



Media Server Configuration

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Configure Media Server

Procedure

- Step 1** From the Unified CVP Operations Console, select **Device Management > Media Server**.
- Step 2** Click **Add New** to add a new Media Server or click **Use As Template** to use an existing template to configure the new Media Server.
- Step 3** Click the following tabs and configure the settings based on your call flow:
- a) **General** tab. For more information, see [General Settings, on page 2](#).
 - b) **Device Pool** tab. For more information about adding, deleting and editing device pool, see [Add or Remove Device From Device Pool](#).
- Step 4** Click **Save**.
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What to do next

All the configured Media Servers appear in the **Default Media Server** drop-down box. To set the default Media Server, select one of the listed Media Servers from the **Default Media Server** drop-down box, and click **Set**.

Media Server Settings

General Settings

Table 1: Media Server—General Tab Settings

Field	Description	Default	Value	Restart Required
IP Address	The IP address of Media Server	None	Valid IP address.	No
Hostname	The name of the Media Server	None	Follow naming conventions for hostnames.	No
Description	The description of the Media Server	None	Up to 1,024 characters.	No
FTP Enabled	<p>Indicates whether a Media Server has FTP enabled. A Media Server, which has FTP enabled, is automatically populated as a session variable to the VXML Server. The default agent greeting recording application automatically uses the Media Servers defined in the Operations Console that have FTP enabled for the agent greeting recording.</p> <p>If Microsoft FTP Service is not enabled in Windows Services Control Panel, then set it to Automatic and start the service.</p>	Disabled	Select the check box to enable this feature.	<p>No</p> <p>Use Test Sign-in button to verify the FTP credentials.</p>

Field	Description	Default	Value	Restart Required
Anonymous Access	Indicates that this Media Server uses anonymous FTP access. In this case, the username is specified by default as anonymous. The password field is not specified for anonymous access. The user can specify the port number or select the default port number (21).	Disabled	Select the check box to enable this feature. You must enable FTP to enable Anonymous Access.	No Use Test Sign-in button to verify the FTP credentials.
Username and Password	These fields apply if FTP is enabled and Anonymous Access is disabled. In this case, enter the username and password.	None	A valid username and password.	No Use Test Sign-in button to verify the FTP credentials.
Port	Enter a new port number or use the default port number (21).	21	Valid ports are 1 to 65,535.	No Use Test Sign-in button to verify the FTP credentials.

Media File Names and Types

A *media file name* is specified through Unified ICME Network VRU Script Configuration and used in the Run VRU Script request for the Play Media, Play Data, Get Digits, Menu, and Get Speech (in non-TTS applications) micro-applications. The media file naming convention allows alpha-numeric characters with the underbar character as a separator. (Spaces or hyphens are not allowed.) This naming convention provides a mechanism for an “understandable” naming convention as opposed to numeric media file names typically used by stand-alone VRUs.



Caution The Unified Customer Voice Portal includes a library of media files/prompts for individual digits, months (referenced internally by Unified Customer Voice Portal software for a Play Data script type request), default error messages, and so on. **Creation of a full set of media/prompts for each locale referenced by the Unified CVP customer is the responsibility of the customer’s Media Administrator.**

The *media file types* Unified CVP supports are μ -Law 8-bit .wav files and A-law 8-bit .wav files. Media files specified with an extension are used “as is,” for example, hello.xxx. (The default file extension is .wav.)

