



Maintenance

Prompt Library Maintenance

You can update, test, edit, delete, and add prompts in any IPRC supported library through the Prompt Library Maintenance screen. The following procedure takes you to the field in which you specify what you want to do.

-
- Step 1** Open the Prompt Library Maintenance screen.
 - Step 2** If you have assigned a library number to each of the libraries, enter the number of the library in which you want to update prompts in the LIBRARY field. Press **Enter**.
 - Step 3** The name of the library, the directory it's in, and a list of its prompts appear on-screen.
If you have not assigned a library number to the library, press **Next Field** and enter the library name in the NAME field. Press **Enter**.
The library's directory and a list of its prompts appear.
To specify the directory of a library, press **Next Field** until the cursor is in the DIRECTORY field and type the directory and path. Press **Enter**.
A list of the library's prompts appears.
 - Step 4** Press **Next Field** until the cursor is in the COMMAND field.
 - Step 5** Continue with one of the following procedures.
-

Adding Prompts to a Library

The Add function downloads prompts to an IPRC that were copied onto the hard drive.

-
- Step 1** Do steps 1 through 3 in the “[Prompt Library Maintenance](#)” section.
 - Step 2** Press **Select** until ADD appears.
 - Step 3** Insert the diskette.

- Step 4** Enter the source file name for the prompt you want to add. To add all the prompts in a library, type ***.SU4** in the Filename field. Be sure to specify the complete path for the prompt file(s) to copy into the library. For example: **A:/DIR/XXX.SU4**
-

Deleting Prompts from a Library

The Delete function permanently erases the prompt(s) you specify from the hard drive.

- Step 1** Do steps 1 through 3 in the [“Prompt Library Maintenance” section on page 3-1](#).
- Step 2** Press **Select** until DELETE appears.
- Step 3** Enter the filename of the prompt you want to delete. To delete all the prompts in a library, type ***.SU4** in the Filename field.
-

Editing Prompt Header Information in a Library

The Edit function in the Prompt Library Maintenance screen allows you to change the header information for prompts: the ID, filename, version, description, and law. Note that the Edit function does not change any of a file’s contents.

- Step 1** Do steps 1 through 4 in the [“Prompt Library Maintenance” section on page 3-1](#).
- Step 2** Press **Select** until EDIT appears.
- Step 3** Enter the filename of the prompt file you want to edit. Press **Next Field** to display the current attributes.
- Step 4** Enter the new information for the file in each of the fields. Press **Next Field** between each entry.
- Step 5** Press **Enter** when you are done.
-

Testing Prompts in a Library

Before you test prompts, you must first deactivate the line/trunk port that you want to use for the test. Place the port in diagnostic mode through the Card Maintenance screen. You must also make sure that there is an IPRC in service which supports the library you are testing. Refer to the *Cisco VCO/4K System Administrator’s Guide*.

- Step 1** Do steps 1 through 3 in the [“Prompt Library Maintenance” section on page 3-1](#).
- Step 2** Press **Select** until TEST appears.
- Step 3** Press **Next Field** until the cursor is in the first RLSP field.
- Step 4** Enter the R, L, S, and P positions of the port you are using to test the prompts.
- Step 5** Enter the prompt IDs in the order in which you want to test them. Press **Enter**.

- Step 6 Listen to the prompts through a handset.
-

Updating Prompts in a Library

When you update an IPRC, the system takes the contents of the library you specify and downloads it to IPRCs that support that library. You can update individual prompts one at a time or you can update an entire library.

-
- Step 1 Do steps 1 through 3 in the [“Prompt Library Maintenance” section on page 3-1](#).
- Step 2 Press **Select** until UPDATE appears.
- Step 3 To specify a particular prompt to update, press **Next Field** and enter the filename of the prompt file. Enter ***.SU4** to update an entire library.
- Step 4 Press **Enter**.
-

IPRC Administration Messages

The following messages are specific to the IPRC. For more detailed information, refer to *Cisco VCO/4K System Messages*.

