be TRUSERS without a file extension.*

This command creates a new file, TRUSERS and opens the text editor.

5. Type the following lines into the file:

user support voice

rd e:

wr e:

6. Save the file and exit the text editor.

7. Start the OS/2 FTP server. Type **c:\tcpip\bin\ftpd <ENTER>**.

1.2.3.2 Transferring the Backup File Using FTP

To transfer the backup file using the FTP server:

1. At the Windows computer, open a command prompt window and type

ftp <IP address> <ENTER>

where <*IP address*> is the IP address of the OS/2 voice messaging system.

2. When asked for the user name, type **support <ENTER>**.

When asked for the password, type **voice <ENTER>**.

3. Type **lcd <directory name> t <ENTER>**.

Where <*directory name*> is the destination directory on the Windows computer where the compressed backup file will be stored.

4. Type **binary <ENTER>**.

This sets the file transfer mode to binary.

The file transfer mode must be set to binary or the migration will fail.

5. Type **get <filename> <ENTER>**.

Where <*filename*> is the name of the compressed backup file, for example backup.zip. If the file transfer is successful, you should see the following message: File send OK.

NOTE

✎ *File names are case-sensitive when using FTP. If you see the "Failed to open file" error message, type* **dir** <ENTER> *to view the correct file name.*

6. To exit the FTP client, type **quit <ENTER>**.

Next steps…

- **Migrate the OS/2 data to the UM8000 database. Refer to 1.3 Migrating the Backup Data on page 13-4.**

1.3 Migrating the Backup Data

After the OS/2 backup data has been transferred to the UM8000 system, start the migration.

To migrate the OS/2 data to the UM8000 database, perform the following procedure:

1. Log into the Web Administration Console.
2. Go to System/Backup and Restore/Restore.
3. Use the browse icon to find the database to migrate on the support PC, this can include mapped network drives.
4. Choose **upload**.

After uploading the database, it appears in the local backup list.

5. In the pull down menu for the uploaded database, choose **restore**.
6. When prompted, confirm to restore this database.
7. When the migration completes, you receive a message.
8. Go to Server Control.
9. Stop the voice messaging system.
10. After the application stops, choose to start the voice messaging system.

1.4 Setting up OS/2 NetBIOS Backup For Migration

Network protocols must be installed to back up an OS/2 voice messaging system using a NetBIOS over TCP/IP.

A NetBIOS over TCP/IP configuration is required for a an OS/2 voice messaging system network backup. Activation or upgrade codes are not required for network backups.

Make sure that the following installation information is available before starting the NetBIOS backup for migration:

Subnet mask	_____
Router	_____
Domain name	_____
Server name	_____
OS/2 voice messaging system TCP/IP address	_____

1.4.1 Configuring NetBIOS over TCP/IP

Configure TCP/IP and specify a Windows network domain name. If a domain does not exist, use the procedure described in Section 1.5 Setting Up a Remote Windows Computer for a Backup on page 13-10 in this chapter.

For a network backup using NetBIOS over TCP/IP, set up the system to log on to the network. After installing network protocols, refer to Section 1.4.2 Setting Up an OS/2 Voice Messaging System to Log On to a Network on page 13-8 in this chapter.

Finally, set up a Windows computer to share a drive with the OS/2 voice messaging system. Refer to Section 1.5 Setting Up a Remote Windows Computer for a Backup on page 13-10 in this chapter.

NOTE

✎ *Set up the Windows system as a workgroup environment with a unique TCP/IP address.*

1.4.1.1 Installing Network Protocols for a NetBIOS Backup

1. Log on to the OS/2 voice messaging system. The Banner page appears.
2. Press **ESC** on the Banner page and follow the system prompts.
3. Start an OS/2 command prompt.
4. On the OS/2 command prompt, type **f: <ENTER>**.