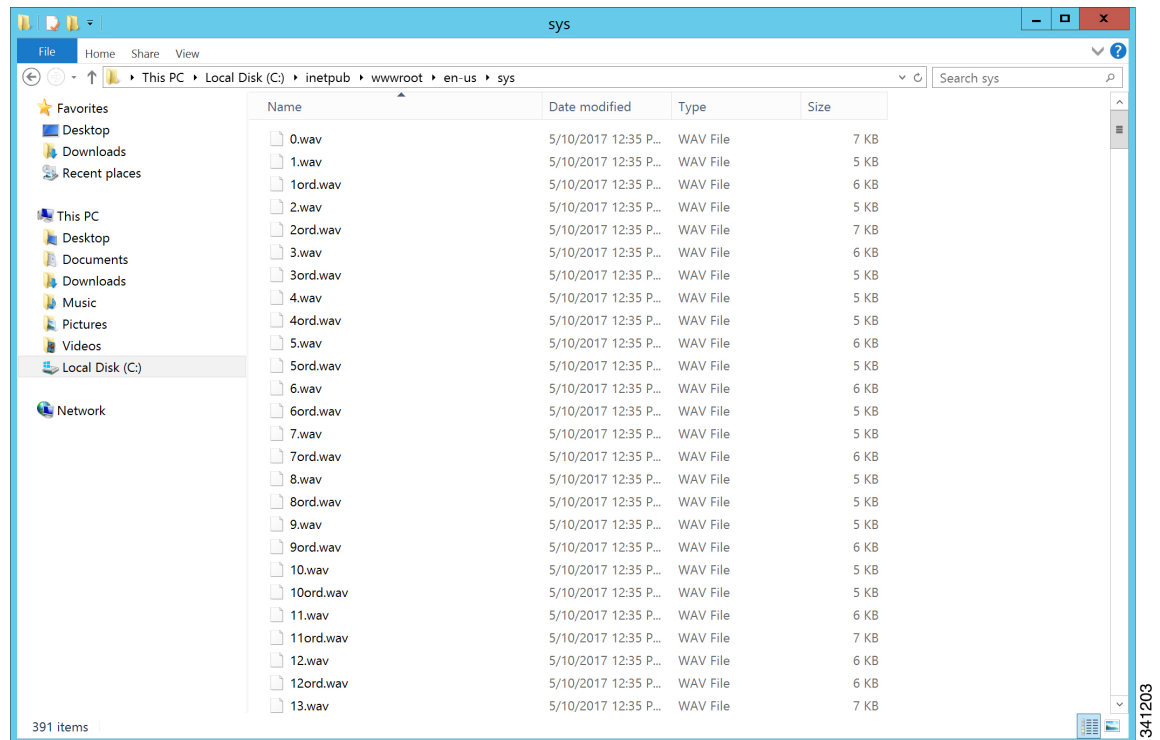


Caution Any unexpected (and unsupported) type of media file encountered generates the logging of an error and a result code of False is returned to Unified ICME along with the ECC **user.microapp.error_code** set appropriately. From the caller’s perspective, nothing was played, however it is the Script Editor developer’s responsibility to write the script to handle this error condition.

Location of Media Files

The following figure displays the location of the media files if you choose to install System Media Files during Unified CVP installation.

Figure 1: Location of Media Files



Media File Address

The address for media files that reside on the Media Server(s) is generated by the Unified CVP. Unified ICME provides information about the file location or base URL address in the Unified ICME/IVR messages it passes when the Run VRU Script node is executed. The Unified ICME/IVR messages include ECC variables for: locale, media server set address, as well as optional system and application library name overrides. (For details about the Unified ICME/IVR messages passed to Unified CVP, see *Feature Guide - Writing Scripts for Unified Customer Voice Portal*.)

The table below summarizes the data that combines to form the address of the media file:

Table 2: Media File Address Components

Parameter	Location of Data	Description	Examples
Media Server Set	ECC variable: user.microapp.media_server	<p>File location or base URL for the Media Server.</p> <p>When the Media Server URL is the DNS name and the DNS Server is configured to return multiple IP addresses for a host name, the Unified CVP attempts to get the media files from each Media Server IP address in sequence with the priority given to those on the subnet.</p> <p>Note Unified CVP supports playing prompts from flash on the GW. To play these prompts, set the media_server to "flash:" instead of the hostname or IP address of the media server.</p> <p>When using the Media Server set for external grammars or external VXML, if the Media Server URL is the DNS name with multiple IP addresses for the hostname, it is the ASR Engine's responsibility to decide which machine to retrieve the grammar file from.</p>	<p>Base URL example: http://www.machine1.com/dir1/dirs/cust1</p> <p>Note By convention, the service provider may include their customer names at the end of the Media Server set.</p>
Locale	ECC variable: user.microapp.locale Default: en-us	This field is a combination of language and country with a default of en-us for English spoken in the United States.	en-us
Note	The Unified CVP supports the following locales: en-us (English, United States) and en-gb (English, United Kingdom), es-es (Spanish, Spain), and es-mx (Spanish, Mexico). The locale defines the grammar of a Play Data script type. If a date is to be played with a locale of en-gb (English, United Kingdom), the date would be played in the order of day, month, then year; for en-us , it is month, day, year.		
Media Library Type	The Media Library Type value passed from the VRU Script Name field. Valid options are: A - Application prompt library. S - System prompt library. V - External VXML. Default: A	<p>The media library (directory) for the prompt is either the application prompt library defined by ECC variable user.microapp.app_media_lib (default "app") or the system prompt library defined by ECC variable user.microapp.sys_media_lib (default "sys").</p> <p>Note When the Media Library Type is V (external VXML), the VXML file will reside in the Application Prompt Library.</p> <p>Note When the Media Library Type is A (Application prompt library), you must create the directory specified by this variable. For example, if you use the default "app" directory, you must create an app directory in ./wwwroot/en-us</p>	A (user.microapp.app_media_lib= app_banking)

