



CHAPTER 6

Using the Cisco Audio Message Utility

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Introduction

The Cisco Audio Message Utility is an interactive GUI that enables you to record and replace messages and upload new messages to the call routing mechanisms in Cisco devices.

Default built-in messages are in English. The Cisco Audio Message Utility allows you to record new messages in a different language or with different content to suit your requirements. The Cisco Audio Message Utility also enables you to replace and upload new messages to the target Cisco device.

There are two ways of using the Cisco Audio Message Utility. The standard utility functions enable you to play, record or replace messages. The Express Setup guides you through the recording, replacing and upload procedure for each message.

Before You Begin

Before you can record, play and upload messages to the target Cisco device, you must

- Save recorded messages as WAV files.
- Know the IP address of the target device.

Launching the Audio Message Utility

This section describes how to install and launch the Audio Message Utility.

Procedure

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- Step 1** Copy the Audio Message Utility folder from the Cisco Unified Videoconferencing Software CD-ROM to your local computer.



Note You cannot run the Audio Message Utility from the Cisco Unified Videoconferencing Software CD-ROM.

- Step 2** To run the utility, double-click the *IvrRecordingUtility.exe* file.
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Playing a Message

This section describes how to play an audio message. Available messages depend upon the device selected in the Target Type field.

- [MCU Messages, page 6-3](#)



Note The devices available in the Target Type drop-down list vary according to the Cisco devices included in your installation.

Procedure

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- Step 1** In the Target Type field, choose the device that uses the message you want to play.



Note The options available in the Target Type drop-down list vary according to the Cisco devices included in your installation.

The **Audio Recordings** window displays the messages currently uploaded to the target device.

- Step 2** Ensure the message type you wish to play is enabled in the **Audio Recordings** window.
- Step 3** Click on the message type you wish to play in the **Audio Recordings** window.
- Step 4** From the Message menu, select **Play Message**.
- The **Play Recording** dialog box appears. You can stop or replay the message you have selected to play.
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MCU Messages

The following MCU messages are available.

Table 6-1 *MCU Audio Messages*

ID	Message Type	Recorded Message	Played for...	Played when ...
0	Connected indication	Sound.	single participant.	a participant first connects to a conference.
1	Enter conference PIN	"Thank you for attending the conference. Please enter the conference PIN code followed by the # sign now."	single participant.	a participant connects to a PIN-protected conference (played after the <i>Connection indication</i> tone).
2	Wrong PIN, disconnecting	"You have entered an invalid PIN code. Please check with the conference organizer and try again."	single participant.	a participant tries to join a PIN-protected conference after entering the wrong PIN three times in a row.
3	Wrong PIN, enter a valid one.	"You have entered an invalid PIN code. Please enter a valid PIN code followed by the '#' sign now."	single participant.	a participant tries to join a PIN-protected conference after entering the wrong PIN (less than three times in a row).
4	Reserved	---	---	(for future use)
5	First participant in conference	"Thank you for attending the conference. You are the first participant. Please hold."	single participant.	the first participant joins the conference (after the <i>Connected indication</i> and the <i>Enter conference PIN</i> messages).
6	New participant joined conference	Tone.	all participants.	a new participant has joined the conference.
7	Participant left conference	Tone	all participants.	a participant has left the conference.
8	Success indication	Tone	single participant.	a DTMF command has succeeded.
9	Enter party number	"To dial out, please dial the number of the party you wish to invite to the conference followed by the '#' sign.	single participant.	you are in invite mode (after dialing *8 via DTMF) and you do not dial any number for a period of time.
10	Reserved	---	---	(for future use)
11	Error indication	Tone	single participant.	a DTMF command has failed.
12	Reserved	---	---	(for future use)

Table 6-1 MCU Audio Messages (continued)

