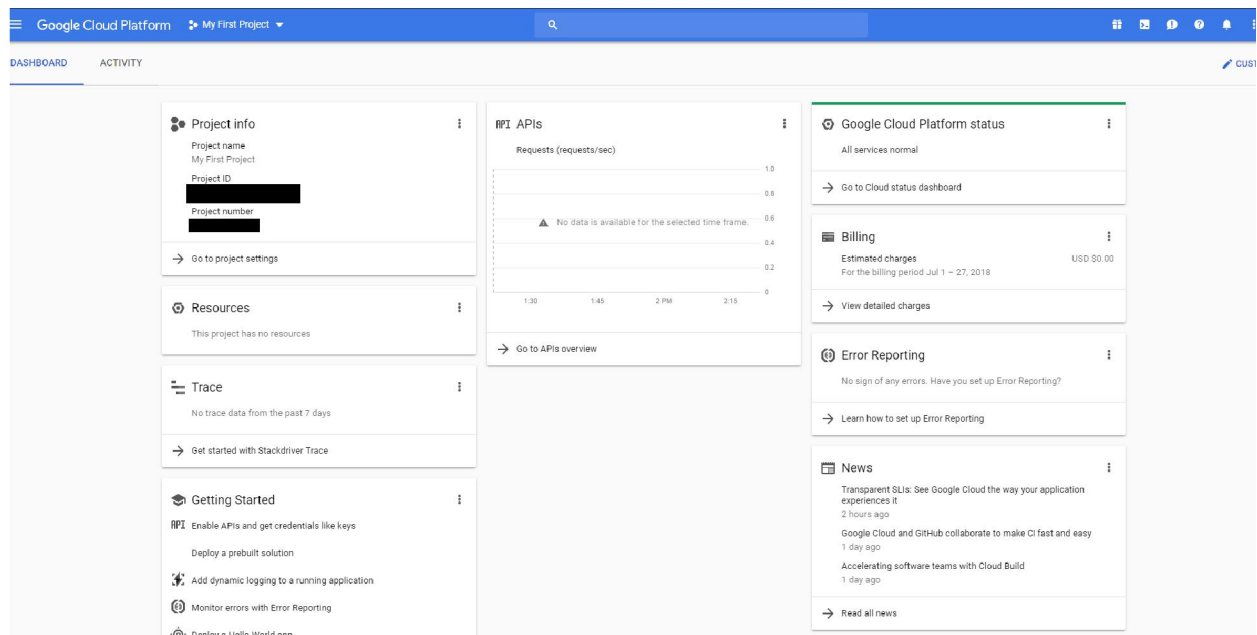


# How to set up QuBe with Voicemail Transcription

In order to use the voice transcription capability, we'll need to leverage Google's API. In order to do that, we'll need to create a new account.

