

**Main page:** [Cisco Unified MeetingPlace, Release 7.0](#)

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Music prompts are a subset of voice prompts. A voice prompt is a single voice file, and a sentence is a string of multiple voice prompts. You cannot customize the order of voice prompts in a sentence, but you can customize individual prompts. Examples of individual prompts include:

- "1"
- "To attend a meeting,"
- "Enter the meeting ID followed by the pound key."
- Music heard when you are the first to join a meeting and are waiting for others to join.

Because there are only a few music prompts, they are listed in [Table: Music Prompt Numbers and Durations](#).

**Note:** For a complete list of music and voice prompts, see the *Voice Prompt Reference for Cisco Unified MeetingPlace and Cisco Unified MeetingPlace Express* at [http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_technical_reference_list.html).

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**Table: Music Prompt Numbers and Durations**

Prompt Number	Approximate Duration	Description
303	3 minutes	Music heard when the user schedules a meeting by phone and waits for the system to check resource availability and schedule the requested meeting.

304	3 minutes	Music heard when the first voice meeting participant joins and waits for others to join.
1495	3 minutes	Music heard by users in a waiting room.
1497	3 seconds	Welcome music heard by users who dial in.

## Guidelines for Creating Custom Voice Prompts

- **Recording environment** -- Make sure that the environment is extremely quiet. Do some sample recordings beforehand, and listen to the results. The recorded passages should be free of hissing, pops, frequency distortion, and other types of noise.
- **Silence before and after each prompt** -- Each prompt should have between 50 to 100 milliseconds of silence at the beginning and end. Too little silence creates pops when the prompt is concatenated with other prompts (played just after or before other prompts). Too much silence creates awkward gaps in overall speech when several prompts are played together. In some cases, 100 milliseconds might not be enough to eliminate pops at the beginning and end of concatenated prompts. In this case, try increasing the silence to 150 milliseconds. To measure the amount of silence at the beginning or end of a prompt (or to see if there is silence), bring up the prompt in Adobe Audition or a similar voice editing program. Open the file as a 16-bit, 8-kHz .wav or raw PCM file. Adobe Audition allows accurate measurement of silences passages.
- **Format** -- Record all prompts in 8 kHz sample rate, u-law, WAV format. Any recording that is not in this format must be processed in Adobe Audition or an equivalent audio editor to convert the recording to the required 8 kHz, mu-law, WAV format.
- **Level** -- The average recording level for non-silence sections should be -24 dBm. Avoid very loud recording levels because they can cause clipping, which creates clicks and pops in the middle of the prompts.

### Related Topics

- [Creating a Custom Voice Prompt](#)

## Guidelines for Creating Custom Music Prompts

**Note:** Because music prompts are subset of voice prompts, the [Guidelines for Creating Custom Voice Prompts](#) also applies to custom music prompts.

The audio quality of some music may degrade when transmitted over low bit-rate connections, such as those using codecs other than G.711. To reduce audio quality degradation:

- Consider using simple combinations of the following music types, which yield acceptable audio quality when played over low bit-rate connections:
  - ◆ voice-only singing

- ◆ bells
  - ◆ most brass
  - ◆ woodwinds
  - ◆ pure tones
  - ◆ acoustic guitar
- Avoid music that contains the following, because they may result in poor quality when played over low bit-rate connections:
    - ◆ Drums
    - ◆ Cymbal crashes
    - ◆ Electronic or distorted music

**Related Topics**

- [Guidelines for Creating Custom Music Prompts](#)

## File Locations for Music and Voice Prompts

Where each music or voice prompt is stored depends on its language and whether it is a standard or custom prompt. See [Table: Voice Prompt File Locations](#).

**Table: Voice Prompt File Locations**

Prompt Type	File Location
Standard	<p><b>/opt/cisco/meetingplace/afs/prompts/</b></p> <p>Language subdirectory examples:</p> <ul style="list-style-type: none"> <li>• US English: <b>/opt/cisco/meetingplace/afs/prompts/en_US/</b></li> <li>• German: <b>/opt/cisco/meetingplace/afs/prompts/de_DE/</b></li> </ul>
Custom	<p><b>/opt/cisco/meetingplace/afs/custom/prompts/</b></p> <p>Language subdirectory examples:</p> <ul style="list-style-type: none"> <li>• US English: <b>/opt/cisco/meetingplace/afs/custom/prompts/en_US</b></li> <li>• German: <b>/opt/cisco/meetingplace/afs/custom/prompts/de_DE</b></li> </ul> <p><b>Note:</b> The subdirectories only appear if custom prompts exist for that language. For example, if there are no German custom prompts, then the German subdirectory path will not exist.</p>

**Related Topics**

- [How to Customize Music and Voice Prompts](#)
- [Restrictions for Customizing Music and Voice Prompts](#)