Diagnostic Messages

The Service Circuit Test Utility screen from the Diagnostic Menu enables you to run diagnostics on the IPRC. The diagnostic tests include a DRAM test, a SCSI interface test, and a PCM interface test for the specified channels. The DRAM part of the diagnostic takes about 45 to 60 seconds to complete. The SCSI interface test takes about one second to complete. The PCM interface test takes about 10 seconds to complete. In each of the following messages, “R,L,S” refers to the rack, level, and slot location of the IPRC. Refer to the *Cisco VCO/4K System Administrator’s Guide* for more information.

DGN 08: IPRC R,L,S No Response From XXX Test

Issued when the IPRC under test does not respond to the diagnostic test request. “XXX” may be DRAM, SCSI Interface, or PCM Interface.

DGN 15: IPRC R,L,S XXX Test Passed

Issued following each executed test if the user has selected “N” in the screen field labeled, “Print Error Messages Only”.

Log/Status Messages

As you perform the prompt download procedure, you will see the following log or status messages. “R,L,S” refers to the rack, level, and slot location of the IPRC.

FRM 190: IPRC Prompt Verification Error - RLS X,X, X

The IPRC has detected the corruption of one or more prompts. Reload the IPRC with a new copy of the prompt library. Subsequent occurrences of this error may indicate an IPRC hardware problem.

FRM320: Initiating Prompt Download — RLS X, X, XX —SCSI Dev X

This message is issued when prompts are being downloaded to the specified IPRC. The SCSI device assigned to the IPRC is also specified.

FRM321: Prompt Download Complete —RLS X, X, XX

Prompt data has been downloaded to the IPRC in the slot location specified in the message.

FRM322: Prompt Download Error—RLS X, X, XX—SCSI Dev X

The prompt data download from the hard disk to the IPRC in the specified slot location has been abnormally interrupted. The SCSI device assigned to the IPRC is also specified.

FRM323: Prompt Upload Complete - RLS X, X,XX

Prompt data has been uploaded to the IPRC in the slot location specified in the message.

FRM 324: Prompt Upload Error - RLS X,X,XX

The prompt data upload to the IPRC has failed.

FRM 325: Error Removing IPRC from SCSI Bus - RLS X,X,XX - SCSI Dev XX

The system was unable to release the IPRC from the SCSI bus after the IPRC was downloaded. Reset the card.

General-Purpose Download-Specific Messages

In each of the following messages, “R,L,S” refers to the rack, level, and slot location of the IPRC.

FRM230: Phase 3—IPRC Download Complete

The application code has been broadcast to all in-service IPRCs in the system.

FRM231: IPRC Download Complete—RLS X, X, XX

The application code has been downloaded to the IPRC in the slot location specified in the message. A single card download occurs whenever an IPRC is removed and replaced in a subrack.

FRM232: Starting IPRC Application Download

At this point in a system restart, the IPRC application is being broadcast to all in-service IPRCs in the system. Also used to indicate that a directed download to an IPRC has begun.

FRM234: IPRC Download Did Not Reach Completion

The download of application code from the hard disk to the IPRCs has been abnormally interrupted. A minor system alarm has been set. A previous FRM message should appear in the log showing the aborted download.

Impulse Rule Processing

Impulse rule processing selects an IPRC port from a resource group if the rule specifies to present voice prompts. If all IPRC ports are unavailable, impulse rule processing aborts. An Impulse Rule Complete (\$DD) report is generated indicating the rule was aborted because no IPRC ports were available, followed by a Resource Limitation (\$D6) report (reported only for the first resource limitation encountered until the condition has been cleared).

An IPRC Port is allocated to the call and enabled when impulse rule processing encounters a SPEAK [xx] token. The IPRC port remains allocated to the call until rule processing ends. Any number of SPEAK [xx] tokens can be used in a rule. This token is most commonly used to prompt a user to enter digits or wait while a call is processed. Up to three digits can be entered in the additional data field to specify the prompt to present. When specifying a prompt number, verify that there is a prompt associated with that number. If no prompt can be found for a number, the call can hang waiting for a prompt to complete.

Refer to the *Cisco VCO/4K System Administrator's Guide* for more information on the SPEAK [xx] Impulse Rule token.

