



**Avaya™ Speech Access (SA) For
Communication Manager**
Release 1.0

Installation Guide

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Issue 1
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Your comments are welcome. They can assist us in improving our documentation. Please address your comments to infodev@avaya.com.

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About This Guide

Information in this guide is intended for the person responsible for installing Avaya Speech Access for Communication Manager.

Using This Manual Online

The following guidelines explain how to use this manual online:

- Text that is underlined in [green](#) links to the underlined topic. Text underlined in [blue](#) links to a URL. Click the underlined text to jump to the topic.
- To jump to a topic from the Contents page, click the topic name or page number.
- To navigate forward and backward through the manual, use the tools provided by Acrobat Reader.

For Additional Information

For the latest product and support information, visit the Avaya Speech Access Web site at:

<http://support.avaya.com/>

Speech Access Components and Requirements

This section provides basic information about Avaya Speech Access (SA) components and installation requirements. If you are already familiar with SA and want to begin the installation now, skip to the step-by-step instructions (["Speech Access Installation" on page 5](#)).

Updated information about SA is provided in the product **Release Notes** (available on CD1 under **Documentation**). Read the **Release Notes** before performing any of the procedures in this guide. To install SA successfully, the listed hardware and software prerequisites must already be installed on the server.

For more information about SA, refer to Microsoft Management Console (MMC) Administration SA Help.

Note: The Speech Server is a standalone configuration that runs without a UCC Base Server.

SA Components

When you complete the SA installation procedure (see ["Speech Access Installation" on page 5](#)), you have a single-server implementation of SA. The server on which you install and run the SA components is referred to as the SA *controller node*. Whether the implementation remains a single-server implementation or, in the future, the system is upgraded to a multiple-server configuration, the SA installation is collectively referred to as a *serverset*.

This guide provides procedures for installing the following components:

- **Nuance** – Software that provides SA speech recognition.
- **Speechworks Speechify** – Software that provides SA Text-to-Speech.
- **Speech Server** – Software platform on which SA runs.
- **Avaya License Server** – Utility that enables you to manage software licenses obtained from Avaya, Inc.
- **Speech Access for Communication Manager Application** – SA application that runs on a Speech Server platform.
- **Speech Server Management Console** – Microsoft Management Console (MMC)-based utility from which you configure and manage a Speech Server.
- **Speech Access Web Management** – Collection of the following browser-based utilities that support SA administration over the Web:
 - **Speech Access User Manager** – Enables you to perform user administration functions such as adding and deleting user accounts.
 - **Speech Server Reports** – Enables you to view system logs.
 - **Speech Access User Preferences** – Enables SA subscribers to change their SA settings.

Important: Ensure the Windows Services Applet is *closed*. Installation errors occur if the Services Applet is open during the installation of the Speech Access and Speech Server applications.

Minimum Hardware Requirements

[Table 1](#) lists the hardware components for the SA platform on which you install Avaya Speech Access. Refer to the **Release Notes** to determine how many Ports are supported.

Table 1 Speech Server Hardware Requirements

Hardware Components	1 to 20 Ports	21 to 40 Ports	41 to 80 Ports
Intel Processor(s)	One 2 GHz Pentium 4 processor (or larger)	One 2 GHz Pentium 4 (or larger) Note: Dual-processor recommended	Two 2 GHz Pentium 4 processors (or larger)
Memory	2 GB	3 GB	4 GB
Drives (SCSI Recommended)	<ul style="list-style-type: none"> ■ 20 GB available hard drive space ■ CD-ROM drive 	<ul style="list-style-type: none"> ■ 30 GB available hard drive space ■ CD-ROM drive 	<ul style="list-style-type: none"> ■ 40 GB available hard drive space ■ CD-ROM drive
Network	100 Mbit PCI LAN Adapter	100 Mbit PCI LAN Adapter	100 Mbit PCI LAN Adapter
Slots	None	One available 5-volt 32-bit PCI slot	One available 5-volt 32-bit PCI slot
Telephony Adapter (if Required)	None	None	One NMS CG6000
Modem (optional)	Required for remote troubleshooting of the SA installation		

Software Prerequisites

The following software must already be installed on the Speech Server before you begin the SA installation:

- Windows 2000 Server Operating System with Service Pack 3

The operating system must be configured to use the NTFS file system and pagefile of 4095 MB memory. It must also be optimized for background services.

Note: Ensure that the Server Service is running.

- Microsoft Internet Explorer 6.0
- Microsoft Internet Information Server (IIS)
- Microsoft Simple Mail Transport Protocol (SMTP)

- Windows 2000 Support Tools, available on the Windows 2000 Server installation media (optional tool for troubleshooting the SA installation and sizing a large LDAP directory)
- Remote access software, such as pcAnywhere (optional tool for remote administration)

Note: By default, IIS is added during the Windows 2000 Server operating system installation. If you are installing Windows 2000 just prior to beginning the SA installation, do not disable this component. If the Windows 2000 installation on the Speech Server does not include IIS, you must install it before installing SA.

What You Need Before You Begin

You must have the following before you begin the SA installation:

- Access to telephone network information, including:
 - Switch IP address used for registering IP phones
 - IP address of the System Administration Terminal (SAT)
 - SAT login and password
 - 7434 No Display (ND) extensions
- Avaya Speech Access Software CDs:
 - **CD1** – Auto run, Documentation, Avaya Software, and Prerequisites
 - **CD2** – Speechify 2.1.3 and Speechify Voices
 - **CD3** – Nuance 8.0, Nuance Service Pack, and Language modules
- Working knowledge of Windows 2000 Server administration
- Administrator login privileges on the Speech Server
- The SA License File sent to the customer or installer at the time of purchase
- Secure Socket Layer (SSL) Certificate (highly recommended)

Speech Access Installation

This section provides step-by-step instructions to install the SA software components from the CDs. See "[Speech Access Components and Requirements](#)" on page 1 for introductory information.

Updated information about SA is provided in the product **Release Notes** (available on CD1 under **Documentation**). Read the **Release Notes** *before* performing any of the procedures in this guide. To install SA successfully, the listed hardware and software prerequisites must already be installed on the server.

Note: The installation of SA for Communication Manager involves several automatic restarts of the system.

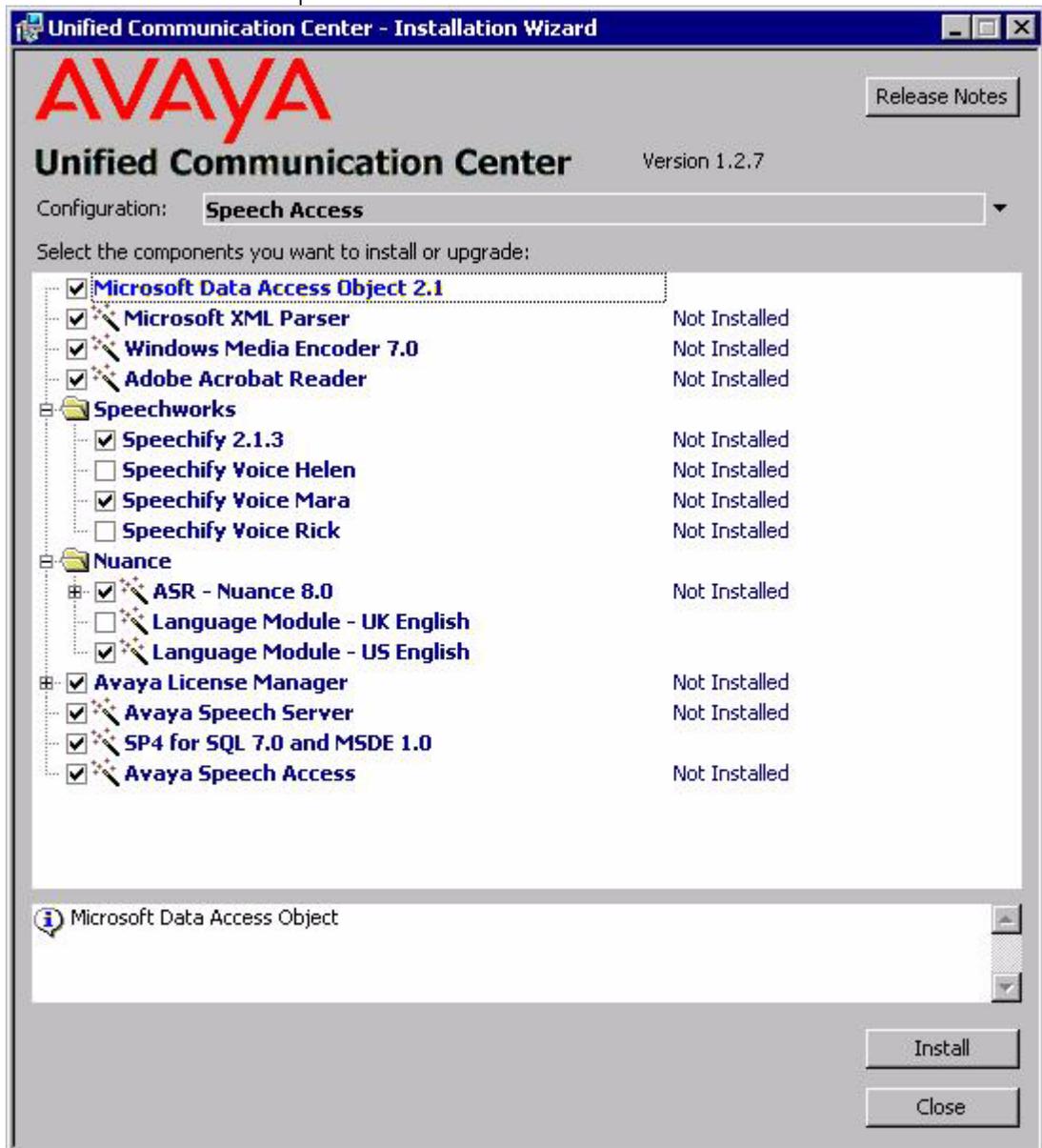
Important!

