



CHAPTER 8

Using the Cisco Audio Message Utility

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About the Cisco Audio Message Utility

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.

About Gateway Call Routing

The Cisco Audio Message Utility provides audio messages for the call routing mechanism in Cisco gateways. The call routing mechanism initiates a series of voice messages that allow you to make choices and respond via the keypad through dial tones (DTMF).

The routing mechanism enables you to dial through the Cisco gateway to an IP network-based H.323/SIP/RTSP terminal when you do not know the extension number of the destination terminal.

Launching 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.

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**.
- Step 5** The **Play Recording** dialog box appears. You can stop or replay the message you have selected to play.
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Related Topics

- [Available Gateway Messages, page 8-3](#)

Available Gateway Messages

Table 8-1 Gateway Audio Messages

| ID | Message Name | Recorded Message | Played when ... |
|----|-------------------------------|--|---|
| 0 | Opening Sound | Sound. | the call connects |
| 1 | Welcome | Thank you for calling. If you know your party's extension, please dial the number, followed by the pound sign now. To speak to an operator, please press star. | the call connects after the opening sound |
| 2 | Transfer to extension | Thank you, please hold. | you dial an extension after the welcome message |
| 3 | Transfer to operator | Please hold. Your call is being transferred to an operator. | you press * after the welcome message |
| 4 | Busy | The number you have dialed is busy. | the dialed extension is busy |
| 5 | No answer | No answer from this extension. | there is no answer from the dialed extension |
| 6 | Unreachable | The number you have dialed is unreachable. | the dialed extension is unreachable |
| 7 | Disconnecting | Could not connect your call. Disconnecting. | the transfer to the operator or the default extension fails. |
| 8 | Please dial a number | Dial a number followed by the pound sign. To speak to an operator, press star. | an attempt to connect to an extension fails (busy, no answer or unreachable). The user is allowed to dial the extension number again. |
| 9 | Transfer to default extension | Please hold. | the call is being transferred to the default extension. |

Recording a Message

Before You Begin

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

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**.

Step 4 The **Properties** dialog box appears showing the name of the message you selected in the **Message Type** field.

Step 5 (Optional) Enter the text that you want to appear in the **Message Type** field in the **Audio Recordings** window.

Step 6 In the **Video message** field, enter video message text.

Step 7 Click **Browse** to choose the audio message file you wish to use.

Step 8 Select the file with which you wish to replace the current message and click **Open** to confirm your selection.

Step 9 Click **OK** in the **Properties** dialog box.

Step 10 The new message appears in the **Audio Recordings** window.

Uploading a Message to a 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

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

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 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 **Upload Messages** to complete the upload procedure.

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