Parameter	Location of Data	Description	Examples
Media File Name	The Media File Name value passed from the VRU Script Name field. Valid options are the name of the .wav file to be played, or external VXML file name, or <blank>, which translates to playing no media. This file name is ignored if TTS is being used (that is, if the <code>usemicroappinline_tts</code> ECC variable contains a value.) Default: none	Name of media file or external VXML file to be played.	Main_menu
<p>Note There are four possible reasons for using <blank> as the Media File Name: (1) For Get Digits, a prompt may not be necessary, (2) the customer may want to have a “placeholder” in the script for playing a prompt which may or may not be there (for example, an emergency conditions message), (3) change the value of barge-in to indicate a buffer flush, and (4) TTS is being used and this field is ignored.</p>			
Media File Name Type	If not given as part of the Media File Name, the type is .wav	Type of media file to be played.	.wav

Based on the examples shown in the table above, a valid address for the Media File might be:

http://www.machine1.com/dir1/dirs/cust1/en-us/app_banking/main_menu.wav

Locale Backward Compatibility

The locale string values are compatible with current industry naming schemes:

- `en_US` has changed to `en-us`, which means that "en underscore US" (upper case) has changed to "en hyphen us" (lower case).
- `en_GB` has changed to `en-gb`, which means that "en underscore GB" (upper case) has changed to "en hyphen gb" (lower case).

Existing scripts from previous versions of Unified CVP will continue to work with the current version of Unified CVP:

- **en_US** and **en-us** both map to U.S. English in the Application Server for use by the Application Server's internal grammar
- **en_GB** and **en-gb** both map to U.K. English in the Application Server for use by the Application Server's internal grammar.
- The base URL for media prompts uses the locale that is specified, without making modifications. For example, if the locale is set to **EN_US**, the base URL contains **EN_US**. If the locale is set to **XX**, the base URL contains **XX**.

To use the Unified CVP Version 1.1 default locale directory (for example, **en_US**), you must explicitly set it. When you upgrade to the current version of Unified CVP, only the new files are installed under the Unified CVP default locale directory, **en-us**. You want to have all your system prompts under one directory and all your application prompts and, optionally, external VXML in another directory. Use the **user.microapp.locale** ECC variable to set the locale directory to use, such as **en_US**.



Note Do not set the **user.microapp.locale** ECC variable if you used the default **en-us**. Also, remember that all locale values are case-sensitive.

System Media Files

The following tables describe the English System Media Files installed by Unified CVP. These system media files are intended as samples only. It is the Customer/Media Administrator's responsibility to record all the system prompts for all the locales.

The table that follows lists the System Media File information for cardinal numbers.

Table 3: System Media Files, Cardinal Numbers

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
		point	point	Number
		minus	minus	Number
0	48	0	zero	All except DOW
1	49	1	one (masculine version), uno (es-mx and es-es)	All except DOW
2	50	2	two	All except DOW
3	51	3	three	All except DOW
4	52	4	four	All except DOW
5	53	5	five	All except DOW
6	54	6	six	All except DOW

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
7	55	7	seven	All except DOW
8	56	8	eight	All except DOW
9	57	9	nine	All except DOW
		10	ten	Same for the rest of all the numbers
		11	eleven	
		12	twelve	
		13	thirteen	
		14	fourteen	
		15	fifteen	
		16	sixteen	
		17	seventeen	
		18	eighteen	
		19	nineteen	
		20	twenty	
		21	twenty-one	
		22	twenty-two	
		23	twenty-three	
		24	twenty-four	
		25	twenty-five	
		26	twenty-six	
		27	twenty-seven	
		28	twenty-eight	
		29	twenty-nine	
		30	thirty	
		31	thirty-one	
		32	thirty-two	