1. The SA installation instructions are presented in several parts. The physical installation and configuration of SA is one continuous process.
2. Ensure that **C:** on the Speech Server has a minimum of 500 megabytes of free disk space. Several install packages fail to install if sufficient disk space is *not* available.
3. Do *not* use Terminal Services during installation. If Terminal Services are used the:
 - Installation Wizard Auto Reboot feature does not function correctly
 - Microsoft Data Engine (MSDE) fails during the Speech Server installation

Part 1 – Installing CD1 (Prerequisites)

Procedure	Step-by-Step Instructions
<p>I.</p> <p>Service Account and the Installation Wizard</p>	<p>Important: Disable your virus software before beginning the installation. Set Dr. Watson so it does not display by doing the following:</p> <ol style="list-style-type: none"> a. Run drwtsn32.exe. b. Uncheck the visual notification option. c. Click OK. <p>The Service Account is a <i>Windows User Account</i>. The Speech Server processes run in the context of <i>this</i> account. The Service Account is a:</p> <ul style="list-style-type: none"> ■ Domain Account ■ Member of the Local Administrators group. <p>Note: You must log in as the Service Account to install SA.</p> <ol style="list-style-type: none"> 1. Log in as the Service Account. 2. Insert CD1 into the CD-ROM drive. <p>Note: The CD auto runs and the Avaya Speech Access for Communication Manager main menu displays. The main menu contains the following clickable topics:</p> <ul style="list-style-type: none"> ■ Speech Access ■ Administration Station ■ Documentation ■ Browse CD ■ Contact Us <ol style="list-style-type: none"> 3. Click Speech Access on the main menu. 4. Read the Avaya End User License Agreement, and then click Accept. The Service Account Information dialog box displays.

Procedure (Continued)	Step-by-Step Instructions (Continued)
<p>I. (Continued)</p> <p>Service Account and the Installation Wizard</p>	<p>5. Type your Domain Account password, and click Next. The System Prerequisites dialog box displays.</p> <p>6. Verify all prerequisites are met. Click Finish. The Installation Wizard dialog box displays.</p> <p>7. Select Speech Access under Configuration. Refer to Figure 1.</p> <p>Figure 1. Installation Wizard</p>



8. Expand the list of folders.

Procedure (Continued)	Step-by-Step Instructions (Continued)
<p>I. (Continued)</p> <p>Service Account and the Installation Wizard</p>	<p>9. Ensure that the following items are checked or already installed:</p> <ul style="list-style-type: none"> ■ Microsoft Data Access Object 2.1 ■ Microsoft XML Parser ■ Windows Media Encoder 7.0 ■ Adobe Acrobat Reader ■ Speechify 2.1.3 ■ Speechify Voices – Select desired voice(s): <ul style="list-style-type: none"> ■ Mara (US female voice) ■ Rick (US male voice) ■ Helen (UK female voice) ■ ASR – Nuance 8.0 ■ Nuance 8.0 Service Pack 030411 ■ Language Module (select UK or US English) ■ Avaya License Manager ■ InstallShield Scripting Engine ■ Avaya Speech Server ■ SP4 for SQL 7.0 and MSDE 1.0 ■ Avaya Speech Access <p>10. Click Install. The Data Access Objects (DAO) 2.1 Welcome screen displays.</p> <p>Important: Select Later if you are prompted to reboot your system <i>now</i> or <i>later</i>. If you accidentally choose Now, repeat Steps 1 to 8 after the system reboots, ensure that all the components that are not currently installed are checked, and click Install.</p> <p>11. Click Next.</p> <p>12. Click Finish when the DAO InstallShield dialog box displays.</p>

Procedure (Continued)	Step-by-Step Instructions (Continued)
II. XML Parser Setup	<ol style="list-style-type: none"> 1. Click Next when the XML Parser Setup screen displays. 2. Read and accept the Microsoft End User License Agreement, and then click Next. The Customer Information dialog box displays. 3. Type your: <ul style="list-style-type: none"> ■ User Name ■ Organization 4. Click Next. 5. Click Install when the Ready to Install dialog box displays. 6. Click Finish when the Installation Complete Wizard dialog box displays.
III. Windows Media Encoder 7	<ol style="list-style-type: none"> 1. Read and accept the License Agreement, and then click Yes. 2. Click Next when the Welcome to Windows Media Encoder 7 Setup Wizard displays. 3. Click Finish to begin the installation. Note: Click Yes if you are prompted to create the Windows Media Components folder. 4. Select Exit Setup on the Setup Complete dialog box, and click OK. The Installing Components screen re-displays.
IV. Adobe Acrobat Reader	<ol style="list-style-type: none"> 1. Press Alt + Tab until the Acrobat Reader 5.0.5 Setup dialog box displays. 2. Click Next. The Destination Location dialog box displays. 3. Accept the default path, or click Browse to select a specific path. Click Next. 4. Click OK when the Information dialog box displays. 5. Go to "Part 2 – Installing CD2 (Speechify 2.1)" on page 10 when the Please Insert CD Number: 2 dialog box displays.

Part 2 – Installing CD2 (Speechify 2.1)

Procedure	Step-by-Step Instructions
V. Speechify 2.1	<ol style="list-style-type: none"> 1. Insert CD2, and click OK on the Please Insert CD Number: 2 dialog box. 2. Click Next when the Speechify 2.1 for Windows Setup dialog box displays. 3. Read and accept the Speechify End User License Agreement, and click Next. 4. Click Complete when the Choose Setup Type dialog box displays. 5. Click Install on the Ready to Install dialog box. 6. Click Finish to exit the Setup Wizard. 7. Click Next when the Speechify 2.0 Voice dialog box displays. 8. Read and accept the Speechify 2.0 Voice License Agreement, and then click Next. <p> CAUTION: You <i>must</i> accept the default path in step 9.</p> <ol style="list-style-type: none"> 9. Click Next to accept the default path when the Destination Folder dialog box displays. 10. Click Install on the Ready to Install Program dialog box. 11. Click Finish on the InstallShield Wizard Completed dialog box. 12. Go to "Part 3 – Installing CD3 (Nuance 8.0.0)" on page 11 when the Please Insert CD Number: 3 dialog box displays.

Part 3 – Installing CD3 (Nuance 8.0.0)

Procedure	Step-by-Step Instructions
VI. Nuance 8.0.0	<ol style="list-style-type: none"> 1. Insert CD3, and click OK on the Please Insert CD Number: 3 dialog box. The Extracting Files screen and Progress Bar display. 2. Read and click Yes to accept the Nuance V8.0.0 License Agreement. 3. Type the following in the Customer Information dialog box, and then click Next: <ul style="list-style-type: none"> ■ Your user name ■ Your company name 4. Click Next when the Choose Destination Location dialog box displays. 5. Select Compact on the Setup Type dialog box, and click Next. 6. Accept the default when the Select Program Folder dialog box displays, and click Next. The Copying Program Files screen and Progress Bar display. 7. When the InstallShield Wizard Complete dialog box displays: <ol style="list-style-type: none"> a. Ensure that the Install Watcher as a Windows 2000 Service check box is selected. b. Click Finish. Another InstallShield Wizard Complete dialog box displays. <p>Important: Select "No, I will restart my computer later".</p>

Procedure (Continued)	Step-by-Step Instructions (Continued)
VI. (Continued) Nuance 8.0.0	8. Click Finish . Note: The following occurs automatically: <ul style="list-style-type: none"> ■ System restart ■ Log in 9. Click Accept when the Avaya End User License Agreement displays.
VII. WinZip Self-Extractor Language Module – EnglishAmerica V8-0-R2	The Installation Wizard re-displays in the background. <ol style="list-style-type: none"> 1. Click Unzip to extract the files to the following default folder: C:\Nuance\v8.0.0 2. Click OK on the WinZip Self-Extractor dialog box. 3. Click Close on the WinZip Self-Extractor Language Module dialog box. <p> CAUTION: A second WinZip Self-Extractor dialog box opens after you close the first. Follow the directions in Steps 4 through 7.</p> <p>The WinZip Self-Extractor - CORE-8-0-0 SP030124 dialog box displays.</p> <ol style="list-style-type: none"> 4. Click Unzip to extract the files to the default directory. 5. Click OK on the WinZip Self-Extractor dialog box. 6. Click Close on the WinZip Self-Extractor - CORE-8-0-0 SP030124 dialog box. 7. Go to “Part 4 – Installing Avaya License Manager” on page 13 when the Please Insert CD Number: 1 dialog box displays.

