To customize the voice prompts that users hear, you can do the following:

- Choose abbreviated and unabbreviated voice prompts (see the Choosing Abbreviated and Unabbreviated Voice Prompts).
- Customize voice prompts (see the Customizing Prompts).

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Choosing Abbreviated and Unabbreviated Voice Prompts

Users can choose between hearing longer introductory prompts or shorter versions of the prompts while using the system. The prompts they hear depend on their Abbreviated Prompts profile setting. When Abbreviated Prompts is set to Yes, users hear shorter versions of the prompts. (Some standard unabbreviated prompts do not have corresponding abbreviated prompts.)

Table: Voice Prompts shows examples of how Cisco Unified MeetingPlace abbreviates prompts.

Table: Voice Prompts

Unabbreviated Prompt	Abbreviated Prompt
"Enter the month for your meeting, followed by the pound key."	"Enter month then pound."
"Enter the length of your meeting in minutes, followed by the pound key."	"Enter length, then pound."
"Enter the starting time for the meeting in 12-hour format. When finished, press the pound key."	"Enter starting time, then pound."
"Enter the number of locations, including your location, followed by the pound key."	"Enter number of locations, then pound."
"Your meeting has been scheduled."	"Meeting scheduled."

To listen to the abbreviated and unabbreviated prompts, access the voice prompts menu and then choose the option for listening to these prompts (see the Accessing the Voice Prompts Menu).

Customizing Prompts

The Cisco Unified MeetingPlace touch-tone phone interface operates by playing a series of voice prompts and requesting touch-tone or spoken response from users. From a touch-tone phone, system administrators can customize all the prompts played. When you customize company identification and voice prompts, you must include the word "MeetingPlace" somewhere in the prompt.

Customize prompts for several reasons, including:

- **Music preferences.** You can change the music that the system plays while users wait for others to attend a conference or for the system to verify scheduling. (You do this by customizing prompts.) You can also replace the music with silence.
- **Change prompts.** You can change the prompts that users hear when they use specific features. For example, a prompt can remind people to dial internal network numbers rather than outside lines when outdialing to internal parties.

Accessing the Voice Prompts Menu

You customize voice prompts by choosing from the voice prompts menu. As system administrator, you have access to the voice prompts menu from a touch-tone phone. End users, contacts, and attendants do not have access to this menu.

To Access the Voice Prompts Menu

1. Dial the Cisco Unified MeetingPlace phone number.
2. Enter your profile number and password.
   After the standard functions, you hear the menu option: "For system manager options, press 9."
3. Press **9** for system manager options.
4. Press **1** to access the voice prompts menu.
5. Enter the number for the voice prompt you want to change, then press **#** .
   For a partial list of voice prompts by number, see the table in the Recording a New Prompt.
6. Do one of the following:

To	Press
Listen to the unabbreviated prompt	**1**
Listen to the abbreviated prompt	**2**
Listen to or record a custom prompt	**3**

Table: Voice Prompts

Listen to or record a custom prompt for use with a Flex Menu application	**4**

Recording a New Prompt

1. Access the Voice Prompts menu as described in the To Access the Voice Prompts Menu.
2. Press **3** , then press **2** .
3. Record the new prompt, then press **#** .
4. Do one of the following:

To	Press
Keep the prompt	**1**
Record a new prompt	**2**
Delete the prompt and use the factory standard prompt	**3**

Prompts That Can Be Changed

Although you can change any voice prompt in the system, limit the voice prompts you change to those that greet callers or that provide specific telephony access instructions. Changing any prompt related to system features can confuse users.

The following table describes the prompts you can change, including suggested wording. Use Table: Prompts That Can Be Changed to decide whether to change prompts.

Table: Prompts That Can Be Changed

Prompt Number	Delivered Prompt	Suggested Change
155	"Thank you for calling."	"Thank you for calling <*your company name*> MeetingPlace system."
303	Scheduling music	Your music, or silence to replace the music. (You must record a minute or more of music or silence.)
304	Meeting music	Your music, or silence to replace the music. (You must record a minute or more of music or silence.)

320	The system prompts you for the date, time, length of meeting, and number of locations in the meeting. The system confirms availability and issues a meeting ID.	Your explanation of scheduling future meetings.
394	"Make a note of the following meeting ID number. If you do not reach your party, you may choose to leave the meeting ID and MeetingPlace phone number with an assistant or in a voice-mail message."	Your explanation of scheduling immediate meetings.
485	"Enter the phone number to be dialed. When finished, press the pound key."	Your explanation of how to outdial from a meeting.
486	"The phone number is being dialed. After connecting with the party, you may add them to the meeting by pressing pound, then 1. To disconnect the party and return yourself to the meeting, press pound, then 2."	Your explanation of how to add outdialed parties to a conference.

Remember the following information:

- You cannot back up custom voice prompts that you record. However, if you need such a backup to be performed, contact Cisco NCE for assistance.
- If you record a new voice prompt, it becomes a custom prompt and the original prompt is not erased. You do not record over the factory standard prompts, but you can revert to factory standard prompts if you decide not to use a custom prompt.