5. Type **cd\ <ENTER>**.

6. Type **setup <ENTER>**.

7. Type **y** to proceed with the voice messaging system set up utility.

8. On the Choose Setup Type menu, type **2** to select Configure System, then **<ENTER>**.

9. Press **OK** to confirm that the voice messaging system is installed on drive E:.

10. Press **OK** to confirm that the voice messaging system is installed in the E:\VMAIL\ directory.

11. The Setup menu displays the features and options available on the system. Review the available options, then **<ENTER>**.

12. The Update Configuration menu appears. Click Configure Network Protocols (for Network Backup/ Restore) **<ENTER>**.

    Make sure that all other options are cleared, then **<ENTER>**.

13. From the Select Network Protocols to Install/ Configure menu, type **2** (TCP/IP) and **3** (NetBIOS over TCP/IP), then **<ENTER>**.

    The TCP/IP Setup menu appears.

14. Type **1<ENTER>**

15. Type the correct value for the TCP/IP Address field, then **<ENTER>**.

16. Type **2 <ENTER>**.

17. Type the correct value for the Subnet Mask field, then **<ENTER>**.

18. Type **3 <ENTER>**.

19. Type the correct value for the Default Router field, then **<ENTER>**.

20. Type **4** then **<ENTER>**.

21. Type the correct value for the Domain field, then **<ENTER>**

22. Type **5** then **<ENTER>**.

23. Type the correct value for the Name Server field, then **<ENTER>**.

    The NetBIOS over TCP/IP Setup menu appears.

24. Type **1** then **<ENTER>**.

25. In the Workstation Name field, type the Windows logon name of the voice messaging system, then **<ENTER>**.

26. Type **2** then **<ENTER>**.

27. In the NT Domain Name field, type the Windows domain name of the voice messaging system, then **<ENTER>**.

    NOTE

    ✎ *If there is no Windows domain, type the Windows workgroup name instead.*

28. Type **3** then **<ENTER>**.

29. In the Workstation Description field, type a description for the voice messaging system, then **<ENTER>**.

30. Review the entries to confirm that they are correct, then **<ENTER>** to continue.

    Setup configures the network protocols according to the information provided.

31. When the configuration is complete, the Setup Complete menu appears. Press **<ENTER>** to exit the setup utility.

32. Shut down the OS/2 voice messaging system blade by moving the Shutdown Switch to the UP position.

33. After the system has fully shut down, move the Shutdown Switch back to the DOWN position then click the **Reset** button to restart the system.

1.4.2 Setting Up an OS/2 Voice Messaging System to Log On to a Network

To enable OS/2 voice messaging system to log on to a Windows network with NetBIOS over TCP/IP, perform the following procedure:

1.4.2.1 Logging On to a Windows Network

1. Add a Windows user ID and password with network access rights.
2. Specify the IP address of the network Primary Domain Controller (PDC).
3. Log on to the Windows domain or workgroup from an OS/2 voice messaging system.
4. Map a network drive.
5. Set up OS/2 voice messaging system to automatically log on to the Windows network (optional).

1.4.2.2 Adding a User with Network Access Rights

1. On the voice messaging system, go to an OS/2 command prompt.
2. Log on as an administrator by typing:

   logon admin /p:admin <ENTER>
3. Add a user with network access rights by typing:

   net user <userid> <password> /add <ENTER>

   where <*userid*> and <*password*> are a valid user name and password on the Windows computer.

   The userid and password must match the settings on the Windows computer.
4. Type **logoff**, then <ENTER>.

1.4.2.3 Specifying the Network Primary Domain Controller IP Address

1. On the voice messaging system, go to an OS/2 command prompt.
2. Type **mpts**, then <ENTER>.

   The Multi-Protocol Transport Services application starts.

3. In the Multi-Protocol Transport Services dialog box, click Configure.

4. In the Configure dialog box, click LAN Adapters and Protocols, then click Configure. The Adapter and Protocol Configuration dialog box appears.

5. In Current Configuration click IBM OS/2 NetBIOS over TCP/IP, then click Edit.

6. Click Broadcast list, then click Configure.

7. Make sure the IP address listed in the broadcast list is the correct IP address of the Primary Domain Controller (PDC) for the Windows domain.