Part 4 – Installing Avaya License Manager

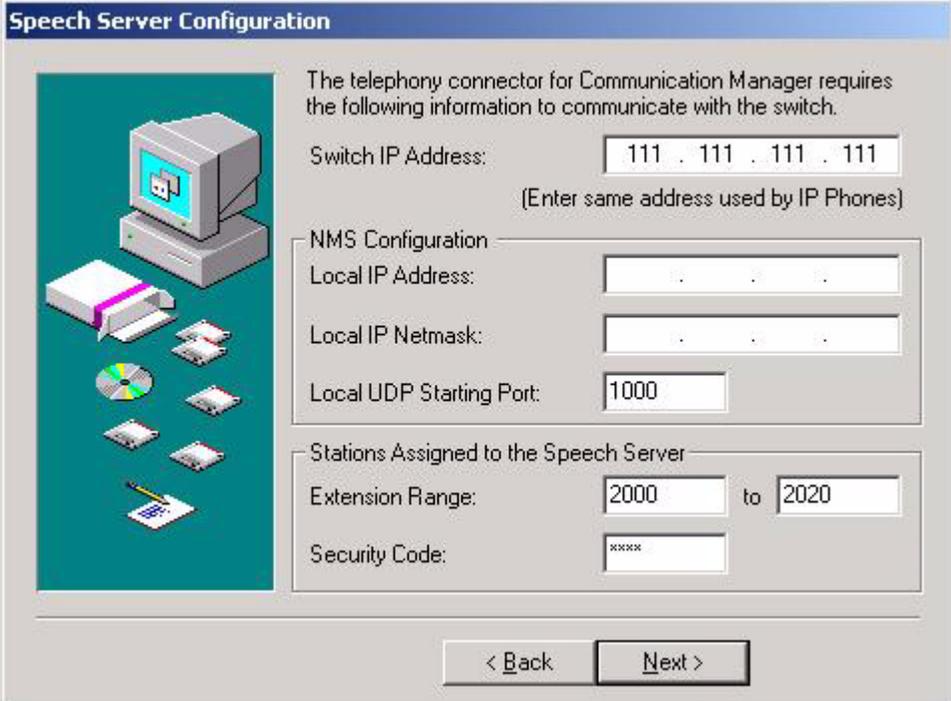
Procedure	Step-by-Step Instructions
<p>VIII.</p> <p>Avaya License Manager</p>	<ol style="list-style-type: none"> 1. Insert CD1. Note: The CD auto runs and the Communication Manager main menu re-displays. 2. Press Alt + Tab until the Please Insert CD Number: 1 dialog box displays, and click OK. 3. Press Alt + Tab until the ISScript InstallShield Wizard displays. 4. Click Next. 5. Read and accept the ISScript License Agreement, and click Next. 6. Click Install on the Ready to Install the Program dialog box. 7. Click Finish. 8. Click Next when the Avaya License Manager InstallShield Wizard dialog box displays. 9. Select a language and click Next on the License Agreement Language Selection dialog box. 10. Read and accept the Avaya End User License Agreement, and click Next. The Secure Socket Layer (SSL) Information dialog box displays. 11. Determine if you require the SSL to be enabled (highly recommended), and click Next. 12. Click Next on the Destination Folder dialog box to accept the default location. 13. Click Install to install the Avaya License Manager. 14. Click Finish when the InstallShield Wizard Completed dialog box displays. The system performs an automatic restart. 15. Go to "Part 5 – Installing Avaya UCC Speech Server" on page 14.

Part 5 – Installing Avaya UCC Speech Server

Procedure	Step-by-Step Instructions
IX. Avaya UCC Speech Server	<ol style="list-style-type: none"> 1. Click Next when the UCC 1.2 Welcome dialog box displays. 2. Read and accept the Avaya End User License Agreement. The Installation Wizard re-displays after a few seconds. 3. Click Next. The Speech Server installation starts. 4. Click Next on the Choose Destination dialog box to accept the default location. The Install MSDE Decision dialog box displays. 5. Select Install MSDE, and click Next. 6. Click Next on the Choose Destination Location dialog box to accept the default location. 7. Accept the default when the Select Program Folder dialog box displays, and click Next. The installation of the Speech Server begins, and a Progress Bar displays. Several Information boxes display consecutively. Note: Click OK, to continue the installation if a password error dialog displays during the MSDE install. The installation of "Microsoft SQL Server Service Pack 4" on page 20 resolves this MSDE issue. 8. Click OK on the SQL Server Service Pack 4 Information dialog box. 9. Type your company name in the respective field when the Speech Server Configuration dialog box displays, and then click Next. The Speech Server Configuration Voice Over IP (VOIP) Address dialog box displays. Refer to Figure 2 on page 15.

Procedure (Continued)	Step-by-Step Instructions (Continued)
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IX. (Continued)

Avaya UCC Speech Server**Figure 2. Speech Server VOIP Address**


The telephony connector for Communication Manager requires the following information to communicate with the switch.

Switch IP Address:
(Enter same address used by IP Phones)

NMS Configuration

Local IP Address:

Local IP Netmask:

Local UDP Starting Port:

Stations Assigned to the Speech Server

Extension Range: to

Security Code:

< Back Next >

10. Complete the following:

- Switch IP Address

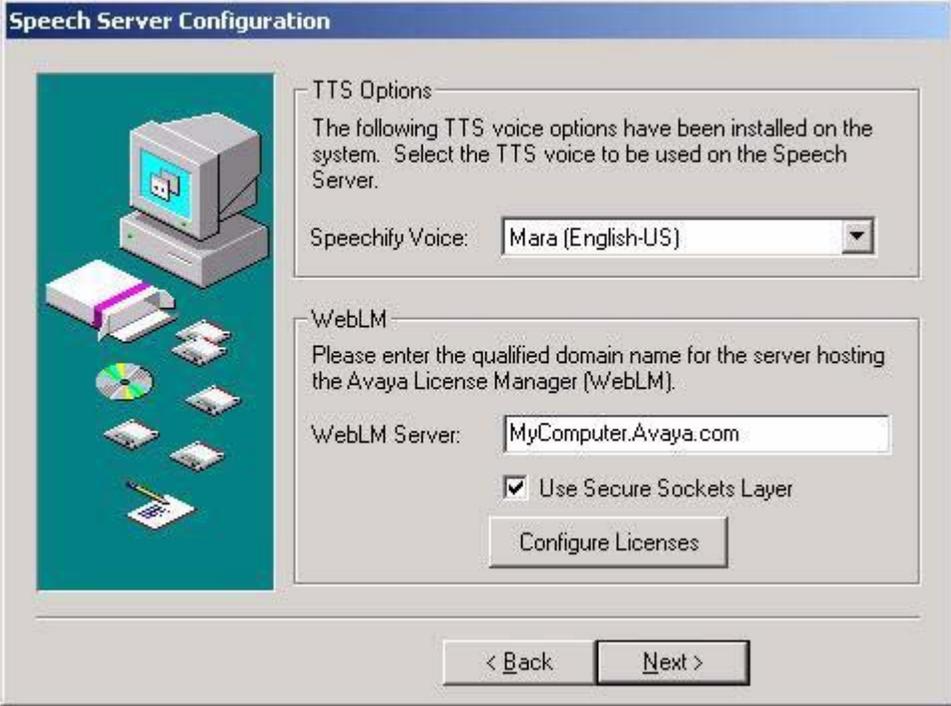
Note: This must be the Switch IP address used for registering IP phones.

- Stations Assigned to the Speech Server fields:
 - Extension Range
 - Security Code

Note: Your PBX Administrator supplies the extension range and security code. Ignore the NMS configuration fields.

11. Click **Next**.

12. The Speech Server Configuration Text-to-Speech (TTS) and Avaya License Manager (WebLM) dialog box displays. Refer to [Figure 3 on page 16](#).

