

[Cisco Unified MeetingPlace Release 6.1 > Cisco Unified MeetingPlace Audio Server > Maintaining > Creating, Uploading, and Deleting Custom Voice Prompts](#)

You can also create custom voice prompts in a recording studio. You upload these files, but they do not overwrite factory-shipped voice prompts. They are stored in and retrieved from a separate location.

Do the following procedures, in the order presented:

- [To Prepare to Record a Custom Voice Prompt in a Recording Studio](#)
- [To Create a Custom Voice Prompt in a Recording Studio](#)
- [To Upload Custom Voice Prompts to Cisco Unified MeetingPlace](#)

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To Prepare to Record a Custom Voice Prompt in a Recording Studio

The following steps apply to a Windows PC command prompt window.

1. Create the following directories to store the custom voice prompt files:
 - <hard drive>:\temp\1st sample prompts\lin**
 - <hard drive>:\temp\1st sample prompts\lat**
2. Ensure that you have obtained the following:
 - ◆ List of voice prompts. See [List of Voice Prompts](#).
 - ◆ Sound file editing software such as Adobe Audition, CoolEdit 2000, or equivalent.
 - ◆ dsp utility, its input file (called the X file), and the conv.bat script if you are doing batch conversions. Copy them to your <hard drive>:\temp\1st sample prompts\lin Windows directory.
 - Note:** Contact the Cisco TAC to obtain the dsp utility.
 - ◆ Cisco Unified MeetingPlace 8100 series server with Cisco Unified MeetingPlace Audio Server Release 5.1 or later installed, with telephony access.
3. Determine which voice prompt you want to customize. Generally, there is a one-to-one correlation between what you hear in the VUI and the voice prompts.
 - Note:** Some prompt names are identical so you may have to copy all the matching prompt numbers until you locate the one that activates the changes that you want to make.
4. Find the prompt number for that voice prompt by looking in [List of Voice Prompts](#).
 - Note:** Some voice prompts that you hear on the VUI are comprised of several smaller

prompts, so you may need to customize more than one voice prompt.

To Create a Custom Voice Prompt in a Recording Studio

1. Go to a recording studio and record the custom voice prompt. The resulting custom voice prompt file will have a .wav suffix.
2. Use a software tool such as Adobe Audition or CoolEdit to convert the .wav file to the required raw, headerless, 8 kHz, 16-bit linear PCM .lin file format.
3. Rename the custom voice prompt to *s####.lin* , where *s* means that this is a voice file, *####* is the voice prompt number, and .lin is the file format.

Note: The leading *s* must be lowercase. Do not include spaces in the file names.

4. Move the custom voice prompt to the <hard drive>:\temp\1st sample prompts\lin directory.
5. Convert the .lin prompt file to a .lat file by running the dsp utility. The dsp utility converts files from the .lin format to the .lat format. The X file is an input to the dsp utility and contains the commands to the dsp utility. Follow these steps:

1. Open a Windows command prompt.

2. Change directories by entering *cd <hard drive>:\temp\1st sample prompts\lin .*

3. Do one of the following:

◇ To convert only one custom voice prompt from a .lin file to a .lat file, enter the following at the Windows command prompt:

```
dsp s####.lin ..\lat\s####.lat junk -f 0.2 < X
```

The dsp utility should exit when it is finished. If it does not exit, you see a list of dsp utility choices. To exit, enter **16** .

◇ To convert all the .lin files in this directory and store them in the \lat directory, enter the following at the Windows command prompt:

```
conv ..\lat
```

The 16-bit, 8-kHz .lin prompt format is converted to the Cisco Unified MeetingPlace .lat format.

Note: Although you select an output file of format *s####.lat*, Windows might create the file as *S####.LAT*. You can transfer the file, but you must rename it to the *s####.lat* format because Unix is case sensitive.

To Upload Custom Voice Prompts to Cisco Unified MeetingPlace

1. Change folders to <hard drive>:\temp\1st sample prompts\lat.
2. If the filename for your custom voice prompt is uppercase, change it to lowercase. For example, if the filename is S1234.LAT, change it to s1234.lat.
3. Open a telnet session into the target Cisco Unified MeetingPlace 8100 series and log in as a technician.
4. Once you are in the telnet session, change to the superuser level. You need the password of the day (POD) to log in as a superuser. Contact Cisco TAC for the POD.
5. Navigate to the directory called /tmp/bnr on the target server by entering *cd /tmp/bnr .* (If this directory does not exist, create it first by entering *mkdir /tmp/bnr .*)
6. Remove any files that are in the /tmp/bnr directory by entering *rm ** . Enter *y* when prompted. Leave the telnet session active.
7. Use FTP to move the .lat files from the Windows folder called <hard drive>:\temp\1st sample prompts\lat to the /tmp/bnr directory on the Cisco Unified MeetingPlace hard disk. Make sure the FTP mode is binary (bin). Follow these steps:

1. In Windows, go to the folder called <hard drive>:\temp\1st sample prompts\lat,

2. At the Windows command prompt, enter *ftp -i <system name>* , where <system name> is the name of the target Cisco Unified MeetingPlace 8100 series server.
3. On the Cisco Unified MeetingPlace 8100 series server, go to the /tmp/bnr directory.
4. Run *mput *.lat* to transfer all the .lat files from Windows to the Cisco Unified MeetingPlace 8100 series server.
5. Exit FTP when finished.
8. In the CLI, make a copy of the *s####.lat* file and rename it *cpr####.lat*. The .cpr suffix means that this is a custom voice prompt. #### is the number of the voice prompt that you are customizing. For example, enter *cp s1234.lat cpr1234.lat* .
9. Run *bnrprompt -r* to install the custom voice prompt. The -r option loads the custom voice prompt from the /tmp/bnr directory.
10. Save your custom voice prompt. If a server disk containing the custom voice prompt is damaged or replaced, you will have to record the custom voice prompts again.
11. Restart your Cisco Unified MeetingPlace system.

Verifying That Your Custom Prompt Installed

After you have recorded a custom voice prompt, you may need to list all of them. Do the following procedure.

To Verify Installation of Custom Prompts

1. Open a telnet session into the target Cisco Unified MeetingPlace 8100 series and log in as a technician.
2. Once you are in the telnet session, change to the superuser level. You need the password of the day (POD) to log in as a superuser. Contact Cisco TAC for the POD.
3. Run *bnrprompt -l* to list all the custom voice prompts on your system. The screen displays the following:

```
csc$ bnrprompt -l
Starting English (US)...
Standard custom prompt exists 304
... Done with English (US) -> 1 custom prompt exists
(1776/1777)
FINISHED: List Custom Recorded (CR) Prompts complete!
```