   Consult with your network administrator to determine the correct PDC IP address.

8. Click OK to apply the change.

9. Click Close to close the Configure dialog box.

10. Click Exit to close the Multi-Protocol Transport Services application.

11. Double-click the Shutdown icon on the desktop to restart OS/2.

1.4.2.4 Logging On to the Windows Domain or Workgroup Using NetBIOS

1. On the voice messaging system, go to an OS/2 command prompt.

2. The command options used depend on if you are logging on to a domain or a workgroup:

Domain	Type: **logon <userid> /p:<password> /d:<domain> <ENTER>** Where *user id* = Windows user name *password* = Windows password *domain* = Windows domain name
Workgroup	Type: **logon <userid> /p:<password> <ENTER>** Where *userid* = Windows user name *password* = Windows password

1.4.2.5 Mapping a Windows Network Drive

1. On the voice messaging system, go to an OS/2 command prompt.

2. Specify a drive name for the NetBIOS share directory by typing:

   net use x: \\<server>\<share> <ENTER>.

   Where <*server*> is the name of the Windows computer and <*share*> is the name of the shared directory on the Windows computer.

1.4.3 Logging On to Windows Automatically

An OS/2 voice messaging system can be configured to automatically log on to the Windows network using the following procedure:

1.4.3.1 Automatically Logging On to Windows Using NetBIOS

1. Make a backup copy of the Startit.cmd file. Go to the OS/2 command prompt and type:
   e c:\startit.cmd <ENTER>

2. Go to the beginning of the file and insert the following command lines. If you are not using a domain, insert everything except: **/d:domain**.

   logon <**userid**> /p:<*password*> /d:<*domain*> <ENTER>

   net use h: \\<**server**>\<**share**> <ENTER>

   Use the correct values in place of <*userid*> and <*password*>. <*Server*> is the Windows computer name, and <*share*> is the Windows directory share name.

3. Save the file, then exit the text editor.

4. Shut down the OS/2 voice messaging system blade by moving the shutdown switch to the SHUTDOWN position. After the system has fully shut down, move the shutdown switch back to the RUN position then press the reset button to restart the system.

1.5 Setting Up a Remote Windows Computer for a Backup

When creating a back up of the OS/2 voice messaging system, set up a Windows computer without a Windows network domain.

To set up this configuration, follow the applicable set of procedures on the following pages. For more detailed instructions, ask your network administrator or refer to the Windows network documentation.

1.5.1 Windows NT, 2000 or XP Setup

To configure Windows 2000, Windows NT, or Windows XP for remote backup, perform the following procedure:

1.5.1.1 Setting Up an NT, 2000 or XP Workgroup

1. Log on to the Windows NT or 2000 computer with administration access rights.
2. Right-click the **My Computer** icon, then select the Properties.
3. On the Network Identification tab, confirm that the computer name is all one word with no spaces.
4. Click Properties, then type a unique Workgroup name that is different from any domain on the network.
5. Write down the computer name and Workgroup name. This information is required to set up an OS/2 voice messaging system.
6. Click OK.

1.5.1.2 Setting Up an NT or 2000 User ID and Password

1. Set up new accounts, use the operating system documentation to set up new accounts.

   Alternatively, if you want the NEAXMail IM-16 OS/2 system to use the default Guest account, enable the single user Guest account and confirm that the Guest password is set.
2. Confirm that the single user Guest account for this step is being used. This is different from the Guests group account.
3. For either the Guest or new account, clear the check box for the User must change password on the next log on field.
4. Write down the account user ID and password. You need these values to set up NEAXMail IM-16 OS/2.
5. Click Apply, then click Close to complete the setup.