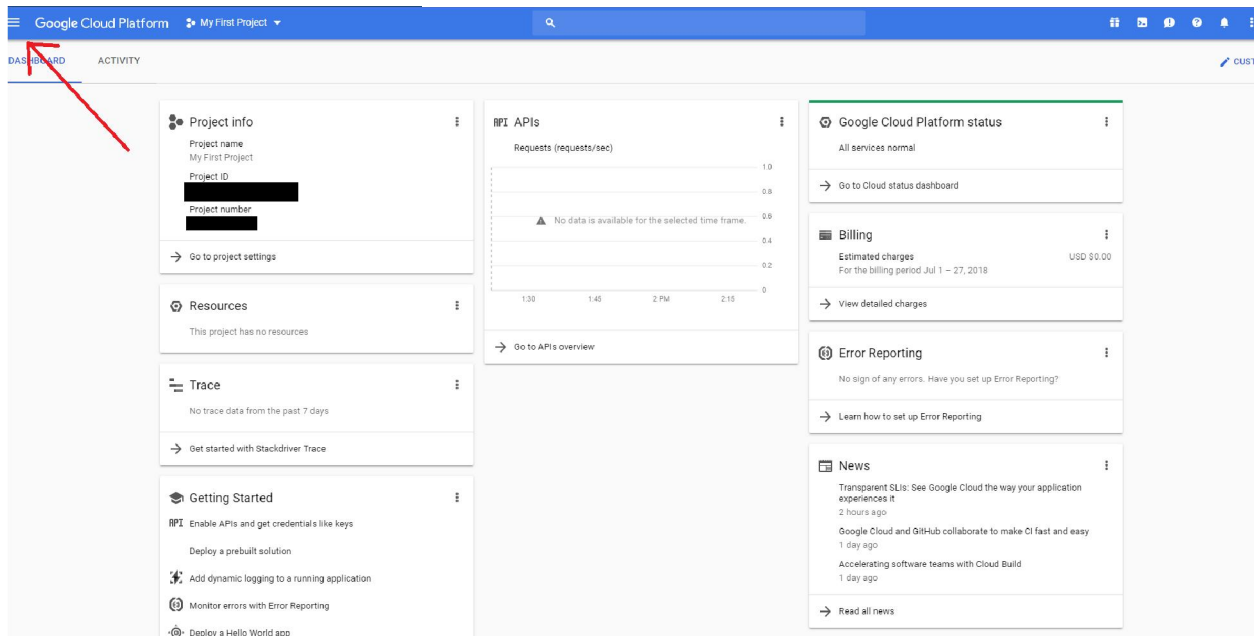
- Go to <https://console.cloud.google.com>
- Log in or create a new account
- Create a new project - name it whatever you'd like.

From there, you should be looking at the dashboard, more than likely.



You will not see some of the things that are listed here if you just created a new account, don't worry.

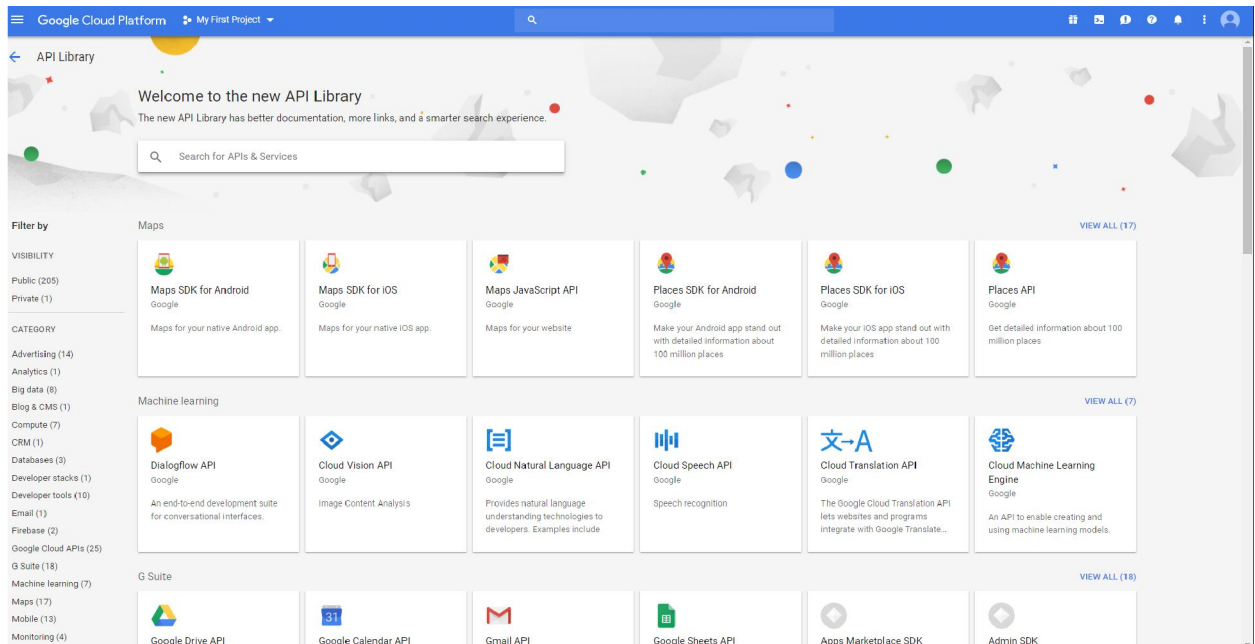
- Just click the three small horizontal bars in the upper left to bring up the menu.



