



## CHAPTER 6

# Configuring Interactive Response Messages for the Cisco Unified Videoconferencing 5100 MCU

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- [Setting a Text Overlay Language, page 6-1](#)
- [How to Manage Audio Messages, page 6-1](#)

## Setting a Text Overlay Language

### Procedure

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- Step 1** Select **Configuration**.
  - Step 2** Select **Customization**.
  - Step 3** Locate the Video display messages section.
  - Step 4** Select the required language.  
Set to English by default.
  - Step 5** Select **Apply**.
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## How to Manage Audio Messages

- [Saving All Audio Messages, page 6-2](#)
- [Uploading Individual Audio Messages, page 6-2](#)
- [Uploading Audio Messages, page 6-3](#)
- [Available MCU Messages, page 6-3](#)

## Saving All Audio Messages

You can save all audio messages currently in use on the MCU and download them to your computer in a single zip file.

### Procedure

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- Step 1** Select **Configuration**.
  - Step 2** Select **Customization**.
  - Step 3** Locate the Audio messages section.
  - Step 4** Select **Save** next to the Save messages pack file field to save the zip file containing the audio messages to a specified location on your computer.
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## Uploading Individual Audio Messages

You can upload individual audio messages from your computer to the MCU.

Files must be in the following formats:

- .wav file
- G.711 (CCITT)
- $\mu$ -Law
- 8-bit
- Sampling rate 8 kHz
- Mono

### Procedure

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- Step 1** Select **Configuration**.
  - Step 2** Select **Customization**.
  - Step 3** Locate the Audio messages section.
  - Step 4** Locate the Message files section.
  - Step 5** Locate the audio message that you want to save.
  - Step 6** Select the arrow in the Review column.
  - Step 7** Select **Browse**.
  - Step 8** Navigate to the file that you want to save and select **Save**.
  - Step 9** Select **Apply**.
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## Uploading Audio Messages

You can upload audio message packs from your computer to the MCU.

Files must be in the following formats:

- .wav file
- G.711 (CCITT)
- $\mu$ -Law
- 8-bit
- Sampling rate 8 kHz
- Mono



**Note** The file size is 3Mb.

### Procedure

- Step 1** Select **Configuration**.
- Step 2** Select **Customization**.
- Step 3** Locate the Audio messages section.
- Step 4** Locate the Messages pack section.
- Step 5** Select **Browse** in the Update messages pack file field and navigate to the message pack file that you want to upload.
- Step 6** Select **Open**.
- Step 7** Select **Apply**.

## Available MCU Messages

**Table 6-1** *MCU Audio Messages*

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Connected indication	Sound		Single participant	a participant first connects to a meeting
Enter meeting PIN	Thank you for attending the meeting. Enter the meeting PIN followed by the pound sign.	Enter PIN code	Single participant	a participant connects to a PIN-protected meeting (played after the Connected indication sound)
Wrong PIN, disconnecting	Incorrect PIN. Disconnecting.	Incorrect PIN code. Disconnecting...	Single participant	a participant tries to join a PIN-protected meeting after entering the wrong PIN three times in a row

Table 6-1 MCU Audio Messages (continued)

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Wrong PIN, enter a valid one.	Incorrect PIN. Enter the correct PIN followed by the pound sign.	Incorrect PIN code. Enter PIN code.	Single participant	a participant tries to join a PIN-protected meeting after entering the wrong PIN (less than three times in a row)
First participant in meeting	Thank you for attending the meeting. You are the first participant. Please hold.		Single participant	the first participant joins the meeting (after the Connected Indication and the Enter meeting PIN messages)
First participant and moderator	Thank you for attending the meeting. You are the first participant. You have moderation privileges.		Single participant	the first participant joined the meeting using the moderator PIN instead of the meeting PIN
New participant joined	Tone		All participants	a new participant has joined the meeting
Participant left	Tone		All participants	a participant has left the meeting
Success indication	Tone		Single participant	a DTMF command has succeeded
Enter party number	To dial out, please dial the number of the party you wish to invite to the meeting, followed by the pound sign.		Single participant	you are in invite mode (after dialing *8 via DTMF) and you do not dial any number for a period of time
Error indication	Tone		Single participant	a DTMF command has failed
Moderator privileges required	This action requires moderator privileges.		Single participant	you perform a DTMF command that requires moderator privileges without first becoming a moderator
Another moderator exists	Another participant is already moderating the meeting.		Single participant	you try to become the moderator via DTMF, but there is already another moderator for the meeting
Meeting control menu	To return to the meeting – press pound. To become the moderator – press 1. To mute or unmute your line – press 2. To control the volume of your line – press 3. To show or hide participants' names – press 4.		Single participant	you are in DTMF command mode (after dialing * or ** via DTMF) and you do not enter any command for a period of time

