Speech Server Configuration

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Configure Speech Server

Before you begin

Install the Remote Operations in the Speech Server before you add the Speech Server to the Operations console.

Procedure

Step 1 From the Operations Console, select **Device Management** > **Speech Server**.

Step 2 Click **Add New** to add a new Speech Server or click **Use As Template** to use an existing template to configure the new Speech Server.

Step 3 Click the following tabs and configure the settings based on your call flow model:

a) **General** tab. For more information, see General Settings, on page 2.

b) **Device Pool** tab. Add the Speech Server to a device pool by moving the device pool from **Available** pane to the **Selected** pane. For more information about adding, deleting, and editing device pool, see Add or Remove Device From Device Pool.

Step 4 Click **Save** to save the settings in the Operations Server database. Click **Save and Deploy** to deploy the changes to the Speech Server page later.

Related Topics

Add or Remove Device From Device Pool

General Settings, on page 2

Speech Server Settings

General Settings

Table 1: Speech Server—General Settings

Field	Description	Default	Value	Reboot/Restart Required
IP Address	The IP address of the Speech Server.	None	Valid IP address	Yes - Reboot Speech Server
Hostname	The host name of the Speech Server.	None	Valid DNS name, includes letters, the numbers 0 through 9, and a dash	Yes - Reboot Speech Server
Description	The description of the Speech Server.	None	Up to 1024 characters	No
Enable secure communication with the Ops console	Select **On** to enable secure communications between the Operations Server and this component. Access the device using SSH and files are transferred using HTTPS.	None	On or Off	No

Generate G729 Prompts for Unified CVP

To generate the G.729 prompts for Unified CVP, perform the following procedure:

- Convert the audio files from G.711 to G.729 format using the Music on Hold (MOH) audio translator.
- Change the G.729 compression identifier in the file header.

Convert the Audio Files from G.711 to G.729 Format

Procedure

Step 1 Log in to the Cisco Unified CM Administration portal and select **Media Resources** > **MOH Audio File Management**.

Step 2 Click **Upload File** and select the G.711 audio files individually.

Step 3 Click **Media Resources** > **MOH Audio File Management** and check whether the audio files have been converted to G.729 format. If the conversion was successful, the recording length of audio files has a nonzero value.

Step 4 Copy the converted audio files to your Windows server using the Secure File Transfer Protocol (SFTP) Server.

Note
Do not add spaces when you rename the audio files.

Step 5 Use putty to sign in to the Unified Communications Manager Server as an administrator.

Step 6 From the command prompt, run **file get activelog mohprep/*g729.wav** and provide the SFTP prompts.

Change the G.729 Compression Identifier in the File Header

The G.729 files that the Unified Communications Manager generates have a non-standard compression codec tag in the file header. The VXML Gateway cannot play these audio files, as it does not recognize the codec type. Change the compression codec type value to convert the audio files into the standard G729r8 format.

Use the following procedure to change the compression codec type number in the file header from 0x0133 to the standard 0x14db, G729r8 format.

Procedure

Step 1 Create a folder in the Unified CVP directory. Copy the G.729 audio files that have a nonstandard compression codec tag in the file header into the new folder location.

Step 2 From the command prompt, navigate to the `C:\Cisco\CVP\bin` folder.

Step 3 Perform one of these steps:

- To convert audio files individually, from the command prompt, run **<UCMHeaderFixer.exe Audio file Name>*.***.
- To perform bulk conversion of audio files, from the command prompt, run **UCMHeaderFixer.exe Folder Path**.

The script runs and the audio file is converted from name.g729.wav file into name.wav format.

Step 4 Use the Operations Console to upload the converted audio files to the IOS Gateway.

Configuration

No additional configuration is required for SIP service to use IVR service. By default, the SIP service uses the IVR service that resides on the VXML server. It is also no longer necessary to configure the VoiceXML Gateway with the IP address of the VXML Server's IVR service. When SIP is used, the SIP service inserts the URL of the VXML Server's IVR service into a header in the SIP INVITE message when the call is sent to the VoiceXML Gateway. The VoiceXML Gateway extracts this information from the SIP INVITE and use this information to determine which Call Server to use. The VoiceXML Gateway examines the source IP

address of the incoming call from the Call Server. This IP address is used as the address for the VXML Server's IVR service.

The following example illustrates the IOS VoiceXML Gateway bootstrap service that is invoked when a call is received:

```
service bootstrap flash:bootstrap.tcl
  paramspace english index 0
  paramspace english language en
  paramspace english location flash
  paramspace english prefix en
```

Note For configuring the same feature in Cisco VVB, see section “Cisco VVB configuration for Comprehensive Call Flows”.

With Unified CVP4.0 and later releases, you have to configure the IP address of the Call Server. The bootstrap.tcl learns the IP address of the source Call Server and uses it as its Call Server. There is no need for backup Call Server configuration, because receiving a call from the Call Server means that the server is operational.

The following files in flash memory on the IOS Voice Gateway are also involved with high availability: handoff.tcl, survivability.tcl, recovery.vxml, and several .wav files. Use Trivial File Transfer Protocol (TFTP) to load the proper files into flash. Configuration information for each file can be found within the file itself. For information, see the latest version of the *Configuration Guide for Cisco Unified Customer Voice Portal*, available at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_installation_and_configuration_guides_list.html