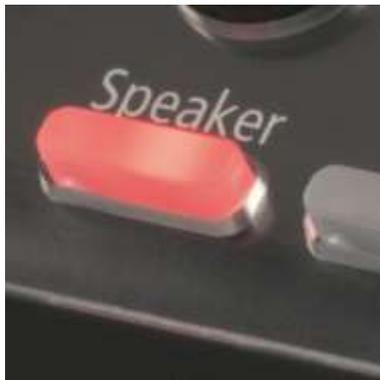


The SL2100 Quick Install Guide: InMail Voicemail

Out of the
box
installations
for resellers



This guide explains the installation, configuration and operation of InMail voicemail on the SL2100 Telephone System.

Further information is available on BusinessNet.

Please keep all information supplied for future reference.

Regulatory Notice.

Refer to the Declaration of Conformity shown in the SL2100 Hardware Manual

Warning: This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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1 – What is SL2100 InMail?

InMail is a built in voice mail system which provides mailbox functionality for users and groups on the system. InMail can also be used for Automated Attendant operation, answering incoming trunk callers and routing them to the chosen destination within the SL2100 system.

InMail voicemail provides;

- 4 Answer/Recording channels (can be expanded to 16)
- 2/15/120 Hours of Recording Storage options
- 26 Voice Prompt Languages (available with SD card)
- 128 User Mailboxes
- 32 Group Mailboxes
- 32 Routing Mailboxes
- E-Mail notification (license required)
- Conversation recording
- Interactive soft-key integration and on-screen message notification
- Greetings and Messages upload/download via webpage

An option also exists to supplement voice mail storage by installing an additional SD card into the socket on the CPU. Supported SD cards are supplied by NEC only.

- SDVMS-C1 SD Card 15 Hours
- SDVML-C1 SD Card 120 Hours

The quantity of answer/recording channels can be increased from 4 to 16 by adding the IP7WW-EXIFB-C1 daughter card to the CPU.

This guide explains the setup required for the most common InMail functions and it is assumed you have a knowledge of the SL2100 system and configuration using PCPro.

Parts available for SL2100

IP7WW-4KSU-C1	SL2100 Chassis unit	Included within this guide
IP7EU-CPU-C1	SL2100 CPU card	
IP7EU-CPU-C1-A	SL2100 CPU card with pre-installed IP licenses and 2hour InMail	
IP7WW-SDVMS-C1	SDVMS-C1 SD Card 15 Hours	
IP7WW-SDVML-C1	SDVML-C1 SD Card 120 Hours	
SL2100 VM E-MAIL NOTIFY LIC	Email notification – System wide license	
IP7WW-EXIFB-C1	Expansion interface card	Interface card required to connect to the expansion chassis, also increases InMail channels to 16
IP7WW-3COIDB-C1	Analogue trunk daughter card	3 analogue trunks, max. 4 per unit
IP7WW-2BRIDB-C1	2BRI card	2 x BRI circuits, 4 trunks
IP7WW-1PRIDB-C1	ISDN PRI card	1 PRI circuit, up to 30 trunks
IP7WW-000U-C1	Trunk carrier card	Require when 082E or 008E card is not available to install the 2BRIDB,1PRIDB or 3COIDB card
IP7WW-082U-B1	8 Digital Extension (2wire) and 2 SLT extension card	8 digital and 2 SLT extension interfaces, max 3 per unit
IP7WW-308U-A1	8 Hybrid Extension (4wire) extension card	8 hybrid extension interfaces, max 4 per unit
IP7WW-008U-C1	8 Analogue extension card	8 analogue extension interfaces, max 4 per unit
IP4WW-Battery Box	Battery box	External battery box for power fail backup (batteries not included)
161893001-A	Rack mount shelf	Rack mount for SL2100 chassis unit

Overview of InMail voicemail available for each CPU card

There are two CPU cards available for the SL2100, either card will support InMail.

- the CPU-C1-A has 2hour InMail built in
- the CPU-C1 card requires an SD card adding to provide InMail.

CPU-C1	CPU Only	CPU with SDVMS	CPU with SDVML
		 	 
Voicemail storage	None	15 hour	120 hour
Channels		4	
Languages		26	
Mailboxes		128	
Voicemail to e-mail		N/A	N/A

CPU-C1-A	CPU Only	CPU with SDVMS	CPU with SDVML
		 	 
Voicemail storage	2 hour	15 hour	120 hour
Channels	4		
Languages	1	26	
Mailboxes	128		
Voicemail to e-mail	N/A	N/A	N/A

The voicemail channels can be increased from 4 to 16 by adding the IP7WW-EXIFB-C1 daughter card onto either CPU card.

Voicemail to e-mail requires a system license BE116751.

	CPU with EXIFB		Add license
	 		
Channels	16	Voicemail to e-mail	Available

2 – Hardware Installation

CPU-C1

The CPU-C1 card does not have built in InMail and must have one of the SD cards installed to provide InMail.

CPU-C1-A

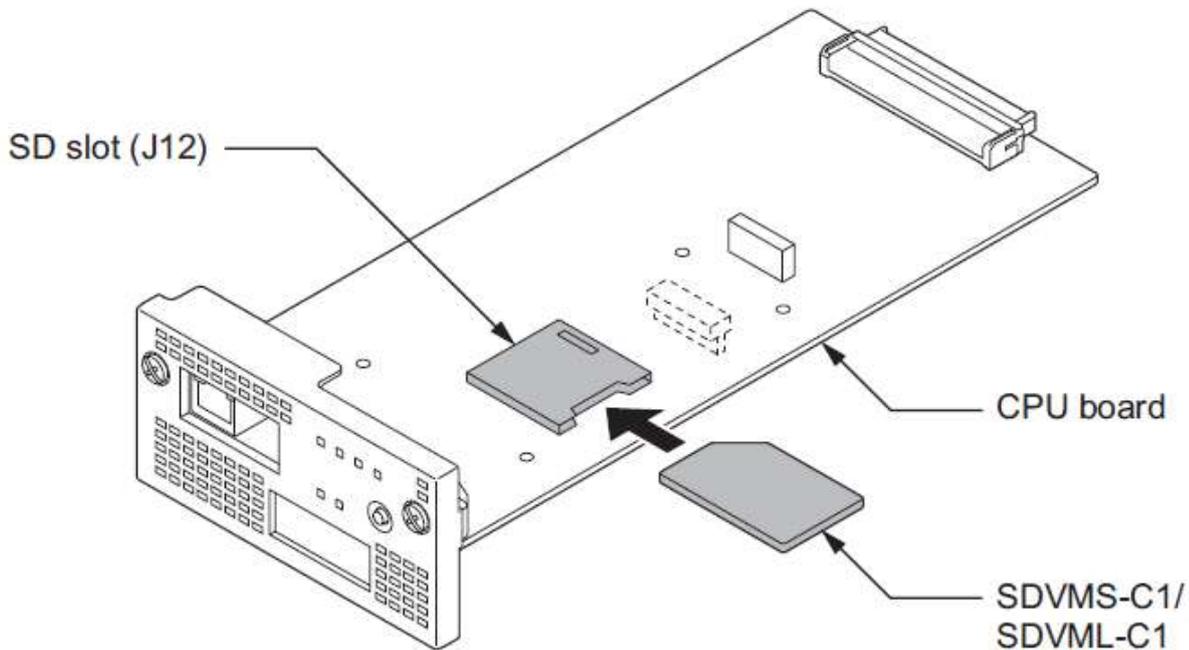
The InMail system is in-built on the SL2100 CPU-C1-A card. It is possible to increase the storage capacity of the SL2100 InMail system by adding an SD card.

Adding the SD card to an existing system

If the new SD card is installed and the built in InMail or VRS system has already been used, then all greetings and messages are copied to the new VRS/voice mail storage space.

Refer later in this guide for instructions using the Web interface to download the messages and greetings to a PC.

1. Power off the SL2100
2. Remove the CPU board and insert the SD card (label side up) into the slot until it clicks



3. Reinstall the CPU board into the chassis, and start the system again.

Ensure the SD card is correctly inserted before installing the CPU card into the chassis otherwise it may be damaged by the card guide within the CPU slot.

Note - To remove the SD card first push and release the card to un-clip, then remove the SD card.

Default configuration of InMail

InMail Station Ports	Station ports 113-128
Department Group	Department Group 50
Voice mail access number	5999
Mail box access number	*8
Default subscriber mailboxes	200-263

The InMail is automatically configured and working with a default configuration.

