**LG-Ericsson Key System**

**Technical Information**

***STI-0096***

***February 10, 2012***

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| Title | iPECS-MG Troubleshooting Guide – Mailbox full in 1.7Cd |
| System | iPECS-MG |
| Abstract | This document is guide for Mailbox Full Problem in 1.7Cd |

Revision History

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| --- | --- | --- |
| Revision | By | History |
| 1.0A | S. J. Park | 2012. 02. 10 |
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**Troubleshooting**

**1. PROBLEM/SYMPTOM**

When a user installs new iPECS-MG system (version 1.7Cd), LCD on DKT/LIP phone can be displayed “MAILBOX IS FULL”.

**2. CAUSE**

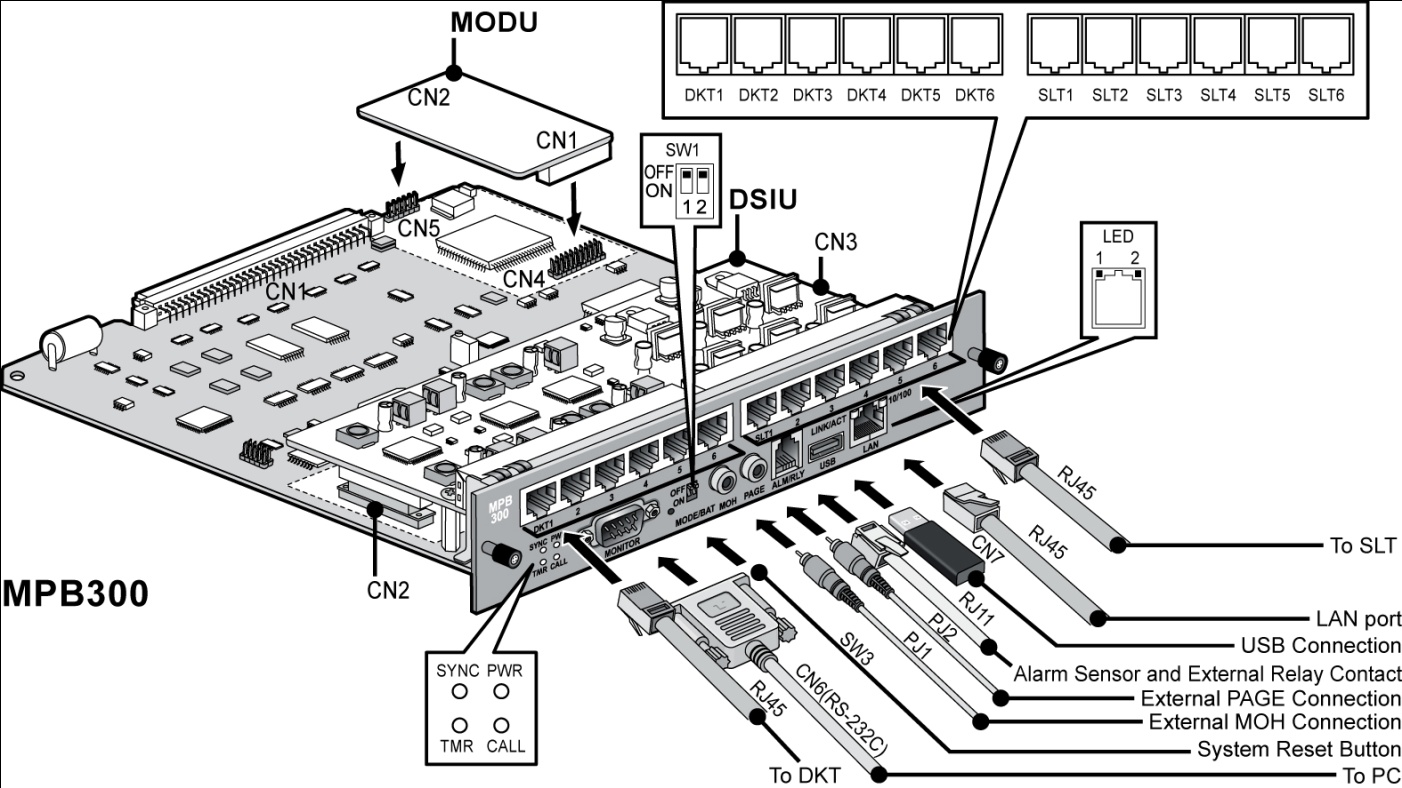
DB Protection Option (PGM 223-21) can be set to VM DB when a memory (SRAM) is discharged.

If this is set to “VM DB”, iPECS-MG system does not initialize DB related to Voice Mail.

**3. SOLUTION**

A user can disable DB Protection Option in Admin Program.

1. Set DB Protection Option to OFF in PGM 223-21
2. Set the Position of SW1-1 on MPB to OFF
3. Set the Position of SW1-2 on MPB to ON
4. Reset the system



1. **DB Compatibility**
2. MPB S/W Upgrade

When MPB S/W is upgraded from under V1.7 to V2.0, all of previous data will be kept.

User can use previous functions. All of features work well.

1. MPB S/W Downgrade

In case of Downgrade from V2.0 to under V1.7 S/W, data of DB has to be initialized.

1. V1.7 DB file Upload to V2.0 MPB

Saved V1.7 DB file can upload to V2.0 system

1. V2.0 DB file Upload to V1.7 MPB