

# Telephony Office-LinX™

enterprise edition

## ASR Guide

doc v. 7.0.2.0



**UNIFY & SIMPLIFY**  
all your daily communications

# Setting-up and troubleshooting

## 1.SETTING UP ASR

Setting up ASR starts with making sure that you have purchased the license. Check in the UM License Upgrade Utility that you can find under Programs > Esna TOL Enterprise . Below is a picture of the license upgrade utility that highlights the ASR components that you need to have a license for.

The screenshot shows the UM License Upgrade Utility interface. The following components are highlighted with red boxes:

- Languages: 9
- ASR Langs: 1
- ASR Provider: AST-1

Other visible fields include:

- PBXs: 1
- Companies: 2
- PrintServers: 1
- MSS Clients: 2
- VoicePorts: 20
- ASRPorts: 2
- Verification Ports: 0
- Nuance TTSPorts: 0
- SAPI TTSPorts: 0
- DecTalk TTSPorts: 0
- RealSpeak TTSPorts: 2
- Fax Ports: 2
- Mailboxes: 200
- Desktops: 25
- UM Users: 25
- Fax Desktops: 0
- Trial Days: 0
- Trial Version:
- MSS:  SMTP/MAPI:  AMIS:  SMS:
- PMS:  FaxMail:  VPIM:  Redundan:
- Pulse:  CTILink:  SMDI/MCI:
- LAP:  TAPI:  ActiveX:
- IMAP:  WAP:  IVR:

After verifying the sentinel information for your license the nuance will have to be configured in the voicemail administrator.

Open the Voicemail Admin and go to the Configuration > Advanced. In the right pane the parameter called **Voice recognition mode** is required to be set to Nuance ( Nuance 8.5 for 2.0 or 7.0 systems).

The screenshot shows the Voicemail Admin Configuration > Advanced screen. The 'Voice Recognition Mode' is set to 'Nuance'. An 'Edit String' dialog box is open, showing the 'Value Name' as 'Voice Recognition Mode' and the 'Value Data' as 'Nuance'.

If this option was set then check the settings under the company properties in the Admin program. Select the company that you are enabling the ASR for and then right click and choose properties. Go to the ASR/Voice verification tab and check the **Voice recognition** check box that will enable the other check boxes for you to set as required by the customer. Their functionality is as follows:

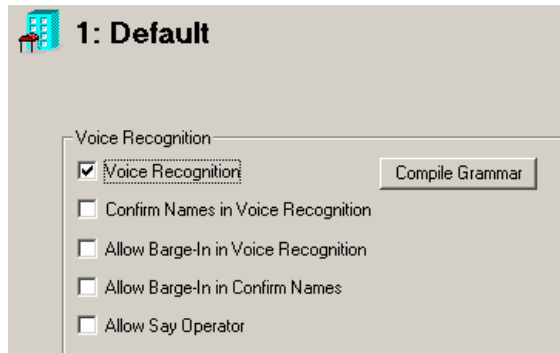
**Confirm names in voice recognition** > The system will confirm a recognized name no matter what

**Allow barge-in in voice recognition** > it allows you to say a name while the system is playing a greeting or a prompt.

**Allow barge-in in confirm names** > The system will allow you to interrupt it to confirm that a name that it found is the correct one or not.

**Allow Say Operator** > for the systems that have a default operator defined it will recognize the word operator as a

dial request for the operator.



USE THE ASR CONFIGURATOR:

The ASR Configurator is a tool that helps you setup and fine tune the ASR engine of your system. It is found under Start > Programs > ESNA Telephony Office /M6510 Unified Messaging Server > ASR Configurator.

In the configuration settings you will have 4 fields that can be modified.