First, we'll need to activate our new API service.

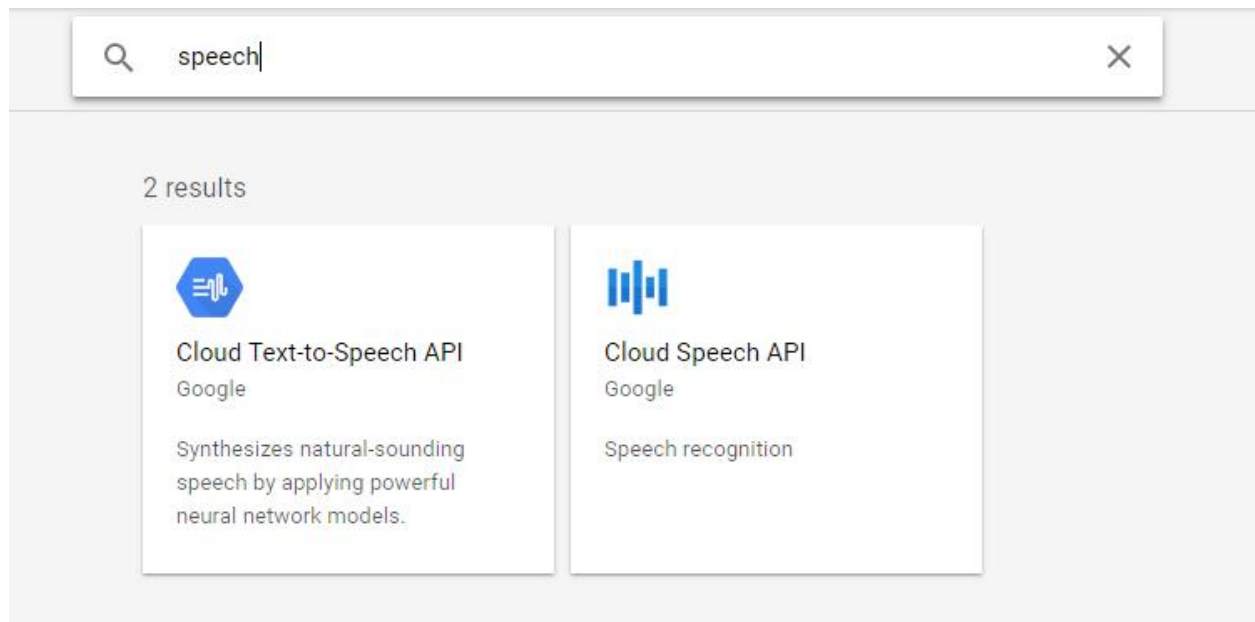
- In this new menu, go to **API->Library**

You should see a list of things like below:



- Do a search for "speech"

You should see a couple of results - "Cloud Text-to-Speech API" and "Cloud Speech API"



We want Cloud Speech API, as the other one is (obviously) in the wrong direction as far as what we're trying to accomplish.

- Click Cloud Speech API

Next you should be looking at the API information page

Google Cloud Platform My First Project

API Library

## Cloud Speech API

Google

Speech recognition

[MANAGE](#) [TRY THIS API](#) API enabled

**Type**  
APIs & services

**Last updated**  
7/2/18, 2:35 PM

**Category**  
Machine learning

**Service name**  
speech.googleapis.com

**Overview**  
Converts audio to text by applying powerful neural network models.

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Instead of a "Manage" button in blue you'll have one that says "Enable"

- Enable the Cloud Speech API by clicking that button

What this does is tell Google that we'd like to be using this service, but we need to do a couple more things before it's fully enabled. We'll be brought to a new page.

