You can customize the voice prompts that end users hear when they use Cisco Unified MeetingPlace Express. A voice prompt is a single voice file and a sentence is a string of individual prompts. You cannot customize the order of individual 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 files

Voice prompts are stored in different locations depending on whether they are standard voice prompts or custom voice prompts. Voice prompts are also stored in different locations depending on the language in which they are recorded.

- Standard US English voice prompts are stored in the following directory:

  /opt/cisco/meetingplace_express/afs/prompts/en_US/

- Standard voice prompts in other languages are stored in similar subdirectories. For example, German voice prompts might be stored in the following directory:

  /opt/cisco/meetingplace_express/afs/prompts/de_DE/

- Custom voice prompts are stored in language-specific subdirectories under the following directory:

  /opt/cisco/meetingplace_express/afs/custom/

Note: Cisco Unified MeetingPlace Express assumes that all prompts are in the G.711 mu-law format only.

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Customizing a Voice Prompt

Before You Begin

- Determine the name, number, and location of the voice prompt you want to customize. See the *Voice Prompts Reference for Cisco Unified MeetingPlace Express*, which contains the number and text for each voice prompt.

Procedure

1. Open and set up the Sound Recorder application.
       Note: The Sound Recorder application is just one of many commercially-available sound recording tools. This procedure describes how to record a custom prompt using the Sound Recorder application, but this can also be done using other applications.
       Follow these steps:
    1. On your PC, go to **Start > Programs > Accessories > Entertainment > Sound Recorder**.
    2. Choose **File > Properties**.
    3. Click **Convert Now...**.
    4. From the Format drop-down list, choose CCITT u-Law.
    5. From Attributes, select 8.000 kHz, 8-bit, mono.
    6. Click **OK**.
    7. On the Properties for Sound dialog box, click **OK**.
2. Record the custom voice prompt.
3. Save the custom voice prompt with the same filename as the voice prompt you want to replace.
       All voice prompt files are called **s<*number*>.wav** where <*number*> corresponds to the prompt number.

Uploading a Custom Voice Prompt

After you have recorded the custom voice prompt, follow these steps to upload it to the Cisco Unified MeetingPlace Express system. After you have uploaded the custom voice prompt, the system automatically uses it because the original voice prompt was overwritten.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **Maintenance > Custom Prompts**.
3. Enter the fully-qualified pathname of the file containing the custom voice prompt to add or click **Browse** to locate the file.

Tip: You named the file in <u>Step 3</u> above.

1. Click **Upload File**.
2. Restart the system to activate the custom voice prompt by entering **sudo mpx_sys restart** in the CLI. For information about logging into the CLI, see Using the Command-Line Interface (CLI) in Cisco Unified MeetingPlace Express.

Related Topics

- Field Reference: Custom Prompts

Deleting a Custom Voice Prompt

Restriction

- You can only delete custom voice prompts; you cannot delete standard voice prompts.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **Maintenance > Custom Prompts**.
3. Do one of the following:

- To delete one or more custom voice prompts, select those you want to delete, and click **Delete Custom Prompt(s)**.
- To delete all custom voice prompts, click **Delete All**.

Navigating the Custom Prompts Page

By default, the Custom Prompt page displays 20 custom voice prompts per page. The following table describes how to change how custom voice prompts are displayed.

To	Do This
Display a shorter or longer list of custom voice prompts in one view	At the bottom of the page, in the Rows per page field, select the number of custom voice prompts to display. You can choose 10, 20, or 30.
Display a different page of custom voice prompts	At the bottom of the page, do one of the following: • In the Go field, enter the page number to display, and click **Go**. • Click the arrows to page through the list.

Related Topics

- How to Customize Voice Prompts