Updating Prompt Libraries via PCM

You can update prompt library information through the record function of the IPRC. In this case, the IPRC is used to record a specified prompt for the card. This prompt is then accessible by any port on the card. The prompt may then be stored on the VCO/4K system disk and subsequently uploaded to other IPRCs that support the same prompt library. If the recorded prompt is not stored to the VCO/4K system disk, it may be lost when the IPRC is downloaded again with prompt information. Use the \$6C command to record the prompts, and the \$91 command to store the prompts to disk. Refer to the *Cisco VCO/4K Extended Programming Reference* or *Cisco VCO/4K Standard Programming Reference* for more information.

Creating and Updating Prompt Libraries with the Editing Package

If you choose to create your own prompt set, the prompts must be recorded with

- An 8-bit sample size
- A u-Law encoding format
- An 8,000-Hz sample rate

The IPRC recognizes only a Cisco Systems proprietary format. The conversion utility SU4PAK modifies the 8-bit u-Law prompts into the IPRC-recognizable format. This conversion utility is supplied by Cisco Systems with the VFedit Prompt Editing Package. IPRC prompts must be modified with the SU4CHP utility before you edit them in VFedit.

An installation for creating prompts would consist of a PC-resident voice digitizing board, a microphone, and a speaker arrangement.

Standard IPRC Prompt Library

This listing identifies the Cisco Systems standard prompt library. The prompts are available in a two diskette set at no charge to customers. Contact a Cisco Systems sales representative if you wish to order.

The prompt number is shown in both decimal (for use in impulse rules) and hexadecimal (for use in commands).

Table 3-1 VCO/4K IPRC Prompt Library Set (Mu-Law or A-Law)

Prompt No. ^{1,2}	Hex	Message	Inflection, as used in:
1	\$01	one	
2	\$02	two	
3	\$03	three	
4	\$04	four	
5	\$05	five	
6	\$06	six	
7	\$07	seven	
8	\$08	eight	
9	\$09	nine	
10	\$0A	ten	
11	\$0B	eleven	
12	\$0C	twelve	
13	\$0D	thirteen	
14	\$0E	fourteen	
15	\$0F	fifteen	
16	\$10	sixteen	
17	\$11	seventeen	
18	\$12	eighteen	
19	\$13	nineteen	
20	\$14	twenty	
21	\$15	thirty	
22	\$16	forty	
23	\$17	fifty	
24	\$18	sixty	
25	\$19	seventy	
26	\$1A	eighty	
27	\$1B	ninety	
28	\$1C	hundred	
29	\$1D	thousand	
30	\$1E	million	

Table 3-1 VCO/4K IPRC Prompt Library Set (Mu-Law or A-Law) (continued)

Prompt No. ^{1,2}	Hex	Message	Inflection, as used in:
31	\$1F	zero	
32	\$20	oh	
33	\$21	January	
34	\$22	February	
35	\$23	March	
36	\$24	April	
37	\$25	May	
38	\$26	June	
39	\$27	July	
40	\$28	August	
41	\$29	September	
42	\$2A	October	
43	\$2B	November	
44	\$2C	December	
45	\$2D	Sunday	
46	\$2E	Monday	
47	\$2F	Tuesday	
48	\$30	Wednesday	
49	\$31	Thursday	
50	\$32	Friday	
51	\$33	Saturday	
52	\$34	day	
53	\$35	week	
54	\$36	month	
55	\$37	year	
56	\$38	the time	(at the tone) the time (will be...)
57	\$39	minutes	(...twelve o'clock, and thirteen) minutes .
58	\$3A	seconds	(...twelve thirteen, and twenty) seconds .
59	\$3B	a.m.	
60	\$3C	p.m.	
61	\$3D	dollars	
62	\$3E	cents	
63	\$3F	a	
64	\$40	again	
65	\$41	to play back	

Table 3-1 VCO/4K IPRC Prompt Library Set (Mu-Law or A-Law) (continued)