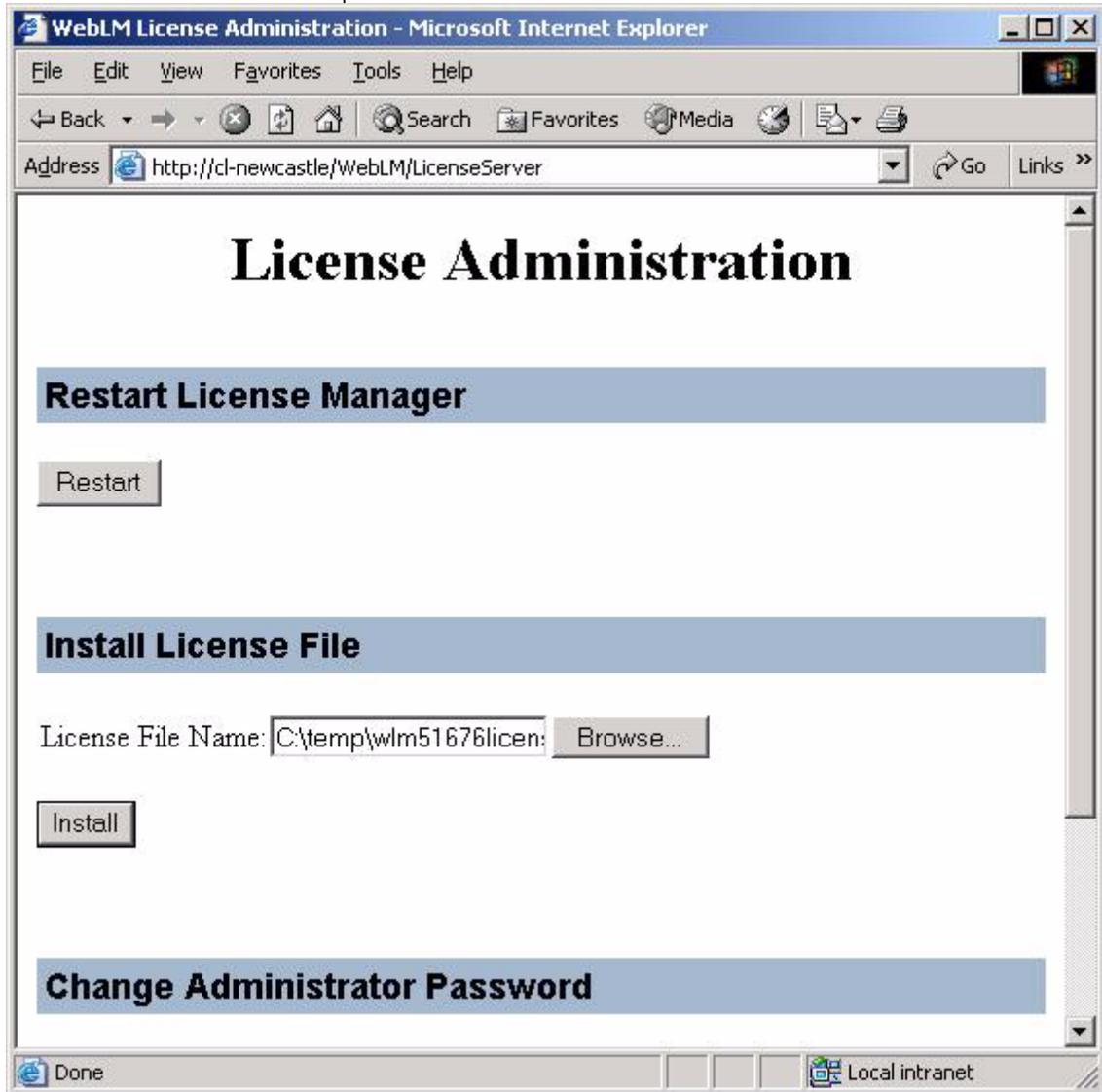
Procedure (Continued)	Step-by-Step Instructions (Continued)
IX. (Continued) Avaya UCC Speech Server	<p data-bbox="760 300 1266 357">Figure 3. Text-to-Speech and Avaya License Manger</p>  <p data-bbox="688 1115 1414 1310"> 13. Select a Speechify Voice from the drop-down menu. 14. Select Use Secure Sockets Layer if it is required for your Speech Server configuration. </p>

Procedure (Continued)	Step-by-Step Instructions (Continued)
<p>X.</p> <p>Administer WebLM</p>	<ol style="list-style-type: none"> 1. Click Configure Licenses. <p>Note: The Internet Explorer 6.0 Setup Wizard runs.</p> <ol style="list-style-type: none"> 2. Click License Administration. 3. Type admin1 in the password field. Ensure that the password is lower case and has no spaces. A prompt to change your password displays. 4. Type your: <ul style="list-style-type: none"> ■ Old password (admin1) ■ New password (twice) Refer to Figure 4. <p>Figure 4. Change Administrator Password</p>



5. Click **Change Password**.
6. Click the **Back to WebLM Main Page** link.
7. Click **License Administration**.

Procedure (Continued)	Step-by-Step Instructions (Continued)
<p>X. (Continued)</p> <p>Administer WebLM</p>	<p>8. Type your new password, and click Continue.</p> <p>9. Type the License File Name in the Install License File section, or click Browse to navigate to the License File. Refer to Figure 5.</p> <p>Figure 5. Install License File</p>



10. Click **Install**.
11. Click the **Back to WebLM Main Page** link when the License File install is successful.
12. Click the **Unified Communication Center** link in the License Products section.

Procedure <i>(Continued)</i>	Step-by-Step Instructions <i>(Continued)</i>
X. <i>(Continued)</i> Administer WebLM	<ol style="list-style-type: none">13. Verify all your licenses on the License Acquisition Status page, and record the number of TTS_Ports for reference when you configure Speechify.14. Close the window when verification is complete.15. Click Next when the Speech Server Configuration dialog box displays.16. Click Finish when the Setup Complete dialog box displays. The system restarts automatically.17. Go to "Part 6 – Installing Microsoft SQL and the Speech Access Application" on page 20.

Part 6 – Installing Microsoft SQL and the Speech Access Application

Procedure	Step-by-Step Instructions
XI. Microsoft SQL Server Service Pack 4	<ol style="list-style-type: none"> 1. Read and accept the Avaya End User License Agreement. The Microsoft SQL Server Service Pack 4 Installation dialog box displays. 2. To prevent the system from prompting for a reboot, stop the SQL Service Manager by right clicking the SQL Service Manager icon in the System Tray, and then click Exit. 3. Press Alt + Tab until the Welcome dialog box displays. 4. Click Next. 5. Read and click Yes to accept the Microsoft Software License Agreement. 6. Click Next to accept the Windows NT authentication default setting on the Connect to Server dialog box. 7. Accept the default and click Next when the Authentication Mode dialog box displays. 8. Click Next to start the update. It takes several minutes for the files to be copied and the SQL update scripts to be executed. 9. Accept the default, and click Next when the Windows Authentication Mode dialog box displays. This takes a few minutes to complete. 10. Click Finish. Several seconds pass before Step 1 on page 21 occurs. <p>Note: Select Reboot Later if you are prompted to reboot. Reboot the server when the installation is complete.</p>

Procedure (Continued)	Step-by-Step Instructions (Continued)
<p>XII.</p> <p>Speech Access Application</p>	<ol style="list-style-type: none"> 1. Click Next when the Welcome dialog box displays. 2. Click Next on the Start Copying Files dialog box. 3. Press Alt + Tab until the Welcome dialog box displays. 4. Click Next when the Welcome to Speech Access dialog box displays. 5. Accept the default destination. Click Next on the Choose Destination Location dialog box. 6. Accept the default when the Select Program Folder dialog box displays, and click Next. The Speech Access Configuration dialog box displays. 7. Check Enable Metrics Agent and Send Metrics to Avaya if permitted by the Site Administrator. Add all e-mail addresses that must receive a copy of the Metrics Agent Report in the respective field, and click Next. The Speech Access Configuration System Administration Terminal (SAT) dialog box displays. Refer to Figure 6. <p>Figure 6. Speech Access Configuration System Administration Terminal</p>

Speech Access Configuration

Speech Access uses the Communication Manager's System Administration Terminal (SAT) to access the subscriber data.

SAT IP Address:

SAT IP Port:

SAT Login:

SAT Password:

Procedure (Continued)	Step-by-Step Instructions (Continued)
<p>XII. (Continued)</p> <p>Speech Access Application</p>	<p>8. Complete each of the following fields:</p> <ul style="list-style-type: none"> ■ SAT IP Address ■ SAT IP Port ■ SAT Login ■ SAT Password <p>CAUTION: It is recommended that you click Test Connection to test your settings. If the test fails, obtain the correct information from your PBX administrator, and repeat Step 8. Click OK if the test is successful.</p> <p>9. Click Next. The Speech Access Configuration User Station Description dialog box displays. Refer to Figure 7.</p> <p>Figure 7. Speech Access Configuration User Station Description</p>



Speech Access Configuration

User Station Description
For accurate Extension and Security Code recognition, the application needs to know the user's extension and security code lengths defined on the switch.