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types /When Media File Is Used
		33	thirty-three	
		34	thirty-four	
		35	thirty-five	
		36	thirty-six	
		37	thirty-seven	
		38	thirty-eight	
		39	thirty-nine	
		40	forty	
		41	forty-one	
		42	forty-two	
		43	forty-three	
		44	forty-four	
		45	forty-five	
		46	forty-six	
		47	forty-seven	
		48	forty-eight	
		49	forty-nine	
		50	fifty	
		51	fifty-one	
		52	fifty-two	
		53	fifty-three	
		54	fifty-four	
		55	fifty-five	
		56	fifty-six	
		57	fifty-seven	
		58	fifty-eight	
		59	fifty-nine	

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
		60	sixty	
		61	sixty-one	
		62	sixty-two	
		63	sixty-three	
		64	sixty-four	
		65	sixty-five	
		66	sixty-six	
		67	sixty-seven	
		68	sixty-eight	
		69	sixty-nine	
		70	seventy	
		71	seventy-one	
		72	seventy-two	
		73	seventy-three	
		74	seventy-four	
		75	seventy-five	
		76	seventy-six	
		77	seventy-seven	
		78	seventy-eight	
		79	seventy-nine	
		80	eighty	
		81	eighty-one	
		82	eighty-two	
		83	eighty-three	
		84	eighty-four	
		85	eighty-five	
		86	eighty-six	

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types /When Media File Is Used
		87	eighty-seven	
		88	eighty-eight	
		89	eighty-nine	
		90	ninety	
		91	ninety-one	
		92	ninety-two	
		93	ninety-three	
		94	ninety-four	
		95	ninety-five	
		96	ninety-six	
		97	ninety-seven	
		98	ninety-eight	
		99	ninety-nine	
		oh	oh	24TOD, Date
		hundred	hundred	Number, 24TOD, Date, Currency
		thousand	thousand	Number, Date, Currency
		million	million	Number, Currency
		billion	billion	Number, Date, Currency
		trillion	trillion	Number, Currency

The table that follows lists the System Media File information for ordinal numbers.



Note If ordinal system prompts are to be used in a script for a purpose other than dates, they should be recorded as application prompts with the true ordinal values.

Table 4: System Media Files, Ordinal Numbers

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
		1ord	first	Date
		2ord	second	Date for all ordinal numbers
		3ord	third	
		4ord	fourth	
		5ord	fifth	
		6ord	sixth	
		7ord	seventh	
		8ord	eighth	
		9ord	ninth	
		10ord	tenth	
		11ord	eleventh	
		12ord	twelveth	
		13ord	thirteenth	
		14ord	fourteenth	
		15ord	fifteenth	
		16ord	sixteenth	
		17ord	seventeenth	
		18ord	eighteenth	
		19ord	nineteenth	
		20ord	twentieth	
		21ord	twenty-first	
		22ord	twenty-second	
		23ord	twenty-third	
		24ord	twenty-fourth	
		25ord	twenty-fifth	

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
		26ord	twenty-sixth	
		27ord	twenty-seventh	
		28ord	twenty-eight	
		29ord	twenty-ninth	
		30ord	thirtieth	
		31ord	thirty-first	

The table that follows lists the System Media File information for measurements.

Table 5: System Media Files, Measurements

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
$\frac{1}{2}$	189	one_half	one half	Char
$\frac{1}{4}$	188	one_quarter	one quarter	Char
$\frac{3}{4}$	190	three_quarters	three quarters	Char
A, a	65,97	a	A	Char
B, b	66,98	b	B	Char
C, c	67,99	c	C	Char
D, d	68,100	d	D	Char
E, e	69,101	e	E	Char
F, f	70,102	f	F	Char
G, g	71,103	g	G	Char
H, h	72,104	h	H	Char
I, I	73,105	I	I	Char
J, j	74,106	j	J	Char
K, k	75,107	k	K	Char
L, l	76,108	l	L	Char
M, m	77,109	m	M	Char

