SpeechView for Unity Connection with Microsoft Exchange配置示例

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簡介

本文檔將介紹Cisco Unity Connection 9.1版和Microsoft Exchange 2010的配置,以便在Cisco Unity Connection通知中啟用SpeechView語音郵件轉錄。雖然螢幕截圖來源於Unity Connection和 Microsoft Exchange的特定版本,但是這些概念應適用於任何較早或較新版本的產品。

在本實驗中,公司的簡單郵件傳輸協定(SMTP)域是ucdemolab.com。已為Cisco Unity Connection高可用性(HA)對分配了CUC1.ucdemolab.com的SMTP域。

必要條件

需求

思科建議您瞭解以下主題:

- Unity Connection 8.6(2)版或更高版本,與單一收件箱(SIB)整合
- Microsoft Exchange

採用元件

本文中的資訊係根據以下軟體和硬體版本:

- Unity連線版本9.1
- Microsoft Exchange 2010

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路正在作用,請確保您已瞭解任何指令可能造成的影響。

背景資訊

SpeechView服務在版本8.0(2)中新增到Unity Connection。 SpeechView允許使用者將其語音郵件 轉錄,然後傳送到他們選擇的通知裝置。SpeechView服務有兩種型別:

- SpeechView標準,它是百分之百基於軟體的轉錄。
- SpeechView Pro(在8.6(2)版中新增),它允許基於軟體的轉錄服務將語音郵件的部分傳送給人,以便在語音郵件的特定部分具有低準確度等級時進行轉錄。

這兩個服務都由安裝在9.0版及更高版本中的Unity Connection系統或Enterprise License Manager(ELM)上的許可證啟用,它們通過SMTP通過Internet傳送到Nuance語音識別伺服器。請參 閱「SpeechView操作」部分以獲取有關語音郵件如何傳送到Nuance以及如何將錄音返回到Unity Connection的摘要。

設定

SpeechView操作

此過程概述了SpeechView操作的常規消息流。這些部分介紹了此配置的步驟。

- 1. Unity Connection通過智慧主機定義的Unity Connection將語音郵件消息傳送到Nuance。有關 詳細資訊,請參閱步驟2。
 - •此郵件包括Nuance用於回覆的管理員定義的返回SMTP地址。
 - 該示例使用speechview1@ucdemolab.com。
 - 由於郵件通過Internet傳輸,因此必須使用可訪問的SMTP地址,而且Cisco Unity Connection SMTP可能是僅內部域,不能從組織外部訪問。
- 2. Nuance會轉錄該消息,並將該轉錄傳送到speechview1@ucdemolab.com。
- 3. Exchange收到響應消息並將其轉發給電子郵件地址stt-service@CUC1.ucdemolab.com的聯絡人。Unity Connection希望所有SpeechView轉錄內容都傳送到Cisco Unity Connection SMTP域中的別名「stt-service」,在本例中為「stt-service@CUC1.ucdemolab.com」。

4. 當Unity Connection收到響應時,會對其進行相應處理。如果是註冊請求的響應,則完成註冊 ;如果是轉錄,則進行轉錄,並將其傳送到為接收語音郵件的使用者定義的任何通知裝置。

第1步:Unity連線組態

1.1: 定義Cisco Unity Connection SMTP域

使用SpeechView時,Unity Connection SMTP域必須與公司SMTP域不同。因此,需要在用作智慧 主機的Microsoft Exchange伺服器上執行特殊配置。有關如何在**Unity Connection > System** Settings > SMTP Configuration > Server中設定SMTP域的資訊,請參見圖1。第2步將介紹 SpeechView消息路由正常工作所需的特殊配置。

-			
Fax Server	SMTP Server Configuration		
SMTP Configuration	SMTP Port #	25	
Server	SMTP Domain*	cucl.ucdemolab.com	Change SMTP Domain
Smart Host	stants to an end of the descence to an end of the		

1.2:定義智慧主機

智慧主機是Cisco Unity Connection與公司SMTP基礎設施的介面。智慧主機將消息路由到它們需要 到達其最終目的地的位置。智慧主機可以是IP地址或域名系統(DNS)主機名,如圖2所示。

圖2

圖1

Cisco Unity Connection	Smart Host
Plugins Fax Server	Smart Host Refresh Help Save Edit Smart Host Smart Host exchange2010.ucdemolab.
Telephony Integrations Phone System Port Group Port	Save Fields marked with an asterisk (*) are required.

