Configuring Text-to-Speech

• Configuring Text-to-Speech, on page 1

Configuring Text-to-Speech

Overview

The Text-to-Speech (TTS) feature allows the unified messaging users to listen to their emails when they sign in to Unity Connection using phone. For more information on text-to-speech, see the Text-to-Speech, Page 1-10 section.

Task List for Configuring Text-to-Speech

With text-to-speech feature enabled in Unity Connection, you can play the emails through phone that are accessible either through Exchange or Office 365.

Configuring the Text-to-Speech Feature

Procedure

Step 1 Follow the steps depending on the version of Exchange server accessed by unified messaging users:

- Configuring TTS on Office 365, Exchange 2019, Exchange 2016, Exchange 2013 or Exchange 2010.

Step 2 Enable text-to-speech in Unity Connection on an existing or a new unified messaging service. Configure a unified messaging service following the steps as mentioned in the Creating a Unified Messaging Service to Access Mail Server, page 2-27 section.

Note
Make sure the Access Exchange Email Using Text-to-Speech (TTS) check box under Service Capabilities is checked.

Configuring TTS on Office 365, Exchange 2019, Exchange 2016, Exchange 2013 or Exchange 2010

Create and install an SSL certificate on each Exchange server that unified messaging users want to access following the given steps:

1. Open the Exchange Management Shell on the Exchange server.
2. Enter the following command:

   new-exchangecertificate -generaterequest -domainname <*Exchange server*> **-friendlyname** <*friendly name*>**-path c:\csr.txt**

   where <*Exchange server*> is the IP address or host name of the Exchange server and <*friendly name*> is the friendly name that you select for the Exchange server

   The domain name for the Exchange server must be the IP address or the fully qualified DNS name (recommended) so that the Unity Connection server can successfully ping the Exchange server. Otherwise, users may not be able to access their emails in the external message store.
3. Press the **Enter** key and a Certificate Signing Request (CSR) file with the name **Csr.txt** is created in the root directory.
4. Send the CSR file to a Certification Authority (CA) that generates and sends back a new certificate.

Note You must have a copy of the CA public root certificate or public root certificate chain. This certificate is needed for configuring Unity Connection to trust the Exchange 2019, Exchange 2016, Exchange 2013, or Exchange 2010 server.

5. Enter the following command:

   import-exchangecertificate -path <*path*>

   where <*path*> is the location of the directory where the CA saves the new server certificate
6. Press the **Enter** key and enter the following command:

   dir cert:\localmachine\my | fl
7. Press the **Enter** key and highlight the “thumbprint” property and copy it to the clipboard.
8. Perform either of the following actions:
   - If the class of service for unified messaging users is configured to access email and use calendar data from an external email server using IMAP, enter the following command:

     enable-exchangecertificate -thumbprint <thumbprint> -services "IIS,IMAP"
   - If the class of service for unified messaging users is not configured to access calendar data from external email server using IMAP, enter the following command:

     enable-exchangecertificate -thumbprint <thumbprint> -services "IIS"
   - Press the **Enter** key.

Note To use TTS over Office 365, you are not required to do any specific configuration.