



CHAPTER 34

Managing SpeechView Transcription Error Codes in Cisco Unity Connection

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Overview of SpeechView Transcription in Cisco Unity Connection

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

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

Note the following:

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



Note

In Cisco Unity Connection, to avoid timeout or failure of the registration request with the third-party external transcription service, make sure to:

- Remove the email disclaimers from the inbound and the outbound email messages between Connection and the third-party external transcription service.

- Maintain the 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, the default error codes appear on the screen. These default error codes are sent by the third-party external transcription service to the SpeechView user. The [Table 34-1](#) shows the default error codes in the Cisco Unity Connection Administration interface.

Table 34-1 **Default Error Codes**

Error Code Name	Description
Fault	Registration Failed When Connection tries to register with the third-party external transcription service 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 third-party external transcription service site.
Rejected	The system was unable to transcribe the message When the third-party external transcription service is not able to transcribe the voice mail sent by a SpeechView user.
Time-out	The transcription request timed out Whenever there is a response timeout from the third-party external transcription service.
Unconverted	The transcription has failed. Call voice mail to hear the message When the conversion request contains more than one audio file attachment, the third-party external transcription service rejects the messages.



Note

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

Add New Transcription Error Code in Cisco Unity Connection

To add a New Transcription Error Code

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- 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 the **Transcription Error Code** menu.
- Step 6** To clear-off the new error code values before saving, select the **Reset** menu.
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See Also

- [New Transcription Error Code](#)

Modifying the Transcription Error Code in Cisco Unity Connection

To Modify a Transcription Error Code

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- 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**.
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See Also

- [Edit Transcription Error Code](#)

Deleting the Transcription Error Code in Cisco Unity Connection

To Delete a 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 a 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 Transcription Error 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](#)