ID	Message Type	Recorded Message	Played for..	Played when ...
13	Moderator privileges required	"This action requires moderator privileges. Please become the moderator and try again."	single participant.	you perform a DTMF command that requires moderator privileges without first becoming a moderator.
14	Another moderator exists	"Another participant is already moderating the conference."	single participant.	you try to become the moderator via DTMF, but there is already another moderator for the conference.
15	Reserved	---	---	(for future use)
16	Initial menu	"The following conference commands are available: To return to the conference - press '#'. To become the moderator - press 1. To mute or unmute your line - press 2. To control the volume of your line - press 3."	single participant.	you are in DTMF command mode (after dialing * or ** via DTMF) and you do not enter any command for a period of time.
17	Enter moderator PIN	Please enter the moderator PIN code followed by the '#' sign.	single participant.	you try to become the moderator via DTMF and a moderator PIN is defined.
18	Moderator menu	"The following conference commands are available: To return to the conference - press '#'. To stop moderating - press 1. To mute or unmute your line - press 2. To control the volume of your line - press 3. To change the video layout - press 6. To block admission to the conference - press 7. To dial out - press 8. To mute/unmute all lines except you - press 9."	single participant.	you are in DTMF moderator mode (i.e. after becoming the moderator via DTMF) and you do not enter any command for a period of time.
19	Join sub-conference	"You have currently joined a sub-conference."	single participant.	a participant joins a sub-conference.
20	Leave sub-conference	"You have just left the sub-conference."	single participant.	a participant leaves a sub-conference.

Table 6-1 MCU Audio Messages (continued)

ID	Message Type	Recorded Message	Played for...	Played when ...
21	Reserved	---	---	(for future use)
22	Reserved	---	---	(for future use)
23	Reserved	---	---	(for future use)
24	Reserved	---	---	(for future use)
25	Conference terminating	"Please note, the conference is about to terminate."	all participants.	a conference is about to terminate.
26	Organizer not yet joined, please wait	"Please wait until the meeting moderator joins."	single participant.	you join a conference in a waiting room mode before the moderator has joined.
27	Organizer joined, conference starts	"The conference will now begin."	all participants.	the moderator joins a conference in waiting room mode.
28	Organizer left, conference waiting	"You have been moved to the waiting room, please wait."	all participants.	the moderator returns to a conference in waiting room mode.
29	Organizer back, conference resume	"The conference will now resume."	all participants.	the moderator returns to a conference in waiting room mode.
30	Wrong moderator PIN	"You have entered an invalid moderator PIN code."	single participant.	you have entered the wrong moderator PIN.
31	You are the moderator	"You are now the moderator."	single participant.	you have become the moderator of the conference via DTMF.
32	Muted	Muted	single participant.	you mute yourself via DTMF.
33	Unmuted	Unmuted	single participant.	you unmute yourself via DTMF.
34	Volume control menu	"Volume control. Press 0 to decrease and 1 to increase the volume."	single participant.	you are in volume control mode (after dialing *3 via DTMF) and you do not enter any command for a period of time.
35	Conference admission blocked	"Admission to the conference is now blocked."	single participant.	you block admission to the conference via DTMF.
36	Conference admission allowed	"Admission to the conference is now allowed."	single participant.	you allow admission to the conference via DTMF.

Table 6-1 MCU Audio Messages (continued)

ID	Message Type	Recorded Message	Played for..	Played when ...
37	Dialing	"Dialing."	single participant.	you invite a participant via DTMF.
38	Invalid input	"You have entered invalid input."	single participant.	you press an invalid key during a DTMF command.
39	Stopped moderating	You are no longer the conference moderator.	single participant.	you have stopped moderating the conference via DTMF.
40	Change layout menu	"Change layout. Please enter the number of participants to be seen on the screen or press 0 for automatic layout."	single participant.	you are in change layout mode (after dialing *6 via DTMF) and you do not enter any command for a period of time.
41	Mute/Unmute All menu	"Press 0 to mute all participants except yourself. Press 1 to un-mute all participants."	single participant.	you are in mute/unmute all mode (after dialing *9 via DTMF) and you do not enter any command for a period of time.
42	All muted	"All participants are now muted."	single participant.	you mute all participants via DTMF.
43	All unmuted	"All participants are now unmuted."	single participant.	you unmute all participants via DTMF.
44	Moderator menu (blocked conference)	The following conference commands are available: To return to the conference - press '#'. To stop moderating - press 1. To mute or unmute your line - press 2. To control the volume of your line - press 3. To change the video layout - press 6. To allow admission to the conference - press 7. To mute/unmute all lines except you - press 9.	single participant.	you are in DTMF moderator mode (i.e. after becoming the moderator via DTMF) in a conference whose admission is blocked and you do not enter any command for a period of time.
45	Silent	---	---	---

Recording a Message

This section describes how to record a new audio message.

**Note**

There is no limit on the length of individual message files, but the total length of all WAV files should not exceed 250 seconds. An FLS file should not exceed 2000 KB.

Procedure

Step 1 From the Message menu, select **New Recording**.

The **New Recording** confirmation box appears and the MSsound recording utility is invoked.