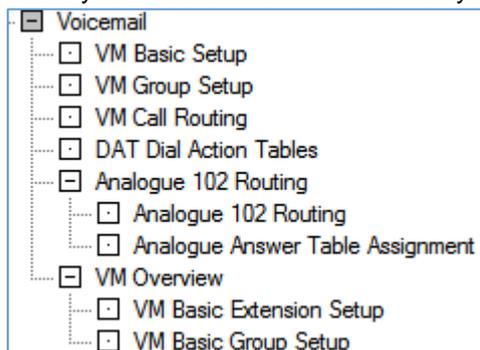
3 – Use PCPro to Configure InMail

PCPro Initial Setup Wizard

If you have used the Initial Setup Wizard to configure the SL2100, then the mailboxes are automatically adjusted to suit your chosen extension range.

You can check the InMail configuration within PCPro.

In EasyEdit >Quick Install >Voicemail you have access to all the InMail configuration settings.



Mailbox Overview

In EasyEdit >Quick Install >Voicemail >VM Basic Setup you can modify the subscriber configuration of the InMail. A subscriber mailbox is directly associated with a telephone extension.

Mailbox	Mailbox Type	Mailbox Extension	Message Count	Automated Attendant Directed to Voice Mail	Automatic Time Stamp	System Administrator	Dialing Option	Next Call Routing Mailbox	Voice Prompt Language
001	Personal	100	99	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1	UK English
002	Personal	101	20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	UK English

The common items are summarised in the table below

Mailbox Type	Set to Personal to enable, or None to deactivate a mailbox
Mailbox Extension	Define the telephone number to be associated with
Message Count	The maximum number of new or saved messages that can be stored in this mailbox (max 99)
Automated Attendant Directed to Voice Mail	Not often used, this feature will enable a permanent forward to voice mail on the selected telephone extension
Automatic Time Stamp	Used for analogue (SLT) telephones, the time/date of the message is audibly announced. This information is visible on screen for SL2100 telephones
System Administrator	System administrators can reset passcodes for other mailboxes, and also record system wide greetings
Dialing Option	See below for full description
Next CRMB	See Dialing Option below for full description
Voice Prompt Language	Prompt language for mailbox user. SL2100 supports one language unless the SDVMS or SDVML card is installed
Security Code Option	Should the user be required to enter their security code if accessing the voice mail box from an internal system phone (as opposed to externally via a trunk line)

Group Mailbox Configuration

Group mailboxes can be used for shared voicemail, for example 'Sales', 'Accounts', 'Technical', etc. they can also be used for Auto Attendant.

Define the number for the Group Mailbox

In order to create a group mailbox it is a mandatory requirement that either a Department Group number or Virtual Extension number exists for the mailbox number.

Department groups can be checked here;

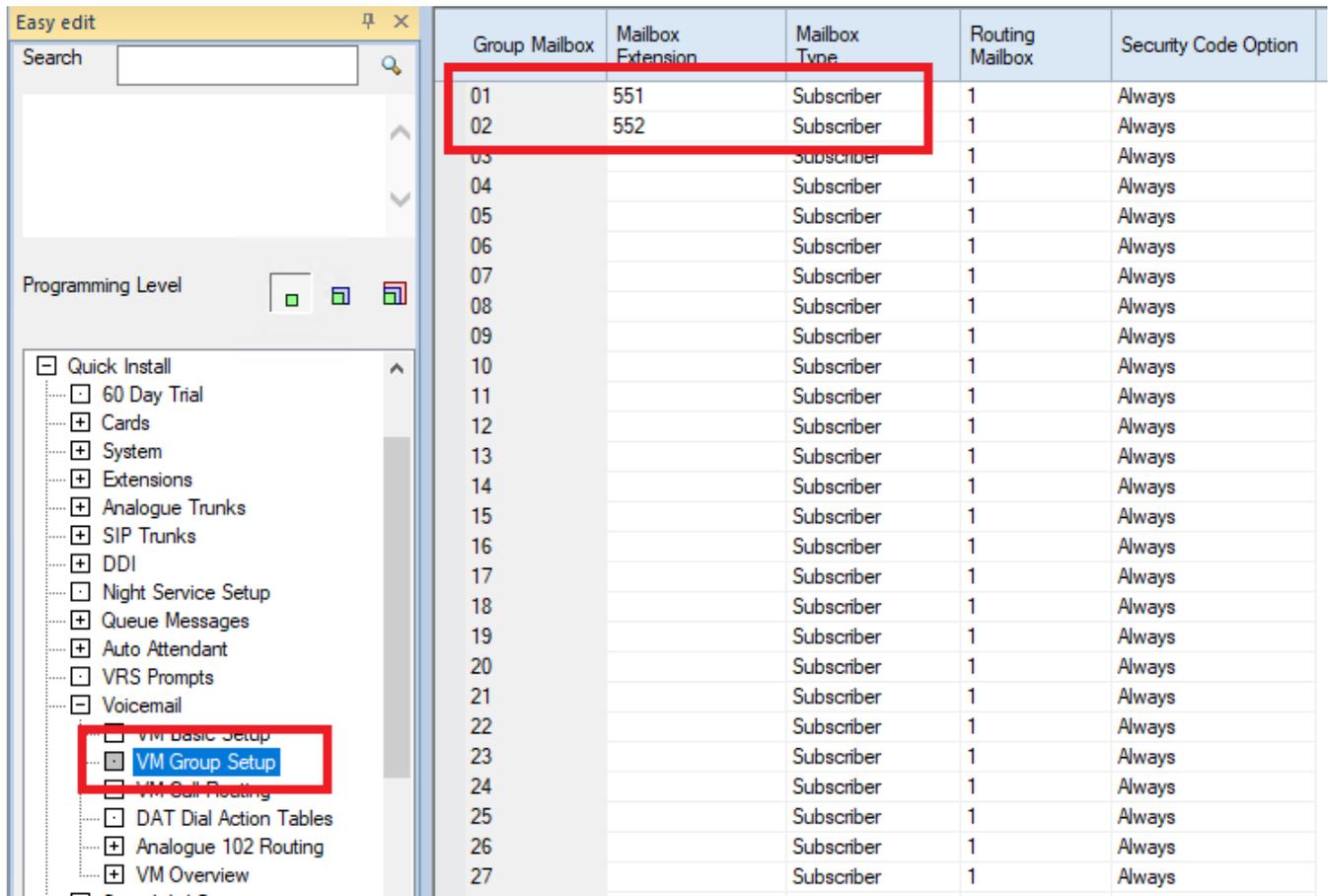
Department Group	Plot	Name	All Ring Mode Operation	Calling Cycle	Hunting Mode	Call No Answer Time	Enhanced Hunting Type
01	600	Sales	Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
02	601	Accounts	Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
03			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
04			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
05			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
06			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
07			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
08			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
09			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
10			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
11			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
12			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
13			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
14			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
15			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
16			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
17			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
18			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
19			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
20			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting
21			Manual(Service Code)	Priority Routing	Stop at last member(non-loop)	15	No Hunting

If a Department group is not used, then you can create a Virtual Extension. Sometimes a Virtual Extension is created for the single purpose of creating a group mailbox for shared use or for Auto Attendant operation.

Virtual Extension	Virtual Extension	Name	Department Group	Priority Order	Extension CPN - Calling Pa...	Call Forward Type	CO Call Forward Destination for Both Ring. All Calls and No Answer
01	551	NightVM	1	129		No Call Forward	
02	552	IT Dept	1	130		No Call Forward	
03			1	131		No Call Forward	
04			1	132		No Call Forward	
05			1	133		No Call Forward	
06			1	134		No Call Forward	
07			1	135		No Call Forward	
08			1	136		No Call Forward	
09			1	137		No Call Forward	
10			1	138		No Call Forward	
11			1	139		No Call Forward	
12			1	140		No Call Forward	
13			1	141		No Call Forward	
14			1	142		No Call Forward	
15			1	143		No Call Forward	
16			1	144		No Call Forward	
17			1	145		No Call Forward	
18			1	146		No Call Forward	
19			1	147		No Call Forward	
20			1	148		No Call Forward	

Create the Group mailbox

Once a Department Group number or Virtual Extension exists, you can create a Group mailbox.



This mailbox can now be accessed as described in [Accessing another mailbox](#).

