

UCG – UC Solution Platform NEC Technical Assistance Centre Service Information Bulletin

UNVERGE SV8100 InMail Utility and Voice Prompt Versions.

Table of Contents

Table of Contents.....	1
Introduction.....	1
The history of the prompt versions differs for each language:	2
InMail Utility Release Notes:	3
VM8000 InMail Utility Installation Instructions	4
Australian Hash - Prompts as of November 2010.....	4

Introduction

InMail Utility version has no correlation to the SV8100 System software version.

There is no InMail software on the compact flash media, and hence no InMail software version. It is a system resource that the SV8100 can use for voice mail functions, and the compact flash media is basically used just to store audio prompts.

There is no relation between the InMail Utility version, and the SV8100 CP00 software version. The InMail Utility is changed when new prompt versions are created, either for adding a new language, correct an existing error or problem or simply to add new features.

Any prompt version can be used with any SV8100 software version, but if the SV8100 is using an older version, it doesn't support any new features, and those prompts will not be used. The user won't notice any difference as legacy feature prompts are always using the latest prompt version at the time.



The history of the prompt versions differs for each language:

InMail Utility	Voice Prompt Version	Description
1.00	2.00	The initial release on SV8100 InMail for all languages.
1.01	2.01	Additional VRS prompts required for Asia market.
1.02	2.02	Special Mandarin Chinese language prompts added.
Interim release	2.10	Initial release 4 feature prompts.
1.20	2.20	Final release 4 prompts + additional prompts for future features.

Voice Prompt version 2.10 was an interim step, during the R4 feature phase. During phase 4 was found to have missed a few necessary prompts, in version 2.10, so additional prompts were recorded for (v2.20). At that time prompts were added for future features enhancements.

As new languages were also added, some were recorded using the original v2.00 prompt list, and some included the Asia market v2.01 prompts.

Therefore the InMail Utility may show a variety of version in the available prompt list.

Most recently (excluding some Asia market) languages were brought up to version 2.20.

For each of these prompt versions there is an associated compact flash InMail Utility, and a new version is released any time a new language is added. To see exactly what languages/versions are supported in a given compact flash InMail Utility you simply need to run it, and check the available language version list.

The latest compact flash InMail Utility is (Version 1.20) can be used to update any compact flash card to the latest prompts regardless of the SV8100 system software version.



InMail Utility Release Notes:

(28/8/2008) Release Notes version - 1.00

The Reliance File System driver must be installed prior to using the InMail Utility. Once installed, it does not have to be reinstalled just to upgrade the Utility release. It is recommended that the previous version of the Utility be uninstalled completely before re-installing a newer version.

(9/12/2008) Release Notes version - 1.01

Old version should be removed using Add/Remove programs before re-installing the new software. The Reliance driver does not need to be reinstalled though. That has not been changed. This release has the latest language files.

Reliance media windows driver version: 3.1.2.1352AM.msi

(29/7/2009) Release Notes version - 1.02

These have the new languages, and updated versions for the languages as requested.

US English, CA French and MX Spanish updated to version 2.10

Added: Thai 2.01, Taiwanese 2.01 and Flemish 2.00

In InMail, Thai and Taiwanese were added to Asia Market and Flemish was added to Europe Market.

(26/5/2010) Release Notes version - 1.20

Updates to languages for the new released features.

Fix for the following issue.

- Unable to update InMail prompt set when using 1G Compact flash media.



VM8000 InMail Utility Installation Instructions

This document is a quick install guide for the VM8000 InMail Utility. This Utility will allow you to back-up or restore VM8000 InMail databases, change the installed languages on the drive and reinitialize the drive back to factory defaults.

You can also add, delete or reinstall any or all supported languages to the drive. Note installing all supported languages will reduce the available recording time by approximately 12 hours. The utility contains all supported language prompt sets for the VM8000 InMail.

The VM8000 InMail Utility requires a driver for the Reliance file system be installed after the utility has been installed. **Currently only Windows XP and Windows 2000 drivers are available.**

1. Download the VM8000 InMail Utility installation file "InMail Utility Setup v1.xx.zip".
2. Download the Reliance driver for the appropriate Windows Operating System:
 - a. Windows 2000 = "reliance.windows.2k.driver.3.1.2.1352AM.msi.zip".
 - b. Windows XP = "reliance.windows.xp.driver.3.1.2.1352AM.msi.zip".
3. Unzip and Install the VM8000 InMail Utility.
4. Unzip and install the appropriate Windows Reliance driver.
5. Reboot PC.

Australian Hash - Prompts as of November 2010

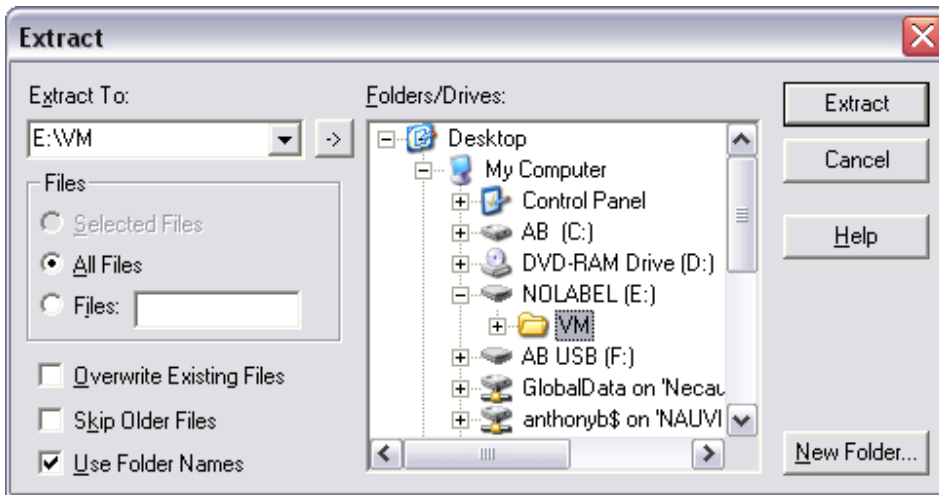
The Australian "Hash" prompts version has been recorded, and posted on the KISS Website. These prompts correct some occurrence of the word "Pound" instead will be replaced with the word "**Hash**" when used to explain the use of the hash key.

Please unzip the Hash - Prompts file from the KISS Website into an InMail Compact Flash card.

1. Remove the Compact Flash card from the CP00 on the SV8100 system.
2. Insert the Compact Flash card into a PCMCIA or USB Compact Flash card adapter on the PC.

(**Note:** The PC must have the SV8100 InMail Compact Flash Utility installed in order to read the Reliance file format on the Compact Flash card). The Reliance media driver must be installed on the required PC.
- Refer to the above instructions to install the Reliance media driver.
3. Assuming the Compact Flash is drive E:" unzip the file to the folder E:\VM (Please see screen capture available on the next page).





4. All of the Australian prompts will be updated.
5. Select YES, to override any existing voice prompts.
6. Re-insert the InMail Compact Flash card into the CP00 of the SV8100 system.
7. Reboot the SV8100 system.