1.3:Unity Connection SpeechView配置

在Cisco Unity Connection SpeechView服務選單上,選中**Enabled**覈取方塊。然後按一下**Access Transcription Service Directly**單選按鈕。

在「傳入SMTP地址」欄位中,輸入Nuance用於將郵件傳送回Cisco Unity Connection部署的返回 地址。

在「註冊名稱」欄位中,輸入唯一標識此SpeechView部署的註冊名稱。

如圖3所示,在此示例中,傳入SMTP地址為「speechview1@ucdemolab.com」,註冊名稱設定為

圖3



Unity Connection節點或HA對註冊到SpeechView後,如果選中Advertise Transcription Proxy Services to Other Connection Locations覈取方塊,則其他節點或HA對可以通過數位網路使用該服 務。如果這是所需的配置,請按一下Access Transcription Services through Connection Proxy Location單選框,然後從下拉選單中選擇SpeechView代理。

按一下「**Save**」。完成所需的Microsoft Exchange配置之前,請勿按滑鼠「註冊」。如需詳細資訊 ,請參閱步驟2。

第2步: Microsoft Exchange配置

2.1:配置郵件聯絡人

在Microsoft Exchange配置中,為需要的郵件聯絡人分配「stt-service」SMTP地址,該地址用於將 回覆郵件轉發回Unity Connection。基本上,在Exchange伺服器上收到目的地為「傳入SMTP地址 」的郵件時(有關更多詳細資訊,請參見步驟1.3),將使用在此處建立的郵件聯絡人轉發該郵件。

開啟Exchange管理控制檯,然後導航到**收件人配置>郵件聯絡人**。在空白處按一下右鍵,然後選擇 「**新建郵件聯絡人」**。出現一個新視窗。

按一下New Contact單選按鈕,然後按一下Next。

 Introduction Contact Information New Mail Contact Completion 	Introduction This wizard helps you create a new mail contact or mail-enable an existing contact. Create a mail contact for: • New contact • Existing contact:

接下來,提供填充新郵件聯絡人所需的資訊。填寫相關資訊,如圖5所示。最重要的是,在「外部電 子郵件地址」欄位中輸入別名**stt-service@ <***Unity Connection SMTP Domain*>。在本示例中,由於 Unity Connection SMTP域是CUC1.ucdemolab.com,因此該欄位填充了「sttservice@cuc1.ucdemolab.com」。

附註:Unity Connection會偵聽所有要傳送到stt-service@<Unity Connection SMTP Domain>的SpeechView回覆消息。使用stt-service以外的別名會導致註冊和轉錄失敗。

按「Next」(下一步)。

 Introduction Contact Information New Mail Contact Completion 	Contact Information Enter the account inform an existing mail contact.	ation that is required to cre	ate a new mail contact g a default one:	t or to mail-enable
	ucdemolab.com/Use	ers -		Browse
	First name:	Initials:	Last name:	
	STT		CUC1	
	Name:			
	STT CUC1			
	Alias:			
	stt-service			
	External e-mail address:			
	SMTP:stt-service@cuc	1.ucdemolab.com		

驗證所有資訊並按一下New。在下一個螢幕上,按一下Finish。郵件聯絡人現已建立。

 Introduction Contact Information 	New Mail Contact Click New to create a mail contact with the following settings. Configuration Summary:	
Completion	Organizational unit: ucdemolab.com/Users First name: STT Last name: CUC1 Contact name: STT CUC1 Alias: stt-service External e-mail address: SMTP:stt-service@cuc1.ucdemolab.com	*
	To copy the contents of this page, press CTRL+C.	