Using a Group Mailbox for Auto Attendant operation

- Set the Group mailbox type to **Routing** when you are using it as an Auto Attendant mailbox to route incoming callers to destinations within the SL2100 system.
- Define the Routing mailbox to be used for each Group mailbox (default is Routing mailbox 1) – this will be the Routing Mailbox number that will have the Auto Attendant greeting recorded, see later in this guide.
- Assign the Dialling Options to the Call Routing Mailbox – these will be the digits dialled by the incoming trunks callers.
- Record the Auto Attendant greeting for the Call Routing mailbox via an Administrator Mailbox (Instruction menu greeting) or upload a pre-recorded greeting via the Web interface.

Dialing Options

Dialing options allow single digits to be dialled during your voicemail greeting. For example;

“You have reached the voicemail for Bob Smith. I am not available right now, you can press 1 to speak to one of my colleagues in the sales team, or you can leave a message for me after the tone...”

Dialing options are enabled on a per-mailbox basis and the options available are made by an association with a Dial Action Table.

To enable Dialing options for a subscriber mailbox enable the option in **VM Basic Setup**

Mailbox	Mailbox Type	Mailbox Extension	Message Count	Automated Attendant Decided to Voice Mail	Automatic Time Stamp	System Administrator	Dialing Option	Next Call Routing Mailbox	Voice Prompt Language
001	Personal	100	99						UK English
002	Personal	101	20						UK English
003	Personal	102	20						UK English
004	Personal	103	20						UK English
005	Personal	104	20						UK English
006	Personal	105	20						UK English
007	Personal	106	20						UK English
008	Personal	107	20						UK English
009	Personal	108	20						UK English
010	Personal	109	20						UK English
011	Personal	110	20						UK English
012	Personal	111	20						UK English
013	Personal	112	20						UK English
014	Personal	113	20						UK English
015	Personal	114	20						UK English
016	Personal	115	20						UK English
017	Personal	116	20						UK English
018	Personal	117	20						UK English
019	Personal	118	20						UK English
020	Personal	119	20						UK English
021	Personal	120	20						UK English
022	Personal	121	20						UK English
023	Personal	122	20						UK English
024	Personal	123	20						UK English

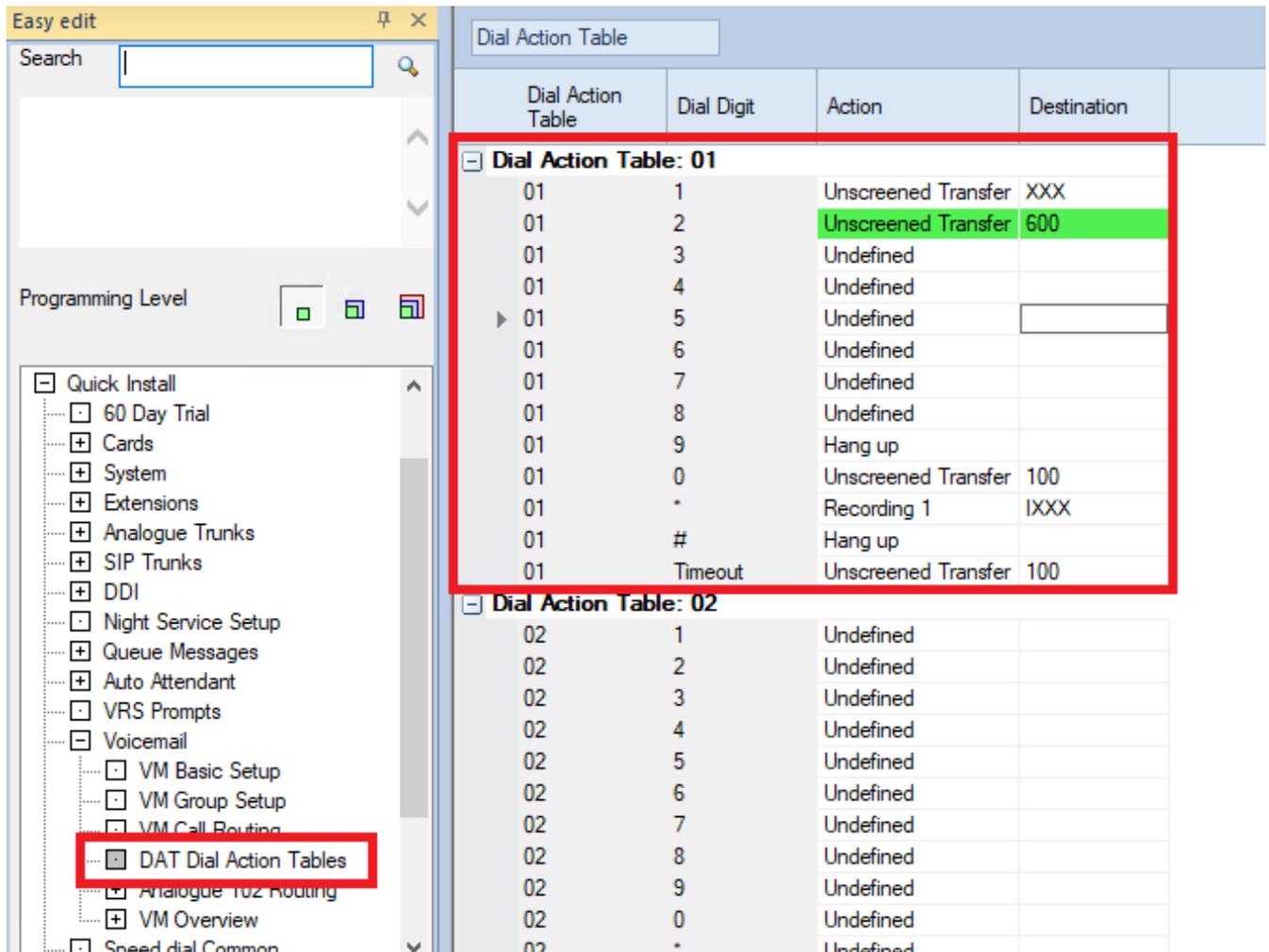
The **Next Call Routing Mailbox** reference is used to link to a Dial Action Table through an association with a Call Routing Mailbox.

You can see the Call Routing Mailbox configuration in **VM Call Routing**.

Routing Mailbox	Mailbox Type	Voice Prompt Language	Dial Action Table	Screened Transfer Timeout	Dialing Command Time Limit	Fax Detection	Fax Extension
01	Instruction Menu	UK English	1	5	5		
02	Instruction Menu	UK English	1	5	5		
03	Instruction Menu	UK English	1	15	5		
04	Instruction Menu	UK English	1	15	5		
05	Instruction Menu	UK English	1	15	5		
06	Instruction Menu	UK English	1	15	5		
07	Instruction Menu	UK English	1	15	5		
08	Instruction Menu	UK English	1	15	5		
09	Announcement	UK English	1	15	5		
10	Announcement	UK English	1	15	5		
11	Announcement	UK English	1	15	5		
12	Announcement	UK English	1	15	5		
13	Announcement	UK English	1	15	5		
14	Announcement	UK English	1	15	5		
15	Announcement	UK English	1	15	5		
16	Announcement	UK English	1	15	5		
17	Announcement	UK English	1	15	5		
18	Announcement	UK English	1	15	5		
19	Announcement	UK English	1	15	5		
20	Announcement	UK English	1	15	5		
21	Announcement	UK English	1	15	5		
22	Announcement	UK English	1	15	5		
23	Announcement	UK English	1	15	5		
24	Announcement	UK English	1	15	5		
25	Announcement	UK English	1	15	5		
26	Announcement	UK English	1	15	5		
27	Announcement	UK Finnish	1	15	5		

Use PCPro to configure InMail

The Dial Action Table then defines the options available during the greeting. In this example, you can press 2 to be transferred to the Sales Department Group number 600.



Common options you can configure here;

- Undefined Undefined (a message is given to the caller to say invalid option)
- Screened Transfer Supervised Transfer (managed by the voicemail)
- Unscreened Transfer Unsupervised Transfer (call is released when transfer is initiated)

For more options press F1 for PCPro Help.

4 – Routing an ISDN/SIP DDI Trunk to voice mail

For DDI calls to route to voicemail we can use the DDI routing table to add voice mail as a target.

Use **Quick Install >DDI >DDI Routing** to configure your DDI numbers.

102 is a fixed target number for voice mail.