- Click **Data Logging** just beneath the API name in the top middle
- Click "Enable Data Logging"

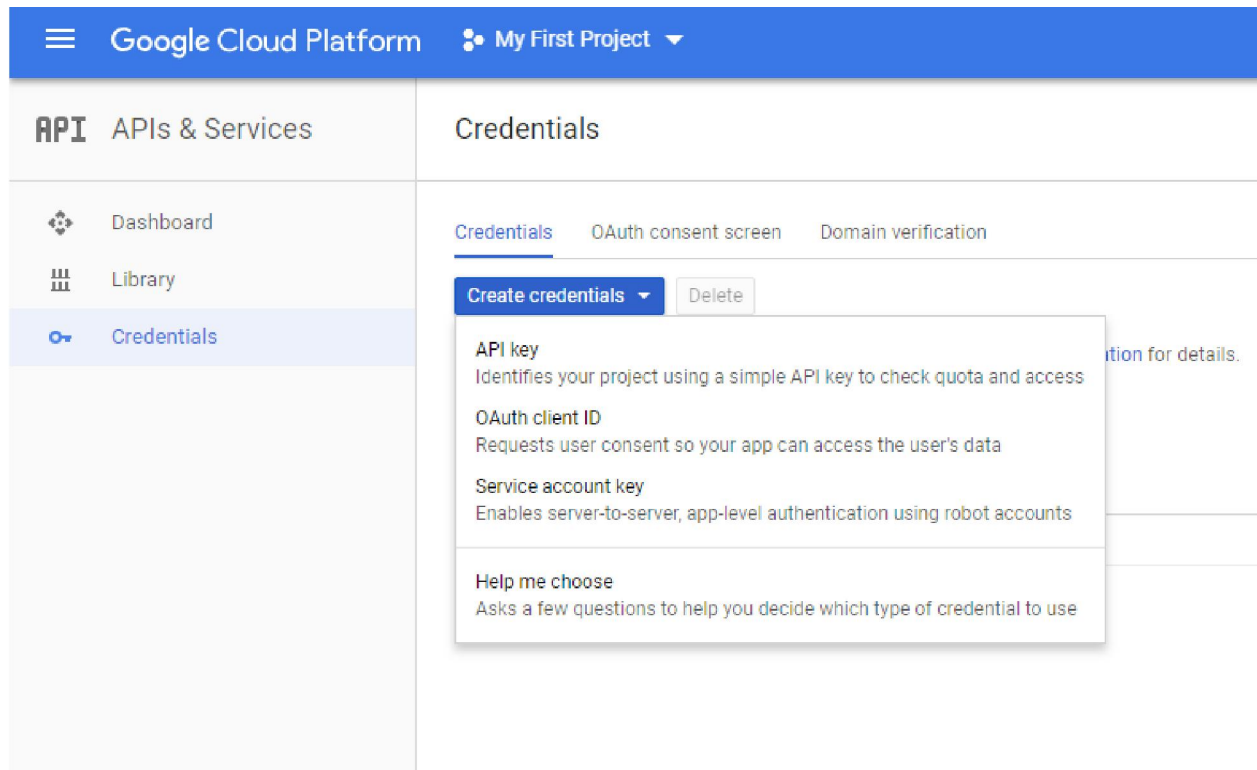
The screenshot shows the Google Cloud Platform console for 'My First Project'. The left sidebar contains 'API APIs & Services', 'Dashboard', 'Library', and 'Credentials'. The main content area is for the 'Cloud Speech API', which is currently 'DISABLED'. The 'Data logging' tab is active, displaying a consent agreement for data logging. The status is 'Data logging is disabled for this project for Google Cloud Speech API'. A blue button labeled 'Enable data logging' is located at the bottom of the page.

(Enabling Data Logging in our experience is necessary for the API to communicate with the QuBe).

Now, let's set up an API key to put into the QuBe when we're ready.

