



Annunciator Configuration

An annunciator, a SCCP device that uses the Cisco Media Streaming Application service, enables Cisco Unified CallManager to play pre-recorded announcements (.wav files) and tones to Cisco Unified IP Phones and gateways. The annunciator, which works with Cisco Multilevel Precedence and Preemption, enables Cisco Unified CallManager to alert callers as to why the call fails. Annunciator can also play tones for some transferred calls and some conferences.

Use the following topics to add, update, and delete annunciators:

- [Before You Begin, page 32-2](#)
- [Finding an Annunciator, page 32-2](#)
- [Adding an Annunciator, page 32-4](#)
- [Updating an Annunciator, page 32-5](#)
- [Copying an Annunciator, page 32-6](#)
- [Resetting an Annunciator, page 32-7](#)
- [Deleting an Annunciator, page 32-7](#)
- [Annunciator Configuration Settings, page 32-9](#)
- [Customizing an Announcement, page 32-10](#)

Before You Begin

Verify that you have activated the Cisco IP Voice Media Streaming Application service on the server where you plan to configure the annunciator.

**Tip**

When you activate the Cisco IP Media Streaming Application service in Cisco Unified CallManager Serviceability, Cisco Unified CallManager automatically adds the annunciator to the database.

After you activate the service, the annunciator device registers with the Cisco Unified CallManager; verify whether the annunciator exists by locating the Performance Monitor counter.

Cisco recommends that you do not manually add an annunciator device unless you deleted the device from the database and the Cisco IP Media Streaming Application service is still activated.

**Caution**

When you deactivate the Cisco IP Voice Media Streaming Application service, Cisco Unified CallManager automatically deletes the annunciator device from the database.

Finding an Annunciator

Perform the following procedure to find an annunciator:

Procedure

Step 1 Choose **Service > Media Resource > Annunciator**.

The Find and List window displays.

**Tip**

To find all annunciators that are registered in the database, click **Find** without entering any search text.

To find a specific annunciator quickly, specify the search criteria by performing the following procedure.

- Step 2** From the first Find Annunciators where drop-down list box, choose either Device Name, Device Pool, or Description.



Note The criterion that you choose in this drop-down list box specifies how the list of annunciators that your search generates will be sorted. For example, if you choose Device Pool, the Device Pool column will display as the left column of the results list.

- Step 3** From the second Find Annunciators where drop-down list box, choose one of the search criteria.

- Step 4** Enter the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.

A list of configured annunciators displays.



Tip You can delete multiple annunciators from the Find and List window by checking the check boxes next to the appropriate annunciator and clicking **Delete Selected**. You can delete all annunciators in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**.

- Step 5** Click the annunciator icon or name, the Description, or the associated Device Pool from the list of records that match your search criteria.

The window displays the annunciator that you choose.

Related Topics

- [Adding an Annunciator, page 32-4](#)
- [Updating an Annunciator, page 32-5](#)
- [Copying an Annunciator, page 32-6](#)

- [Resetting an Annunciator, page 32-7](#)
- [Deleting an Annunciator, page 32-7](#)
- [Annunciator Configuration Settings, page 32-9](#)

Adding an Annunciator

This section describes how to add an annunciator.



Tip

When you activate the Cisco IP Media Streaming Application service in Cisco Unified CallManager Serviceability, Cisco Unified CallManager automatically adds the annunciator device to the database. Cisco recommends that you do not manually add an annunciator device unless you have deleted the device and the Cisco IP Media Streaming Application is still activated.

Before You Begin

Before you add an annunciator, verify that you have completed the following tasks:

- Activated the Cisco IP Voice Media Streaming Application service on the server where you plan to configure the annunciator

For information on activating services, refer to the *Cisco Unified CallManager Serviceability Administration Guide*.