DDI TranslationTable Entry	Received Number	DDI Name	Target 1	Transfer Operation Mode	Target 2	Target 3
0001	643100	Main Number	@552	Busy/No Answer	1	102
0002	643101	DDI 101	101	Busy/No Answer	102	0
0003	643102	DDI 102	102	No Transfer	0	0
0004	643103	DDI 103	103	No Transfer	0	0
0005	643104	DDI 104	104	No Transfer	0	0
0006	643105	DDI 105	105	No Transfer	0	0
0007	643106	DDI 106	106	No Transfer	0	0
0008	643107	DDI 107	107	No Transfer	0	0
0009	643108	DDI 108	108	No Transfer	0	0
0010	643109	DDI 109	109	No Transfer	0	0
0011	643110	DDI 110	110	No Transfer	0	0
0012	643111	DDI 111	111	No Transfer	0	0
0013	643112	DDI 112	112	No Transfer	0	0
0014	643113	DDI 113	113	No Transfer	0	0
0015	643114	DDI 114	114	No Transfer	0	0
0016	643115	DDI 115	115	No Transfer	0	0
0017	643116	DDI 116	116	No Transfer	0	0
0018	643117	DDI 117	117	No Transfer	0	0
0019	643118	DDI 118	118	No Transfer	0	0
0020	643119	DDI 119	119	No Transfer	0	0
0021	643120	DDI 120	120	No Transfer	0	0
0022	643121	DDI 121	121	No Transfer	0	0
0023	643122	DDI 122	122	No Transfer	0	0

The @ symbol can be used within Target1 to specify the mailbox number to be used when the call reaches voicemail.

The digits after the @ define the mailbox, for example @552.

You can still use Target1 as usual, for example to define the target to route to extension 206 and when reaching voicemail to use mailbox 552 enter: 206@552.

5 – Routing an Analogue Trunk to Voice mail

Analogue trunks can be routed to voice mail.

Use **Quick Install >Analogue Trunks >Analogue Trunk Target** either 1 or 2 to send the call to voice mail. These targets are attempted sequentially, for example you can send the call to a ring group first and then to voicemail if there is no answer. **102 is a fixed number for voice mail.**

Trunk	Trunk Name	Mode 1	Mode 2	Mode 3
001	Line 001	1	102	1
002	Line 002	1	102	1
003	Line 003	1	102	1
004	Line 004	1	1	1
005	Line 005	1	1	1
006	Line 006	1	1	1
007	Line 007	1	1	1
008	Line 008	1	1	1
009	Line 009	1	1	1
010	Line 010	1	1	1
011	Line 011	1	1	1
012	Line 012	1	1	1
013	Line 013	1	1	1
014	Line 014	1	1	1
015	Line 015	1	1	1
016	Line 016	1	1	1
017	Line 017	1	1	1
018	Line 018	1	1	1
019	Line 019	1	1	1
020	Line 020	1	1	1
021	Line 021	1	1	1

In this example Trunk lines 1~3 are routed to Ring Group 1 in Day Mode, and 102 (Voice mail) in Night Mode. Analogue trunks require additional steps to be configured to control which mailbox the call will be routed to. Use **Quick Install >Analogue Trunks >Analogue Trunk Features** to select an Answer table. The default Answer table is 1.

Trunk	Trunk Name	Answer Table	Caller ID	Detect Network Disconnect	Clear Signal (Open Loop) Detection Ti...
001	Line 001	1			21
002	Line 002	1			
003	Line 003	1			
004	Line 004	1			
005	Line 005	1			
006	Line 006	1			
007	Line 007	1			
008	Line 008	1			
009	Line 009	1			
010	Line 010	1			
011	Line 011	1			
012	Line 012	1			
013	Line 013	1			
014	Line 014	1			
015	Line 015	1			
016	Line 016	1			
017	Line 017	1			
018	Line 018	1			
019	Line 019	1			
020	Line 020	1			
021	Line 021	1			
022	Line 022	1			
023	Line 023	1			
024	Line 024	1			
025	Line 025	1			
026	Line 026	1			

Use Quick Install >Analogue Trunks >Analogue 102 Routing to define the mailbox specified by the Answer Table.

Answer Table	Answer Schedule	Override Mailbox Type	Override Mailbox Number
01	<input checked="" type="checkbox"/>	Group Mailbox	1
02	<input checked="" type="checkbox"/>	Group Mailbox	1
03	<input checked="" type="checkbox"/>	Routing Mailbox	1
04	<input type="checkbox"/>	Undefined	
05	<input type="checkbox"/>	Undefined	
06	<input type="checkbox"/>	Undefined	
07	<input type="checkbox"/>	Undefined	
08	<input type="checkbox"/>	Undefined	
09	<input type="checkbox"/>	Undefined	
10	<input type="checkbox"/>	Undefined	
11	<input type="checkbox"/>	Undefined	
12	<input type="checkbox"/>	Undefined	
13	<input type="checkbox"/>	Undefined	
14	<input type="checkbox"/>	Undefined	
15	<input type="checkbox"/>	Undefined	
16	<input type="checkbox"/>	Undefined	

The Mailbox number is associated with the Voicemail Setup tables.

Group Mailbox	Mailbox Extension	Mailbox Type	Routing Mailbox	Security Code Option
01	551	Subscriber	1	Always
02	552	Subscriber	1	Always
03		Subscriber	1	Always
04		Subscriber	1	Always
05		Subscriber	1	Always
06		Subscriber	1	Always
07		Subscriber	1	Always
08		Subscriber	1	Always
09		Subscriber	1	Always
10		Subscriber	1	Always
11		Subscriber	1	Always
12		Subscriber	1	Always
13		Subscriber	1	Always
14		Subscriber	1	Always
15		Subscriber	1	Always
16		Subscriber	1	Always
17		Subscriber	1	Always
18		Subscriber	1	Always
19		Subscriber	1	Always
20		Subscriber	1	Always
21		Subscriber	1	Always
22		Subscriber	1	Always
23		Subscriber	1	Always
24		Subscriber	1	Always

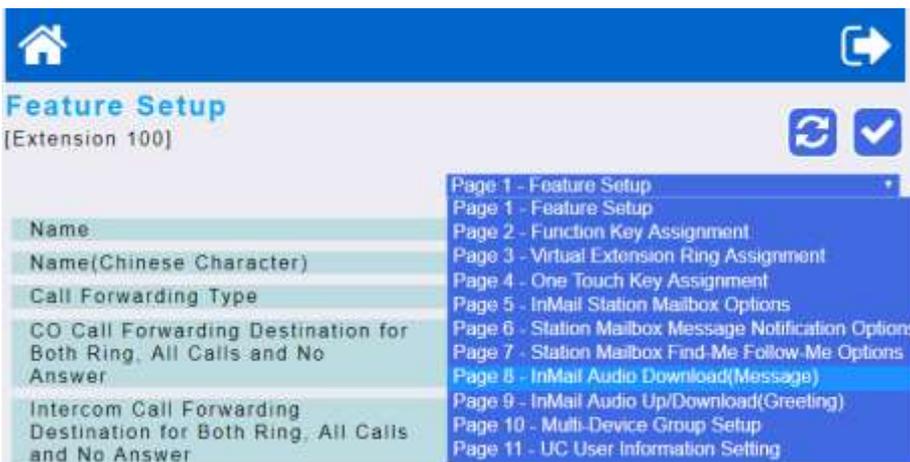
6 – Using the Web Interface to upload and download messages & greetings

You can use the web interface to upload and download greetings for the InMail voice mail system. To access the web interface you need to enter the IP address of the SL2100 into the address bar of your internet browser.



Subscriber Mailbox

When you see the SL2100 Web Programming interface, enter the extension number of user in the User Name, and the extension's password (default 1111). Passwords are setup in PCPro Easy Edit-Advanced Items-User Pro-Extension Password (CMD90-28).



In Pages 8/9 you can upload and download Greetings and also Messages.



Any files uploaded must be in CCITT-Alaw, 64kbps, 8Khz 8-bit Mono format. Maximum files size is 2MB.