Extension Number Length:

Security Code Minimum Length:

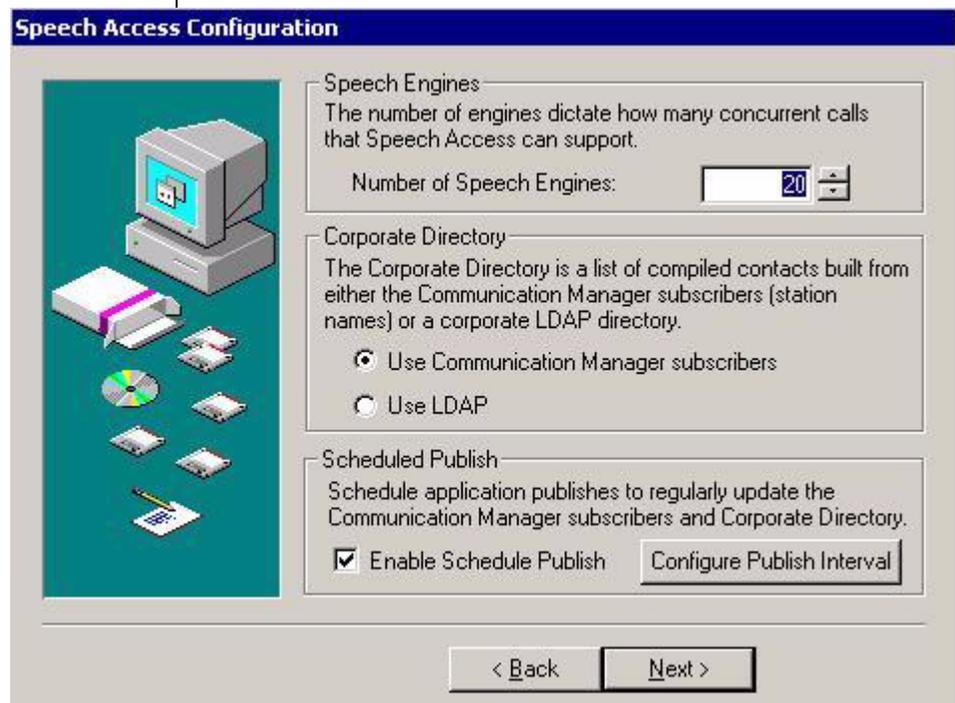
Security Code Maximum Length:

Default Password
This password is used on first access by the registered user to either the user web site or the application. The user will then be prompted to provide their station security code, which will then replace this default password.

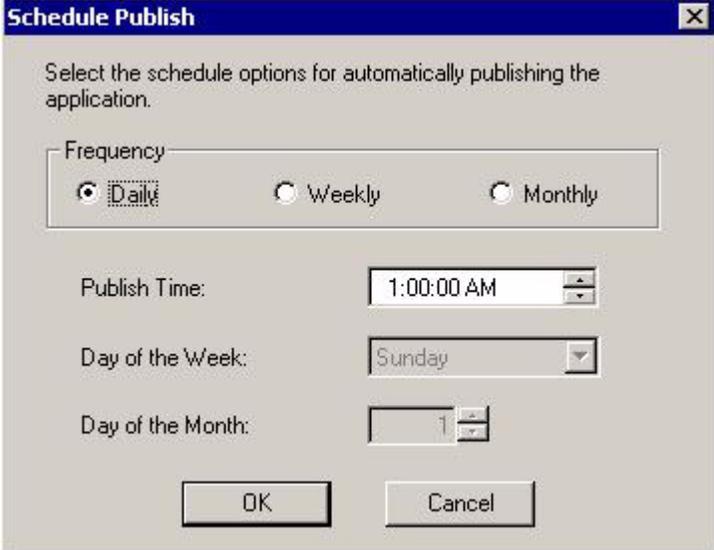
Default User Password:

< Back Next >

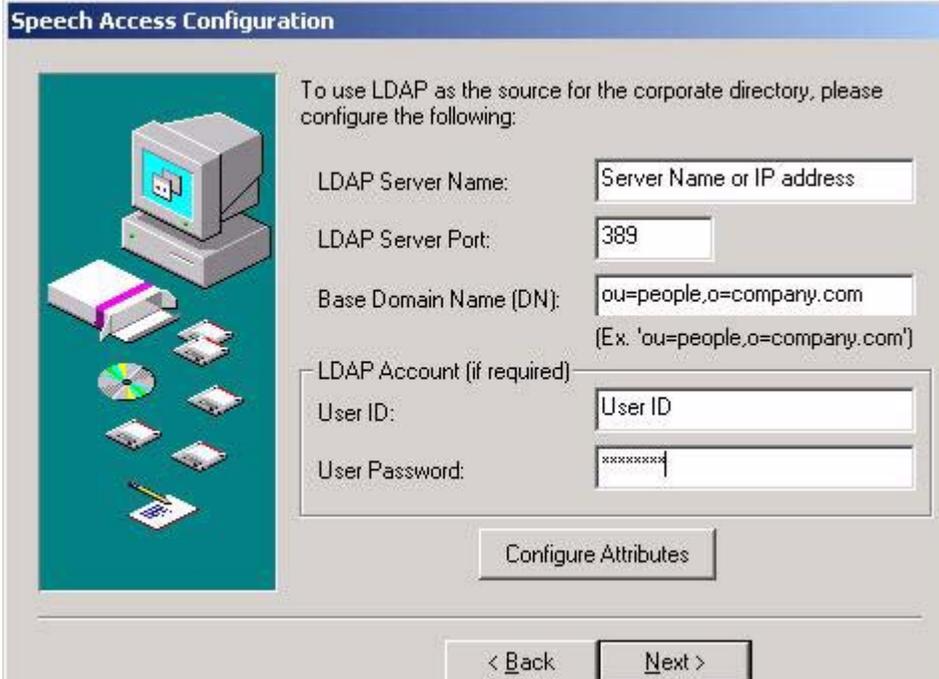
Procedure (Continued)	Step-by-Step Instructions (Continued)
<p>XII. (Continued)</p> <p>Speech Access Application</p>	<p>10. Complete the following information using the scroll fields:</p> <ul style="list-style-type: none"> ■ Extension Number Length ■ Security Code Minimum Length ■ Security Code Maximum Length <p>11. Type your Default User Password (initial log in for the web pages), and click Next. The Speech Access Configuration Speech Engines and Corporate Directory dialog box displays.</p> <p>Note: The total number of engines are determined by the range of extensions assigned to the Telephony Server. Refer to Figure 8.</p> <p>Figure 8. Speech Access Configuration Speech Engines and Corporate Directory</p>



12. Scroll to or type the appropriate number of Speech Engines in the Number of Speech Engines field.

Procedure (Continued)	Step-by-Step Instructions (Continued)
<p>XII. (Continued)</p> <p>Speech Access Application</p>	<p>13. In the Corporate Directory field, select one of the following according to your site-specific environment:</p> <ul style="list-style-type: none"> ■ Use Communication Manager subscribers ■ Use LDAP <p>14. In the Scheduled Publish field, ensure Enable Schedule Publish is selected, and then click Configure Publish Interval. The Schedule Publish dialog box displays. Modify the publish frequency to suit your site needs. Schedule publish is enabled to run daily at 1:00 AM by default. Refer to Figure 9.</p> <p>Figure 9. Schedule Publish</p>  <p>15. Select the desired Frequency.</p> <p>16. Scroll to or type in the desired Publish Time.</p> <p>17. Select the Day of the Week from the drop-down menu, if applicable.</p> <p>18. Select the Day of the Month from the scroll box, if applicable.</p> <p>19. Click OK.</p> <p>20. Click Next on the Configuring Speech Engines and Corporate Directory dialog box.</p>

Procedure (Continued)	Step-by-Step Instructions (Continued)
<p>XII. (Continued)</p> <p>Speech Access Application</p>	<p>CAUTION: The Expected Value dialog box displays if you entered an invalid number in the Number of Speech Engines field. Click OK and reselect a valid engine value, and then click Next.</p> <p>21. The Setup Complete dialog box displays if you select Use Communication Manager subscribers. Go to Step 26.</p> <p>22. The LDAP dialog box displays if you select Use LDAP. Refer to Figure 10.</p> <p>Figure 10. Speech Access Configuration LDAP</p>



Speech Access Configuration

To use LDAP as the source for the corporate directory, please configure the following:

LDAP Server Name:

LDAP Server Port:

Base Domain Name (DN):
(Ex. 'ou=people,o=company.com')

LDAP Account (if required)

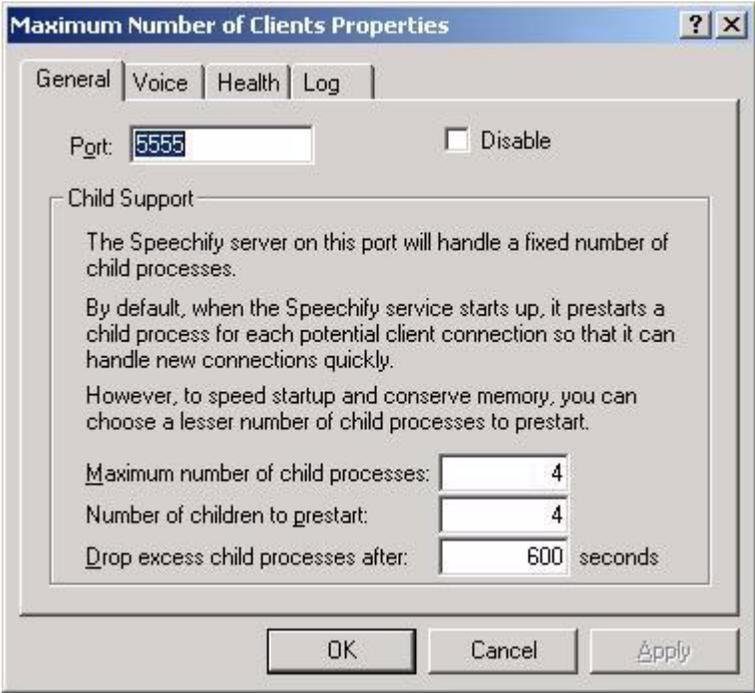
User ID:

User Password:

23. Complete all required fields.
24. Click **Configure Attributes**.

Procedure (Continued)	Step-by-Step Instructions (Continued)
<p>XII. (Continued)</p> <p>Speech Access Application</p>	<p>25. Complete the attribute fields, and then click Next.</p> <p>26. Click Finish when the Setup Complete dialog box displays.</p> <p>27. The installation is complete when the Installing Components dialog box disappears.</p> <p>28. Click Close on the Installation Wizard dialog box.</p> <p>The Speech Access Application is now installed. Proceed to "Part 7 - Setting up Speechify MMC" on page 27.</p>

Part 7 – Setting up Speechify MMC

Procedure	Step-by-Step Instructions
<p>XIII.</p> <p>Setup Speechify MMC</p>	<ol style="list-style-type: none"> 1. Open the Speechify Server Management Console using the following path: Start > Programs > Speechify > Speechify Server Management 2. The SpeechifyMMC Console dialog box displays. Expand Speechify Server Management. 3. Right click mara on Port 5555, and then select properties. The Maximum Number of Clients dialog box displays. Refer to Figure 11. Note: If you have multiple voices installed and selected another voice during the Avaya Speech Server installation, right click on this voice instead of mara. <p>Figure 11. Maximum Number of Clients</p>  <ol style="list-style-type: none"> 4. Ensure that the Disable check box is <i>not</i> selected.

Procedure <i>(Continued)</i>	Step-by-Step Instructions <i>(Continued)</i>
XIII. <i>(Continued)</i> Setup Speechify MMC	<ol style="list-style-type: none">5. Accept the defaults in the Port and Drop excess child processes after fields.6. Enter the number of TTS_Port licenses that were noted when verifying the WebLM license information in the Maximum number of child processes and Number of children to prestart fields.7. Click OK to save the changes.8. Close the Speechify Server Management Console.9. Restart your Speechify Service to initiate the new prestart settings.10. Go to "Part 8 – Setting up the Speech Server Management Console (MMC)" on page 29.

Part 8 – Setting up the Speech Server Management Console (MMC)

Procedure	Step-by-Step Instructions
<p>XIV.</p> <p>Speech Server Management Console</p>	<ol style="list-style-type: none"> 1. Open the Speech Server Management Console using the following path: Start > Programs > Avaya UCC Speech Server > Speech Server Management Console 2. Expand UCC Speech Server in the tree menu. 3. Click OK to set up the Telephony Properties when the Important dialog box displays. 4. Complete the parameter fields in the Number Translation Parameters dialog box. Refer to Figure 12 on page 30. Note: Refer to the Number and Dial Templates topic in the MMC Administration Speech Access Help for information about completing the following fields in the Number Translation Parameters dialog box: <ul style="list-style-type: none"> ■ Number Template ■ Dial Template ■ ANI Substitution Table Use the following path to navigate to the MMC Administration Speech Access Help: Start > Avaya UCC Speech Server > Administrator's Guide 5. Type the area code and validate the remaining values in the Dialing Parameters for ASA System frame. 6. Type the area code and validate the remaining values in the Dialing Parameters for Default Group frame.

Procedure (Continued)	Step-by-Step Instructions (Continued)
------------------------------	--

XIV. (Continued)

Speech Server Management Console

Figure 12. Number Translation Parameters

Number Translation Parameters

Dialing Parameters for System

Country Code (U)

Area Code (G)

Off PBX Prefix (P)

National Prefix (N)

International Prefix (I)

Calling Num(ANI) Substitutions for None

ANI Template	ANI Substitution

Add Delete Edit

Dialing Parameters for **Default** Group

Country Code

Area Code

Off PBX Prefix

National Prefix

International Prefix

Group Members

Group Template

All Accounts

Add Del Edit

Dialing Rules

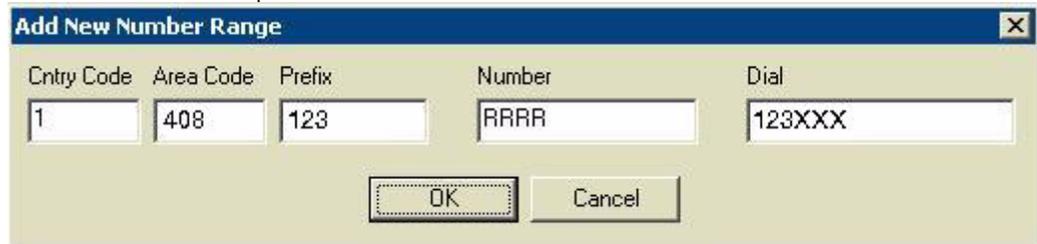
CC	AC	Prefix	Number	Dial	ANI Sub Tbl
Forbidden Numbers					
Private Numbers					
Local Numbers					
		RRRRRRR		PRXXXXXXXX	
Long Distance Numbers					
1		RRRRRRRRR		PNXXXXXXXXXX	
International Numbers					
V			000000000000RRRRR	PIUXXXXXXXXXXXXXXXXXX	

Add Delete Edit

Accept Cancel

7. Click one of the following Dialing Rules fields:
 - Forbidden Numbers
 - Private Numbers
 - Local Numbers
 - Long Distance Numbers
 - International Numbers
8. Click one of the following Dialing Rules buttons – bottom of the window – to set up the dialing rules:
 - Add
 - Delete
 - Edit

Procedure (Continued)	Step-by-Step Instructions (Continued)
XIV. (Continued) Speech Server Management Console	<p>Figure 13 shows the Add New Number Range dialog box. The Delete and Edit dialog boxes are similar. Refer to "How to Make Changes to the Dialing Rules" on page 41 for some examples of common changes.</p> <p>Figure 13. Add New Number Range</p>



9. Complete the fields, and then click **OK**.
10. Click **Accept** when you are finished configuring your dialing rules.
11. The Auto Initialization dialog box displays.

Note: Initialization takes a few minutes to complete.



CAUTION:

Do not click **OK** until you see the Auto Initialization Completed text.

12. The tree menu re-displays.
13. Expand **Server Set**.
14. Expand the server, and ensure all your processes are running.

Setting the Class of Restriction (COR) Parameters

Important: The following global parameters can be configured to prevent toll fraud and international calling:

- Telephony.Multivantage.DenyInternationalCallingCORs
- Telephony.Multivantage.DenyTollCallingCORs
- Telephony.Multivantage.DenyLocalingCallingCORs

Procedure (Continued)	Step-by-Step Instructions (Continued)
<p>XIV. (Continued)</p> <p>Speech Server Management Console</p>	<ol style="list-style-type: none"> 1. Expand UCC Speech Server in the tree menu. 2. Select: 3. Configuration > Telephony Setup > Communication Manager 4. Type the COR number(s) – a number between 1 and 95 – in each of the following Class of Restrictions fields: <ul style="list-style-type: none"> ■ Deny International Calling on following CORs ■ Deny Toll Calling on following CORs ■ Deny Local Calling on following CORs <p>Note: Separate each COR number with a comma.</p> <p>Important: In Desk Mode, if no COR numbers are defined, the effective COR for the SA user is the COR of the extensions defined in the Telephony setup for Communication Manager.</p> 5. Click Accept when you are done configuring the Class of Restriction global parameters. 6. Proceed to "Part 9 – Setting up Users" on page 33.

Part 9 – Setting up Users

Procedure	Step-by-Step Instructions
XV. Setup Users	<ol style="list-style-type: none"> 1. Open Internet Explorer 6.0. 2. Type the following URL in the address bar: http://Server_Name/saum 3. Click Users when the Speech Access Management dialog box displays. 4. Select your filter criteria in the upper view for the stations you want to manage. 5. Select one of the following from the Operation drop-down menu, or set the Can not be Called property for the stations: <ul style="list-style-type: none"> ■ View ■ Enable/Disable Anonymous ■ Enable/Disable Registered 6. Click Submit. The results of the operation display in the lower half of the window. For example, if you select View, a list of stations displays. 7. Test the application by doing each of the following: <ol style="list-style-type: none"> a. Set up a registered user. b. Call in to the application from the desk station of the registered user. c. Choose a name from the Corporate Directory. Say the name when SA answers. d. Log in to SA Online as the registered user. e. Build a personal contact for the user.

Procedure <i>(Continued)</i>	Step-by-Step Instructions <i>(Continued)</i>
XV. <i>(Continued)</i> Setup Users	f. Call in to the application from the desk station of the registered user. g. Issue Dial by Contact and attempt to dial this contact. Important: Re-enable your virus protection software and set Dr. Watson to display visual notification. 8. Proceed to "Part 10 - Leave a Comment" on page 35.