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
N, n	78,110	n	N	Char
O, o	79,111	o	O	Char
P, p	80,112	p	P	Char
Q, q	81,113	q	Q	Char
R, r	82,114	r	R	Char
S, s	83,115	s	S	Char
T, t	84,116	t	T	Char
U, u	85,117	u	U	Char
V, v	86,118	v	V	Char
W, w	87,119	w	W	Char
X, x	88,120	x	X	Char
Y, y	89,121	y	Y	Char
Z, z	90,122	z	Z	Char
Œ, œ	140,156	oe_140_156	Ligature OE	Char
À,à	192,224	a_192_224	A grave	Char
Á,á	193,225	a_193_225	A acute	Char
Â,â	194,226	a_194_226	A circumflex	Char
Ã,ã	195,227	a_195_227	A tilde	Char
Ä,ä	196,228	a_196_228	A umlaut	Char
Å,å	197,229	a_197_229	A with ring above	Char
Æ,æ	198,230	ae_198_230	Ligature AE	Char
È,è	200,232	e_200_232	E grave	Char
É,é	201,233	e_201_233	E acute	Char
Ê,ê	202,234	e_202_234	E circumflex	Char
Ë,ë	203,235	e_203_235	E umlaut	
Ì,ì	204,236	i_204_236	I grave	Char
Í,í	205,237	i_205	I acute	Char

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
Î,î	206,238	i_206	I circumflex	Char
Ï,ï	207,239	i_207	I umlaut	Char
Ð	208	char_208	character 208	Char
ð	240	char_240	character 240	
Ò,ò	210,242	o_210_242	O grave	Char
Ó,ó	211,243	o_211_243	O acute	Char
Ô,ô	212,244	o_212_244	O circumflex	Char
Õ,õ	213,245	o_213_245	O tilde	Char
Ö,ö	214,246	o_214_246	O umlaut	Char
x	215	multiply	multiplication sign	Char
Ø,ø	216,248	o_216_248	oh stroke	Char
Ù,ù	217,249	u_217_249	U grave	Char
Ú,ú	218,250	u_218_250	U acute	Char
Û,û	219,251	u_219_251	U circumflex	Char
Ü,ü	220,252	u_220_252	U umlaut	Char
Ý,ý	221,253	y_221_253	Y acute	Char
Ɔ	222	char_222	character 222	Char
ß	223	ss	double s	Char
÷	247	divide	division sign	Char
ƒ	254	char_254	character 254	Char
ÿ,ÿ	159,255	y_159_255	character 159 or 255	Char

The table that follows lists the System Media File information for month values.

Table 6: System Media Files, Months

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
		January	January	Date

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types /When Media File Is Used
		February	February	Date
		March	March	Date
		April	April	Date
		May	May	Date
		June	June	Date
		July	July	Date
		August	August	Date
		September	September	Date
		October	October	Date
		November	November	Date
		December	December	Date

The table that follows lists the System Media File information for month values.

Table 7: System Media Files, Days

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types /When Media File Is Used
		Sunday	Sunday	DOW
		Monday	Monday	DOW
		Tuesday	Tuesday	DOW
		Wednesday	Wednesday	DOW
		Thursday	Thursday	DOW
		Friday	Friday	DOW
		Saturday	Saturday	DOW

The table that follows lists the System Media File information for month values.

Table 8: System Media Files, Time

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
		hour	hour	Etime, 24TOD per locale, TOD per locale
		hours	hours	Etime, 24TOD per locale, TOD per locale
		minute	minute	Etime
		minutes	minutes	Etime
		second	second	Etime, 24TOD
		seconds	seconds	Etime, 24TOD
		on	on	per locale (unused for en-us)
		at	at	per locale (unused for en-us)
		am	am	TOD
		pm	pm	TOD
		oclock	oclock	TOD

The table that follows lists the System Media File information for currency values.



Note The customer's Media Administrator may want to replace the contents of "currency_minus" (for the negative amount) and "currency_and" (the latter can even be changed to contain silence).