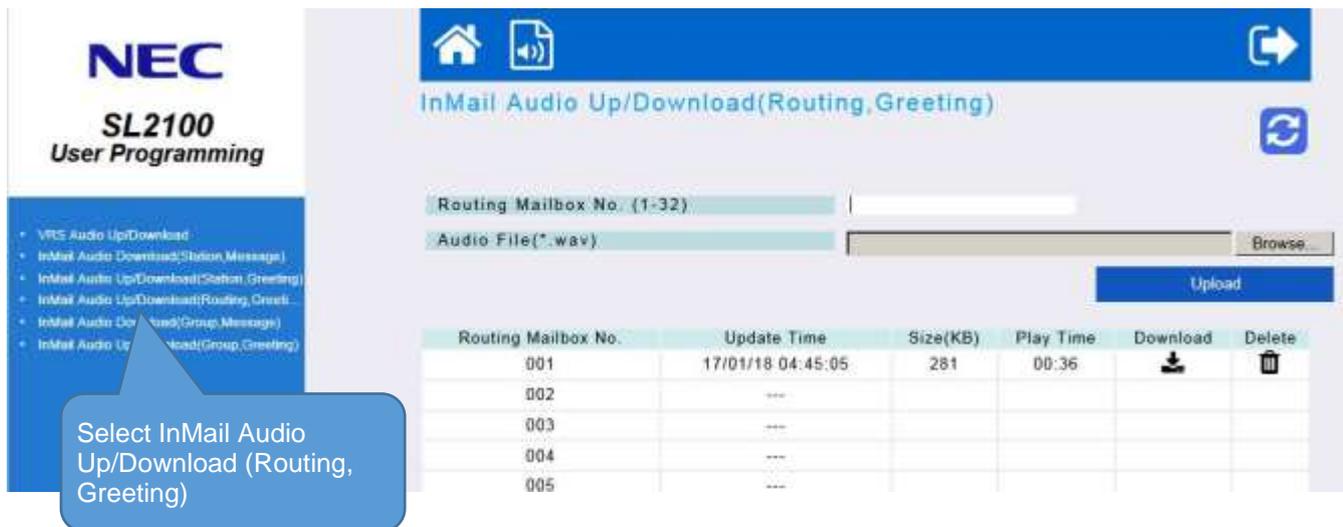
Call Routing Mailbox

When you see the SL2100 Web Programming interface, enter user1 in the User Name, and the password (default 1111). Passwords are setup in PCPro Easy Edit-Advanced Items-User Pro-Extension Password (CMD90-02).

Select the VRS Icon



Select InMail Audio Up/Download (Routing, Greetings)



Audio File Format

In order for uploaded file to play they must be in the proper format. Audio files not recorded in the proper format may not playback. The required format is:

- Bit Rate: 64 kbps
 - Sampling Size: 8 bits
 - Channel: 1 (Mono)
 - Sampling Rate: 8 kHz
 - Audio Format: CCITT A-law
- Maximum audio file size: 2MB

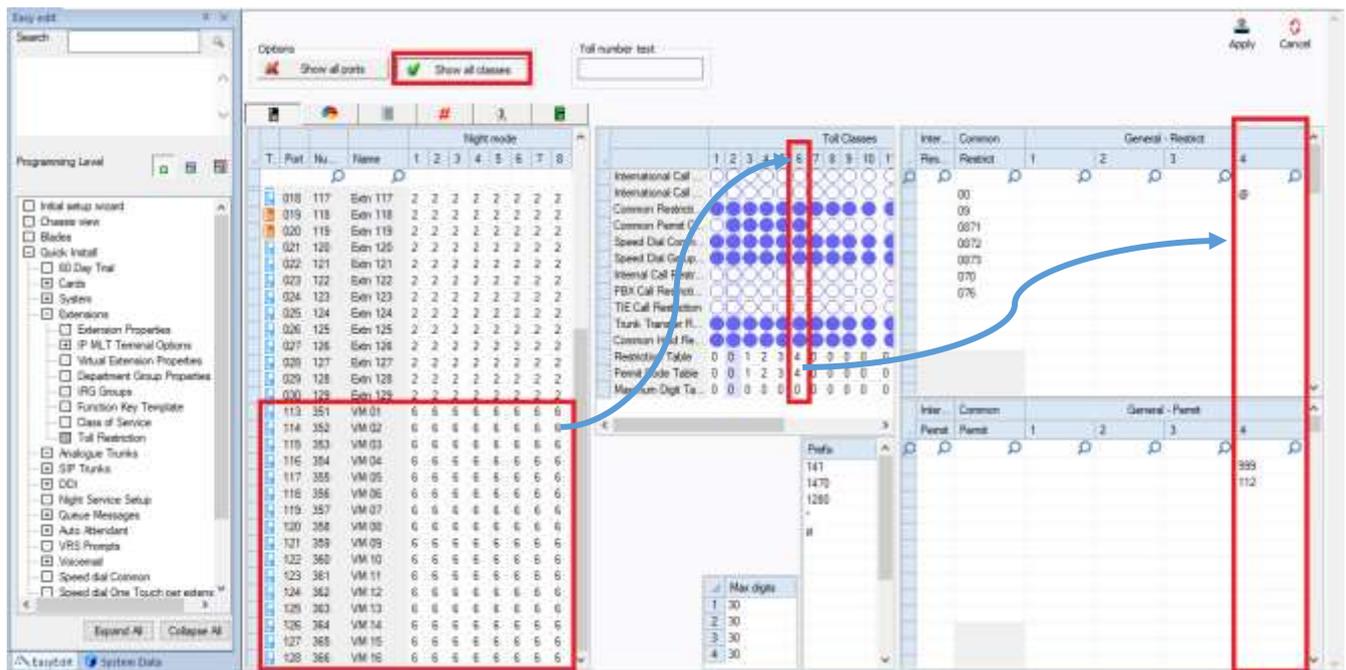
7 – Toll Restriction for Voice mail ports

You should ensure that the customer’s system is secure from Toll Fraud

The voice mail utilises telephone extension ports on the SL2100 system. It is recommended to apply toll restriction to these ports in case a subscriber mailbox password is compromised, it is recommended that the voice mail cannot be allowed to make external calls.

Use **Quick Install >Extensions >Toll Restriction** to configure a toll restriction class for the Voice Mail. It is recommended that Class 6 is used. You can see in this example;

- Voice mail extensions = Toll Restriction class 6
- Toll restriction class 6 = Associated with restrict/permit tables 4
- Restrict/permit table 4 = No calls except emergency numbers



@ = any dialled digit.

8 – Using Voicemail

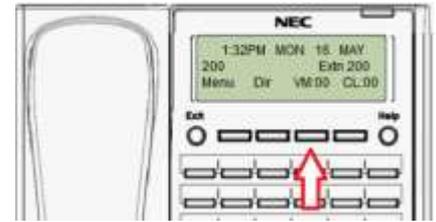
Accessing Mailboxes

There are several ways to access the voice mail system.

Accessing your own mailbox

From an SL2100 telephone with Soft Keys

- Press the VM:xx Soft Key (xx is the new message count)
- Enter your passcode if required



From an SL2100 telephone that does not have Soft Keys or analogue (SLT) telephone

- Lift the receiver
- Dial *8 (Service code for Voice Mail Access – Own Mailbox)
- Enter your passcode if required

From an SL2100 telephone that has a Programmable Function key set as Voice Mail

Function key code 77 – InMail Voice Mail

- Press the Voice Mail function key
- Enter your passcode if required

Accessing another mailbox

To access another mailbox on the system it is necessary to call the voice mail access number

- Lift the receiver
- Dial 5999
- Enter the mailbox number you want to access
- Enter the passcode if required

From an SL2100 telephone that has a Programmable Function key set as Voice Mail for the other mailbox number

Function key code 77 – InMail Voice Mail

- Press the Voice Mail function key
- Enter your passcode if required

Refer to the Multiline Terminal User Guide for further instructions.

Accessing an Administrator mailbox

Any user mailbox can be setup with Administrator options in PCPro Easy Edit-Voicemail-InMail-InMail Mailboxes-InMail Mailbox Options

Mailbox Location	Id reened fer	Automatic Time Stamp	System Administrator	Dialing Option
001	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
002	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
003	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
004	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
005	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
006	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
007	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To access administrator level:

Access the user mailbox.

Press the **Mgr** Soft Key if available on your telephone or dial **72**

Administrator Options:

Option Soft Key (dial)	Sub menu Soft Key (dial)	Description
Instr (4)		Record, listen to or delete an Instruction Menu.
Annc (2)		Record, listen to or delete an Announcement Menu.
Subs (7)		Access the Subscriber Maintenance Menu. You will be prompted to enter the user's mailbox number.
	Msgs (32)	Delete all messages in a mailbox.
	Greet (34)	Delete the Greeting.
	RcNam (6)	Record the Mailbox name.
	Code (7)	Delete the Mailbox security code.
	(36)	Delete the Mailbox name.
Info (8)		Hear InMail prompt version number
Sched (6)		To change the Answering Schedule Override for a table.
Dlist (5)		Create, delete and edit Message Distribution Lists.
MboxAn (3)		Record, listen to or delete a Mailbox Announcement message.

