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System	Software
Aspire Mail/UltraMail	All

Title: Letters in Call Out String Could Cause Voice Mail to Constantly Restart

If certain illegal letters (such as L) are entered in the call out string for notification in a mailbox, the Aspire Mail/UltraMail could restart constantly. This could also happen if an illegal letter is entered in any outbound field (i.e., Park Page, Message Wait, Outbound Notification etc.). Allowed letters are:

- A = Analyzed Pause
- F = Flash
- M = Monitored pause
- P = Pause
- S = Waits for sound
- T = Instructs Aspire Mail/UltraMail to do the dialing, not the trunk card.
- W = Waits for CO dial tone

Example:

- 1.) Mailbox 301 has notification for messages turned on.
- 2.) Mailbox 301 has the number 912039265400LLL301 for the call out number.
- 3.) When 301 gets a message, the voice mail will send 912039265400 and then restart.

If this happens the voice mail will continue to restart and shut down until the string is removed. This problem will be fixed in a subsequent software release.

If the voice mail is experiencing this restart/shut down problem, you must try and turn off port notification on each port within a certain amount of time. To do this, the voice mail must be restarted in the Line Editor mode. Use the following steps to enter this mode:

1. Connect a PC to the serial port on the voice mail using a null modem cable using HyperTerminal or Procomm Plus (baud rate: 38400, no parity, data bits: 8, stop bits: 1).
For complete details on connecting to the voice mail, refer to the voice mail's installation manual
2. Press and release the **Reset Button (SW1)** located above the battery on the voice mail PCB.
3. Wait for the 2 LEDs (LED 12 and LED 13) located behind SW1 to go solid red and green. This means the voice mail is shut down.
4. You should see the following on the screen in HyperTerminal/Procomm Plus:

Output 0x322 << 0x6ff4

Output 0x320 << 0x1

Now press and hold **SW1** until both LED 12 and LED 13 go solid green to restart the voice mail.

5. While the voice mail is restarting you will need to look for the following prompt:

Press [Enter] to configure COM 1 (4 seconds)
1—5—10—15

You must press **ENTER** at that point.

6. The following prompt is displayed:

1 ... Enable console redirection
COM1 cannot be used by Ultramail Admin program

2 ... Disable console redirection
Ultramail Admin program can connect to COM 1

X ... Exit

7. Press **1** and **ENTER** to bring the voice mail into the Line Editor Mode. After about 30 seconds or so you should see the following prompt:

Press command below, then press Enter :	To use:	You will get this prompt at the cursor :
IN	Install System	INSTALL->
CU	Customize Database	CUSTOMIZE->
RP	View/Print Reports	REPORTS->
MA	Maintenance	MAINTENANCE->
DI	Diagnostics	DIAGNOSTICS->
SD	Shut Down Voice Mail System	

> After you select a command, the system may ask for a password (except when you use RP). The communications manager can give you the password .

> For help on using the "Help" command: Press H, space, H, Enter

MAIN MENU->

8. Press **ENTER** a few times and you should see:

MAIN MENU->
MAIN MENU->
MAIN MENU->

If you do not get the MAIN MENU to show more than once after pressing **ENTER**, you will need to restart the voice mail again to get to the Line Editor.

Once the voice mail is in the Line Editor mode, perform the following steps to clear the invalid character .
The following steps indicate how to access the Message Notification as an example .

1. With the PC still connected to the serial port on the voice mail using a null modem cable using HyperTerminal or Procomm Plus, the screen will show "C:\VM" after the outbound notification begins.
2. Type **RUNVM** and press **ENTER** to restart the voice mail *OR* watch for the voice mail to restart.
3. As the voice mail restarts watch for the Main Menu screen.
4. Enter **CU** and press **ENTER**. Enter **CTL** and press **ENTER**. This must be done very quickly in order to proceed to the next step.
The CTL entry is the standard password for the voice mail. If the password has been changed, replace the CTL entry with the correct voice mail password.
5. Enter **PO C** and turn off Message Notification or enter **N** for each port.
6. Once the voice mail restarts, make sure to remove the invalid character in the outbound string .
7. Turn the port message notification back on.

This procedure must be done fairly quickly or the voice mail will restart and the above procedure starting with Step 3 will have to be repeated .

To return the voice mail to the Windows Admin Mode, perform the following steps:

If the PC is disconnected from the Aspire Mail/UltraMail before the Line Editor is exited, some PCs may experience a lock up.

1. With the PC still connected to the serial port on the voice mail using a null modem cable using HyperTerminal or Procomm Plus, press and release the **Reset Button (SW1)** located above the battery on the voice mail PCB.
2. Wait for the 2 LEDs (LED 12 and LED 13) located behind SW1 to go solid red and green. This means the voice mail is shut down.
3. You should see the following on the screen in HyperTerminal/Procomm Plus:

Output 0x322 << 0x6ff4

Output 0x320 << 0x1

Now press and hold **SW1** until both LED 12 and LED 13 go solid green to restart the voice mail.

4. While the voice mail is restarting you will need to look for the following prompt:

Press [Enter] to configure COM 1 (4 seconds)
1--5---10--15

You must press **ENTER** at that point.

5. The following prompt is displayed:

1 ... Enable console redirection
COM1 cannot be used by Ultramail Admin program

2 ... Disable console redirection
Ultramail Admin program can connect to COM 1

X ... Exit

6. Press **2** and **ENTER** to bring the voice mail into the Windows Admin Mode.
7. The PC's keyboard will become inactive while in the Windows Admin Mode.