

Change MeetingPlace Hold Music and "Welcome to MeetingPlace" Prompt and Jingle

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Introduction

This document provides procedures to change the Cisco MeetingPlace Audio Server hold music and the Welcome to MeetingPlace jingle.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco MeetingPlace Audio Server (all software versions).

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Change the Cisco MeetingPlace Audio Server Hold Music

Prompt Number

Delivered Prompt

Prompt at Your Company

303

Scheduling and waiting room music (Guitar) Music heard while the meeting is scheduled by phone (while the server is checked to schedule) and in the waiting room before a lecture style meeting begins.

Your music, or silence to replace the music. (Maximum recording length of music or silence is one minute.)

304

Meeting music (Flute) Music heard when you first join a meeting and while you wait for others to join.

Your music, or silence to replace the music. (Maximum recording length of music or silence is one minute.)

Note: The Cisco MeetingPlace Server 8112 waiting room music is listed in parts. For reservationless meetings, the three prompts (listed in Table 2) are rotated.

Prompt No.

Delivered Prompt

Prompt at Your Company

303

Scheduling and waiting room music (Guitar) Music heard while the meeting is scheduled by phone (while the server is checked to schedule) and in the waiting room before a lecture style meeting begins.

Your music, or silence to replace the music. (You must record one minute or more of music or silence.)

304

Meeting music (Flute) Music heard when you first join a meeting and while you wait for others to join.

Your music, or silence to replace the music. (You must record one minute or more of music or silence.)

1495

Standard waiting room music (Part 1, piano) Music heard while you wait for a lecture style or reservationless meeting to begin.

Your music, or silence to replace the music. (You must record one minute or more of music or silence.)

1532

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Standard waiting room music (Part 2, piano) Music heard while you wait for a lecture style or reservationless meeting to begin.

Your music, or silence to replace the music. (You must record one minute or more of music or silence.)

1533

Standard waiting room music (Part 3, piano and clarinet) Music heard while you wait for a lecture style or reservationless meeting to begin.

Your music, or silence to replace the music. (You must record one minute or more of music or silence.)

Prompt No.

Delivered Prompt

Prompt at Your Company

303

Scheduling and music (Piano) Music heard while the meeting is scheduled by phone (while the server is checked to schedule).

Your music, or silence to replace the music. (You must record one minute or more of music or silence.)

304

Scheduling and music (Piano) Music heard while the meeting is scheduled by phone (while the server is checked to schedule).

Your music, or silence to replace the music. (You must record one minute or more of music or silence.)

1495

Standard waiting room music (Part 1, piano and clarinet) Music heard while you wait for a lecture style or reservationless meeting to begin.

Your music, or silence to replace the music. (You must record one minute or more of music or silence.)

1532

Standard waiting room music (Part 2, piano) Music heard while you wait for a lecture style or reservationless meeting to begin.

Your music, or silence to replace the music. (You must record one minute or more of music or silence.)

1533

Standard waiting room music (Part 3, electric piano) Music heard while you wait for a lecture style or reservationless meeting to begin.

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Your music, or silence to replace the music. (You must record one minute or more of music or silence.)

Record Your Own Music

You must have a device that interfaces a CD player or other playback device to a standard phone. One such device is available from hellodirect.com.

Access the Voice Prompts Menu

Complete these steps:

1. Dial the Cisco MeetingPlace telephone number.
2. Press **2** to enter your profile number and password. (It must be a system manager profile.)
3. Press **9** for system manager options.
4. Press **1** to access the voice prompts menu.
5. Enter the number of the voice prompt, and then press **#**.
6. Press **1** to listen to the standard unabbreviated prompt.
7. After you listen to the prompt, press *****.
8. Press **5** to listen to the other music prompts, and then follow Steps 5 through 7.

Change the Existing Music Prompt with the Newly Recorded Prompt

Complete these steps:

1. Follow Steps 1 through 5 of the Access the Voice Prompts Menu section.
2. Press **3**, and then press **2** to record a new prompt.
3. Record the new prompt. Press **#** when finished.
4. Press **1** to keep the prompt, **2** to record a new prompt, or **3** to delete the prompt and use the factory standard prompt.

Note: If the music is changed, the customer is responsible for the appropriate American Society of Composers, Authors and Publishers (ASCAP) or BMG music licenses.