Part 10 – Leave a Comment

Procedure	Step-by-Step Instructions
<p>XVI.</p> <p>Leave a Comment</p>	<ol style="list-style-type: none"> 1. Verify: <ul style="list-style-type: none"> ■ The e-mail server setup (Refer to Steps 1 through 12 on page 36) ■ The Simple Mail Transport Protocol (SMTP) service is running ■ There is a valid entry in the User Feedback Email Address field <p>Note: Separate multiple entries by using a semicolon. Provide the fully qualified name for the e-mail server if required.</p> 2. The maximum length of a comment is 2 minutes (120,000 milliseconds) by default. Modify the MVSpeech.MaxCommentLength global parameter to change this default. 3. Speech Access logs the full session if the user leaves a comment during the session <i>even though</i> detailed call logging (to conserve disk space) is disabled. Create the MVSpeech.EnableTranscriptionOnComment global parameter, and set the value to FALSE if you want to turn this off. <p>Important: The VAEngine.EnableDetailedLogging global parameter can be set to False to conserve disk space. Only the Call Logs are stored when this parameter is disabled. The session transcriptions are not stored.</p>

Additional Configuration for Alerts and Metrics

Setting Up the Configuration

1. Expand **Configuration**.
2. Right-click **Email Server Setup**.
3. Select **New > Email Server**. The Add Email Server dialog box displays.
4. Select SMTP from the Server Type drop-down menu.
5. Type a unique name in the Name field.

Note: The name must not contain any spaces or tabs.

6. Type the fully qualified domain name for the SMTP server in the Outgoing Mail field. You can use the SMTP server if you are running the SMTP service on this server.

To obtain the domain name:

- a. Right-click **My Computer**, and then select **Properties**.
 - b. Select **Network Identification**. Use the **Full Computer Name** value.
7. Select **OK**.

8. Select **Configuration > System Support**.

9. Select the Email Server from the Email Server drop-down menu.

Note: Select the Email Server that you created in Steps [1](#) and [2](#).

10. Type the Domain\User Name and Password in the User Name and Password fields.

Note: Use the Password and User Name for the Windows account that is used to send the mail.

11. Type the complete e-mail address in the From Email Address field.

Note: The e-mail address appears in the From field in the e-mail.

12. Select **Accept**.

13. Follow the instructions in the Administrator Console's Online Help to configure Alerting Setup:

Configuration > System Support > Alerting Setup

14. Click **Metrics E-mailing**.

15. Ensure that the Enable Metrics Agent check box is selected.

Note: Click the Send to Avaya check box. This allows Avaya to collect Metric Agent Report information to better serve customer needs.

16. Click **Add**.

17. Type additional e-mail addresses, and then click **OK**.

Customizing Speech Access For Communication Manager

Customizing Your Speech Access for Communication Manager Application

Account Number and PIN Settings

- MVSpeech.AccountNumber.Length
- MVSpeech.Password.Length.Max
- MVSpeech.Password.Length.Min
- MVSpeech.DefaultPIN

Note: You must republish the application after making changes.

Corporate Directory

The Use LDAP for People Searches check box under **Configuration > LDAP Setup** determines whether LDAP or MultiVantage is the source for the Corporate Directory.

Note: You must republish the Corporate Directory after making changes.

Schedule Publish

Select **Schedule Publish** under **Applications > Speech Access** to change the Schedule publish settings.

Enabling/Disabling SAOnline Express Login Functionality

The VAPLatform.TrustedLoginAccessLevel parameter functionality:

- **All** – Default value that allows the user to specify that an Express Login number does not require a password.
- **None** – Requires a user to type a password when calling from an Express Login.

Changing the Default Values of MVSpeech.AccountNumber.Length

When a user provides a phone number such as the Remote Menu command "Dial by Number" to SA, the SA application recognizes spoken digits of the following lengths by default:

- 3
- 7
- 10
- 11
- Extension length set in the MVSpeech.AccountNumber.Length switch

The administrator can change these defaults by modifying the MVSpeech.PhoneNumberLengths global parameter. Multiple values must be separated by a colon.



CAUTION:

The SA application must be re-published for changes to the MVSpeech.PhoneNumberLengths global parameter to take effect.

Note: Entering a touch tone phone number works for any number length. The touch tone phone number is not impacted by the MVSpeech.PhoneNumberLengths global parameter.

Troubleshooting

Installation Problems – Check Log Files

Refer to the following Table for information about log files.

Log Files That Assist Troubleshooting	
Speech Access File Locations	File Descriptions
...\Program Files\AvayaSpeechServer\Log\Avaya UCC Speech ServerInstallLog_Server.log	Trace of the Speech Server installation
...\Program Files\AvayaSpeechServer\Log\SetDBSec.log	Contains errors relating to setting permissions on the SQL database
...\Program Files\AvayaSpeechServer\Log\VAServiceControl_*.log	Contains the output from setting the properties on a particular service
...\Program Files\AvayaSpeechServer\Log\VLADCOM.log	Contains the output from setting the DCOM permissions
...\Program Files\AvayaSpeechServer\Log\Avaya Speech AccessInstall.log	Trace of the SA for Communication Manager application installation
Windows Event Log – Open the Windows Event View and look for warnings and errors in the AvayaUCCLog.	Contains Windows events

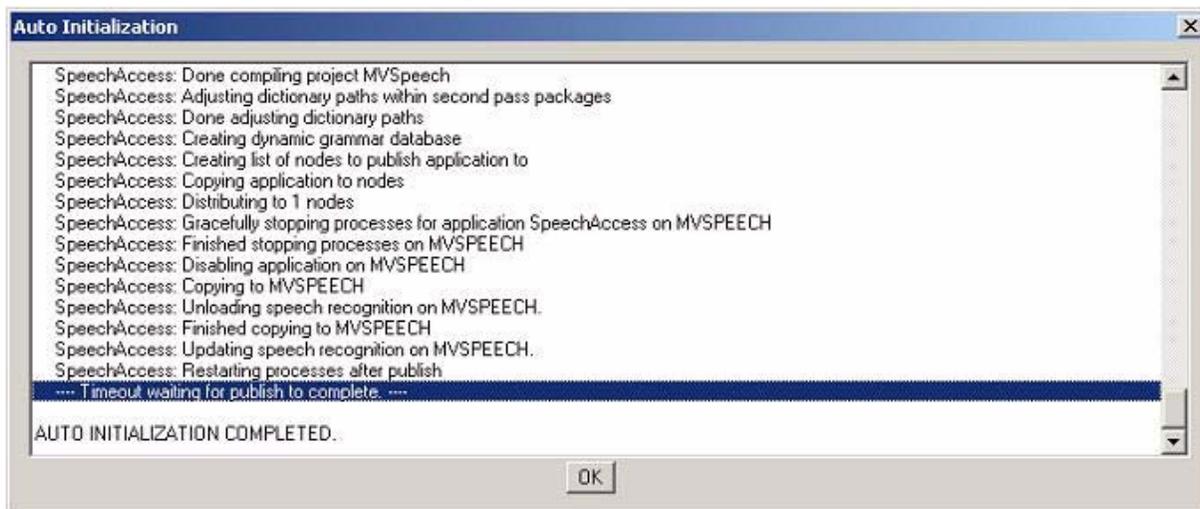
Timeout Waiting For Publish to Complete

The Auto Initialization prints the following message if the publish takes too long to complete:

---- Timeout waiting for publish to complete.----

Large LDAP directories are usually responsible for a lengthy publish. The publish typically completes without any problems. Refer to [Figure 14](#).

Figure 14. Auto Initialization Timeout



How to Make Changes to the Dialing Rules

Long Distance Numbers

Some prefixes within the same area code are long distance and must include the area code to successfully dial the number.

For example, if the area code is 803:

- 803-781-RRRR is local
- 803-499-RRRR is long distance

Enter the following Dialing Rule to successfully reach the long distance number.

1. Click **Long Distance Numbers**.
2. Click **Add**.

3. Type the following values shown in [Figure 15](#).

Figure 15. Add New Number Range

Entry Code	Area Code	Prefix	Number	Dial
1	803	499	RRRR	PNG499XXXX

OK Cancel

Local Numbers

Local calls must include the area code. In some areas, you must dial the area code for any Off-PBX call.

Enter the following Dialing Rule to successfully reach the local number.

1. Click **Local Numbers**.
2. Click **Edit**.
3. Type the following values shown in [Figure 16 on page 42](#).

Figure 16. Edit Number Range

Entry Code	Area Code	Prefix	Number	Dial
			RRRRRRR	PNGXXXXXX

OK Cancel

Local Numbers With Local Area Codes

Some area codes must not be logged as long distance.

For example, enter the following Dialing Rule if you want calls to area code 123 logged as a local call.

1. Click **Local Numbers**.
2. Click **Add**.
3. Type the following values shown in [Figure 17 on page 43](#).

Figure 17. Add New Number Range With Local Area Code

Entry Code	Area Code	Prefix	Number	Dial
1	123	RRR	RRRR	PN123XXXXXXXX

Buttons: OK, Cancel

No Users in SAUM

OSSI settings Test

1. Select:

Configuration > Telephony Setup > Communication Manager

2. Click **OSSI Test**.
3. Verify the test completed successfully.
4. Verify that publish successfully downloaded the Switch Station information.
5. Look in the **VALogs\...*VAManager*.log** file on the day of the last publish for the following lines:

```

Creating OSSIReader.Session object...
Initialized OSSIReader object with
Connect succeeded using ossi, ****
Successfully retrieved pbx directory.
Successfully synced pbx directory to VADB.