Press the Soft Key **Back** or press **#** to go back one level or exit.

The most common used are highlighted.

It is recommended to setup at least two users with System Administrator options.

Recording the Greeting used for the Auto Attendant

Recording the greeting used for the Auto Attendant will depend on which type of mailbox used:

- Group Mailbox defined as a Routing Mailbox – Record the Call Routing Mailbox greeting via the System Administrator's mailbox
- Station Mailbox with Dial Action Options – Record the greeting for the station mailbox

Call Routing Mailbox used for Auto Attendant

- Log on to the System Administrator's mailbox via a system telephone.
- Using the Soft Keys on the phone press **Instr (or dial 4)** to record the Instruction Menu greeting
- Enter the Routing Mailbox number 001~032 (only mailboxes set as Instruction Menu in **VM Call Routing** will be available)
- Choose the soft key for Listen / Record / Delete and follow the prompts.

Station Mailbox used for Auto Attendant

- Log on to the Station mailbox via a system telephone.
- Using the Soft Keys on the phone press **Greet (or dial 4)**
- There are three greetings available, you can record three and select one of them as the current active greeting. The active greeting can be changed at any time by logging into the station mailbox.

Tip – a unique mailbox security code can be setup for any group or station mailbox that's used for Auto Attendant to restrict access to the saved messages.

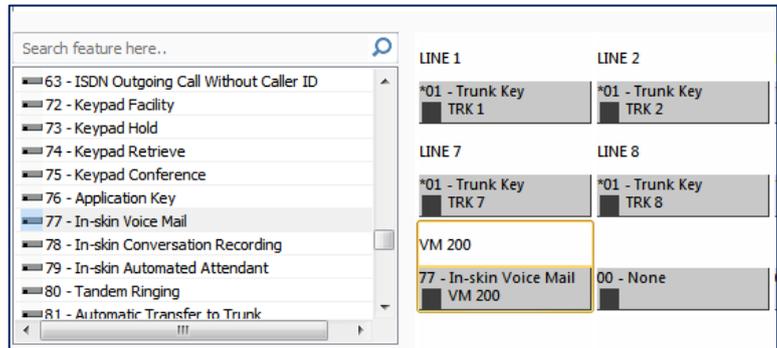
Programmable Functions keys for InMail Mailboxes

Access to any station or group mailbox can be made using a Programmable Function key for the mailbox to log on to the mailbox defined by the key
Refer to the MLT User Guide for further instructions.

You can also setup the Programmable Function keys via PCPro – Quick Install – Extension – Function Key Template

Select feature 77 – InMail Voice Mail

The chosen extension number will be the mailbox number assigned to the key.
The example shows a key assigned to mailbox 200



Programmable Function keys for InMail

- A system telephone can have one or more programmable function keys assigned directly to a mailbox.
- The key will flash when a new message is saved.
- The same mailbox number can be assigned at more than one telephone to allow a group of users to have message indication for a shared mailbox.
- Keys can be assigned for mailbox access, conversation recording or to set call forward to voicemail for other extensions

Select feature **77 – InMail Voice Mail**

Select feature **78 – InMail Conversation Recording**

Select feature **79 – InMail Forward to VM**

Setting Programmable Function key at the telephone

1. Press the centre cursor key and navigate to Phone Setting – Key Assignment (560)
2. Scroll through your keys using the up/down cursor keys and press the centre cursor key to select
3. Scroll through the available functions using the up/down cursor keys and press the centre cursor key to select Voice Mail
4. Choose Own Mailbox / Other Mailbox / VM Forward
 - a. Own mailbox = the station mailbox of the telephone
 - b. Other mailbox = scroll through all available mailboxes configured
 - c. VM Forward = FWD to own mailbox / FWD to other mailbox
5. Press centre cursor key to Save

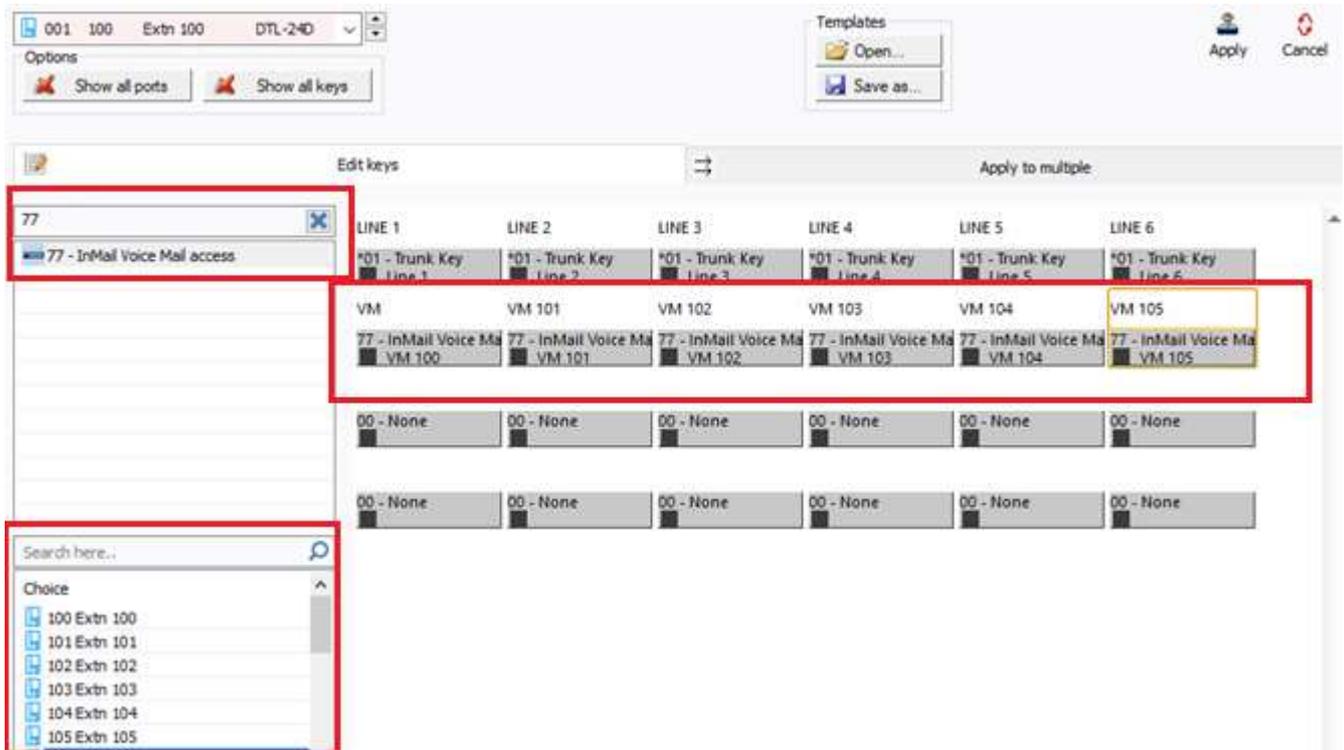
Setting Programmable Function keys with PCPro

It is possible to program function keys on the SL2100 handsets to monitor different mailboxes. This can be useful for example if you have a group mailbox shared between many users, or have an assistant or colleague who needs to monitor a different mailbox.

Use the Multi-Assign page to program function keys, in the navigation ribbon, select Multi-Assign >Function Key.



The function key code for voice mail is '77 – InMail Voice Mail access'. In this example, extension 100 has programmable keys to monitor voice mail boxes 100-105 on the second row of keys.

