

Install the SPA400 Voice Mail Module on a USB Drive

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Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products (formerly Linksys Business Series).

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Q. How do I install the SPA400 voice mail module on a USB drive?

A. The files for the SPA400 voice mail module are stored on a USB drive. If the standard USB flash drive is missing from your SPA400, or if the drive becomes damaged, you can install the voice mail module files on a blank USB drive.

Note: You can download SPA400 voice mail files from the Cisco Download Software page.

1. Open the zip file, and extract it to your Desktop. The spa400vm folder appears on the Desktop.

Note: The current version of this folder includes 634 files in 17 folders.

2. Insert a blank USB drive into a USB port on your PC.
3. When the USB Disk window appears, click **Open folder** in order to view the files, and then click **OK**. An empty window appears in Windows Explorer.
4. On the Desktop, right-click the **spa400vm** folder.
5. From the shortcut menu, choose **Send To**, and then choose your removable disk. A progress indicator appears while the files are copied to the USB drive.
6. When the spa400vm folder appears in the window for the USB drive, close the window.
7. Safely remove the USB drive from the PC.
8. Insert the USB drive into the USB port on the SPA400.

Note: The SPA400 must be powered off.

9. Power on the SPA400.
10. Start Windows Explorer, and log on to the SPA400 administration web server.
11. Click the **Status** tab.
12. In the SPA400 section of the Status page, verify that the USB status is *Mount*.

Q. Why does voice mail not work if USB is inserted after boot up?

A. The SPA400 does not recognize the voice mail module. You must reboot the SPA400 in order to resolve this issue.

Q. Does the SPA400 support third-party USB drives?

A. Yes, the SPA400 supports third-party USB drives. Just copy the files to the USB stick, and restart the SPA400.

Related Information

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