2.2:配置SpeechView郵箱

下一步是建立一個新郵箱以接收發往「傳入SMTP地址」的郵件。 在步驟2.1中建立了初始的New Mail Contact配置後,郵箱會轉發到步驟2.1中建立的郵件聯絡人,然後郵件會轉發到Unity Connection。

開啟Exchange管理控制檯,然後導航到**收件人配置>郵箱**。在空白處按一下右鍵,然後選擇**「新建** 郵**箱」**。出現一個新視窗。

按「Next」(下一步)。

	Introduction
User Type	This wizard helps you create a new mailbox, resource mailbox, or linked mailbox. You can also use this wizard to mail-enable an existing user.
New Mailbox	Choose mailbox type.
	User Mailbox
	This mailbox is owned by a user to send and receive messages. This mailbox cannot be used for resource scheduling.
	C Room Mailbox
	The room mailbox is for room scheduling and is not owned by a user. The user account associated with resource mailbox will be disabled.
	C Equipment Mailbox
	The equipment mailbox is for equipment scheduling and is not owned by a user. The user account associated with the resource mailbox will be disabled.
	C Linked Mailbox
	Linked mailbox is the name for a mailbox that is accessed by a security principal (user) in a separate, trusted forest.

按一下New user單選按鈕,然後按一下Next。

Introduction	User Type
🔲 User Type	mailboxes.
New Mailbox	Create mailboxes for:
Completion	New user C Evicting users:
	Add X
	Name Organizational Unit

提供相關的使用者資訊。最重要的是,確保「使用者登入名(使用者主體名稱)」與步驟1.3中配置 的「傳入SMTP地址」欄位中的別名匹配。

按「Next」(下一步)。

Introduction	User Information Enter the user name and	account information.		
User Type				
User Information	Specify the organizat	ional unit rather than	using a default one:	
Mailbox Settings	ucdemolab.com/Use	rs		Browse
Archive Settings	First name:	Initials:	Last name:	
New Mailbox	SpeechView		Demo 1	
Completion	Name:			
	SpeechView Demo1			
	User logon name (User P	rincinal Name):		
	speechview1	incipal Nancj.	@ucdemolab.com	
	Liner legen name (pro Wit	adawa 2000):	-	
	speechview1	ndows 2000).		
			~ ~	
	Password:		Confirm password:	
			1	
	User must change pa	assword at next logon		
	User must change pa	assword at next logon		

在「郵箱」設定中,確保「別名」欄位與步驟1.3中使用的「傳入SMTP地址」的別名部分匹配。 按「Next」(下一步)。

Introduction	Mailbox Settings	antian and policy antiing
User Type	Alias	cation and policy setting
User Information	speechview1	
Archive Settings	Specify the mailbox database rather than using a database at	utomatically selected:
New Mailbox		Browse
Completion	Retention policy:	
Completion		Browse
	Exchange ActiveSync mailbox policy:	
		Browse
	Address book policy:	
		Browse
	Rersonal Tags are a premium feature. Mailboxes with policies	that contain these tags
	require an Exchange Enterprise Client Access License (CAL).	

驗證資訊是否正確,然後按一下**New**。

在最終螢幕上,按一下Finish。



2.3:配置SpeechView郵箱到郵件聯絡人的轉發

建立郵箱和郵件聯絡人後,必須將郵箱配置為轉發到步驟2.1中建立的郵件聯絡人。

按一下右鍵已建立的新郵箱,然後選擇屬性。然後按一下Mail Flow Settings頁籤,如圖12所示。

按兩下Deliver Options。出現一個新視窗。



在新的「交付選項」視窗中,選中Forward to覈取方塊,然後按一下Browse。出現一個新視窗。

圖13

elivery Options			×
Send on behalf			
Grant this permission to:			
4 Add X			
Forwarding address			
I✓ Forward to:			
			Browse
Deliver message to both forw	arding address an	d mailbox	
Recipients limits			
Maximum recipients:			1
		ок	Cancel
	2		

在新視窗中,選擇在步驟2.1中建立的郵件聯絡人。按一下確定並退出「郵箱」屬性頁。

arch:	Find Now C	lear	
isplay Name 🔺	Alias	Recipient Type Details	Prima
Adam McKenzie	adam	User Mailbox	adan
Administrator	Administrator	User Mailbox	Admi
Anita Perez	anita	User Mailbox	anita
Charles Holland	charles	User Mailbox	charl
Chris Ward	chrward	User Mailbox	chrw
David Scott	dscott2	User Mailbox	dsco
Doug Rufalo	drufalo	User Mailbox	drufa
Jim Li	jim	User Mailbox	jim@
Monica Cheng	monica	User Mailbox	moni
Mukul Kumar	mukul	User Mailbox	muki
Nancy Fox	nancy	User Mailbox	nanc
Neela Patel	neela	User Mailbox	neela
Speech View Demo1	speechview1	User Mailbox	spee
STT CUC1	stt-service	Mail Contact	stt-se
Sue Miller	sue	User Mailbox	sue@
Tanya Adams	tanyaa	User Mailbox	tanya
Taylor Bard	taylor	User Mailbox	taylo