Have Cisco Change the Prompt to an Alternate Existing Prompt

You may choose to have Cisco MeetingPlace Professional Services change the prompt for you to an alternate existing prompt. Professional Services provides a quote for the work, and you provide a Purchase Order number and the prompt number to which to change. Professional Services then completes the alternate prompt change. Contact your account manager to submit your request to Cisco MeetingPlace Professional Services.

Have Cisco Change the Prompt to the Customer s Own Recorded Music

You may choose to have Cisco MeetingPlace Professional Services change the prompt for you to your own recorded music. Professional Services provides a quote for the work, and you provide a Purchase Order number and give Professional Services the recorded music in .wav format. Professional Services then converts the .wav file to a format the Cisco MeetingPlace server recognizes and Cisco Technical Support completes the prompt change. Contact your account manager to submit your request to Cisco MeetingPlace Professional Services.

Additional Information About Voice Prompts

Note that:

- You can back up voice prompts that you record. Contact Cisco Technical Support for assistance.
- The original recording is not erased when you record a new voice prompt; instead, the new voice prompt becomes a custom prompt. You cannot record over factory standard prompts, so you can always revert back to them.

Change the Welcome to MeetingPlace Prompt and Jingle

Current Policy

The Welcome to MeetingPlace prompt can be customized. This can be done through a system manager profile, which allows the system manager to identify the exact prompt number and record over that number. Refer to the MeetingPlace Server VUI Prompt List for the prompt numbers.

With the introduction of Cisco MeetingPlace Server version 4.3, a new music jingle has been added to the branding scheme. The purpose of the jingle is to allow people to identify Cisco MeetingPlace with the music, especially if the initial prompt has been customized.

Customization Guidelines

The phrase must include the name MeetingPlace. This name cannot be removed under any circumstances. As long as the word MeetingPlace is contained in the initial phrase, the jingle can be removed. Otherwise, the jingle cannot be removed.

Prompt No.

Delivered Prompt

Prompt at Your Company

131

Welcome to MeetingPlace.

Welcome to *your company name* MeetingPlace.

153

Welcome to MeetingPlace. (This prompt is heard if the port or group is configured to be Profile.)

Welcome to *your company name* MeetingPlace.

180

Welcome to MeetingPlace. (This prompt is heard if the port or group is configured to be DID Meeting.)

Welcome to *your company name* MeetingPlace.

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Prompt No.

Delivered Prompt

Prompt at Your Company

180

Welcome to MeetingPlace.

Welcome to *your company name* MeetingPlace.

Change the Welcome to MeetingPlace Prompt

Complete these steps:

1. Dial the Cisco MeetingPlace telephone number.
2. Press **2** to enter your profile number and password. (It must be a system manager profile.)
3. Press **9** for system manager options.
4. Press **1** to access the voice prompts menu.
5. Enter the number of the voice prompt (either 131 or 180), followed by #.
6. After you listen to the prompt, press **3**.
7. Press **2** to record a new prompt.
8. Record the new prompt. Press # when finished.
9. Press **1** to keep the prompt, **2** to record a new prompt, or **3** to delete the prompt and use the factory standard prompt.

Change the "Welcome to MeetingPlace" Jingle to Silence

Prompt No.

Delivered Prompt

Prompt at Your Company

1497

MeetingPlace Jingle

recorded silence

Prompt No.

Delivered Prompt

Prompt at Your Company

1483

MeetingPlace Jingle

recorded silence

If you wish to change the jingle to silence, complete these steps:

1. Follow Steps 1 through 5 of the Change the "Welcome to MeetingPlace" Prompt section (use prompt number 1497 or 1483).
2. Press **3**, and then press **2** to record a few seconds of silence.
3. Press **#** when finished.
4. Press **1** to keep the prompt, **2** to record a new prompt, or **3** to delete the prompt and use the factory standard prompt.

Note: If the server is upgraded to a new software version, the prompt changes back to the jingle.

Have Cisco Remove the MeetingPlace Jingle

You may choose to have Cisco MeetingPlace Professional Services remove the "Welcome to MeetingPlace" jingle. Professional Services provides a quote for the work to be completed, and you provide a Purchase Order number. Professional Services then removes the jingle. Contact your account manager to submit your request to Cisco MeetingPlace Professional Services.

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Voice & Video: Unified Communications
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Voice & Video: General

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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