**Table 6-1** *MCU Audio Messages (continued)*

<b>Message Name</b>	<b>Recorded Message</b>	<b>Displayed Message</b>	<b>Played for ...</b>	<b>Played when ...</b>
Meeting control menu (personal layout disabled)	To return to the meeting - press pound. To become the moderator - press 1. To mute or unmute your line - press 2. To control the volume of your line - press 3.		Single participant	you are in DTMF command mode (after dialing * or ** via DTMF) and you do not enter any command for a period of time
Enter moderator PIN	Enter the moderator PIN followed by the pound sign.		Single participant	you try to become the moderator via DTMF and a moderator PIN is defined
Moderator menu	To return to the meeting - press pound. To stop moderating - press 1. To mute or unmute your line - press 2. To control the volume of your line - press 3. To show or hide participants' names - press 4. To terminate the meeting - press 5. To change the main video layout - press 6. To block admission to the meeting - press 7. To dial out - press 8. To mute/unmute all lines except yourself - press 9.		Single participant	you are in DTMF moderator mode (i.e. after becoming the moderator via DTMF) and you do not enter any command for a period of time
Moderator menu (blocked meeting)	To return to the meeting - press pound. To stop moderating - press 1. To mute or unmute your line - press 2. To control the volume of your line - press 3. To show or hide participants' names - press 4. To terminate the meeting - press 5. To change the main video layout - press 6. To allow admission to the meeting - press 7. To dial out - press 8. To mute/unmute all lines except yourself - press 9.		Single participant	you are in DTMF moderator mode (i.e. after becoming the moderator via DTMF) in a meeting whose admission is blocked and you do not enter any command for a period of time
Join sub-conference	You have joined a sub-conference.		Single participant	a participant joins a sub-conference
Leave sub-conference	You have left the sub-conference.		Single participant	a participant leaves a sub-conference
Join not allowed	For security reasons, please join from the MeetingPlace web conferencing interface. Goodbye.			Reserved for Cisco Unified MeetingPlace
No video resources	All video resources are currently in use. Please try again later.			Reserved for Cisco Unified MeetingPlace
Meeting terminating	The meeting is about to terminate.		All participants	a meeting is about to terminate

Table 6-1 MCU Audio Messages (continued)

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Organizer not yet joined	Please wait for the meeting moderator.		Single participant	you join a meeting in a waiting room mode before the moderator has joined
Organizer joined, meeting starts	The meeting will now begin.		All participants	the moderator joins a meeting in waiting room mode
Organizer left, meeting paused	You have been moved to the waiting room, please wait.		All participants	the moderator leaves a meeting in waiting room mode
Organizer back, meeting resumed	The meeting will now resume.		All participants	the moderator returns to a meeting in waiting room mode
Wrong moderator PIN	You have entered an incorrect moderator PIN.		Single participant	you have entered the wrong moderator PIN
You are the moderator	You are now the moderator.		Single participant	you have become the moderator of the meeting via DTMF
Muted	Muted		Single participant	you mute yourself via DTMF
Unmuted	Unmuted		Single participant	you unmute yourself via DTMF
Volume control menu	To decrease the volume, press zero. To increase, press one.		Single participant	you are in volume control mode (after dialing *3 via DTMF) and you do not enter any command for a period of time
Meeting admission blocked	Admission to the meeting is now blocked.		Single participant	you block admission to the meeting via DTMF
Meeting admission allowed	Admission to the meeting is now allowed.		Single participant	you allow admission to the meeting via DTMF
Dialing	Dialing.		Single participant	you invite a participant via DTMF
Invalid input	Invalid input.		Single participant	you press an invalid key during a DTMF command
Stopped moderating	You are no longer the meeting moderator.		Single participant	you have stopped moderating the meeting via DTMF
Change layout menu	Change layout. Please enter the number of participants to be seen on the screen or press zero for automatic layout.		Single participant	you are in change layout mode (after dialing *6 via DTMF) and you do not enter any command for a period of time

Table 6-1 MCU Audio Messages (continued)