2.4: 啟用接收聯結器以接受來自Unity Connection的消息

此步驟可能不是必需的,取決於Microsoft Exchange配置。接收聯結器允許Exchange伺服器接收來 自Unity Connection的SMTP/電子郵件,並將它們像普通電子郵件一樣轉發到Internet。如果沒有此 配置,Unity Connection將無法向Internet上的SpeechView服務傳送消息。

開啟Exchange管理控制檯,然後導航到**伺服器配置>集線器傳輸**。在標有「Receive Connector」的 下方窗格中,按一下右鍵空白區域,然後選擇**New Receive Connector**。出現一個新視窗。

在「名稱」欄位中輸入聯結器名稱(如圖15所示)。按一下**下一步**繼續。

Introduction	Introduction
- Local Network	This wizard helps you create a new Receive connector on the selected server.
settings	Name:
Remote Network	SMTP Relay
La settings	Select the intended use for this Receive connector:
New Connector	Custom

「本地網路設定」頁允許管理員使用新的接收聯結器僅偵聽Exchange伺服器的特定網路介面卡 (NIC)或IP地址。除非需要將接收聯結器隔離到特定NIC或IP地址,否則按一下**下一步**。

下一頁是Remote Network Settings頁,該頁定義允許哪些遠端IP地址或子網/VLAN使用此接收聯結 器。

在Address or address range欄位中,輸入將使用此接收聯結器的Unity Connection伺服器的IP地址 ,如圖16所示。

New Ro	eceive Connector	
Introduction	Remote Network settings	
Local Network settings	Receive mail from servers that have these remote IP addresses:	
Remote Network	IP address(es)	_
New Connector		
Completion Ad	ld IP Addresses of Remote Servers	
	Address or address range:	~
	10.99.150.13/32	•
	Example: 192.168.180.0/26 or 2001:DB8:0:C000::/54	
	OK Cancel	

輸入IP位址後,按一下**Next**。

Introduction	Remote Network settings	
Local Network settings	Receive mail from servers that have these remote IP addresses:	
Remote Network settings	IP address(es) 10.99.150.13/32	
New Connector	10.99.150.14/32	

驗證資訊並按一下New。在下一頁上,按一下**完成**。

Introduction Local Network settings	New Connector The wizard will use the configuration below. Click New to continue. Configuration Summary:
Remote Network	SMTP Relay
 New Connector Completion 	Name: SMTP Relay Type: Custom IP Address(es): (All Available IPv4): Port 25 FQDN: exchange2010.ucdemolab.com Remote IP range(s): 10.99.150.13/32 10.99.150.14/32

2.5:配置到Unity Connection的新傳送聯結器

此步驟可能不是必需的,取決於Microsoft Exchange配置。傳送聯結器配置為將消息路由回Unity Connection伺服器。由於Unity Connection中的限制,我們必須強制HELO報文,而不是 Exchange使用的預設EHLO報文。因此,建議為Unity Connection建立唯一的傳送聯結器,以便自 定義項僅能隔離到Unity Connection。

開啟Exchange管理控制檯,然後導航到**組織配置>集線器傳輸**。按一下**Send Connector**頁籤,在空 白處按一下右鍵並選擇**New Receive Connector**。出現一個新視窗。

在「名稱」欄位中,輸入新的傳送聯結器名稱,然後按一下下一步。

Introduction	Introduction
Address space	right-click it in the work pane and then click Properties to configure other properties that
Network settings	Name:
Source Server	CUC1 Send Connection
New Connector	Select the intended use for this Send connector:
Completion	Custom
	connect with systems that are not Exchange servers.
	connect with systems that are not Exchange servers.

