



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.

Each Cisco device has a built-in set of audio messages. The default 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 of the voice messages.

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 Utility

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

Procedure

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- Step 1** Download the *Setup.exe* file from the distribution CD.
- Step 2** Launch the utility from the Start menu by selecting **Programs** and clicking **Audio Message Utility**.
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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.



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

MCU version 5.0 Messages

The following messages are available in MCU version 5.0:

Table 6-1 *MCU version 5.0 Messages*

ID	Message Name	Message File Name	Recorded Message	Played for ...	Played when ...	Category
0	Connected indication	MCUConnectedToConf.wav	Audio signal	single participant	a participant first connects to a conference	connect
1	Enter conference PIN	MCUEnterConfPin.wav	“Thank you for attending the conference. Please enter the conference PIN code followed by the pound sign now.”	single participant	a participant connects to a PIN-protected conference (played after the Connected indication message)	connect

Table 6-1 MCU version 5.0 Messages (continued)

ID	Message Name	Message File Name	Recorded Message	Played for ...	Played when ...	Category
2	Wrong PIN, disconnecting	MCUWrongPin Disconnecting.wav	“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	connect
3	Wrong PIN, enter a valid one	MCUWrongPin EnterValid.wav	“You have entered an invalid PIN code. Please enter a valid PIN code followed by the pound 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)	connect
4	Reserved	empty.wav	N/A		reserved for future use	
5	First participant in conference	MCUFirstPartiIn Conf.wav	“Thank you for attending the conference. You are the first participant. Please hold.”	single participant	the first participant joins the conference (after the Connected indication and the Enter conference PIN messages)	connect
6	New participant joined conference	MCUNewPartiIn ConfTone.wav	Audio signal	all participants	a new participant has joined the conference	in-conference notifications

Table 6-1 MCU version 5.0 Messages (continued)

ID	Message Name	Message File Name	Recorded Message	Played for ...	Played when ...	Category
7	Participant left conference	MCUPartiLeftConfTone.wav	Audio signal	all participants	a participant has left the conference	in-conference notifications
8	Success indication	MCUSuccessTone.wav	Audio signal	single participant	a DTMF command has succeeded	DTMF control
9	Enter party number	MCUEnterPartNumber.wav	“To dial out, please dial the number of the party you wish to invite to the conference, followed by the pound 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	DTMF control
10	Reserved	empty.wav	N/A		for future use	
11	Error indication	MCUErrorTone.wav	Audio signal	single participant	a DTMF command has failed	DTMF control
12	Reserved	empty.wav	N/A		for future use	
13	Chair privileges required	MCUChairRequired.wav	“This action requires chair privileges. Please take the chair and try again.”	single participant	you perform a DTMF command that requires chair privileges without first taking the chair	DTMF control
14	Chair already taken	MCUChairAlreadyTaken.wav	“Chair already taken.”	single participant	you try to take the chair via DTMF, but someone else has already taken the chair	DTMF control

Table 6-1 MCU version 5.0 Messages (continued)

ID	Message Name	Message File Name	Recorded Message	Played for ...	Played when ...	Category
15	Reserved	empty.wav	N/A		for future use	
16	Initial menu	MCUInitial Menu.wav	“The following conference commands are available— To return to the conference, press pound. To take chair, 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	DTMF control
17	Enter chair PIN	MCUEnterChair Pin.wav	“Please enter the chair PIN code followed by the pound sign.”	single participant	you try to take the chair via DTMF and a chair PIN is defined	DTMF control
18	Chair menu	MCUChair Menu.wav	“The following conference commands are available—To return to the conference, press pound. To release chair, 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 chair mode (i.e. after taking the chair via DTMF) and you do not enter any command for a period of time	DTMF control

Table 6-1 MCU version 5.0 Messages (continued)

ID	Message Name	Message File Name	Recorded Message	Played for ...	Played when ...	Category
19	Join sub-conference	MCUJoinSubConf.wav	“You have currently joined a sub-conference.”	single participant	a participant joins a sub-conference	in-conference notifications
20	Leave sub-conference	MCULeaveSubConf.wav	“You have just left the sub-conference.”	single participant	a participant leaves a sub-conference	in-conference notifications
21	Reserved	empty.wav	N/A		for future use	
22	Join not allowed	MCUJoinNotAllowed.wav	“For security reasons, please join from the MeetingPlace web conferencing interface. Goodbye.”		Reserved for Cisco Unified MeetingPlace	
23	No video resources	MCUNoVideoResources.wav	“All video resources are currently in use. Please try again later.”		Reserved for Cisco Unified MeetingPlace	
24	Reserved	empty.wav	N/A		for future use	
25	Conference terminating	MCUConfTerm.wav	“Please note, the conference is about to terminate.”	all participants	a conference is about to terminate	in-conference notifications
26	Organizer not yet joined, please wait	MCUOrgnNotJoin.wav	“Please wait until the conference organizer joins the conference.”	single participant	you join a conference in waiting room mode before the organizer has joined	waiting room
27	Organizer joined, conference starts	MCUOrgnJoin.wav	“The conference will now begin.”	all participants	the organizer joins a conference in waiting room mode	waiting room

