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About Music and Voice Prompts

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.

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.

Topics in this section include:

- [Guidelines for Creating Custom Voice Prompts](#)
- [Guidelines for Creating Custom Music Prompts](#)
- [File Locations for Music and Voice Prompts](#)

Guidelines for Creating Custom Voice Prompts

- **Recording environment**-Make sure 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 might 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 might 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>/opt/cisco/meetingplace/afs/prompts/</p> <p>Language subdirectory examples:</p> <ul style="list-style-type: none"> • US English: <code>/opt/cisco/meetingplace/afs/prompts/en_US/</code> • German: <code>/opt/cisco/meetingplace/afs/prompts/de_DE/</code>
Custom	<p>/opt/cisco/meetingplace/afs/custom/prompts/</p> <p>Language subdirectory examples:</p> <ul style="list-style-type: none"> • US English: <code>/opt/cisco/meetingplace/afs/custom/prompts/en_US</code> • German: <code>/opt/cisco/meetingplace/afs/custom/prompts/de_DE</code> <p>Note: 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](#)

Restrictions for Customizing Music and Voice Prompts

Cisco Unified MeetingPlace does not play custom prompts for languages other than U.S. English for the music and silence prompts in the following list. The system always uses the U.S. English prompts regardless of their availability in other languages.

- sVOICELOGOLOCKED (1497)
- sMUSIC2002A (1494)
- sMUSIC2002B (1495)
- sMUSIC2002C (1532)
- sMUSIC2002D (1533)
- sJAZZ (303)
- sMUSAC (304)

- sPOP (305)
- sSILENCE (214)
- sSILENCELONG (1546)
- sSILENTPAUSE (1498)
- sSILENTPAUSEHALF (1496)
- sWAITALT (1547)

Related Topics

- [About Music and Voice Prompts](#)
- [How to Customize Music and Voice Prompts](#)

How to Customize Music and Voice Prompts

- [Creating a Custom Voice Prompt](#)
- [Creating a Custom Music Prompt](#)
- [Uploading a Custom Music or Voice Prompt](#)
- [Deleting a Custom Music or Voice Prompt](#)

Creating a Custom Voice Prompt

This task describes how to use the Sound Recorder application to record a custom voice prompt for Cisco Unified MeetingPlace. You can instead use a different commercially available sound recording tool or even obtain professional, studio-recorded prompts.

Note: If you want to create a custom music prompt, see the [Creating a Custom Music Prompt](#).

Before You Begin

- All voice prompts must be in 8 kHz, G.711 mu-law WAV PCM format.
- Determine the name, number, and file location of the voice prompt that you want to customize. See the following:
 - ◆ [File Locations for Music and Voice Prompts](#)
 - ◆ *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
- Read the following:
 - ◆ [Guidelines for Creating Custom Voice Prompts](#)
 - ◆ [Restrictions for Customizing Music and Voice Prompts](#)

Procedure

1. Open and set up the Sound Recorder application.
 1. Go to **Start > Programs > Accessories > Entertainment > Sound Recorder** on your PC.
 2. Select **File > Properties**.
 3. Select **Convert Now**.
 4. Select **CCITT u-Law** from the Format drop-down list.
 5. Select **8.000 kHz, 8-bit, mono** from Attributes.
 6. Select **OK**.
 7. Click **OK** on the Properties for Sound dialog box.
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.

What To Do Next

Proceed to the [Uploading a Custom Music or Voice Prompt](#).

Creating a Custom Music Prompt

This task describes how to convert a source music file to a custom music prompt for Cisco Unified MeetingPlace. The original source music file can be one that you created or a pre-recorded music file of your choosing.

Note: This procedure uses Adobe Audition, but you can use CoolEdit or another equivalent commercially available audio editing tool.

Before You Begin

- If you use a pre-recorded music file, make sure you comply with licensing terms or digital rights restrictions.
- Read the following:
 - ◆ [Guidelines for Creating Custom Music Prompts](#).
 - ◆ [Restrictions for Customizing Music and Voice Prompts](#)
- Determine the number and duration of the music file that you want to customize. See [Table: Music Prompt Numbers and Durations](#).
- Determine the location of the music file that you want to customize. See the [File Locations for Music and Voice Prompts](#).