**Note**

MSsound is invoked by default. You can use any recording software that supports the WAV format.

The new message must be recorded in the following formats:

- WAV file
- G.711 (CCITT)
- μ -Law
- 8-bit
- Sampling rate 8kHz

Step 2 Use the recording software, to record a new message and save it to the Cisco Audio Message Utility directory.

Replacing a Message

This section describes how to replace an audio message.

Procedure

Step 1 In the Target Type field, choose the device that uses the message you want to replace.

**Note**

The options available in the Target Type drop-down list vary according to the Cisco devices included in your installation.

Step 2 The Audio Recordings window displays the messages currently uploaded to the target device. Click the message type in the Audio Recordings window you wish to replace.

Step 3 From the Message menu, select **Properties**.

The Properties dialog box appears showing the name of the message you selected in the Message Type field.

- Step 4** (Optional) Enter the text that you want to appear in the Message Type field in the **Audio Recordings** window.
 - Step 5** In the Video message field, enter video message text.
 - Step 6** Click **Browse** to choose the audio message file you wish to use.
 - Step 7** Select the file with which you wish to replace the current message and click **Open** to confirm your selection.
 - Step 8** Click **OK** in the Properties dialog box.
 - Step 9** The new message appears in the Audio Recordings window.
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Uploading a Message to a Device

This section describes how to upload audio messages from the Audio Message Utility to a target device.

Procedure

- Step 1** From the Actions menu, select **Upload Messages To Target**.
 - Step 2** In the General Information section, enter the IP address of the target device.
 - Step 3** In the Login Information section, enter the user name and password of the target device, as configured in the device network configuration settings.
 - Step 4** (Optional) Modify the read and write community settings for the target device as follows:
 - Click **Customize SNMP Settings**.
The Customize SNMP Settings dialog box displays.
 - Enter the required read community and write community values and click **OK**.
 - Step 5** Click **Upload Messages**.
The Upload in progress window appears and the message files are uploaded and burned onto the target device.
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Viewing Message Details

You can view the file name and length of the audio messages listed in the **Audio Recordings** window.

Procedure

- Step 1** Click the **Target Type** drop-down list.
- Step 2** Choose the device that uses the message you want to replace.



Note The options available in the Target Type drop-down list vary according to the Cisco devices included in your installation.

The names of audio message files currently uploaded to the target device appear in the Recorded Message field of the Audio Recordings window.

The lengths of audio message files currently uploaded to the target device appear in the Message Length (sec) field of the Audio Recordings window.

Exiting the Utility

This section describes how to exit the Audio Message Utility.

Procedure

- Step 1** Open the Actions menu.
 - Step 2** Select **Exit**.
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About Express Setup

The Express Setup is an alternative way of recording, replacing and uploading messages. The Express Setup guides you through the recording, replacing and uploading procedure for each audio message.

You proceed through the Express Setup sequentially for each message type. You are alternately prompted to select to record a new message and to navigate a path to a new message file with which you wish to replace a current file.

As you proceed through the Express Setup, the dialog box displays the name the current message type and the associated message file.



Note

You can skip the recording and replacing sequence for each message by clicking **Next** at each step in the Express Setup. You can return to any step in the procedure to change the setup for a particular message by clicking **Back**.

Using Express Setup

This section describes how to use the Express Setup.

Procedure

- Step 1** Click **Express Setup** in the Tools menu.
The Express Setup dialog box is displayed informing you of the name of the first message file in the selection and provides a check box for indicating whether you wish to create a new recording for the message.
- Step 2** Check **Create a new recording** and click **Next**.

The Express Setup dialog box displays the required format settings for the new message and the MSsound recorder is displayed. Use the MSsound recorder or other recording software to record the new message and save it to the Audio Message Utility directory.

Step 3 When you have finished recording a new message, click **Next**.

The Express Setup dialog box displays the path of the current file for the specified message type and the **Replace** button.

Step 4 Click **Replace**.

The Replace Recording window appears showing the directory containing the current sound files for the device.

Step 5 Select the required file and click **Open** to replace this file with the current message file for the specified message.

When you have completed the recording and replacement procedure, the Express Setup dialog box displays the new list of message types and message files associated with each type.

Step 6 Click **Upload**.

Step 7 Enter the IP address of the target device.

Step 8 Enter the user name and password as defined in the network configuration settings of the Cisco device.

Step 9 Click **Upload Messages** to complete the upload procedure.

The Upload in progress window displays. The message files are uploaded and burned onto the target device.