Table 9: System Media Files, Currency

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
		currency_minus	minus	Currency
		currency_and	and	Currency

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
\$	36	USD_dollar	dollar	Currency
		USD_dollars	dollars	Currency
		Note Unified CVP uses the USD_dollar.wav and USD_dollars.wav media files; the dollar.wav and dollars.wav used by ISN Version 1.0 are no longer installed.		
\$	36	CAD_dollar	dollar	Currency
		CAD_dollars	dollars	Currency
		HKD_dollar	dollar	Currency
		HKD_dollars	dollars	Currency
¢	162	cent	cent	Currency
		cents	cents	Currency
		euro	euro	Currency
£	163	GBP_pound	pound	Currency
		GBP_pounds	pounds	Currency
		penny	penny	Currency
		pence	pence	Currency
		MXN_peso	peso	Currency
		MXN_pesos	pesos	Currency
		centavo	centavo	Currency
		centavos	centavos	Currency

The table that follows lists the System Media File information for gaps of silence and miscellaneous phrases.

Table 10: System Media Files, Silence and Miscellaneous Phrases

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
		silence_.1_sec	(.1 second of silence)	Used for pauses where needed
		silence_.25_sec	(.25 second of silence)	Used for pauses where needed

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
		silence_.5_sec	(.5 second of silence)	Used for pauses where needed
		silence_1_sec	(1 second of silence)	Used for pauses where needed
		and	and	Etime,TOD,25TOD

The table that follows lists the System Media File information for ANSI characters.

Table 11: System Media Files, ANSI Characters

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
	32	space	space	Char
!	33	exclamation_mark	exclamation mark	Char
"	34	double_quote	double quote	Char
#	35	pound	pound	Char
%	37	percent	percent	Char
&	38	ampersand	ampersand	Char
'	39	apostrophe	apostrophe	Char
(40	open_parenthesis	open parenthesis	Char
)	41	close_parenthesis	close parenthesis	Char
*	42	asterisk	asterisk	Char
+	43	plus	plus	Char
,	44	comma	comma	Char
-	45	hyphen	hyphen	Char
.	46	period	period	Char
/	47	slash	slash	Char
:	58	colon	colon	Char
;	59	semicolon	semicolon	Char
<	60	less_than	less than	Char

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
=	61	equal	equal	Char
	62	greater_than	greater than	Char
?	63	question_mark	question mark	Char
@	64	at_symbol	at	Char
[91	left_square_bracket	left square bracket	Char
\	92	backslash	backslash	Char
]	93	right_square_bracket	right square bracket	Char
^	94	caret	caret	Char
_	95	underscore	underscore	Char
`	96	single_quote	single quote	Char
{	123	open_brace	open brace	Char
	124	pipe	pipe	Char
}	125	close_brace	close brace	Char
~	126	tilde	tilde	Char
'	130	char_130	low single quote	Char
<i>f</i>	131	char_131	F with hook	Char
”	132	low_double_quote	low double quote	Char
...	133	ellipsis	ellipsis	Char
†	134	char_134	character 134	Char
‡	135	char_135	character 135	Char
^	136	char_136	character 136	Char
‰	137	per_mille	per mile	Char
Š	138	char_138	character 138	
<	139	left_pointing_angle	left pointing angle	Char
‘	145	left_single_quote	left single quote	Char
’	146	right_single_quote	right single quote	Char
“	147	left_double_quote	left double quote	Char

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
”	148	right_double_quote	right double quote	Char
·	149	bullet	bullet	Char
–	150	en_dash	en dash	Char
—	151	em_dash	em dash	
˜	152	small_tilde	small tilde	Char
™	153	trade_mark	trade mark	Char
š	154	char_154	character 154	Char
›	155	char_155	character 155	Char
¡	161	exclamation_mark_inverted	inverted exclamation mark	Char
☐	164	char_164	character 164	Char
¦	166	broken_pipe	broken pipe	Char
§	167	section	section	Char
¨	168	char_168	character 168	Char
©	169	copyright	copyright	Char
ª	170	char_170	character 170	Char
«	171	left_double_angle_quote	left double angle quote	Char
¬	172	not	not	Char
-	173	char_173	character 173	Char
®	174	registered	registered	Char
¯	175	char_175	character 175	Char
°	176	degree	degree	Char
±	177	plus_minus	plus or minus	Char
²	178	superscript_2	superscript two	Char
³	179	superscript_3	superscript three	Char
´	180	acute_accent	acute accent	Char
μ	181	micro	micro	Char

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
¶	182	paragraph	paragraph	Char
.	183	middle_dot	middle dot	Char
,	184	cedilla	cedilla	Char
¹	185	superscript_1	superscript one	Char
°	186	char_186	character 186	Char
»	187	right_double_angle_quote	right double angle quote	Char
¿	191	question_mark_inverted	inverted question mark	Char

Miscellaneous Files

The table that follows lists files that are not used by Unified CVP micro-applications; these files are included for use in customer scripts.