Procedure

1. Use Adobe Audition to convert the source music file to a 16 bit, 8 kHz, mono, linear PCM, headerless file:

1. Open the Adobe Audition application.
 2. Select **File > Open** to open the source music file.
 3. Select **File > Save As**.
 4. Select an appropriate folder in the **Save In** field.
 5. Enter the temporary filename in the **File Name** field.
Use this format: **s<number>_temp.pcm**, where <number> is the Prompt Number.
 6. Select **PCM Raw Data (*.pcm, *.raw)** in the **Save As Type** field.
 7. Select **Options**.
 8. Select **16-bit Intel PCM (LSB,MSB)** in the **Data Formatted As** field.
 9. Select **OK**.
 10. Select **Save**.
2. Use Adobe Audition to adjust the converted music file to meet the Guidelines for Creating Custom Voice Prompts:
 1. Open Adobe Audition.
 2. Select **File > Open** to open the **s<number>_temp.pcm** file.
 3. Select **Analyze > Statistics**.
 4. Note the **Average RMS Power** for the music file:
 - ◇ If the value is between -23 dBm and -25 dBm, then skip to Step 3.
 - ◇ If the value is *outside* this target range, then proceed to Step 2.5 to correct this deficiency.
 5. Select **Edit > Select Entire Wave**.
 6. Select **Effects > Amplitude > Amplify**.
 7. Select the **Constant Amplification** tab.
 8. Enter a value equal to the difference between the target level -24 dBm and the measured average level in the **Amplification dB** field.
A positive value applies gain, while a negative value applies attenuation.
 9. Select **OK**.
 10. Return to Step 2.3.
 3. Convert the level-corrected music file to the required 8 kHz, mu-Law PCM WAV format:
 1. Select **File > Save As**.
 2. Select the same folder that you chose in Step 1.4 in the **Save In** field.
 3. Enter the correct filename for the custom music prompt in the **File Name** field.
Use this format: **s<number>.wav**, where <number> is the Prompt Number.
 4. Select **A/mu-Law Wave (*.wav)** in the **Save As Type** field.
 5. Select **Options**.
 6. Select **mu-Law 8 bit** in the **Data Formatted As** field.
 7. Select **OK**.
 8. Select **Save**.

What To Do Next

Proceed to the Uploading a Custom Music or Voice Prompt.

Uploading a Custom Music or Voice Prompt

Before You Begin

- Enabling a custom prompt requires a system restart, which terminates all existing call connections and deletes all manual changes made to the registry. Proceed only during a scheduled maintenance period or during a period of extremely low usage.
- Read the Restrictions for Customizing Music and Voice Prompts.

- Complete one of these tasks:
 - ◆ [Creating a Custom Voice Prompt](#)
 - ◆ [Creating a Custom Music Prompt](#)
- Music and voice prompts must be in 8 kHz, G.711 mu-law WAV PCM format.
- After you upload a custom prompt and restart the system, the system plays the custom prompt instead of the original prompt. Nevertheless, the original prompt remains intact; custom voice prompts and original voice prompts are stored in separate folders.

To revert to the original prompt, complete the [Deleting a Custom Music or Voice Prompt](#).

Procedure

1. Sign in to the Administration Center.
2. Select **Maintenance > Custom Prompts**.
3. Select the language of the custom prompt.
4. Enter the fully-qualified pathname of the custom prompt file, or select **Browse** to locate the file.
Tip: All music and voice prompt files are called s<number>.wav, where <number> corresponds to the [Prompt Number](#).
5. Select **Upload File**.
6. Restart the system to activate the custom prompt by entering the CLI `sudo mpx_sys restart` command on the Application Server.

Related Topics

- [Custom Prompts Page](#) in the [Administration Center Page References for Cisco Unified MeetingPlace \(A - C pages\)](#)
- [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server module](#)
- [File Locations for Music and Voice Prompts](#)

Deleting a Custom Music or Voice Prompt

Before You Begin

- This task requires a system restart, which terminates all existing call connections and deletes all manual changes made to the registry. Proceed only during a scheduled maintenance period or during a period of extremely low usage.
- After you delete a custom prompt and restart the system, the system reverts to playing the original prompt.
- You can delete only custom prompts; you cannot delete standard prompts.

Procedure

1. Sign in to the Administration Center.
2. Select **Maintenance > Custom Prompts**.
3. Perform one of these actions:
 - ◆ To delete one or more custom prompts, select those you want to delete, and select **Delete**

Selected.

- ◆ To delete all custom prompts, select **Delete All**.
4. Restart the system to activate the standard prompt by entering the **sudo mpx_sys restart** command in the Application Server CLI.

Related Topics

- [Custom Prompts Page](#) in the [Administration Center Page References for Cisco Unified MeetingPlace \(A - C pages\)](#)
- [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server module](#)