Prompt No. ^{1,2}	Hex	Message	Inflection, as used in:
66	\$42	the	
67	\$43	is	
68	\$44	is not	
69	\$45	are	
70	\$46	are not	
71	\$47	I didn't understand that.	
72	\$48	that	
73	\$49	will be	
74	\$4A	is being	
75	\$4B	has been	
76	\$4C	of	
77	\$4D	and	
78	\$4E	you have	you have (entered a number...)
79	\$4F	your	
80	\$50	later	
81	\$51	with	
82	\$52	or	
83	\$53	yes	
84	\$54	no	
85	\$55	no longer	(are) no longer (in service)
86	\$56	in service	(are no longer) in service.
87	\$57	out of service	(is) out of service.
88	\$58	now	(press one) now.
89	\$59	another	(make) another (selection)
90	\$5A	to send	
91	\$5B	sent	(has been) sent.
92	\$5C	to receive	
93	\$5D	received	(has been) received.
94	\$5E	at the tone	(please speak your name) at the tone.
95	\$5F	at the prompt	(please speak your name) at the prompt.
96	\$60	when you hear the tone	(please speak) when you hear the tone.
97	\$61	message	(to record a) message,...
98	\$62	fax	(to send a) fax,...
99	\$63	today is	today is (Tuesday)
100	\$64	speed dial	(press # to) speed dial.

Table 3-1 VCO/4K IPRC Prompt Library Set (Mu-Law or A-Law) (continued)

Prompt No. ^{1,2}	Hex	Message	Inflection, as used in:
101	\$65	call	(to place a collect) call , (press 1)
102	\$66	all circuits	all circuits (are busy)
103	\$67	person	(that) person (is not available)
104	\$68	name	(speak the) name (of the person you are calling)
105	\$69	telephone number	(enter your) telephone number .
106	\$6A	number	(please enter your credit card) number (now)
107	\$6B	the number you are calling	the number you are calling, (555-1212, is ...)
108	\$6C	the number you have entered	the number you have entered (is invalid)
109	\$6D	pound sign	(press) pound sign (when complete)
110	\$6E	star	(press) star (when complete)
111	\$6F	an international	(to place) an international (call,)
112	\$70	a direct call	(to place) a direct call ,
113	\$71	a domestic	(to place) a domestic (call,)
114	\$72	a collect call	(to place) a collect call ,
115	\$73	a person-to-person call	(to place) a person-to-person call ,
116	\$74	a long-distance	(to place) a long-distance (call,)
117	\$75	account code	(please enter your) account code .
118	\$76	authorization code	(please enter your) authorization code .
119	\$77	calling card	(please enter your) calling card (number)
120	\$78	credit card	(please enter your) credit card (number)
121	\$79	P-I-N code	(please enter your) P-I-N code .
122	\$7A	Social Security Number	
123	\$7B	debit card	(please enter your) debit card (number)
124	\$7C	selection	(please enter your) selection .
125	\$7D	location code	(please enter your) location code .
126	\$7E	password	(please enter your) password .
127	\$7F	mailbox	(please enter your) mailbox (number)
128	\$80	digit	(please enter your three-) digit (number)
129	\$81	area code	(please enter your) area code .
130	\$82	conference call	(to place a) conference call , (press)
131	\$83	will be with you shortly	(an operator) will be with you shortly
132	\$84	for additional	for additional (assistance)
133	\$85	directory	(for) directory (assistance)

Table 3-1 VCO/4K IPRC Prompt Library Set (Mu-Law or A-Law) (continued)