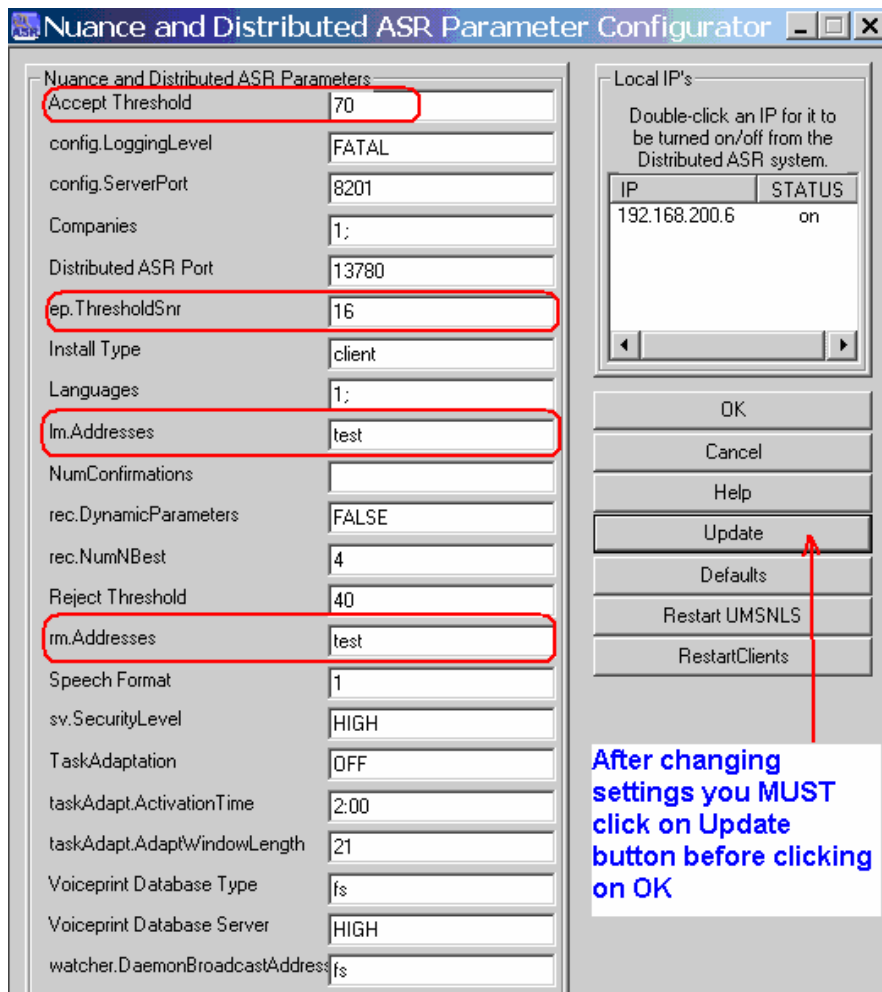
**Accept Threshold** - The percentage on witch a match is made when a name is spoken.

**ep. ThresholdSnr** - The sensitivity of the system when ASR is used. 16= default .Increasing the number to 18 or 20 makes the system less sensitive. This can be changed when cell phone callers complain of the system to be too sensitive to road or background noise.

**Im. Addresses** - These two parameters contain the computer name – MUST BE IN LOWER CASE

**m.Addresses**

See the picture below for these settings:



These are the main settings that need to be checked now you should check if the board settings in your system support this functionality. Below you have the different types of voice cards and their settings .

1. **IP SYSTEMS** - no extra settings are required.
2. **Dialogic D41JCT / D120JCT:** Go Start > Programs > Intel dialogic system software > Configuration DCM. Once in the DCM double click on each card you have and perform the changes on all the cards, one card after the other. Go to the MISC tab and change the following settings as follows:

- Firmware file > **D41JCSP.FWL/D120JCSP.FWL**
- CSP Extra time slot > **ON**

**NOTE:** If you have a combination of the two boards just make sure you choose the correct firmware for the specific card.

Once changed, click on apply and OK then go to the next card or if no other card is present restart the computer. Next go to Voice Board Config Wizard

3. **Dialogic D42/D82 cards:** Start > Programs > Intel dialogic system software > Configuration DCM. Once in the DCM double click on each card you have and perform the changes on all the cards, one card after the other. Go to the MISC tab and change the following settings as follows:

- Firmware file > **D42CSP.FWL/ D82CSP.FWL**
- CSP Extra time slot > **ON**

**NOTE:** If you have a combination of the two boards just make sure you choose the correct firmware for the specific card

Once changed, click on apply and OK then go to the next card or if no other card is present restart the computer. Next go to Voice Board Config Wizard

## VOICE BOARD CONFIG WIZARD

After configuring the voice card you need to run the Voice Board Config Wizard found in the Start > Programs > Esna TOL Enterprise/ Mitel 6510 Messaging server. Run through the wizard and make sure the boards are set to run FULL DUPLEX.

## 2.TROUBLESHOOTING ASR

This section will explain some of the situations in which ASR is not working and how to fix it.

### → ASR DOES NOT LOAD

#### Cause #1: Sentinel Not licensed for ASR

**Resolution:** Check in the UM License Upgrade Utility that you can find under Programs > Esna TOL Enterprise. Below is a picture of the license upgrade utility that highlights the ASR components that you need to have a license for.

