

UC TRANSCRIPTION BETA TECHNICAL NOTE

UC TRANSCRIPTION WILL ENABLE THE UC SYSTEM TO TRANSCRIBE VOICE MESSAGE TO TEXT.

PREREQUISITES

1. Must have registered with **SimulScribe/PhoneTag** and have an **AccountID** ready.
2. Must enable SSL on the IIS using **secure certificate key**. See *HowToEnableSSL.pdf*
3. Must have the latest installation CD with *EEAM.dll* version 2.0.9674 or higher.
4. An external address to **UC WebApplication** server. This could be an external IP or actual **DomainName**, which could connect directly or through proxy to your **UC WebApplication** server.

INSTALLATION PROCEDURE

In order to enable transcription on our system you need to run the installation using the latest UC installation package mentioned above, and select the **WebApplication**.

Once the installation is finished, it will install the following:

- * A copy of the latest *EEAM.dll* build that has the required changes for transcription
- * Create a new folder under UC called **WebTranscribe**
- * Create a new virtual folder that points to the abovementioned folder
- * Copies a **UCTranscribeUtility** to help you configure **UCTranscription**
- * Installs *UCWebTranscribe.dll* into **system32** for the **WebTranscribe** application which works as the **callback URL**.

HOW UCTRANSSCRIPTION WORKS

Here are the steps taken when transcribing a voice message. Note: Currently, only voice messages less than a minute are transcribed.

1. A voice message is left for a mailbox
2. **EEAM** looks at *EEAM.ini* to see whether the mailbox is enabled for transcription
3. If so, it uses the **UCTranscribeUploader** to submit the voice file for transcription along with the **callback URL**, for **UCTranscription Service Provider** to return the results back to your system. The original message is put on hold for a certain amount of time defined in the **UCTranscribeUtility** until the transcription results are back.
4. Once transcription is complete, **UC Remote Transcription Service** will use the **callback URL** to return the transcription results to be attached to the original voice message.

UCTRANSSCRIPTION UTILITY

Log Voice Server Transcription Activities

This field enables activity logs for Voice Server calls made to *UCTranscribeUploader.dll*. Logs are written into *uc/logs/vserver/EETrans*.log* (* is date).

Note: WebTranscribe logs are enabled from **Admin**, where **Debug** is equal to ALL or WEBCLIENT and log level is **5**.

Save Voice Messages as Text

If checked, all transcribed voice messages are saved as text, which allows email clients to open those messages as text messages and not voice.

Callback URL

This URL is used by the **UC Transcription Service Provider** to submit the results back to your UC system. For simplicity purposes, you can configure your DNS so you will only need to change the **YourCompanyUrl**.

Company Transcription AccountID

Once you have signed up with the **UC Transcription Service Provider**, you will be given an **AccountID**. Your unique **AccountID** is needed to process each Transcription process.

Number of Minutes to Hold Voice Messages for Transcription

Voice messages for selected mailboxes are put on hold until their transcriptions are returned from the Transcription Service Provider. This is time-out in minutes, as to when to cease waiting for transcription text.

Enable Transcription for the following Mailboxes

You must provide a list of mailboxes that are permitted to use transcription service. Use a comma to separate each mailbox number.