Prompt No. ^{1,2}	Hex	Message	Inflection, as used in:
134	\$86	assistance	(for additional) assistance , (please stay on the line)
135	\$87	information	(for additional) information , (please stay on the line)
136	\$88	services	(for additional) services , (please stay on the line)
137	\$89	customer service	(for) customer service , (press 1)
138	\$8A	operator assistance	(for) operator assistance , (press 0)
139	\$8B	an operator	(to speak with) an operator , (press 0)
140	\$8C	all operators	all operators (are busy)
141	\$8D	all representatives	all representatives (are busy)
142	\$8E	a representative	a representative (will be with you shortly)
143	\$8F	when finished	(press pound) when finished .
144	\$90	to call beyond the local area	to call beyond the local area , dial 1, 0)
145	\$91	press	(for directory assistance) press (4,1,1)
146	\$92	to place	to place (a long distance call)
147	\$93	make	(please) make (another selection)
148	\$94	dial	dial (one plus...)
149	\$95	please enter	please enter (your social security number)
150	\$96	try again	(please) try again
151	\$97	to erase	to erase (the message)
152	\$98	to record	to record (a message)
153	\$99	...speak	...speak (distinctly)
154	\$9A	...speak your name	...speak your name (at the prompt)
155	\$9B	to speak with...	to speak with (an operator, press 0)
156	\$9C	if this is	if this is (correct, press 2)
157	\$9D	correct	(if this is) correct , (press 1)
158	\$9E	valid	(is no longer) valid .
159	\$9F	available	(an operator is not) available (at this time)
160	\$A0	activated	(that service is not) activated
161	\$A1	are busy	(all circuits) are busy ,...
162	\$A2	is being processed	(your call) is being processed
163	\$A3	please	please (hold)
164	\$A4	begin over	(to) begin over , (press pound)
165	\$A5	please hold	please hold.
166	\$A6	please wait	please wait.

Table 3-1 VCO/4K IPRC Prompt Library Set (Mu-Law or A-Law) (continued)

Prompt No. ^{1,2}	Hex	Message	Inflection, as used in:
167	\$A7	please stay on the line.	please stay on the line.
168	\$A8	will be right with you	(an operator) will be right with you
169	\$A9	please hang up and try your call again.	
170	\$AA	please check the number and call again.	
171	\$AB	please call the customer service number located on the back of your card.	
172	\$AC	please dial the number you wish to reach.	
173	\$AD	please enter your...	please enter your (credit card number)
174	\$AE	...then dial your call when requested to do so.	
175	\$AF	your call cannot be completed at this time...	
176	\$B0	your call cannot be completed as dialed...	
177	\$B1	the area code and number you wish to call	(please dial) the area code and number you wish to call.
178	\$B2	we are processing your credit card information	
179	\$B3	all connections to the selected carrier are busy	
180	\$B4	the credit card that you have selected cannot be used for this call	
181	\$B5	calls within this area code cannot be presently billed to a credit card	
182	\$B6	you are not authorized to use this service	
183	\$B7	the following service is not available for 800 numbers	
184	\$B8	calls inside the local service area.	(it is not necessary to dial 1 for) calls inside the local service area.
185	\$B9	this service is not available	this service is not available (to your area code)
186	\$BA	operator assistance is not available through this service.	
187	\$BB	you have entered an invalid...	
188	\$BC	We're sorry...	

Table 3-1 VCO/4K IPRC Prompt Library Set (Mu-Law or A-Law) (continued)

Prompt No. ^{1,2}	Hex	Message	Inflection, as used in:
189	\$BD	...your call will be billed by	...your call will be billed by (AT&T)
190	\$BE	if you want to record a message to be delivered to this number,	if you want to record a message to be delivered to this number, (press 4)
191	\$BF	has exceeded the daily use limit	(your credit card) has exceeded the daily use limit.
192	\$C0	please call customer service at...	
193	\$C1	thank you.	
194	\$C2	thank you for using...	thank you for using (AT&T)
195	\$C3	AT&T	
196	\$C4	MCI	
197	\$C5	Sprint	
198	\$C6	LOGICALL	
199	\$C7	VT 1	
200	\$C8	SITEL	(SIGH-TEL)
201	\$C9	VIATEL	(VEE-AH-TEL)
202	\$CA	World Phone Card	
203	\$CB	For English service, press 1.	
204	\$CC	That is not a valid key.	
205	\$CD	one, zero, two eight eight, plus	(pausing as in: "1, 0, ATT, plus...")
206	\$CE	Welcome to Simon 800 Access	
207	\$CF	...using a one.	
208	\$D0	the number is	the number is (555...)
209	\$D1	please speak...	
210	\$D2	...you have entered	
211	\$D3	o'clock	
212	\$D4	...at this time	
213	\$D5	(one second of silence)	
214	\$D6	(three seconds of silence)	
215	\$D7	(Stutter Dial Tone)	

1. As viewed from the Prompt Library Maintenance Screen.
2. Prompt filenames are structured as follows: Pn.su4 where n is the number of the prompt.