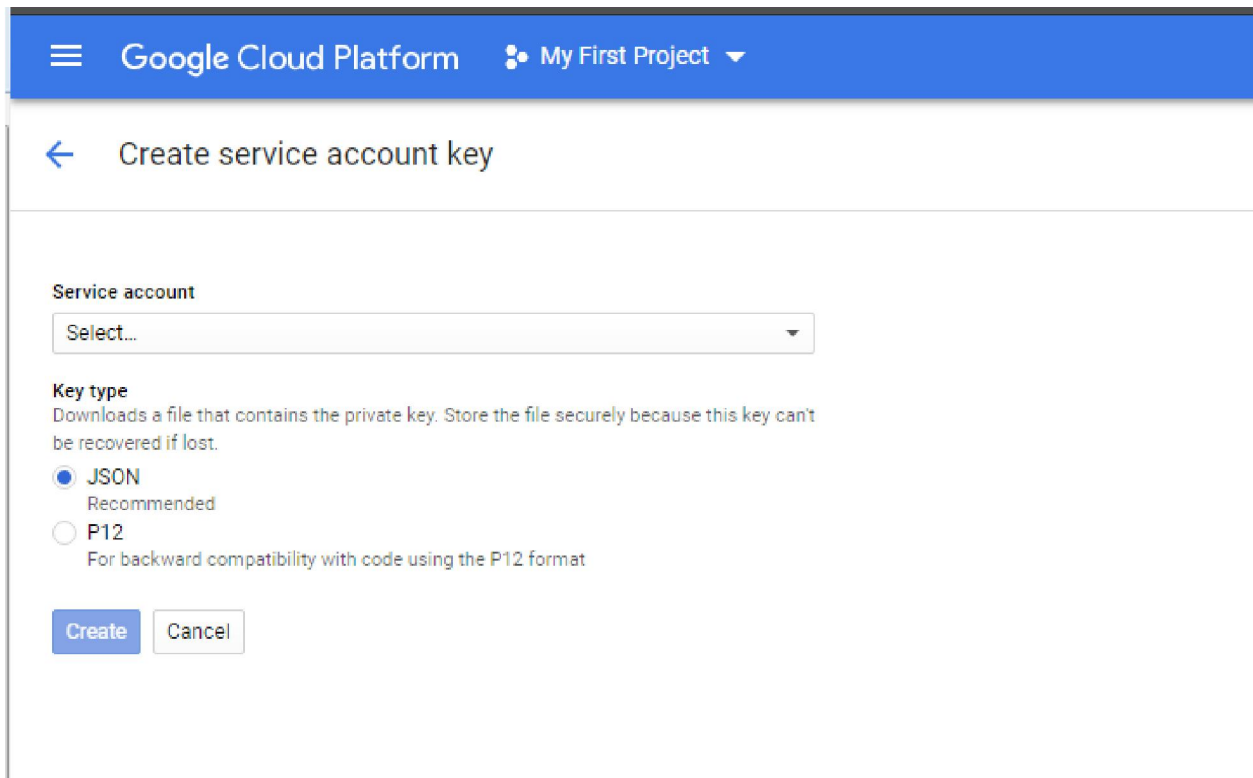
- Go back to the side menu (three bars in the corner)
- Go to **API->Credentials**

We'll need to create a key to upload to the QuBe, so when we have it process voicemails it can call upon Google to get the voice transcription.



- Click on "Create Credentials"
- Click on "Service Account Key"

Service Account Key will allow the QuBe and Google to communicate autonomously so that voicemail transcription is always automatic.



- Select a Service Account, keep JSON selected

It's entirely probable if this is a new Google account that you will not yet have a service account either. If that's not the case, and you do have a service account, skip the next picture.

## ← Create service account key

### Service account

New service account

Service account name ?

Role ?

Owner

Service account ID

### Key type

Downloads a file that contains the private key. Store the file securely because this key can't be recovered if lost.

JSON

Recommended

P12

For backward compatibility with code using the P12 format

Create

Cancel

- The "service account name" can be whatever is descriptive and helpful to you, but create one
- For "role," it might be easiest to select "Project->Owner," so that this service account can view billing status and communicate with the API without problems
- The "service account ID" will be automatically generated.

- Regardless of whether or not you needed to create a new service account, click "Create"

Keep track of where the JSON file downloads, for later.