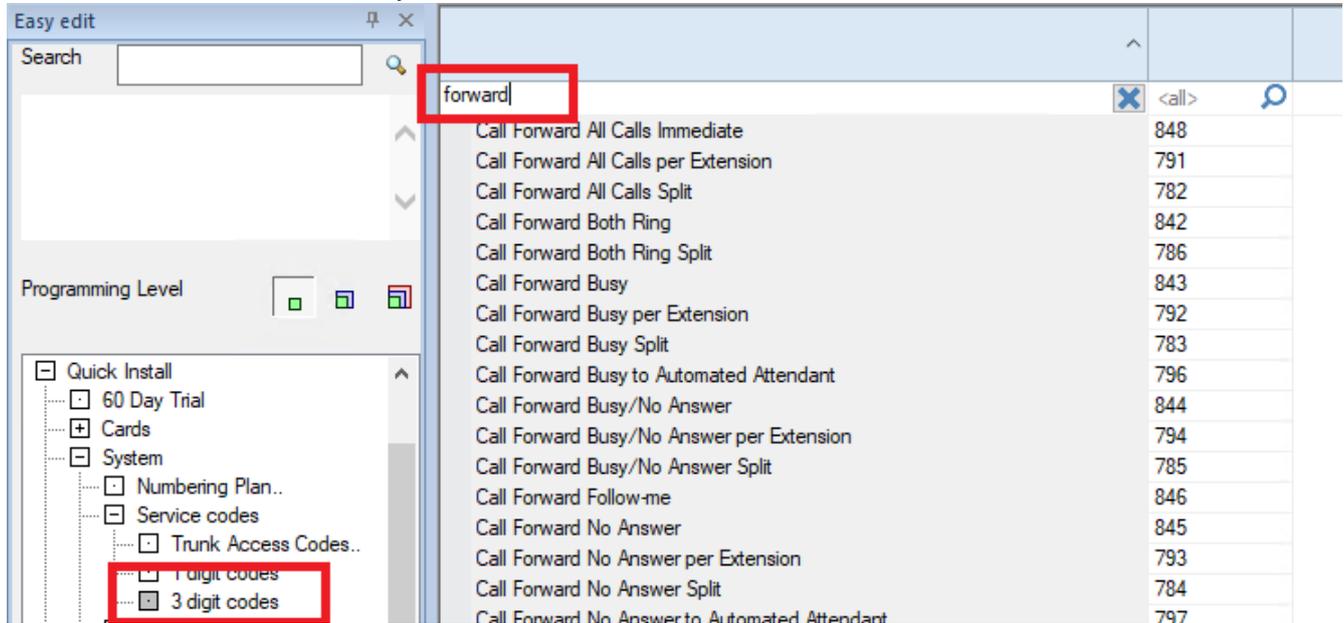


Forwarding your calls to Voice Mail

You can forward your telephone calls to voice mail using several methods;

Service Code

The service codes can be confirmed in **Quick Install >System >Service Codes >3 digit codes**
Use the filter bar to search for keyword 'forward'



To use the call forward, lift the receiver or press the Speaker button, followed by the service code. Most service codes follow the same operation, that you dial 1 = SET followed by the number you want to forward to (in this case 5999 for voicemail) or 0 = CANCEL.

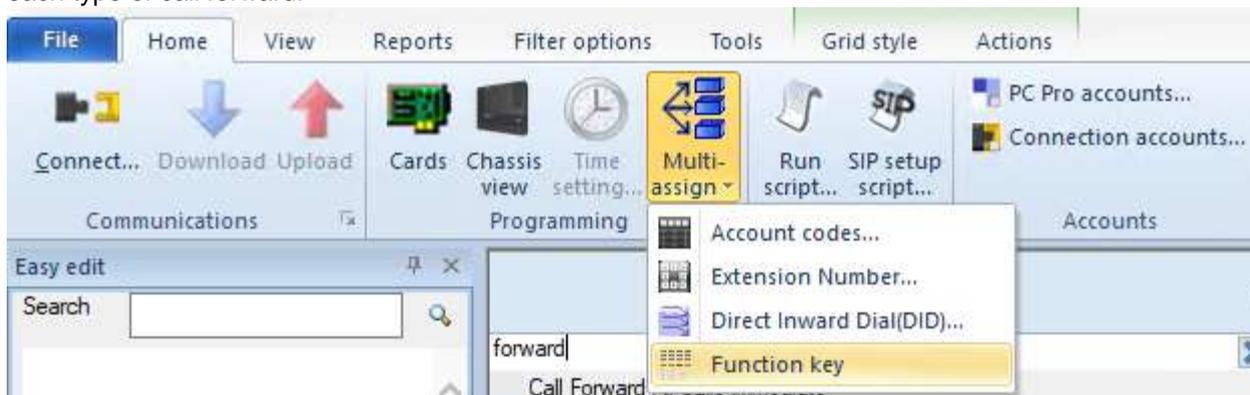
Example;

848 1 5999 = Call forward all calls immediately to voice mail

848 0 = Cancel the forward

Function Key

In Function Keys Multi-Assign you can program a call forward function key. A different key function exists for each type of call forward.



Using voicemail

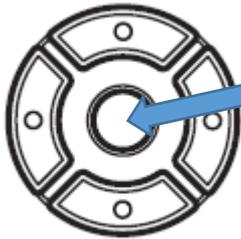
Use the filters to find the forward functions and voicemail number. Once a function key is programmed, then you can press once to set the forward, press again to cancel.

The screenshot shows the 'Easy edit' software interface. On the left is a 'Programming Level' tree with categories like 'Cards', 'System', 'Extensions', and 'Voicemail'. The 'forward' menu is open, listing options such as '10 - Call Forward Immediate', '11 - Call Forward Busy', '12 - Call Forward No Answer', '13 - Call Forward Busy/No Ans...', '14 - Call Forward Both Ring', '15 - Call Forward Follow-me', '37 - Do Not Disturb/Call Forward...', '54 - External Call Forward by D...', and '79 - InMail Forward to VM'. A search field contains '555', and the '50 555 VM' option is selected. The main display shows a grid of line configurations for LINE 1 through LINE 6, with 'CFW ALL 555' selected for LINE 1.

Navigation Menu

The Navigation Menu can be accessed by pressing the centre navigation button.

You can also short-cut to the feature by dialling the 3digit code, in this example 421.



100:Operation List 1/6
>Call History :00
Contacts

Press the centre navigation button and the menu is displayed

400:Operation List 3/6
>User Features
Phone Setting

Press down twice, and you will see User Features is highlighted

410:User Features 1/4
>Call Voice Mail
Call Forward

Press the centre button to select the User Features menu. Scroll down to Call Forward and press the centre button

421:Call Forward 1/6
>All Calls
Both Ring

Choose the condition for your call forward

All Calls 1/4
>Cancel
Internal & External

Choose the type of calls affected

All Calls 1/3
>Voicemail
Contacts

Choose the forward target, in this case select Voicemail

Forwarding a colleagues calls to voicemail

Press the Programmable Function key 79 for call forward to voicemail (other mailbox)), press the key to scroll through the options for All Incoming calls/No Answer/Busy/No Answer or Busy/Cancel. The key will flash to indicate the selection

Conversation Recording

You can record your calls into your personal mailbox.

Recording can be manual by pressing a Programmable Function key 78 or automatically by PCPro setup per trunk or extension.

PCPro 14-09 is used to setup automatic recording per trunk to a destination mailbox.

PCPro 15-12 is used to setup automatic recording per extension to a destination mailbox.

If both 14-09 and 15-12 are setup for the same call then the destination mailbox set in 15-12 is used.

The maximum recording duration is set by PCPro (47-01-03), default is 120 seconds.

Recordings are saved as a new message in the user's mailbox.

Refer to the SL2100 InMail Manual-Live Record feature for full details.

9 – Additional Information

Mailbox Security Code

Each mailbox can have a 4 digit security code setup by the user.
The security cannot be setup or viewed by PCPro or WebPro.

To setup or change your security code options

The user accesses their mailbox.

- Press Soft Key **Setup** or dial **67**
- Press Soft Key **Code** or dial **7**
- Enter the 4 digit security code
- Press Soft Key **Req** or dial **7** if you require to enter the code for internal or remote logon
- Press Soft Key **NoReq** or dial **6** if you only require to enter the code for remote logon
- Exit your mailbox

To delete a security code for another mailbox

This can only be done by the Administrator mailbox, refer to the instructions within this guide.

If the Administrator mailbox security code is forgotten?

If the Administrator mailbox has been set to **Required** for internal or remote logon then they must always enter the security code to access their mailbox.

If the security code is forgotten then it can only be deleted by another Administrator user.

If there are no other Administrator mailboxes then it is only possible to access the mailbox by additional PCPro or WebPro changes: change the Security Code option to **Remote logon only** in Easy Edit-Voicemail-InMail-InMail Mailboxes-InMail Mailbox Options (CMD47-02-25).

Then access the mailbox internally, you will not need to enter the security code.

