



IP Office Technical Tip

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Avaya IP Office Embedded Messaging Memory Cards

This Technical Tip is to advise Business Partners that the Embedded Messaging Memory Card (700343460) is now supplied with a default set of prompts already loaded. Historically, the embedded messaging memory card has been supplied without any voice prompts loaded. An Avaya memory card which, has a default set of prompts already loaded, can be identified as having a serial number beginning with **07SMxxxxxxx** at PCS02.

The following procedure describes how the prompts can be loaded onto a blank Avaya memory card.


All the prompts for embedded voicemail can be found in the **LVMSound** folder on the IP Office Admin CD. There are two sets, one for compressed memory cards in the **G723 Files** folder, and one for uncompressed memory cards in the **G711 Files** folder. Each set contains a folder for each supported language.

- **IP Office Small Office Edition - Compressed Prompts**
The sub-folders in **LVMSound/G723 Files** should be copied to **LVMAIL** on the compressed memory card.
- **IP Office 406 V2 - Uncompressed Prompts**
The sub-folders in **LVMSound/G711 Files** should be copied to **LVMAIL** on the uncompressed memory card.
- **IMPORTANT:** The prompts are supplied in a compressed zip file. The contents of the zip file must be extracted from the zip file to disk before proceeding.

The following section covers copying the prompt folders to the required location. Following the copying the IP Office system should be restarted. During the restart the new prompt files are scanned and processed by the IP Office system. This can take up to 10 minutes before embedded voicemail restarts with the new prompts. This scanning process is much shorter on subsequent system restarts.

Upgrading Prompts Using TFTP File Transfer

This method uses IP Office Manager as a TFTP server to pass files from the CD drive to the memory card.

1. Unzip the prompt files provided with the Admin CD to disc (see above).
2. Start IP Office Manager and receive the IP Office configuration.
3. Display the **System** configuration form.
4. Click the **System** tab
5. In the **TFTP Server IP Address** box, type the LAN1 IP address of the IP Office.
6. In the **File Writer IP Address** box, type the IP address of the PC that is running IP Office Manager.
7. Click  to send this configuration back to the control unit and allow it to reboot.
8. Open a Command prompt window.
9. CD to the folder where the prompts have been unzipped to. For example **c:\VMSound** and press **Enter**.
10. Type **send711.bat** followed by the IP Office's LAN1 IP address, for example **send711.bat 192.168.42.1**

The batch file will start transferring all the necessary folders and prompt files.

The whole process of transferring the prompt files can take up to 30 minutes.

11. When all the files have been transferred, close the Command prompt window.
12. Restart the IP Office control unit by removing and then reapplying power.
13. When the IP Office has restarted, wait approximately 10 minutes while it scans the new prompts that are available.
 - The IP Office Monitor application can be used to show this activity. For further information see "Monitoring Embedded Voicemail" included in the Embedded Voicemail documentation.
14. Test embedded voicemail operation by dialing ***17** at an extension.

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