- Configured the appropriate servers
- Configured device pools

Procedure

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- Step 1** Choose **Service > Media Resource > Annunciator**.
The Find and List annunciator window appears.
- Step 2** In the upper, right corner of the window, click the **Add a New Annunciator** link.
The annunciator window displays.
- Step 3** Enter the appropriate settings as described in [Table 32-1](#).

Step 4 Click **Insert**.

A message displays that states that the annunciator device must be reset before the changes take effect.

Step 5 Click **OK**.

Related Topics

- [Annunciator Configuration, page 32-1](#)
- [Finding an Annunciator, page 32-2](#)
- [Updating an Annunciator, page 32-5](#)
- [Copying an Annunciator, page 32-6](#)
- [Resetting an Annunciator, page 32-7](#)
- [Deleting an Annunciator, page 32-7](#)
- [Annunciator Configuration Settings, page 32-9](#)

Updating an Annunciator

This section describes how to update a annunciator (annunciator).

Procedure

Step 1 Locate the annunciator by using the procedure in the [“Finding an Annunciator” section on page 32-2](#).

Step 2 Click the annunciator that you want to update.

Step 3 Update the appropriate settings as described in [Table 32-1](#).

Step 4 Click **Update**.

A message displays that states that the changes take effect when the streaming to the device is idle.

- Step 5 Click **OK**.
- Step 6 Click the **Reset** button.
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Related Topics

- [Finding an Annunciator, page 32-2](#)
- [Adding an Annunciator, page 32-4](#)
- [Copying an Annunciator, page 32-6](#)
- [Resetting an Annunciator, page 32-7](#)
- [Deleting an Annunciator, page 32-7](#)
- [Annunciator Configuration Settings, page 32-9](#)

Copying an Annunciator

To copy an annunciator, perform the following procedure:

Procedure

- Step 1 Locate the annunciator by using the procedure in the [“Finding an Annunciator” section on page 32-2](#).
- Step 2 Click the annunciator that you want to copy.
- Step 3 Click the **Copy** button.
- Step 4 Enter the appropriate settings as described in [Table 32-1](#).
- Step 5 Click **Insert**.
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Related Topics

- [Annunciator Configuration Settings, page 32-9](#)
- [Finding an Annunciator, page 32-2](#)
- [Adding an Annunciator, page 32-4](#)
- [Updating an Annunciator, page 32-5](#)

- [Resetting an Annunciator, page 32-7](#)
- [Deleting an Annunciator, page 32-7](#)

Resetting an Annunciator

To reset an annunciator, perform the following procedure:

Procedure

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- Step 1 Locate the annunciator by using the procedure in the [“Finding an Annunciator” section on page 32-2](#).
 - Step 2 Click the annunciator that you want to reset.
 - Step 3 Click the **Reset** button.
 - Step 4 To continue, click **OK**.
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Related Topics

- [Annunciator Configuration Settings, page 32-9](#)
- [Finding an Annunciator, page 32-2](#)
- [Adding an Annunciator, page 32-4](#)
- [Updating an Annunciator, page 32-5](#)
- [Copying an Annunciator, page 32-6](#)
- [Deleting an Annunciator, page 32-7](#)

Deleting an Annunciator

This section describes how to delete an annunciator.

You cannot delete an annunciator if it is assigned to a media resource group. To find out which media resource groups are using the annunciator, click the **Dependency Records** link in the Annunciator Configuration window. If the dependency records are not enabled for the system, the dependency records

summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-3](#). If you try to delete an annunciator that is in use, Cisco Unified CallManager displays an error message. Before deleting an annunciator that is currently in use, you must perform either or both of the following tasks:

- Assign a different annunciator to a media resource group that uses the annunciator that you want to delete. See the [“Updating a Media Resource Group” section on page 38-5](#).
- Delete the media resource groups that uses the annunciator that you want to delete. See the [“Deleting a Media Resource Group” section on page 38-7](#).

**Caution**

When you deactivate the Cisco IP Voice Media Streaming Application service, Cisco Unified CallManager automatically deletes the annunciator device that exists in the database.