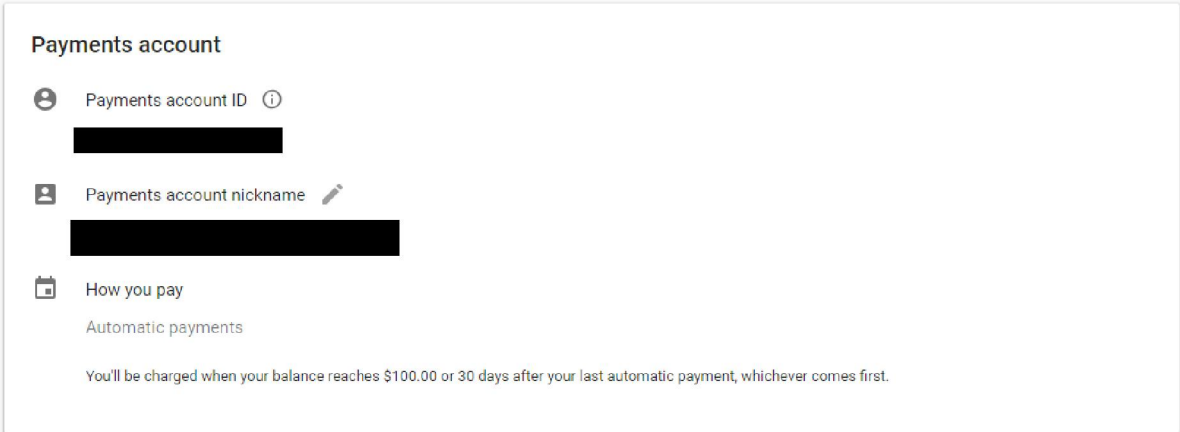
Now, we need to make sure that the billing is set up as needed.

- Open up the side menu again
- Click on **Billing**

If you have a new account, you'll likely have some free credits from Google. We'll need to check out the billing status and make sure it renews, otherwise the service will be cut off. (In some cases with Google, the Cloud Speech API will not activate unless automatic billing is enabled)



- On the left side (but not the side menu we've been using) select "Payment Settings"
- Ensure under your "Payments account" section that the "How you pay" field is set to "Automatic"



**Payments account**

Payments account ID ⓘ  
[REDACTED]

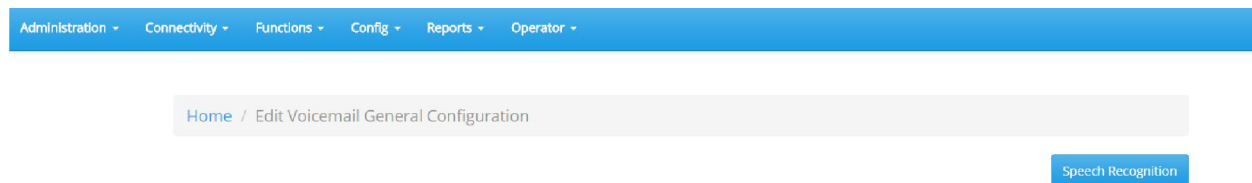
Payments account nickname ✎  
[REDACTED]

How you pay  
Automatic payments

You'll be charged when your balance reaches \$100.00 or 30 days after your last automatic payment, whichever comes first.

Now that this has all been set up, we're done on the Google side. Let's go to the QuBe.

- In the QuBe, go to **Config->Voicemail Settings**
- Select "Speech Recognition"



- In this new screen, select "Choose File" and then upload the JSON file you got from Google
- Click "Save"
- Make sure Speech Recognition is enabled!

✔ Speech Recognition Service is enabled.

To change authentication data, please upload Recognition Service Authorization File. [More details.](#)

GCP API Service Authorization File

Save

Choose File No file chosen

GCP API Service Account Authorization.

[https://cloud.google.com/docs/authentication/getting-started.](https://cloud.google.com/docs/authentication/getting-started)

Disable Speech Recognition Service. All settings will be deleted.

Disable Service

From here, it's just making sure that you've set up an extension to email you a voicemail notification. Between Google and the QuBe, it takes about 3-5 minutes on average for you to receive a voicemail notification to your email inbox after you receive a voicemail, so keep that in mind when testing and using the system. If the Speech Recognition isn't working (either because of Google API or misconfiguration in QuBe), you will not receive any emails for voicemails at all, so keep that in mind!

Finally, be sure to check on your account balance with Google on a regular basis, to keep track of the amount spent! Google's Cloud Speech API is a paid service, so knowing exactly how much it's costing you is a good thing to track.