Table 6-1 MCU version 5.0 Messages (continued)

ID	Message Name	Message File Name	Recorded Message	Played for ...	Played when ...	Category
28	Organizer left, conference waiting	MCUOrgnLeft.wav	“You have been moved to the waiting room, please wait.”	all participants	the organizer leaves a conference in waiting room mode	waiting room
29	Organizer back, conference resume	MCUOrgnBack.wav	“The conference will now resume.”	all participants	the organizer returns to a conference in waiting room mode	waiting room
30	Wrong chair PIN	MCUWrongChairPin.wav	“You have entered an invalid chair PIN code.”	single participant	you have entered the wrong chair PIN	DTMF control
31	You are the chair	MCUYouAreTheChair.wav	“You are now the chair person.”	single participant	you have taken the chair via DTMF	DTMF control
32	Muted	MCUMuted.wav	“All participants are now muted.”	single participant	you mute yourself via DTMF	DTMF control
33	Unmuted	MCUunMuted.wav	“All participants are now unmuted.”	single participant	you unmute yourself via DTMF	DTMF control
34	Volume control menu	MCUVolumeControl.wav	“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	DTMF control
35	Conference admission blocked	MCUConfAdmissionBlocked.wav	“Admission to the conference is now blocked.”	single participant	you block admission to the conference via DTMF	DTMF control

Table 6-1 MCU version 5.0 Messages (continued)

ID	Message Name	Message File Name	Recorded Message	Played for ...	Played when ...	Category
36	Conference admission allowed	MCUConf AdmissionAllowed.wav	“Admission to the conference is now allowed.”	single participant	you allow admission to the conference via DTMF	DTMF control
37	Dialing	MCUDialing.wav	“Dialing.”	single participant	you invite a participant via DTMF	DTMF control
38	Invalid input	MCUInvalidInput.wav	“You have entered invalid input”.	single participant	you press an invalid key during a DTMF command	DTMF control
39	Chair released	MCUChair Released.wav	“You are no longer the conference chair.”	single participant	you release the chair via DTMF	DTMF control
40	Change layout menu	MCUChange LayoutMenu.wav	“Change layout. Please enter the number of participants to be seen on the screen or press zero 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	DTMF control
41	Mute/Unmute All menu	MCUMuteAll Menu.wav	“Press 0 to mute all participants except yourself. Press 1 to unmute 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	DTMF control
42	All muted	MCUAll Muted.wav	“All participants are now muted.”	single participant	you mute all participants via DTMF	DTMF control

Table 6-1 MCU version 5.0 Messages (continued)

ID	Message Name	Message File Name	Recorded Message	Played for ...	Played when ...	Category
43	All unmuted	MCUAllUnmuted.wav	“All participants are now unmuted.”	single participant	you unmute all participants via DTMF	DTMF control
44	Chair blocked menu	MCUChairBlockedMenu.wav	“The following conference commands are available—To return to the conference, press pound. To release chair, 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 chair mode (i.e. after taking the chair via DTMF) in a conference whose admission is blocked and you do not enter any command for a period of time	DTMF control

Procedure

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.

Recording a Message

This section describes how to record a new audio message.

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 Click the **Browse** button to choose the new message you wish to use.

The Replace Recording dialog box appears.

- Step 6** Select the file with which you wish to replace the current message and click **Open** to confirm your selection.
- Step 7** Click **OK** in the Properties dialog box.
- Step 8** 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**.
The Upload dialog box appears.
- 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 the **Customize SNMP Settings** button.
The Customize SNMP Settings dialog box displays.
 - Enter the required read community and write community values and click **OK**.
- Step 5** Click the **Upload Messages** button.
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 the **Create a new recording** check box 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**.
The Upload dialog box appears.
- Step 7** Type the IP address of the target device.
- Step 8** Type the user name and password as defined in the network configuration settings of the Cisco device.
- Step 9** Click the **Upload Messages** button to complete the upload procedure.
The **Upload in progress** window displays. The message files are uploaded and burned onto the target device.
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