



CHAPTER 33

Managing SpeechView Transcription Error Codes in Cisco Unity Connection 8.6(2) and later

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Overview of SpeechView Transcription in Cisco Unity Connection 8.6(2) and later

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When a sender sends a voice mail to a SpeechView user, the received voice message is sent to Nuance for transcription. The transcription of voice messages is sent back to Cisco Unity Connection. However, in case of any transcription failure, the Nuance sends an error code to Connection.

Cisco Unity Connection Administration interface shows five default error codes that can be sent by the Nuance. Only the administrator has the privileges to modify/delete the existing error code and the associated description. In addition, he has the privilege to add a new error code. Whenever a new error code is sent by the Nuance, the administrator needs to add a new Nuance Server code along with the appropriate description.

Note the following:

- The error code and the error code description should be in default system language.
- If the error code provisioning is not done, then the error code received from Nuance will be displayed.



Note

In Cisco Unity Connection 8.5 and later versions, to avoid timeout or failure of the registration request with the Nuance server, make sure to:

- Remove the email disclaimers from the inbound and outbound email messages between Connection and the Nuance server.
- Maintain SpeechView registration messages in the S/MIME format.

Default Transcription Error Codes in Cisco Unity Connection

In Cisco Unity Connection Administration page> Unified Messaging> SpeechView Transcription, when you select **Error Codes**, then on the Search Transcription Error Codes page, default error codes appear on the screen. These default error codes are sent by the Nuance to the SpeechView user. The [Table 33-1](#) shows the default error codes in the Cisco Unity Connection Administration interface.

Table 33-1 **Default Error Codes**

Error Code Name	Description
Fault	Registration Failed When Connection tries to register with the Nuance and the registration fails.
Inaudible	The system was unable to transcribe the message When a voice mail sent by a SpeechView user is inaudible at the Nuance site.
Rejected	The system was unable to transcribe the message When the Nuance server is not able to transcript voice mail sent by a SpeechView user.
Time-out	The transcription request timed out Whenever there is a response time-out from the Nuance.
Unconverted	The transcription failed due to a system configuration problem. Call voice mail to hear the message When the conversion request contains more than one audio file attachment, the Nuance rejects the messages.



Note

The bold text in the table above shows the default error code description, which is displayed to the user.

Add New Transcription Error Code in Cisco Unity Connection

To add a New Transcription Error Code

- Step 1** In Cisco Unity Connection Administration, expand **Unified Messaging> SpeechView Transcription**, then select **Error Codes**.
- Step 2** On the Search Transcription Error Codes page, select **Add New**.
- Step 3** On the New Transcription Error Code page, enter the error code and the error code description to create a new error code.



Note Fields marked with * (an asterisk) are required.

- Step 4** Select **Save**.
- Step 5** To save and search the existing server codes on the New Transcription Error Code page, select **Transcription Error Code** menu.
- Step 6** To clear-off the values of new error code before saving, select **Reset** menu.

See Also

- [New Transcription Error Code](#)

Modifying the Transcription Error Code in Cisco Unity Connection

To Modify an existing Transcription Error Code

- Step 1** In Cisco Unity Connection Administration, expand **Unified Messaging> SpeechView Transcription**, then select **Error Codes**.
- Step 2** On the Search Transcription Error Codes page, select the display name of the error code that you want to modify.



Note If the error code that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** On the Edit Transcription Error Code (Fault) page, change the error code or the error code description, as applicable.
- Step 4** When you have finished changing settings on the Edit Transcription Error Code (Fault) page, select **Save**.
- Step 5** To move to the next existing error code, select **Next**.
- Step 6** To move to the previous existing error code, select **Previous**.

- Step 7** To add a new error code on Nuance Server Code (Fault) page, select **Transcription Error Code** menu, and select **New Transcription Error Code**.
- Step 8** To delete the existing error code, select **Delete** or select Nuance Server Code menu, and select **Delete Transcription Error Code**.

See Also

- [Edit Transcription Error Code](#)

Deleting the Transcription Error Code in Cisco Unity Connection

To Delete an existing Transcription Error Code

- Step 1** In Cisco Unity Connection Administration, expand **Unified Messaging> SpeechView Transcriptions**, then select **Error Codes**.
- Step 2** On the Search Transcription Error Code page, check the check box adjacent to the display name of the schedule that you want to delete.



Note If the error code that you want to delete does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** Select **Delete Selected**.
- Step 4** In the dialog box that asks you to confirm the deletion, select **OK**.

See Also

- [Delete Transcription Error Code](#)

Search the Transcription Error Codes in Cisco Unity Connection

To search Transcription Error Code

- Step 1** In Cisco Unity Connection Administration, expand **Unified Messaging> SpeechView Transcription**, then select **Error Codes**.
- Step 2** On the Search Nuance Server Codes page, select **Error Codes** or **Error Code Desc** from the drop-down list.
- Step 3** Enter the error code or error code description in the text box.
- Step 4** Select **Find**.

See Also

[Search Transcription Error Codes](#)