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Mute/Unmute All menu	To mute all participants except yourself, press zero. To un-mute all participants, press 1.		Single participant	you are in mute/unmute all mode (after dialing *9 via DTMF) and you do not enter any command for a period of time
All muted	All participants are now muted.		Single participant	you mute all participants via DTMF
All unmuted	All participants are now unmuted.		Single participant	you unmute all participants via DTMF
<b>Silent</b>				
Meeting selection	Thank you for calling. To create a new meeting or join by ID, press nine. To select a meeting from the list, press the entry number.		Single participant	you dial the MCU Auto Attendant (with video)
Enter meeting ID	Enter the meeting ID followed by the pound sign.	Enter meeting ID	Single participant	you choose to create or join a meeting by ID during an Auto Attendant session, or when you dial the MCU Auto Attendant with audio only
Invalid meeting ID	You have entered an incorrect meeting ID.	The meeting ID is invalid.	Single participant	you enter an invalid meeting ID during an Auto Attendant session
Create meeting PIN	To create a PIN code to protect this meeting, enter a PIN code followed by the pound sign. Enter only the pound sign if you do not want PIN protection.	Creating a new meeting Enter PIN code (optional)	Single participant	you choose to create a new meeting during an Auto Attendant session
Create meeting failed	Failed to create a meeting.	Failed to create a meeting –[reason]. To join an existing meeting enter meeting ID Reason is one of: <ul style="list-style-type: none"> <li>• No resources</li> <li>• Not allowed</li> <li>• Other</li> </ul> When the reason is “other”, no reason is displayed.	Single participant	during Auto Attendant session, when meeting creation fails. Possible reasons: <b>No resources</b> —MCU is out of resources <b>Not allowed</b> —MCU is configured to disallow meeting creation by dial-in.

Table 6-1 MCU Audio Messages (continued)

Message Name	Recorded Message	Displayed Message	Played for ...	Played when ...
Create meeting – invalid PIN code	You have entered an invalid PIN. Enter a valid PIN using digits only followed by the pound sign.	The PIN code is invalid. Enter valid PIN code.	Single participant	during Auto Attendant session, when creating a new meeting and entering an invalid meeting PIN code (PIN code should be digits only)
Failed to connect to the meeting	Failed to connect to the meeting. Disconnecting.	Failed to connect to the meeting –[reason]. Reason is one of: <ul style="list-style-type: none"> <li>No endpoint support</li> <li>Other</li> </ul> When the reason is “other”, no reason is displayed.	Single participant	during Auto Attendant session, after user has selected a meeting, when the transfer to the selected meeting fails
Invalid meeting ID - try again	You have entered an incorrect meeting ID. Please enter your meeting ID followed by the pound sign.		Single participant	during Auto Attendant session, after user has entered an invalid meeting ID
Create meeting failed - reenter meeting	Failed to create a meeting. To join an existing meeting, enter your meeting ID followed by the pound sign.		Single participant	during Auto Attendant session, after meeting creation has failed (audio only caller)
Meeting ends in 10 min	The meeting is about to end in less than ten minutes.			during a scheduled conference, 10 minutes before the meeting is about to end
Meeting ends in 5 min	The meeting is about to end in less than five minutes.			during a scheduled conference, 5 minutes before the meeting is about to end
Meeting ends in 2 min	The meeting is about to end in less than two minutes.			during a scheduled conference, 2 minutes before the meeting is about to end
Meeting end in 1 min	The meeting is about to end in less than one minute.			during a scheduled conference, 1 minute before the meeting is about to end
Disconnecting	Disconnecting			during an auto-attendant session, when the user is expected to enter an input, no input has been detected and the user is being disconnected from the session



**Table 6-1** *MCU Audio Messages (continued)*

<b>Message Name</b>	<b>Recorded Message</b>	<b>Displayed Message</b>	<b>Played for ...</b>	<b>Played when ...</b>
No Input from user	I did not hear your entry.			during an auto-attendant session, when the user is expected to enter an input and no input has been detected
No video resources, connected as audio only	You are connected with audio only due to resource limitations. Please contact your system administrator if needed.			there are no video resources and the participant connected using audio only
Termination due to failure	The meeting is about to terminate due to a temporary failure. Please redial the meeting ID and report the incident to your system administrator.			during a scheduled conference, when a failure has occurred and the meeting is terminated
Meeting extended automatically	The meeting has been automatically extended.			during a scheduled conference, when the meeting has been automatically extended
Meeting extended by moderator	The meeting has been extended by the moderator.			during a scheduled conference, when the meeting has been extended by the moderator
Please hold	Thank you, please hold.			during an auto-attendant session, when the user is being transferred to the chosen conference

