



PRODUCT BULLETIN NO. 3080

## INSTRUCTIONS FOR CONFIGURING SPEECH SOFTWARE FOR CISCO IPCC EXPRESS AND CISCO IP IVR 4.0

Cisco IPCC Express Edition and Cisco IP IVR 4.0 use Media Resource Control Protocol (MRCP) to enable them to interoperate in a standardized way with speech vendors that implement MRCP. However, each vendor imposes its own variations within the limits of the standards. Therefore, specific vendor software may not interoperate with Cisco IPCC Express 4.0 and Cisco IP IVR out of the box.

In addition, Cisco Systems® has validated only two speech vendors for this purpose so far: Nuance and Scansoft.

### CONFIGURATION

This bulletin describes the additional items that must be configured for each of the vendor's software after it is installed in order for it to interoperate with Cisco IPCC Express and Cisco IP IVR 4.0. It is assumed that the software has been installed according to the vendor's instructions.

### SCANSOFT

Modify the SWMS Server configuration file. The path name to the configuration file follows:

C:\Program Files\SpeechWorks\MediaServer\Server\config\OSSserver.cfg.

Make the following modifications to the values of the specified keys as appropriate:

#### All configurations:

- Modify "server.transport.sessionTimeout" to -1.

#### Configurations with ASR:

- Modify "server.resource.2.url" to "/recognizer" and uncomment this line.
- Modify "server.ossrec.cache.maxNumber" to be the same as the number of OSR licenses and uncomment this line.
- Modify "server.session.ossrec.mrcp.startOfSpeechOnDTMF" to "0".

#### Configurations with text-to-speech (TTS):

- Modify "server.resource.4.url" to "/synthesizer" and uncomment this line.
- Modify "server.realspeak4.cache.maxNumber" to be the same as the number of RealSpeak licenses and uncomment this line.

After making these changes, you will need to restart the services as described in the vendor's documentation.

## NUANCE

Modify the Nuance startup file. The path name to the startup file follows:

C:\Nuance\V8.5.0\mrCP\watcher.startup.

Make the following modifications as appropriate:

### Configurations with TTS:

- Add the parameter “tts.ResourceName=en-US-female” to the command line for the vocalizer TTS process (for the U.S. English female voice, which is the default). Also remember to update this value appropriately for different voice packs; for example, for Australian English male voice, set it to en-AU-male.
- If you are running two or more vocalizer TTS processes on the same machine, you must set tts.Port and dictionary.Port parameters for all except one TTS process. The default value for tts.Port is 32323 and the value for dictionary.Port is 22552. For every additional vocalizer process, this needs to be explicitly set to a number other than the default.

If you are using the default 2 port license included with the Nuance Vocalizer installation and have not purchased licenses, you need to do the following to enable TTS to work. This is usually the case if you are setting up TTS for demo or lab purposes.

The Nuance startup file by default points to an invalid Vocalizer 4.0 license file. To correct it, modify the existing line for TTS nlm as described below:

**From:** nlm %MRCP%/voclicense.txt

**To:** nlm %VOCALIZER%/license.txt

After making these changes, you will need to restart the services as described in the vendor's documentation.

**Corporate Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100

**European Headquarters**

Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
www-europe.cisco.com  
Tel: 31 0 20 357 1000  
Fax: 31 0 20 357 1100

**Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-7660  
Fax: 408 527-0883

**Asia Pacific Headquarters**

Cisco Systems, Inc.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
www.cisco.com  
Tel: +65 6317 7777  
Fax: +65 6317 7799

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