1.5.1.3 Setting Up Share-Level Access for NT, 2000 or XP

1. On the Windows Desktop, double-click the **My Computer** icon.
2. Right-click the drive or directory to share with the OS/2 voice messaging system, then choose Sharing.
3. Select the **Share this folder** field, then set the appropriate Share name.
4. If sharing drive C, do not use the default C$setting. Instead, select **New Share** and create a new sharing profile.
5. Click Permissions, click Everyone, then click Remove.
6. In the Permissions dialog box, click Add, then add the Guest or the new user account set up in the previous procedure.
7. Set up the read/write privileges for the user account, then click **Apply**.

SECTION 2 MIGRATING FROM A DOS VOICE MESSAGING SYSTEM

2.1 About Migration

UM8000 supports migration from previous products. This chapter describes the steps required to migrate data from a DOS voice messaging system to Linux.

You can migrate most existing data from a DOS voice messaging system into a new UM8000 system. This includes the system database (system configuration settings, subscriber accounts, groups, transaction boxes and interview boxes), and all messages, voice names and greetings. Customized prompts cannot be migrated.

2.1.1 Migration Setup Steps

Migrating from DOS to Linux requires the following steps. Complete instructions for each step are included in this chapter.

1. Back up and compress the a DOS voice messaging system data.

   Refer to Section 2.2 Backing Up a DOS Voice Messaging System on page 13-13 in this chapter.
2. Transfer compressed back up data to a support computer.
3. Remove the a DOS voice messaging system blade.

4. Install the UM8000 blade.
5. Transfer the back up data from the support computer to the UM8000 server.
6. Run the migration procedure on the voice messaging server.

   Refer to Section 1.3 Migrating the Backup Data on page 13-4 in this chapter.

2.2 Backing Up a DOS Voice Messaging System

The DOS Voice Messaging System data must be backed up before the data can be migrated to the new voice messaging system. After the data is backed up, it must be compressed before transferring the data to a support computer. The following types of data can be included in the DOS backup:

- Messages
- Voice names
- Greetings
- Subscribers
- System settings
- Transaction boxes
- Interview boxes
- Groups

The following procedures assume that CoSession and the Backup and Restore Utilities (BRU) are installed on the support computer running the Windows operating system, and a direct connection has been established.

For more information about these applications or using a modem connection, see the DOS voice messaging system documentation.

2.2.1 Backing Up the DOS Database

1. At the Windows support computer, start the **CoSession Remote** client.
2. In the CoSession Remote Viewer Control Center, choose the voice messaging system in the Name list box.
3. Click Call.

   The voice messaging system Banner page appears.
4. Press ESC to shut down the voice messaging system.

   After the voice messaging system shuts down, the Utility menu appears.

5. On the Utility menu, select Voice Mail Utilities.

   The Voice Mail Utility menu appears.

6. On the Voice Mail Utility menu, select Backup, Restore, Update - BRU utility.

   The voice messaging system restarts.

7. In the CoSession Remote Viewer Control Center, click Hang Up.

   The CoSession connection is terminated. Wait approximately two minutes for the BRU host to start.

8. On the support computer, run C:BRU\BRURMT.exe.

   The BRU client starts.

9. Confirm the connection settings are correct, click Connect to BRU Host via null modem cable, then choose OK.

   If the BRU is able to connect, the status bar at the bottom of the window says CONNECTED. Repeat this step until a connection is established.

10. On the Main menu, select **Backup** then press OK.

11. On the Backup menu, select **Database, OGMs, and Messages** then press OK.

12. Type the directory name where the backup will be stored on the Windows computer, then click OK. For example **C:\Backup**.

13. Type a description for the backup, then choose OK. For example **DOS Voice Messaging System Backup**.

14. Press OK to confirm the backup description.

    To proceed with the backup, press OK.

    Depending on the number of outgoing messages (OGMs) and messages on the system, the backup takes up to three hours to complete.

15. After the backup is complete, press any key to continue.

16. On the Main menu, select Exit the BRU Host and BRU Remote, then click OK.

17. Type **y** to disconnect and exit the BRU Remote session.

2.2.2 Compressing the Backup Data

After the backup is complete, the backup files must be compressed to the proper format for migration to UM8000.