PBXs	1	PrintServers	1	Exit
Companies	2			Clear Form
Languages	9	MSS Clients	2	Load Sentinel
VoicePorts	20	ASR Langs	1	Write Sentinel
ASRPorts	2	ASR Provider	AST-1	Load License
Verification Ports	0	Fax Desktops	0	
Nuance TTSPorts	0	Trial Days	0	
SAPI TTSPorts	0			
DecTalk TTSPorts	0	<input type="checkbox"/> Trial Version		
RealSpeak TTSPorts	2	<input checked="" type="checkbox"/> MSS	<input checked="" type="checkbox"/> SMTP/MAPI	<input checked="" type="checkbox"/> AMIS
Fax Ports	2	<input checked="" type="checkbox"/> PMS	<input checked="" type="checkbox"/> FaxMail	<input checked="" type="checkbox"/> VPIM
Mailboxes	200	<input checked="" type="checkbox"/> Pulse	<input checked="" type="checkbox"/> CTILink	<input checked="" type="checkbox"/> SMDI/MCI
Desktops	25	<input checked="" type="checkbox"/> LAP	<input checked="" type="checkbox"/> TAPI	<input checked="" type="checkbox"/> ActiveX
UM Users	25	<input checked="" type="checkbox"/> IMAP	<input checked="" type="checkbox"/> WAP	<input checked="" type="checkbox"/> IVR

**Cause #2: The system does not have enough memory**

**Resolution:** Please see the Technical Operating Guidelines document found under the manuals folder of the product for the Hardware platform specifications.

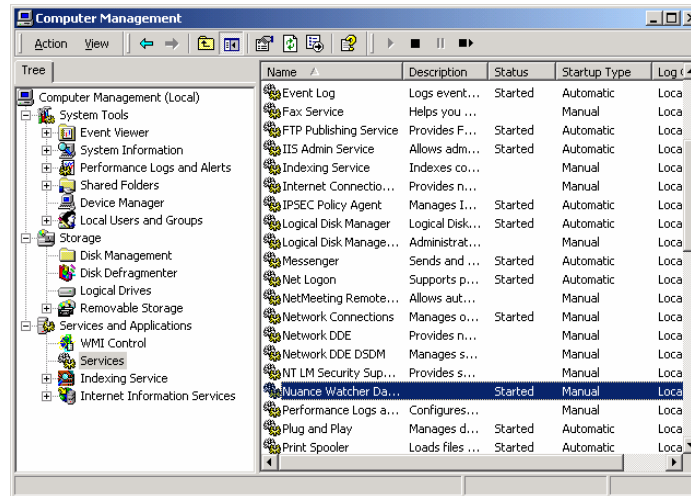
1 LANGUAGE = 750 MB - Total per system

2 LANGUAGES= 1GB - Total per system

For each additional language add 250MB or Ram memory per system.

**Cause #3: Nuance Watcher was not installed as a service**

**Resolution:** During the installation of Nuance, you are asked if Nuance Watcher should be installed as a service. This must be set as Yes. If you do not see Nuance Watcher in the list of services, you must reinstall Nuance and ensure that Nuance Watcher is installed as a service.

**Cause #4: No network connection**

**Resolution:** For the Nuance Watcher service to start there must be a network connection. If a network connection is not available, install the Microsoft Loopback Adapter. This is installed through the Add New Hardware Wizard in control panel.

**Cause #5: Voice boards are not configured correctly**

**Resolution:** Please refer to the above ASR SETUP GUIDE for proper voice board configuration.

NOTE: When NUANCE processes are loaded you should be able to go in the Task Manager of the server and see the following processes running:

**Recserver.exe**

**Compilation-service.exe**

**Watcher-daemon.exe**

If you see the recserver.exe process running with high memory utilization then your ASR is loaded.

→ **ASR DOES NOT RECOGNIZE NAMES****Cause#1: The grammar is not compiled**

**Resolution:** If you just turned on the ASR functionality then you need to reboot to kick start the Grammar compilation of the names. If you already rebooted then wait 10-15 minutes then check the C:\UC\Packages folder for the existence of a file called 1\_1\_Names.grammar .If the file is not present you can try clicking on the " Compile grammar" button in the company properties of the TOL ADMIN then wait another 10- 15 minutes and check in the same folder .

**Cause #2:** Directory is not checked in the Feature Group ? Mailbox Options tab.

**Resolution:** Make sure there is a name entered in the mailbox in the FIRST NAME and LAST NAME fields