Procedure

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- Step 1** Locate the annunciator by using the procedure in the [“Finding an Annunciator” section on page 32-2](#).
- Step 2** Click the annunciator that you want to delete.
- Step 3** Click **Delete**.
- A warning message displays.
- Step 4** To delete the annunciator, click **OK**.
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Related Topics

- [Finding an Annunciator, page 32-2](#)
- [Adding an Annunciator, page 32-4](#)
- [Updating an Annunciator, page 32-5](#)

Annunciator Configuration Settings

Table 32-1 describes the annunciator configuration settings.

Table 32-1 *Annunciator Configuration Settings*

Field	Description
Host Server	The system automatically appends the server name where the annunciator device exists with ANN. You can choose a different server if you want to do so.
Annunciator Name	<p>This field designates the name that is used when the device registers with the Cisco Unified CallManager. Enter a name of up to 15 characters.</p> <p> Caution Enter letters, numbers, periods, dashes and underscores only.</p>
Description	<p>Enter a description of up to 54 characters. By default, the annunciator name displays.</p> <p> Caution Enter letters, numbers, periods, dashes and underscores only.</p>
Device Pool	Choose Default , or choose a device pool from the drop-down list of configured device pools.
Location	Choose a location from the configured list of locations.

Related Topics

- [Finding an Annunciator, page 32-2](#)
- [Adding an Annunciator, page 32-4](#)
- [Copying an Annunciator, page 32-6](#)
- [Resetting an Annunciator, page 32-7](#)
- [Updating an Annunciator, page 32-5](#)

Customizing an Announcement

If you want to customize a Cisco-provided announcement, perform the following procedure:

Procedure

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- Step 1** Save a backup copy of all wave files that you plan to modify.
 - Step 2** Copy an existing announcement wave file from the original language or country directory in C:\Program Files\Cisco\TFTPPath to a temporary directory. You will edit the file in the temporary directory.



Caution

Only copy the base announcement wave file that does not have a codec name in the file name; for example, ANNMLPP-BPA.wav

- Step 3** Edit the file with sound-editing software, such as Microsoft Sound Recorder or Adobe Audition from Adobe.



Tip

If you want to do so, you can insert custom recordings from a recording studio.

- Step 4** Verify that the Cisco MOH Audio Translator service runs on a Cisco Unified CallManager server.
- Step 5** Choose **Service > Service Parameters**.
- Step 6** Choose the server where the Cisco MOH Audio Translator service runs.
- Step 7** Choose the **Cisco MOH Audio Translator** service.
- Step 8** Modify the service parameter, **Default MOH Volume Level**, to **-6**. Modifying this service parameter to **-6** increases the volume of the announcement.
- Step 9** On the server where the Cisco MOH Audio Translator service runs, copy the modified wave file to the following directory:

C:\Program Files\Cisco\MOH\DropMOHAudioSourceFilesHere

The file converts into 4 wave files for the supported codecs.

Step 10 On the server that runs the Cisco TFTP service, move the five .wav files and the one .xml file from the MOH directory to the locale directory that exists in C:\Program Files\Cisco\TFTPPath.

For example, you could move the files to the following directory, if the locale applies:

C:\Program Files\Cisco\TFTPPath\English_United_States

**Caution**

If you do not move the files, the server considers the files to be valid music audio sources.

Step 11 Copy the five .wav files and the one .xml file to all servers that run the Cisco IP Voice Media Streaming Application service.

Step 12 Back up the modified announcement files.

**Caution**

You must restore these files after any Cisco Unified CallManager upgrade. The Cisco Unified CallManager upgrade does not retain these files.

Step 13 Update the service parameter value in [Step 5](#) to the default, that is, **-24**. When you restore this value, the volume that is used for Music On Hold decreases.

Related Topics

- [Multilevel Precedence and Preemption](#), *Cisco Unified CallManager Features and Services Guide*
- [Annunciator](#), *Cisco Unified CallManager System Guide*

