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## **Converting Pre-Recorded Name, Greeting and Announcement Files for Embedded Voicemail** [faq940-7704](#)

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The LVM Greeting Utility is part of IP Office Manager. The utility converts WAV files into the format used by embedded voicemail on IP500 and IP500 V2 systems.

For IP Office Release 9.0, Avaya has enhanced the utility. Previously you could only use [it](#) to create auto attendant menu files (see the existing IP Office Manager help). For IP Office Release 9.0 you can now use it to create mailbox name, greeting and announcement files as detailed below.

### **The Pre-Recorded File**

The pre-recorded [file](#) must be in the following format: WAV file, Uncompressed PCM, 8KHz, 16-bit, mono.

### **Converting the Pre-Recorded File**

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1. Start IP Office Manager.
2. Select **File | Advanced | LVM Greeting Utility**. The utility menu appears.
3. Click the ... browse button on the **Input File** line and select the source .wav file.
4. Click the ... browse button on the **Output File** line. Browse to the folder into which you want the converted file placed.
5. Enter a file name with the suffix **.c11** for an IP500 V2 file or **.c23** for an IP500 file. Enter a name that clearly identifies the files usage, for example **Extn210Greeting.c11**.
6. Click **Save**.
7. Click on **Output File Type** and select the type of prompt file you want created.
8. In the **User Extension** field enter the name of the user or hunt group. Ensure that the name matches that set in the IP Office configuration.
9. For IP500 V2 systems leave the **Format** set to **G711**. For IP500 systems set the **Format** to **G723**.
10. Click **OK**. Note that this button is greyed out if any of the required fields have not been set.
11. Change the file extension of the new file from **.c11** or **.c23** to **.clp**.

### **Uploading the Converted Files to Embedded Voicemail**

1. Start IP Office Manager.
2. Select **File | Advanced | Embedded File Management...**
3. Select the IP Office system and click **OK**.
4. Enter the appropriate user name and password for configuration access to the system and click **OK**.
5. The embedded [file management](#) window appears.
6. Click **System SD | DYNAMIC | LVMAIL** for an IP500 V2 or **LVMAIL** for an IP500.
7. Click **File | Upload File...**
8. Select the file or files to upload and click **Open**.

### **Checking the Files**

The [system](#) does not use new uploaded files immediately. It begins using uploaded files after it next performs embedded voicemail housekeeping, which occurs every 5 minutes. Therefore, wait approximately 5 minutes before making test calls to check the use of the uploaded files. Alternatively, new files are used following a system reboot.

### **File Deletion**

Using the phone interface to manually record a [new](#) name, greeting or announcement causes the system to delete any uploaded file it is currently using for that prompt.

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