Voicemail Storage Capacity

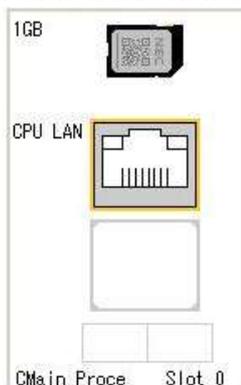
- The CPU-C1 card does not have InMail built in, has 2 hours of storage capacity built in for VRS only.
- The CPU-C1-A card has 2 hours of storage capacity built in for VRS and InMail.
- The SDVMS/SDVML cards have 15hour/120hour storage capacity.
- Storage is shared for InMail and VRS recordings.

When the storage capacity is full it will not be possible to record new greetings or messages for VRS or InMail. There is no warning when the storage capacity is about to become full, the user will not be prompted that there is no storage capacity until after they attempt to record a greeting or message.

To prevent the storage becoming full:

- Set the quantity of InMail messages per mailbox in Easy Edit-Voicemail-InMail-InMail Mailboxes-InMail Mailbox Options. Default = 20, can be set between 0~99.
- If voicemail to e-mail is available consider automatically deleting the message once the mail has been sent. Easy Edit- Voicemail-InMail-InMail Mailboxes-InMail Mailbox Options. Default = No change (leave as a new message).

PCPro Cards view or Chassis view will show if the SDVMS/SDVML card is installed.



InMail Channels

- The CPU-C1 card does not have InMail built in, has 4 channels for VRS only.
- The CPU-C1-A card has 4 channels built in for VRS and InMail.
- Adding the SDVMS/SDVML card does not increase the channel quantity.
- Channels can be increased from 4 to 16 by adding the IP7WW-EXIFB-C1 card.

16 Channels will always be reserved for VRS/InMail: extension ports 113~128.

PCPro-Cards view shows the ports reserved within the Telephones table.

Version Information		Trunks			Telephones			
Type	Version	Type	Ports	Total	Type	Ports	Extension Numbers	Total
File Ver	SL2100 EMEA V1.0	CO		0	MLT			0
Main Software	N/A	BRI		0	SLT			0
DBMS	N/A	PRI		0	IP			0
PCPro Server	N/A	T1		0	IP*			0
CPU Revision	N/A	IP		0	InMail	113~128	312~327	16
EXIFU	N/A	SIP		0	VE	129~178		50
SD Card	N/A	H.323		0	DSS			0
VoIP	N/A	T-Point Loopback		0	S-Point			0
		E1		0	S-Point Loopback			0
		Trk*		0	Mobile*			0
		Not used	1~128	128	Tel*			0
			0 ports of 128 are used		Not used	1~112		112
					16 ports of 178 are used			

InMail Licenses

The following license is available to enhance the voicemail features:

- Voicemail to e-mail (BE116751)
 System license - Will provide voicemail to email for all users
 License feature code 1013 on/off
 Use PCPro-Reports-Feature Activation to view installed licenses

No.	Feature Code	Quantity	Status	Expires
0007	Hotel/Motel	0	Off	
0030	Encryption	0	Off	
0041	XML Pro	0	Off	
0046	PMS	0	Off	
0047	Remote Conference	0	Off	
0080	Web Video Conference	0	Off	
0081	In-UC Web Client	0	Off	
0082	InUC Web 1st Party CTI	0	Off	
0112	3rd Party CTI Client	0	Off	
1013	InMail Email Notification	0	Off	
20011	Trunk	0	Off	

The maximum file size of message which can be attached to the e-mail is less than 1Mbyte (approx. 4 minutes). If the file size is more than 1Mbyte only notification e-mail (without attachment) will be sent.

Refer to the SL2100 Licensing Manual for details of activating licenses on the LMS license server and loading the activated license to the SL2100.

Refer to the SL2100 InMail Manual for details of setting up InMail-Email Notification

Mailbox specifications

Message count	0~99 (PCPro configuration setting per mailbox)
Maximum message length	1~4095 seconds (68 minutes) Default = 120 seconds (2 minutes) PCPro Configuration setting for all mailboxes, system wide setting (47-01-03 & 04) Refer to the SL2100 InMail Manual – Message Length for details
Mailbox types available	Personal Group Call Routing

InMail Service codes

Voice Mail Access	5999
Voice Mail Access (Own Mailbox)	*8
Display Language	778
InMail Language Selection for own extension	764
InMail Language Selection for specific extension	765

Backup & Restore of Messages

SL InMail Media Utility

Available to download from the Software Database on BusinessNet.

Version 2.5 or later will support SL2100 SDVMS/SDVML cards and will allow the backup and restore of all InMail messages and prompts to your PC.

It cannot be used for the built in InMail available with the CPU-C1-A card, refer to WebPro for details.

WebPro – VM Maintenance option



Will support the backup and restore of the built in InMail and VRS messages and prompts to a blank SD card inserted into the SD card slot of the CPU card.

UserPro

Will support the upload and download of InMail and VRS messages from your PC to either the built in VRS/InMail of the CPU-C1/CPU-C1-A cards or to the SDVMS/SDVML mounted onto the CPU card

Replace Built in InMail Message Prompt

WebPro – VM Maintenance option



Will allow the upload of a new language prompt file for VRS and InMail. This can be used to replace the default language (English) with another language.

Only one language prompt can be loaded to the built-in VRS/InMail

Replacement language files are available on Software Database on BusinessNet

- Maintenance functions are not available while either the InMail or VRS are in use.
- Uploading the same language file as already loaded on the CPU will display error message ‘ The prompt file is broken or not supported’

Adding the SD card to an existing system

If the SDVMS/SDVML card is installed and the built in InMail or VRS system has already been used, then all greetings and messages are copied to the new VRS/voice mail storage space.

Note – the SDVMS/SDVML card must be new and never previously installed into any SL2100 CPU card otherwise the messages will not be copied.

Once installed into an SL2100 CPU card the SD card is marked within vm/active.dat, deleting this file will remove the mark indication.

It is also possible backup the built in messages and restore to the SDVMS/SDVML card, users can download their greetings & messages via UserPro. Any Auto Attendant greetings can be downloaded using UserPro user1 access.

Upgrading from an SDVMS to an SDVML card

PCPro

PCPro's SD Card Copy function will copy the contents of an SDVMS to an SDVML when upgrading from SDVMS to SDVML card.

10 – Security

You should ensure that the customer's system is secure from Toll Fraud.

The Health Check feature within the InGuard Application can be used to check the system for weaknesses.

The InGuard on-board application can also be used to give the customer ongoing protection from Toll Fraud.

Refer to the InGuard Toll Fraud Guard Installation and User manuals for details.

Additional licenses are required to run On-board applications.

Use the Toll Restriction section of this guide to setup outgoing call restriction of numbers the customer does not want to dial.

There is also a separate Quick Install Guide for Toll Restriction.

Voicemail and Toll Fraud Security

- Do not allow outgoing trunk access for the voicemail ports unless the customer wants the voicemail system to do place outgoing calls.
- Do not allow trunk to trunk connection for the voicemail ports unless the customer wants incoming callers to be transferred to another trunk
- If the voicemail does have access to outgoing trunk then ensure you have Toll Restriction setup to prevent dialling of unwanted numbers.
It is strongly recommended that the customer has visibility of outgoing calls made by the voicemail system, for example InGuard or a call logger.
- If a user has message notification enabled then it is strongly recommended that the user sets a security code for their mailbox. Security code must then be entered before the called party can retrieve your messages via the notification call.

Voicemail mailbox Security

- Remove mailboxes from any un-used extensions on the system.
- Do not set Logon unless required by the customer. Logon to voicemail allows incoming callers to access the user's mailbox, ensure the mailbox has a security code.
Security code is set by the user: Select soft key Setup – Code and enter a 4 digit code.
- Do not set the Routing Mailbox option for subscriber mailboxes unless the user wishes to press # during their greeting to logon to their mailbox i.e. for remote access to the user's mailbox messages.

Auto Attendant Dial Actions

Make sure the outside callers that are answered by the VRS can only dial known digits.

Call Management

Consider the use of a call management system or call logger to give the customer visibility of calls, InReports can be used for this.

Trunk to Trunk Transfer / Call Forward External

Do not allow these unless the customer requests the feature, ensure you setup adequate toll restriction to prevent toll fraud.

System/PCPro Passwords

Ensure you change the default passwords for:

- PCPro/WebPro
- User Pro (if used)
- DIM Access (if enabled for maintenance)

To edit the passwords using PCPro: Search for *password* within the System Data and Easy Edit areas:

