



# Configure System Scripts Using Editor Express

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## View List of Scripts

Use this procedure to view a list of scripts. For more information on Cisco Unity Express scripts, see the [Cisco Unity Express Maintain and Operate Guides](http://www.cisco.com/en/US/products/sw/voicesw/ps5520/prod_maintenance_guides_list.html) at the following URL: [http://www.cisco.com/en/US/products/sw/voicesw/ps5520/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5520/prod_maintenance_guides_list.html).

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**Step 1** Choose **System > Scripts**. The window displays a list of non-system scripts, showing the following fields:

- **Script Name**—Filename of the script. To sort the table by script name, click **Script Name**.
- **Type**—AA or IVR.
- **Creation Date**—Date on which the script file was created. This information is read from the script file properties. To sort the table by creation date, click **Creation Date**.
- **Last Modified Date**—Date on which the script was last modified. This information is read from the script file properties. To sort the table by the date last modified, click **Last Modified Date**.
- **Size (Bytes)**—Size of the script. This information is read from the script file properties. To sort the table by size in bytes, click **Size (Bytes)**.

To increase the number of rows shown on the page, click **Rows per Page** and choose the number you want to show.

**Step 2** Click on **Show system scripts** to display the system scripts.

**Note** System scripts are indicated with an asterisk and cannot be modified or deleted. Scripts that you create do not have an asterisk and can be edited. See [#unique\\_115](#) for more information.

**Step 3** Click on **Hide system scripts** to hide the system scripts.

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# Create a New Script with Editor Express

## Configure Settings for a New Script

Use this procedure to configure settings for a new script.

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- Step 1** Choose **System > Scripts > New**. The Editor Express window opens with an untitled.aef (unsaved) script.
- Step 2** Configure the new script settings by selecting any combination of the following options:
- Click the box to allow dial-by-extension at any time during the main menu.
  - Click the box to allow menu options to overlap with the extension dial-plan.
  - Enter the desired extension length.
  - Click the box to allow external transfers.
  - If your system supports multiple languages, click the box to enable the Language selection menu. If selected, the language selection menu displays in the Call Flow window.
  - Click the box to enable an alternate main menu for business closed hours. If selected, the Business Closed Menu options display in the Call Flow window.
- Step 3** Click **Save**. A pop-up window appears prompting you to enter a script name.
- Step 4** Enter a script name and save the file (an .aef extension is automatically added if you save the file).
- Step 5** Click **Ok** to save your settings or click **Cancel**.

Proceed to the next section for [Configure the Call Flow for a Script, on page 2](#).

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## Configure the Call Flow for a Script

Use this procedure to configure the call flow from the **Editor Express** window.

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- Step 1** Choose **System > Scripts > New or select an existing script by clicking the Edit button**. The Editor Express window opens.
- Step 2** Click the box to play the alternate (emergency) greeting.
- Step 3** Choose an audio prompt file from the drop-down menu for the following prompts:
- Welcome prompt
  - Language Menu prompt
- Select the prompt from the drop-down menu and click Add/ Remove Choice >>>. In the Add Language Choice window, select the key and assign it to a language. Click Ok. Repeat for each key to be assigned a language. To remove the language from a key, select the key and select Clear choice and click Ok.
- Note** The maximum number of languages allowed is three. Only installed languages are displayed.
- Holiday prompt
  - Business schedule: select a Business Schedule name from the drop-down menu.

- Business open prompt
- Business closed prompt

**Step 4** Configure the actions for the following menus:

- Main Menu
- Business Closed Menu
  - a. Select the prompt to be used for each menu.
  - b. Assign additional keys and menu actions by clicking **Add Action**. The **Add Menu Action** window appears.
  - c. Select the **Key** from the drop-down list to assign a **Key** to an **Action**. You can choose the numbers 0-9, the “\*” symbol, or the “#” symbol.
  - d. Select the **action** from the drop-down list to assign an **action** to the **key**. You can choose from one of the following actions:
    - Play message
    - Dial-by-name
    - Dial-by-extension
    - Transfer to extension
    - Transfer to mail box number
    - Sub-menu. You can add another action from this level.
    - Disconnect call

Click **Ok** to save your settings or **Cancel**. The action is added to the script. Configure the additional settings for each action. See [Table 1: Main Menu Prompt and Goodbye Prompt Actions, on page 4](#) for more information.

Continue to add menu actions by clicking the Add Action button and repeating this step. To remove an action from the menu, click Delete.

