



Release Notes for First-Look Feature: Transcription in Cisco Unity Version 5.0(1)

This document contains information about the Transcription feature in Cisco Unity version 5.0(1).

This first-look feature is not officially supported by Cisco TAC and is provided to customers in an attempt to demonstrate functionality that may be included in a subsequent release. Customers are welcome to sample the feature with a small number of users—with the understanding that functionality may be limited. We strongly recommend against using the feature widely in a production environment.

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About Transcription

The Transcription feature allows subscribers to have their voice messages converted to text. Because messages in text format can be scanned or searched for key information, this feature can be useful for subscribers who want to preview messages before listening to them.

A Cisco-hosted transcription server is available to allow you to try out the feature with Cisco Unity 5.0(1). Contact your account manager for details.

Configuring Transcription

A Cisco-hosted transcription server is installed and available to allow you to try out the feature.

Do the following procedure to configure Cisco Unity and the Exchange partner server for Transcription, and to provide Cisco with the applicable information to enable the feature for users.



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To Configure Cisco Unity and Exchange for Transcription

- Step 1** In Cisco Unity Administrator, create an Internet Subscriber account or a Trusted Internet Subscriber account for transcription, depending on whether you are using secure messaging. Use the following guidelines when you create the account:
- Use an alias that is easy to identify, such as “transcribe.”
 - Set the SMTP address to `unity-transcribe@cisco.com` (the SMTP address of the Cisco-hosted transcription server.)
 - If you are creating a Trusted Internet Subscriber account, set the Secure Messaging option for the Trusted Internet Location to Decrypt All Messages.
- Refer to the “Internet Subscribers” chapter of *Networking Guide for Cisco Unity Release 5.0* for information on how to create Internet Subscriber or Trusted Internet Subscriber accounts.
- Step 2** Do the following substeps to modify the Cisco Unity database:
- a. On the Cisco Unity server, on the Windows Start menu, click **Programs > Microsoft SQL Server > Query Analyzer**.
 - b. In the Connect to SQL Server dialog, enter the applicable credentials, and click **OK**. (Note that the account that you use to log on must have permission to write to the database. If you are logged onto the Cisco Unity server as the UnityAdmin account, you can use the Windows authentication option to connect to SQL Server. Otherwise, you can log on with SQL Server sa credentials.)
 - c. In the database list, click **UnityDB**.
 - d. In the query text area, enter `exec csp_ConfigurationCreate @Name = N'Transcription', @Value = NULL, @Type = 1, @ParentPath = N'System'`
 - e. Click **Execute Query**.
 - f. Enter `exec csp_ConfigurationCreate @Name = N'Enabled', @Value = N'1', @Type = 11, @ParentPath = N'System.Transcription'`
 - g. Click **Execute Query**.
 - h. Enter `exec csp_ConfigurationCreate @Name = N'Alias', @Value = N'<Alias>', @Type = 8, @ParentPath = N'System.Transcription'`, where <Alias> is the alias of the Cisco Unity account that you created in step 1. (Using the example in [Step 1](#), the string should be `exec csp_ConfigurationCreate @Name = N'Alias', @Value = N'transcribe', @Type = 8, @ParentPath = N'System.Transcription'`.)
 - i. Click **Execute Query**.
 - j. Close Query Analyzer.
- Step 3** Use the Custom Key Map utility in Cisco Unity Tools Depot to set key press assignments for the Transcribe option for the applicable menus of the conversation. (The Transcribe option can be mapped for the Message Header, Message Body, Message Footer, and After Message menus.)
- Step 4** Ensure that the Exchange partner server is configured to route a message to the Internet. Refer to the Exchange documentation for configuration information.
- Step 5** After you have configured Cisco Unity and the Exchange partner server, contact your account manager with the e-mail address(es) of the transcription feature user(s) and the domain of the Cisco Unity server. (Your account manager must provide Cisco with this information in order to enable the feature.)

Using Transcription

You can have voice messages transcribed by using either the Cisco Unity Phone Interface or the Cisco Unity Inbox Web Tool.

Regardless of which tool you use, you forward messages that you want transcribed to the transcription alias, and Cisco Unity sends the transcribed messages to your e-mail address, with the original .wav files attached.

Do the applicable procedure:

- [To Have a Message Transcribed by Using the Cisco Unity Phone Interface](#)
- [To Have a Message Transcribed by Using the Cisco Unity Inbox Web Tool](#)

To Have a Message Transcribed by Using the Cisco Unity Phone Interface

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- Step 1** Call and log on to Cisco Unity.
- Step 2** From the Main menu, choose the applicable menu option: Play New Messages or Review Old Messages.
- Step 3** Locate the message to transcribe.
- Step 4** Press the applicable key(s) for the Transcribe menu option. (The key presses were set by using the Custom Key Map utility in [Step 3](#) of the procedure “[To Configure Cisco Unity and Exchange for Transcription](#)”.)

You should hear the prompt confirming that the message was sent for transcription, and the transcribed message should appear in your e-mail inbox, with the original .wav file attached.

To Have a Message Transcribed by Using the Cisco Unity Inbox Web Tool

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- Step 1** In the Cisco Unity Inbox, click the name of the sender for the voice message that you want to transcribe. The message opens in a new window.
- Step 2** On the Media Master, click Forward.
- Step 3** Enter the alias of the transcription account. (This is the account that you created in [Step 1](#) of the procedure “[To Configure Cisco Unity and Exchange for Transcription](#)”.)
- The transcribed message should appear in your e-mail inbox, with the original .wav file attached.
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Known Issues

The feature uses a speaker-independent engine that is currently limited to around 80% accuracy.

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