在「SMTP地址空間」頁中,按一下**新增**,然後在「地址空間」欄位中輸入Unity Connection伺服器 的SMTP域,如圖20所示。已在步驟1.1中配置/驗證SMTP域。

Introduction	Address space			
Address space	Specify the address s	pace(s) to which this connector	will route mail:	
Network settings	CTune	Address	Cost	
Source Server	туре	Address	COSL	
New Connector	SMTP Address	5 Space		
Completion	Type:			
Compression	SMTP			
	Address space	e (for example, contoso.com):		
	cuc1.ucdem	plab.com		-
		0		
		li subdomains		
	Cost:			
	1			
			OK Cano	el
				.
	•			
	And a second sec			

選擇Network settings頁面,選擇**Route mail through the following smart hosts**,然後按一下**Add**。 視窗開啟時,在Address space欄位中輸入Unity Connection伺服器的IP地址或DNS名稱,如圖21所 示。

在本示例中,Unity Connection伺服器的SMTP域和DNS名稱相同。這不是必需的,情況並非總是如此。

按一下OK關閉視窗,然後按一下Next。

Introduction	Address space			
Address space	Specify the address sp	bace(s) to which this connector	will route mail:	
Network settings	Add + / Ed	Address	Cart	
Source Server	Type	Address	Cost	
New Connector	SMTP Address	Space		
Completion	Type:			
Completion	SMTP			
	Address snace	for example, contoso com);		
	cuc1.ucdemo	lab.com		
	Include al	subdomains		
	Cost:			
	1			
			OK Can	cel
				1 a

Unity Connection不支援對其SMTP服務的身份驗證訪問,因此按一下身份驗證設定中的**None**單選 按鈕,如圖22所示。

按「Next」(下一步)。

 Introduction Address space Network settings Configure smart host authentication settings Source Server New Connector Completion 	 Configure smart host authentication settings None Basic Authentication Basic Authentication over TLS User name: Password: Password: Note: all smart hosts must accept the same user name and password. Exchange Server Authentication Exchange Server Authentication Externally Secured (for example, with IPsec).
--	--

在「源伺服器」頁中,輸入將消息傳送到Unity Connection的Exchange伺服器。如果Unity Connection中配置了任何SMTP訪問清單,阻止未列出的IP地址向Unity Connection傳送郵件,這一 點非常重要。預設情況下,應至少有一個伺服器列出表,如圖23所示。在此實驗室中,只有一台 Exchange伺服器,因此無需新增另一台。

按「Next」(下一步)。

Introduction	Source Server		
Address space	Associate this connector w	vith the following Hub Transport serve	ers. Alternatively, you can
Network settings	Add X	uno not.	
Configure smart host authentication settings	Name EXCHANGE2010	Site ucdemolab.com/Configurat	Role Mailbox, Client Access, Hi
Source Server			
New Connector			
Completion			

驗證傳送聯結器資訊,然後按一下New。在下一頁上,按一下**完成**。

Introduction	New Connector The wizard will use the configuration below. Click New to continue.
Address space	Configuration Summary:
Configure emart	CUC1 Send Connection
 host authentication settings Source Server New Connector Completion 	Name: CUC1 Send Connection Usage: Custom Address spaces: SMTP:cuc1.ucdemolab.com;1 Smart hosts: cuc1.ucdemolab.com Smart host authentication: None Source Servers: EXCHANGE2010
	To copy the contents of this page, press CTRL+C.

2.6:禁用新傳送聯結器的EHLO消息

由於Unity Connection中的限制,您必須強制HELO消息,而不是Exchange使用的預設EHLO消息。

開啟Exchange命令列管理程式並輸入以下命令:

set-sendconnector < Send Connector Defined in Step 2.5> -forceHELO 1 若要驗證命令是否有效,請輸入以下命令並驗證forceHELO欄位是否設定為「True」:

get-sendconnector <*Send Connector Defined in Step 2.5*> | format-list 圖25

Welcome to the Exchange Management Shell! Fill list of endlets: Get-Excomend Only Exchange endlets: Get-Excomend Construction a condict with product anses or (endlet name) -2 Show guick reference guide) (without Show full control of a connand): Fornat-List Tip of the day E79: Management role assignments determine what namagement roles are associated with management role groups and nanagement roles assignment policies. Nole assignments also control what objects users who are members of role groups and nanagement roles. UPHROM: Construction of the day E79: Management role assignments determine what nanagement roles are associated with management role groups and nanagement roles. UPHROM: Construction of the day E79: Management role assignments also control what objects users who are members of role groups and nanagement roles. UPHROM: Construction of the day E79: Management role assignments also control what objects users who are members of role groups and nanagement roles. UPHROM: Construction of the day E79: Management role assignments also control what objects users who are members of role groups and nanagement roles. UPHROM: Construction of the day E79: Construction of the day E79: Construction of the day E79: Mathematication of the day E79:	Reachine: EXCHANGE2010.ucdemolab.c	om ×
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Tip of the day 477: Management role assignments determine what management roles are associated with management role groups and management rol 1 assignment publicies. Bole assignments also control what objects users who are members of role groups or assignment po- 1 assignment publicies. VERIOSE: Connecting to EXCHANCE2010.ucdenolAb.con VERIOSE: Connecting to EXCHANCE2012.ucdenolAb.con VERIOSE: Connecting to EXCHANCE2012.ucdenolAb.con; 10: CVMindowsVigten32; 10:	Full list of cndlets: Get-Com Only Exchange cndlets: Get-Ex Gmdlets that match a specific Get general help: Help Get help for a cndlet: Help < Shou quick reference guide: Q Exchange team blog: Get-ExElo Shou full output for a comman	nand Command string: Help # <string># uickRef g d: <command/> Fornat-List</string>
<pre>hanagement role assignments determine what management roles are associated with management role groups and management rol lisies can modify using the cadlets available on the associated management roles. UPEROSE: Connecting to EXCHANCE2010.ucdemolab.con UPEROSE: Connecting to EXCHANCE2010.ucdemolab.con; UPEROSE: Connecting to EXCHANCE2010.ucdemolab.con; UPEROSE: Connecting to EXCHANCE2010.ucdemolab.con; UPEROSE: Connecting to EXCHANCE2010.ucdemolab.con; UPEROSE: Connecting to UPEROSE UPEROSE: UPEROSE UPEROSE UPEROSE: UPEROSE UPER</pre>	Tip of the day #79:	
UFENDE: Connecting to EXCHANCE2010.ucdemolab.com UFENDE: Connecting to EXCHANCE2010 UFENDE: Connecting to Exchange Routing Group (DNBGZMFD01QNEUR) UFENDE: Connecting to EXCHANCE2010 UFENDE: Connecting to EXCHANCE2010 UFENDE: Connecting to EXCHANCE2010 UFENDE:	Management role assignments d le assignment policies. Role licies can modify using the c	sternine what management roles are associated with management role groups and management ro assignments also control what objects users who are members of role groups or assignment po- mdlets available on the associated management roles.
AddressSpaces (SHTP:cuc1.ucdemolab.con;1) AuthenticationCredential	VERBOSE: Connecting to EXCHAN VERBOSE: Connected to EXCHANG (PS) C: Windows \system32) (PS) C: Windows \system32)	GE2010.ucdenolab.con E2010.ucdenolab.con. sendconnector "CUC1 Send Connection" -forceHELO 1 sendconnector "CUC1 Send Connection" : format-list
	AddressSpaces AuthenticationCredential ConnectedDonains ConnectionInactivityTineOut DNR autingEnabled DonainSecureEnabled Enabled ErrorPolicies ForceHELO Fqdn HoneMIA HoneMIA HoneMIAServerId Identity IgnoreSTARTILS IsScopedConnector IsSntpConnector LinkedReceiveConnector MaxMessageSize Name Port ProtocolLoggingLevel RequireTLS SmartHostString SmartHostString SmartHostString SmartHostString SourceIPAddress SourceIPAddress SourceIrAddress SourceIrAddress SourceTransportServers IlsAuthLevel TlsDomain UseExternalDNSServersEnabled	<pre>(SMTP:cuci.ucdemolab.com;1) () 00:10:00 False False False True Default True Microsoft MTA EXCHANGE2010 CUC1 Send Connection False False False False False False False False None Exchange Routing Group (DWBGZMFD01QNBJR) (EXCHANGE2010) False False</pre>

退出Exchange命令列管理程式。

註冊SpeechView服務

在Unity Connection Administration頁面中導航至SpeechView Services Unified Messaging > SpeechView Transcription > Services。按一下「Register」。

