

## HowTo - Add Nuance licensing to a MiContact Center server

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### PROBLEM

After assigning ASR and/or TTS licenses in to the MiCC ARID in AMC, these licenses do not activate automatically.

### RESOLUTION

The process for enabling these licenses requires a manual step. You must email NuanceRegistrations@Mitel.com with the ARID, and the MAC address of the server where Nuance licensing will reside. Once manually added, the Order Desk will email the key back to you.

### APPLIES TO

MiCC 8.X and newer

**Keywords:** nuance license update

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<http://micc.mitel.com/kb/KnowledgebaseArticle52546.aspx>

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