2.2.2.1 Compressing the DOS Voice Messaging System Backup Data

This procedure assumes that the WinZip compression application is installed.

CAUTION

If a different file compression program is installed, the backup data must be compressed from the top of the backup directory with the subdirectory structure intact.

1. On the Windows taskbar, click Start > Programs > WinZip > WinZip.
2. Click File > New Archive…. The New Archive window appears.
3. On the New Archive window, choose a location for the compressed file.
4. Type a name for the compressed data file. For example, type **C:\temp\backup.zip**.
5. Click **OK**. The Add dialog box appears.
6. In the Add dialog box:
   a Browse to the directory where the DOS backup files are located. For example **C:\Backup**.
   b In the Folders section, check the Include subfolders check box.

   CAUTION

   This option must be selected or the migration fails.

   c Click Add with wildcards. WinZip starts compressing the backup files. When WinZip finishes compressing the files, a list of the compressed files appears.
7. Click File > Exit to exit WinZip.

Next step…

- **Remove the DOS voice messaging blade from the phone system.**

2.2.3 Transferring the Backup Data to UM8000

The following procedure assumes that a backup has been completed and the files compressed.

2.2.3.1 Transferring the Backup Files

1. Log into the Web Administration Console.
2. Go to System/Backup and restore/Restore.
3. Use the browse icon to find the database to migrate on the support PC, this can include mapped network drives.
4. Choose **upload**. After uploading the database, it appears in the local backup list.

2.3 Migrating the Backup Data to UM8000

Perform the following procedure to migrate the DOS data to the UM8000 database.

WARNING

✎ *The migration cannot be completed if there is a user logged on to the UM8000 Web administration console. Users must log off the Web administration console before migrating.*

1. In the pull down menu for the uploaded database, choose restore.
2. When prompted, confirm database restore.
3. When the migration completes, you will receive a message.
4. Go to Server Control.
5. Stop the voice messaging system.
6. After the application stops, choose to start the voice messaging system.

Updating UM8000

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SECTION 1 OVERVIEW

Updating the voice messaging system includes installing new languages, installing additional ports, applying patches, or installing a new version of the software.

All voice mail features are licensed through the CD-CP00-( ) of the SV8100. A license maybe required to add additional voice messaging software language packs or additional voice ports. The license is based on the Hardware Key of the CD-CP00-( ) for the system. Contact your sales representative to obtain a new license code.

SECTION 2 CHANGING LICENSING INFORMATION

All licensing is stored on the CCPU. This allows for failed CD-VM00 to be replaced without having to obtain new licenses for the enabled features. Licenses are enabled using Web Pro, PC-Pro or phone programming. The UM8000 is enabled for the following UM8000 licenses at default:

- ❑ 0 Ports Voice Mail
- ❑ 5 Seats Unified Messaging
- ❑ 3 Languages

In addition, the following language prompt sets are loaded at default:

- ❑ US English
- ❑ French (Canadian)
- ❑ Spanish (Latin America)

SECTION 3 ADDING/REMOVING LANGUAGE PACKS

The following procedures enable you to install new language packs and remove existing language packs.

NOTE

✎ *The UM8000 solid state disk only contains prompt sets for three languages. To use additional languages, purchase additional licensing.*

3.1 Installing New Language Packs

To install the new language packs:

1. Start the Web administration console. The the Web administration console appears.
2. Under System, click **Configuration**. The System configuration page appears.
3. Click **Languages**. The installed language packs appear on the page.

   The following table lists the two-letter codes used for the language files and their associated soft keys.

Code	Language
AR	Argentinian Spanish
AU	Australian English
CA	Catalan Spanish
CT	Cantonese
DE	German
DK	Danish
ED	Madrid Spanish
ES	Mexican Spanish
FC	Canadian French
FR	Parisian French
HE	Hebrew
IT	Italian
JA	Japanese
LA	Latin American Spanish
MD	Mandarin Chinese
NL	Dutch
NZ	New Zealand English
PI	Iberian Portuguese
PT	Brazilian Portuguese
RU	Russian
SE	Swedish
UK	UK English

4. Click **Browse**. The Choose file dialog box appears.
5. In the Choose file dialog box, browse to the location where the language packs are installed.