-	Cisco Unity Connection	Transcription Service for SpeechView
	Mailbox Stores Mailbox Stores Membership Mailbox Quotas Hessage Aging	Transcription Service for SpeechView Refresh Help
8	Networking Dinks Deranch Management Locations VPIM Connection Location Passwords	The SpeechView service has not been registered. You must register to access the transcription service directly. Save Register Test Transcription Service for SpeechView
0	Unified Messaging Unified Messaging Services Unified Messaging Accounts Statu: SpeechView Transcription Services Error Codes Dial Plan Partitions Search Spaces	 Enabled Access Transcription Service Directly Incoming SMTP Address speechview1@ucdemolab.com Registration Name ucdemolabCUC1 Advertise Transcription Proxy Services to Other Connection Locations Access Transcription Services through Connection Proxy Location None +
	System Settings General Configuration Cluster Authentication Rules Roles Restriction Tables Licenses Schedules	Status of Last Transcription Operation Action Type None Action Status Unknown Action Date 2012-12-18 13:16:22.000 Save Register

如圖27所示,將出現新的彈出視窗。 確保彈出視窗不會被瀏覽器阻止。註冊正在進行中,視窗將 顯示「正在處理任務」的狀態。

圖27

cecution Results			
Severity	Issue	Recommendation	Details

該過程可能需要5到15分鐘的時間。註冊過程完成後,視窗將更改其文本,如圖28所示。

Task h	as finished.		
Close			
Severity		Recommendation	Details
0	The SpeechView transcription service was successfully registered.		

SpeechView轉錄測試

要為使用者啟用SpeechView,必須在**Class of Service > Class of Service**中選擇SpeechView選項 ,如圖29底部所示。

圖29

-	Cisco Unity Connection	Edit Class of Service (All Features Speechview Standard)
	Users Users Users Users Users Clars of Service	Class of Service Refresh Help Save Delete Previous Next Edit Class of Service Image: Service
	Class of Service	Display Name* All Features Speechview Standard
	Templates User Templates Call Handler Templates Contact Templates T:Notification Templates	Recorded Name Image: Allow User to Record Name Maximum Length 30 Seconds
	Contacts Contacts	Directory Listing Image: Ima
	Call Management	Greetings Maximum Length 90 Seconds
	Directory Handlers Interview Handlers Custom Recordings	Licensed Features Image: Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox
	Call Routing Message Storage Mailbox Stores Mailbox Stores Membership Mailbox Quotas	 Allow IMAP Users to Access Message Bodies Allow IMAP Users to Access Message Bodies Except on Private Messages Allow IMAP Users to Access Message Headers Only Allow Users to Use the Web Inbox and RSS Feeds
⊡	Message Aging Networking D-Links D-Branch Management Sections	 Allow Access to Advanced Features Allow Access to Exchange Email by Using Text to Speech (TTS) Allow Users to Use Voice Recognition
Π		Allow Users to Access SpeechView Transcription Service Ouse Standard SpeechView Transcription Service Use SpeechView Pro Transcription Service
J	Unified Messaging Services Unified Messaging Accounts Statu:	Secure Message Transcription (Speech View Standard/Pro) Do Not Transcribe Secure Messages
	Services Error Codes	 Allow Transcriptions of Secure Messages Allow Transcriptions of Secure Messages to Be Sent to Notification Devices

啟用這些選項後,即可配置通知裝置。在本示例中,已配置單一收件箱整合。

將消息同步到Exchange伺服器後, Unity Connection將啟動SpeechView進程。消息轉錄後,在 Microsoft Outlook中使用VMO(Viewmail for Outlook),轉錄即顯示為同步語音消息的一部分,如圖 30所示。

Voice Message	*
• •	0:00 / 0:07 📣 ┥ Speed 🕨
Message from Doug Rufalo (2	002)
Doug Rufalo	
ViewMail	
Sent: Thu 1/31/2013 3:41 PM To: Chris Ward	
🖂 Message 🚺 VoiceMessage.wav (62 KB)	

"Hey Chris it's Doug. I'm leaving you a message to test speech the standard transcription. Thanks. Bye." - Powered by Dragon

Transcription	¥
"Hey Chris it's Doug. I'm leaving you a message to test speech the standard transcription. Thanks. Bye." - Powered by Dragon	^
	-

驗證

目前沒有適用於此組態的驗證程序。

疑難排解

目前尚無適用於此組態的具體疑難排解資訊。