Table 12: Miscellaneous Media Files

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
Error	v	invalid_entry_error	Your entry is invalid.	Error message
	v	no_entry_error	Please make a selection.	Error message
	v	system_error	We are currently experiencing technical difficulties with this site. Please try again later when we can service you much better.	Error message
	v	critical_error	We are currently experiencing technical difficulties with this site. Please try again later when we can service you much better.	Error message
	v	critical_error_ULaw .	We are currently experiencing technical difficulties with this site. Please try again later when we can service you much better	Error message

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
	v	critical_error_ALaw	We are currently experiencing technical difficulties with this site. Please try again later when we can service you much better.	Error message
	v	440beep	<single beep tone>	Unused
	v	busy_tone	<single busy tone>	Unused
	v	busy_tone30	<busy tone 1 per second for 30 seconds>	Unused
	v	central	Central	Unused
	v	credit_of	Credit Of	Unused
	v	dash	dash	Unused
	v	daylight	daylight	Unused
	v	dialtone	<4 seconds of dial tone>	Unused
	v	dialtone2fastbusy60	<9 seconds of dialtone> followed by <30 seconds of fast busy tone>	Unused
	v	dot	dot	Unused
	v	eastern	Eastern	Unused
	v	ENTER_PHONE_NUMBER	Please enter the phone number.	Unused
	v	fastbusy	<a single fastbusy tone + silence (total of 1 second)>	Unused
	v	fastbusy60	30 seconds of <fastbusy tone>	Unused
	v	FINISHED	When you have finished, press	Unused
	v	goodbye	Goodbye	Unused
	v	Mountain	Mountain	Unused
	v	negative	negative	Unused

Symbol (where applicable)	Decimal Value	Media File Name	Media File Content	Data Play Back Types / When Media File Is Used
	v	of	of	Unused
	v	pmgr_sys	pmgr_sys	Unused
	v	pacific	Pacific	Unused
	v	positive	positive	Unused
	v	ringback	<ring back tone for 1 second followed by 2 seconds of silence>	Unused
	v	savings	savings	Unused
	v	standard	Standard	Unused
	v	Star	star	Unused
	v	thankyou	Thank you	Unused
	v	the	the	Unused
	v	time	time	Unused
	v	try_again	Please try again	Unused

System Media File Error Messages

Three error messages are included with the System Media files:

- **Critical error.** Message played when system problem exists and the SIP Service cannot process the call. (Example content for en-us: “We are currently experiencing technical difficulties with the site, please try again later and we can serve you much better.”)



Note If you do not want an English spoken critical media, you need to copy the language specific files to the location specified in this section.

Critical error messages are *not* located on the Media Server:

- For **SIP Service**, the critical_error.wav media file is located in <install path>\OpsConsoleServer\GWDownloads (for example, C:\Cisco\CVP\OpsConsoleServer\GWDownloads).
- For **non-Unified CVP SIP Service**, an error.wav media file is located in <install path>\CVP\audio (for example, C:\Cisco\VXMLServer\Tomcat\webapps\CVP\audio).



Note You can record “override” prompts to replace the critical media files. However, you must save them with their original hard-coded names and place them in their original locations.

- **no_entry_error**. Message played when the caller does not respond to a menu prompt. (Example content for en-us: “Please make a selection.”) The original prompt is then repeated.
- **invalid_entry_error**. Message played when the caller enters an incorrect response to a menu prompt. (Example content for en-us: “Your entry is invalid.”) The original prompt is then repeated.



Note These files are shared by all applications.

If a dialogue needs to be altered for a specific Get Digits, Get Speech or Menu request in the Unified ICME script, override flags can be set in the Network VRU Script Configuration Parameters.



Note Override flags are available for the Get Digits, Get Speech, and Menu micro-applications, only. See *Feature Guide - Writing Scripts for Cisco Unified Customer Voice Portal* for details.

You must record the “override” prompts, save them with the hard coded names <prompt name>_no_entry_error.wav and <prompt_name>_invalid_entry_error.wav, and place them with other application-specific media files in the Application Media library.



Note This override will not work when there is not a specific file name used (for instance, when Unified CVP is using the TTS feature).