```

6. Do the following if the lines do not display:
 - Ensure the OSSI IP Address and Port are correct.
 - Ensure the OSSI user account you were given has the non-super user privileges with **Display Admin. and Main. Data?** set to **Y**.

Names Are Not Recognized in the Corporate Directory

1. Ensure the Use LDAP for People Searches check box is selected if you want to use the LDAP for the source of the Corporate Directory.
2. Verify the information you entered is correct if Use LDAP for People Searches is selected.
3. Open the following file using WordPad:

**AvayaSpeechServer\VAApplications
\SpeechAccess\Nuance\ExternCORPORATE_
DIRECTORY.grammar**

Ensure the name that you want Speech Access to use is in this file.

4. Open the VAManager .log file in the VALogs directory *after* a successful publish completes.
 - a. Locate the following message:

Releasing OSSIReader object
 - b. After the **Releasing OSSIReader object** message, look for messages showing that either the **LDAP** or **SwitchUsers object** is used to generate the Corporate Directory grammar.
 - c. Look for any error messages.

Note: In some cases if Use LDAP for People Searches is selected, but not all the LDAP information is entered (such as the LDAP server), the publish defaults to MultiVantage as the Corporate Directory source.

Publish Fails

1. Look for Errors in the Application's Publishing Events area.
2. Ensure there is enough disk space.
3. Ensure:

- You have licenses
- The licenses are not expired
- Nuance Manager starts

To check the state of the licenses, go to:

Start > Programs > Avaya License Manager

4. Change the VAPatform.DebugLevel global parameter value.
 - a. Change the VAPatform.DebugLevel global parameter to **7**.
 - b. Republish the application.
 - c. Open the following file in the VALogs directory:

**AvayaSpeechServer\Log\
VAServerManger_*.log**

Note: This file contains more specific details than the details pane for the application.

- d. Look for the following message:

Done publishing application

- e. Scroll up looking for any publish errors that identify the source of the problem. Contact Avaya Technical Support if you cannot determine the cause of the failure.
- f. Change the VAPatform.DebugLevel global parameter back to **0**.
- g. Restart the telephony engines for the debug level to take effect.

5. Inspect the **VALogs\...*VAManager*.log** file for errors.

The following file contains details from the execution of the pre-publish script:

VALogs\...*VAManager*.log

PrePublishScript.vbs is executed during publish and the following occurs:

- OSSI is downloaded from the switch
- LDAP information is downloaded (if enabled)
- Static grammars are generated for the Corporate Directory

Note: Errors that occur during this script are written to the **VALogs\...*VAManager*.log** file.

Speech Server Does Not Answer Calls

1. Ensure that all processes in the Management Console are running.
2. Check for error messages in the Process Events window for the MV Telephony process. Some common Telephony errors are:
 - **Phone Register Failed** – The MV Telephony server failed to register for one or more of the range of extensions assigned under:

Configuration > Telephony Setup > Communication Manager

Some of the common errors are:

- **109** – Socket Error. Ensure you have a network connection to the switch. Ping the Switch IP Address that is entered under:

Configuration > Telephony Setup > Communication Manager

Ensure the switch is up and running.

- **204** – No connection. Ensure you have the correct Switch IP Address entered under:

Configuration > Telephony Setup > Communication Manager

- **300** – Invalid extension.
- **301** – Invalid password. Ensure the extension pin entered in the following location is the same as the security code for this extension in the switch:

Configuration > Telephony Setup > Communication Manager

See the Speech Access Administration Help system for a complete list of errors.

- **No Available Client for Incoming Call** – Ensure there are Speech Access Telephony Engines running.
 - **CProvider RegisterExtension Failed With Error 0x12d** – A problem registering a user's phone on the Speech Server occurs when the user attempts a remote session. Translate the hex value to decimal, and then check the error.
 - **No Available Client for Incoming Call on Channel** – Indicates that there are no available SpeechAccess.XX (Telephony Engines) to take the call. Ensure that the engines are running. You can add more engines if there are none available.
3. Check the Telephony Engine's Process Events for any errors if the MultiVantage Telephony Server is answering the call.

Telephony Errors

The Telephony Server process reports the error number in the process window if a failure occurs while attempting to register one of the extensions assigned to the Speech Server. Refer to the following Table to diagnose the problem.

Telephony Errors	
Code	Description
100	sys error: unable to create RAS ¹ socket
101	sys error: RAS thread was not idle
102	sys error: call signaling thread was not idle
103	sys error: could not create RAS thread
104	sys error: unable to redirect the RAS connection
105	sys error: unable to redirect the call signaling socket
106	sys error: could not create the call signaling thread
107	sys error: overflowed buffer while building e.164 extension
108	sys error: overflowed buffer while building e.164 telecommuter number
109	sys error: unknown socket error
110	sys error: RAS thread timed out on GCF ² redirect
111	sys error: length of the GCF token timestamp was out of range
112	sys error: length of the GCF token random number was out of range
113	sys error: length of the GCF token generalID was out of range
114	sys error: the size of the encrypted token was greater than 0xFF
115	sys error: could not recreate RAS socket on GCF redirect
200	no connection: RAS socket failed to connect to server
201	no connection: timeout waiting for RAS thread to respond
202	no connection: timeout waiting for RAS thread to respond after GCF redirect
203	no connection: call signaling socket failed to connect to server
204	no connection: socket error, received WSAECONNRESET from OS

Telephony Errors (Continued)	
Code	Description
205	no connection: RAS socket failed to connect to new address after GCF redirect
300	registration error: invalid extension Validate that the extension range assigned in the Configuration > Telephony Setup > MultiVantage window is correct.
301	registration error: invalid password Validate that the password assigned in the Configuration > Telephony Setup > Multivantage window is correct.
302	registration error: unknown GRJ ³ reason
303	registration error: unknown RRJ ⁴ reason
304	registration error: no response to GRQ ⁵
305	registration error: no response to RRQ ⁶
306	registration error: URQ ⁷ received (we have been logged out)
307	registration error: reached maximum softphone limit
308	registration error: invalid emergency handling option

1. Registration, Admission, and Status (RAS)
2. Gatekeeper Confirm (GCF)
3. Gatekeeper Reject (GRJ)
4. Registration Reject (RRJ)
5. Gatekeeper Registration Request (GRQ)
6. Registration Request (RRQ)
7. Unregistration Request (URQ)

Error Placing Outbound Calls

1. Ensure the extensions assigned through the following path have the correct permissions on the switch:

Configuration > Telephony > Setup > MultiVantage

2. Ensure the user has the correct permissions to make the outbound call.
3. Ensure the number dialed by the Speech Server is correct.
 - a. Go to **http://Server_Name/SSReports**
 - b. Locate the user's session with the failed call in the Detailed Session Report window.
 - c. Locate the Call Begin for the outbound call in the Operation window. The Description shows the number dialed by the Speech Server for this call.
 - d. Ensure the number is correct for making a call from this switch. If the number is not correct:
 - Ensure the number is entered correctly in either the User's Personal Contact, or in the Corporate Directory.
 - Ensure the Number Translation Table is completed correctly. The Number Translation Table is located at:

Configuration > Telephony Setup

Database Administration – Low Disk Space

1. Go to the MMC and click **Database Administration** in the menu tree.
2. Do one of the following:
 - Delete .wav files and database records
 - Add a maintenance job

Note: You can access topic specific help from the left window by pressing **F1**.

Service Errors Reported During the Installation

**CAUTION:**

If the following error occurs, it must be corrected *before* the platform can run successfully:

Error registering NT services

Do the following to correct the error:

1. Reboot the server
2. Re-run the installation that reported the error

Failed to Install the Nuance Watcher Daemon

Follow the instructions in the dialog box if the Speech Server Installation fails to install the Nuance Watcher Daemon server.

You can locate these instructions after the installation, as well. They are found in the Speech Server installation directory in the following file:

Log\AvayaUCC Speech ServerInstallLog_Server.log

Follow the instructions, and then use the Windows Service Applet to change the Nuance Watcher Daemon service to use the Avaya Service Account "Log On". Change the Startup type field to **Automatic**.

SSReports – Times Out With No Data

The following error might occur if you are executing large queries using SSReports:

0x80040E31 – Timeout Expired

You must change the ASP Script timeout value on the web page to correct this error.

Do the following:

1. Go to:
Start > Settings > Control Panel > Administrative Tools > Internet Services Manger
2. Expand **Default Web Site**.
3. Right-click **SSReports**, and then click **Properties**.
4. Click **Configuration** in the Virtual Directory tab.
5. Increase the value for ASP Script timeout.

Troubleshooting Topics in the Speech Access Administration Help System

Refer to the Speech Access Administration Help System for information about troubleshooting problems with:

- Starting SA Services and/or the Management Console
- The Database
- SAUM not enabling a station – No licenses available
- Getting Speech Recognition on the Corporate Directory
- The user obtaining Speech Recognition on a personal contact
- Setting Send All Calls (SAC) and/or Forward All Calls (FAC)
- Failed calls to a personal or Corporate Directory contact