



Readme File for the Speech Connect for Cisco Unity Feature

Revised May 30, 2008

This readme file contains information on the Speech Connect for Cisco Unity feature.

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Introduction

Speech Connect is an advanced, speech-enabled automated attendant system for the enterprise. Speech Connect allows customers, employees, and management to find each other without having to know multiple phone numbers. On the phone, callers say names, departments, products, or services that are associated with an extension, and Speech Connect transfers the call.

The Speech Connect solution delivers superior voice recognition performance and uses enhanced software to store user preferences and fine-tune pronunciations, improving its accuracy over time. To help find a person, callers may hear multiple choices for names with tiebreaker values such as office or location. This disambiguation feature helps callers to find their intended parties, and remembers the choices to speed up successive calls.



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Feature List

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- Services both external and internal callers.
- Contains configurable prompts that allow you to customize greetings.
- Contains directory records of people, departments, products, and conference rooms.
- Presents disambiguation choices to help callers to locate their intended parties.
- Contains advanced logic that remembers disambiguation choices and connects calls directly.
- Transfers to an operator, voicemail, or any number stored in the Speech Connect directory.
- Contains an administration interface for ad hoc directory maintenance and troubleshooting.
- Supports up to 250,000 names in the directory.
- Imports Cisco Unity and non-Cisco Unity records.
- Supports MCS 7825 H3/I3, 7835 H2/I2, and 7845 H2/I2 platforms.
- Scalable from 2 to 48 ports per server (7825-12 ports/7835-24 ports/7845-48 ports).
- Supports SIP integration with Cisco Unified Communications Manager version 5.x or non-SIP integration through PIMG/TIMG with Cisco Unified Communications Manager version 4.x.
- Configures on Cisco phones as a dialtone replacement or as a speed-dial setting.
- Optional names-tuning service reviews failed utterances and automatically updates the directory with enhancements that improve recognition accuracy.
- Supports language packs.

System Requirements

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The Speech Connect feature is supported for use with Cisco Unity versions 7.0, 5.0, 4.2, and 4.1.

Refer to the *Installation and Administration Guide for the Speech Connect for Cisco Unity Feature* for hardware and other requirements. See also the “[Documentation Updates](#)” section on page 3 of this readme file.

Related Documentation

The *Installation and Administration Guide for the Speech Connect for Cisco Unity Feature* is available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

The guide contains requirements, installation instructions, and administration information.

See also the “[Documentation Updates](#)” section on page 3 of this readme file.

Caveats

You can find the latest caveat information for the Speech Connect feature by using Bug Toolkit, an online tool available for customers to query defects according to their own needs. Bug Toolkit is available at <http://www.cisco.com/go/bugs>.



Note

To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

To search for Speech Connect caveats, in the Advanced Options field, click Use Custom Settings for Severity, Status, and Others, then enter “Speech Connect” in the Search for Keyword(s) text box.

Troubleshooting Information

Refer to the “Troubleshooting” chapter of the *Installation and Administration Guide for Speech Connect for Cisco Unity*.

Documentation Updates

Errors

This section lists errors in the *Installation and Administration Guide for Speech Connect for Cisco Unity* and gives corrected information. The correct information will be incorporated in a future documentation release, or as otherwise noted.

Upgrading Speech Connect

Added May 30, 2008

The “Upgrading Speech Connect” section in the “Installing Speech Connect” chapter is incorrect. Use the following version instead:

This section describes how to upgrade a Speech Connect system.



Note

A backup snapshot is automatically generated during the upgrade, so you do not need to back up the system before starting this upgrade.

To Upgrade a Speech Connect System

- Step 1** Close any open browser that is running the Speech Connect interface.
- Step 2** Download the **SpeechConnect-1.0.3_upgrade.sh** file, and copy it via sftp to the /tmp directory of the Speech Connect system.
- Step 3** Log in as **scadmin** on the Speech Connect system and then enter **su -** to become the root user.
- Step 4** Move the file to the /common directory by entering **mv /tmp/SpeechConnect-1.0.3_upgrade.sh /common**.

Step 5 Enter `cd /common` to change to the `/common` directory.