**Step 5** Configure the **Good-bye** prompt.

- a) Select the Good bye prompt name from the drop-down menu.
- b) Click **Add action**. The **Add Good-bye Action** window appears.
- c) Select the **action** from the drop-down list. You can choose one of the following actions:
  - Transfer to extension
  - Transfer to mail box number

See [Table 1: Main Menu Prompt and Goodbye Prompt Actions, on page 4](#) for more information.

- d) Click **Ok** to save your settings or **Cancel**. The action is added.

**Step 6** Click **Save to save your script**.

[Table 1: Main Menu Prompt and Goodbye Prompt Actions, on page 4](#) lists the Main Menu prompt and Goodbye prompt actions.

Table 1: Main Menu Prompt and Goodbye Prompt Actions

Action	Supported for:	Instructions for Setting Action
Play Prompt	Main Menu prompt	<p>a. Select the prompt audio file from the drop-down menu.</p> <p>then</p> <p>a. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• Repeat Main Menu</li> <li>• Disconnect Call</li> </ul>
Dial By Name	Main Menu prompt	<p>Select the search style:</p> <ul style="list-style-type: none"> <li>• First - Last Name</li> <li>• Last - First Name</li> </ul>
Dial By Extension	Main Menu prompt	None.
Transfer to Extension	Main Menu prompt Main Menu prompt Goodbye prompt	Enter the mailbox number subscribers will be transferred to.
Sub-Menu	Main Menu prompt	<p>a. Select the prompt audio file from the drop-down menu.</p> <p>b. Add actions for the sub-menu.</p>
Disconnect Call	Main Menu prompt	None.

## Upload a New Prompt

Use this procedure to upload a new prompt from the **Editor Express** window.

- Step 1** Choose **System > Scripts > New**. The Editor Express window appears.
- Step 2** Click **Upload Prompt**. The **Upload** window appears.
- Step 3** In the **Upload** dialog box, perform the following tasks:
- a) Choose the language.
  - b) Enter the source filename, or path to the file you want to upload. Click the **Browse** button to help you find the directory with the file you want to upload.
  - c) Enter the destination filename (required). Enter the same filename as shown in the Source Filename field or a new filename for the prompt.

- d) Click the box to overwrite the destination file, if desired, if the file already exists.

**Step 4** Click **Upload** to save your changes.

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## Show/Hide Settings

You can choose to show or hide the Call Flow window by clicking on **Show/Hide Settings**.

## Close Editor Express

To close the Editor Express window, click Close.

## Upload a New Script

Use this procedure to upload a new script.

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**Step 1** Choose **System > Scripts**. The System Scripts window appears.

**Step 2** Click **Upload**. The **Upload** window appears.

**Step 3** In the **Upload** dialog box, perform the following tasks:

- a) Enter the source filename, or path to the file you want to upload. Click the **Browse** button to help you find the directory with the file you want to upload.
- b) Enter the destination filename (required). Enter the same filename as shown in the **Source Filename** field or a new filename for the script.
- c) Click the box to overwrite the destination file, if the file already exists.

**Step 4** Click **Upload** to save your changes.

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## Edit Scripts

Only scripts that are created with **Editor Express** may be edited using the Web GUI interface in the browser window. These scripts appear in the System Scripts table with an **Edit** button next to the script name. Scripts created with the windows Cisco Unity Express editor are only editable on the windows editor and do not have an **Edit** button next to the script name.

Use this procedure to edit scripts.

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**Step 1** Choose **System > Scripts**. The System Scripts window appears.

**Step 2** In the Script Name field, edit an existing script (the **Edit** button is present) by clicking the **Edit** button. The **Editor Express** window appears.

**Step 3** Follow the procedures to configure **Editor Express** in [Create a New Script with Editor Express, on page 2](#).

**Step 4** Click **Save** to save your settings.

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## Delete Scripts

Use this procedure to delete a script.

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**Step 1** Choose **System > Scripts**. The System Scripts window appears.

**Step 2** Select at least one entry to delete from the **Script Name** table.

**Step 3** Click **Delete**.

**Step 4** Click **Ok** or **Cancel** to complete the task.

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## Download Scripts

Use this procedure to download new scripts.

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**Step 1** Choose **System > Scripts**. The System Scripts window appears.

**Step 2** Select the script that you want to download from list and click **Download**. Your system download window appears. You can save the file to disk or download the file using the default application.

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