6. Choose the language file.
7. Click **Open**. The Choose file dialog box closes, the Install Language button appears on the Languages page.
8. Click **Install Language**. The Updating… button appears. It takes a few minutes for the language pack to install.

   The following message appears when the language has been installed: Changes to the voice messaging system have been made. This requires the voice messaging software to be restarted. Restart the voice mail software after all system changes have been completed.
9. Click **Restart**, to restart the voice messaging software. The Server control page appears, both the Start and Stop buttons are greyed out while the server shuts down.
10. Reprogram the phone system.

3.2 Removing Language Packs

To remove the language packs:

1. Start the Web administration console.

   The the Web administration console appears.

   NOTE

   ✎ *The voice messaging software must be stopped to remove language packs.*
2. Click **Server Control**. The Server control page appears.
3. Click **Stop**. The voice messaging software shuts down.
4. Under Quick Links, click **System Configuration > Languages**. The installed language packs appear on the languages page.
5. To remove a language, click the **Remove** next to the language.
6. Under Quick Links, click **Server Control**. The Server control page appears.
7. On the Server Control page, click **Start** to restart the voice messaging system.

SECTION 4 GLOBAL TONE DETECTION

Use the following procedure to run the global tone detection (GTD). GTD checks the phone system or central office tones.

To run Global tone detection:

1. Start PuTTY. The login prompt appears.
2. Log in as **admin <ENTER>.**
3. Type the password, **voicemail <ENTER>.** The Main menu appears.
4. Stop the voice messaging software, click **3 Control**, then click **OK**. The System control menu appears.
5. Click **1 Stop the voice messaging software**, then click **OK**. The voice messaging system stopping appears.
6. Click **1 Configuration**, then click **OK**. The Configuration menu appears.
7. Click **4-Global tone detection**, then click **OK**. The Maintenance menu closes and a command line interface appears.
8. Select one of the following options. Option 1 is the default.

   1 Detect PBXKSU (switch provided) tones
   2 Detect central office (CO) tones.
   3 Exit this application

9. Press **<ENTER>**. The GTD application starts.

SECTION 5 APPLYING PATCHES, HOT FIXES, OR UPDATES

Updating the voice messaging system might include a full version update, a hot fix, a patch, or other similar change. Use the Maintenance menu to apply updates to the voice messaging system.

Voice messaging software updates are available for download at the Active Voice Support FTP site. When an update is available for download the Active Voice Support team sends notifications out with the URL and log on information.

To update the voice messaging software, use the following procedure:

1. Download the update file to the **/opt/vmail/var/update** directory.

CAUTION

✎ *The only file located in the /opt/vmail/var/update directory should be the current update. All other files must be deleted.*

2. Start PuTTY.
3. Log on as **admin**.
4. Type the password: **voicemail**. The Main menu appears.
5. Choose **2-Maintenance**, then press **<ENTER>**. The Maintenance menu appears.
6. Choose **1-System update**, then press **<ENTER>**. An alert message appears: *The voice messaging software must be stopped to perform this action. Would you like to stop the voice messaging software now?*
7. Press **TAB** to choose YES, then press **<ENTER>**. The voice messaging software starts to shut down. When the voice messaging software has shut down, an alert message appears asking if you want to continue the update.
8. Press **TAB** to choose YES, then press **<ENTER>**. An alert message appears.
9. Press **TAB** to choose YES, then press **<ENTER>**. An alert message appears stating that the system was updated. When an update is successfully applied, the update file can be deleted.
10. Choose **0-Return to previous menu**, then press **<ENTER>**.
11. Choose **0-Log out**, then press **<ENTER>**.

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