Step 6 Run the upgrade `sh ./SpeechConnect-1.0.3_upgrade.sh` and follow the prompts.

Depending on how many spoken names are on the system, it takes between 2 and 30 minutes to complete the upgrade. When the upgrade is complete, the Speech Connect services start automatically.



Note After the upgrade, we recommend that you clear the browser cache before connecting to the Speech Connect system.



Note Speech Connect supports language packs. If you are installing a language pack, see the [“Installing a Language Pack” section on page 4](#) in this readme file.

Omissions

This section lists new and additional information that is not included in the *Installation and Administration Guide for Speech Connect for Cisco Unity*. The new and additional information will be incorporated in a future documentation release, or as otherwise noted.

Installing a Language Pack

Added May 30, 2008

The Speech Connect system is shipped with U.S. English language and text to speech (TTS); however, you can optionally install a different language by installing a language pack.

This section describes how to install a language pack on a Speech Connect system.



Note The Speech Connect en-GB language pack is a very large download. The language pack requires approximately 550 MB of free disk space on the root filesystem (`/`) of the Speech Connect system in order to install the language pack. To confirm that the Speech Connect system has enough space, SSH into the system as `scadmin` and enter `df -h`. The root filesystem must have more than 550 MB of free space in order to install the language pack.

To Install a Language Pack

Step 1 Close any open browser that is running the Speech Connect interface.

Step 2 Download the `SpeechConnect-Languagepack-<language-code>-1.0.1.sh` file, and copy it via sftp to the `/tmp` directory of the Speech Connect system.



Note The language pack version number is the version of that language pack, not the version of the core software.

Step 3 Log in as `scadmin` on the Speech Connect system and then enter `su -` to become the root user.

- Step 4** Move the file to the /common directory by entering
`mv /tmp/SpeechConnect-Languagepack-<language-code>-1.0.1.sh /common.`
- Step 5** Enter `cd /common` to change to the /common directory.
- Step 6** Run `sh ./SpeechConnect-Languagepack-<language-code>-1.0.1.sh` and follow the prompts to complete the installation.



Note After installing a language pack, we recommend that you clear the browser cache before connecting to the Speech Connect system.

The system will be usable immediately after the language pack is installed. Depending on the number of employees, departments, and tiebreaker fields using TTS on the system, some names and tiebreakers may be spelled alphabetically until the TTS generation has time to complete.

Uninstalling a Language Pack

Added May 30, 2008

This section describes how to uninstall a language pack. Do the procedure only if you installed a language pack and want to restore the system language and text to speech (TTS) to U.S. English.



Caution

Uninstalling a language pack will reassign all applications using that language code and TTS to U.S. English.



Note

When uninstalling the language pack, no loss of data will occur.

To Uninstall a Language Pack

- Step 1** Close any open browser that is running the Speech Connect interface.
- Step 2** SSH into the Speech Connect system as the scadmin user.
- Step 3** Enter `su -` to become the root user.
- Step 4** Enter `cd /common/speechconnect/languagepack-<language-code>-1.0.1.`
- Step 5** Enter `ls -l`. You should see the `uninstall.sh` file.
- If you do not see the `uninstall.sh` file, then the system is not able to uninstall a language pack, and you can stop here.
- Step 6** Enter `./uninstall.sh` to begin the uninstall process. A message similar to the following output appears:

```
Cisco Speech Connect Language Pack <language-code> version <version> uninstall script.
This script will remove language <language-code> support from Speech Connect.
WARNING: Answering yes to the following question will reassign all applications using
language <language-code> to the default language. Support for the <language-code>
language will then be removed from this system.
The Speech Connect system will be taken out of service in order to uninstall the
language pack.
Are you sure you want to uninstall Speech Connect Language Pack <language-code>?
(yes/no):
```

Step 7 Enter **yes**. Once the language pack is uninstalled, and a message similar to the following output appears:

```
Cisco Speech Connect Language Pack <language-code> has been removed.
You may start using the system now.
```



Note After uninstalling a language pack, we recommend that you clear the browser cache before connecting to the Speech Connect system.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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