



Configuring Voice-Mail Prompts

Caution: This section is for advanced users.

Perform the following tasks from the System Prompts window:

- [Viewing a List of Prompts](#)
- [Displaying or Modifying a Prompt](#)
- [Uploading a Prompt](#)
- [Downloading a Prompt](#)
- [Deleting a Prompt](#)
- [Changing Prompt Languages](#)

Viewing a List of Prompts

Use this procedure to view a list of voice-mail prompts.

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- Step 1** Choose **System > Prompts**. The System Prompts window appears and displays the following fields:
- **Prompt Name**—Filename of the prompt. To sort the table by prompt name, click **Prompt Name**.
 - **Creation Date**—Date on which the .wav file was created. To sort the table by creation date, click **Creation Date**.
 - **Size (Bytes)**—Size, in bytes, of the prompt file. To sort the table by size in bytes, click **Size (Bytes)**.
 - **Length (Seconds)**—Length, in seconds, of the prompt file. To sort the table by length in seconds, click **Length (Seconds)**.
 - To increase the number of rows shown on the page, click **Rows by Page** and choose the number you want to show.
- Step 2** From the Languages list, select the [Language](#) for the Cisco Unity Express prompts. The Prompts window refreshes and displays all of the prompts available for the language you selected.
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Displaying or Modifying a Prompt

Use this procedure to display or modify a voice-mail prompt.

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- Step 1** Choose **System > Prompts**. The System Prompts window appears.
 - Step 2** Click the name of the prompt you want to display or modify. The Prompt Profile window appears. You can edit the prompt filename only.
 - Step 3** After editing, click **Apply**.
 - Step 4** Click **Ok** to save your changes.
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Uploading a Prompt

Use this procedure to upload new voice-mail prompts.

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- Step 1** Choose **System > Prompts**. The System Prompts window appears.
 - Step 2** Click **Upload**. See also [Configuring Auto-Attendant Script Parameters](#).
 - Step 3** Enter information in the following fields:
 - Language
 - Source File Name—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.
 - Destination File Name—Enter the same filename as shown in the Source Filename field or a new filename for the prompt. This file should be in .wav format.
 - Click to overwrite the destination file, if it exists.
 - Step 4** Click **Upload** to save your changes.
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Downloading a Prompt

Use this procedure to download a prompt.

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- Step 1** Choose **System > Prompts**. The System Prompts window appears.
 - Step 2** Check the box next to the prompt that you want to download.
 - Step 3** Click **Download**. The File Download window appears.
 - Step 4** In the File Download window, click **Open** and select an application on your computer, or click **Save** to save the file to your computer.
 - Step 5** In the Save As window, navigate to the folder where you want to save the file and click **Save**.
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Deleting a Prompt

Use this procedure to delete a prompt.

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- Step 1** Choose **System > Prompts**. The System Prompts window appears.
 - Step 2** Click the box next to the prompt that you want to delete.
 - Step 3** Click **Delete**.
 - Step 4** Click **Ok** to confirm the deletion.
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Changing Prompt Languages

Use this procedure to change the language of voice-mail prompts.

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- Step 1** Choose **System > Prompts**. The System Prompts window appears.
 - Step 2** From the Languages list, select the language for the Cisco Unity Express prompts. The Prompts window refreshes and displays all of the prompts available for the language you selected.
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