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Introduction

This document explains how you can add languages to Spell Check for Cisco E−Mail Manager in a Cisco Intelligent Contact Management (ICM) Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco E−Mail Manager

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM 5.0 and later, integrated with Cisco E−Mail Manager
- Cisco E−Mail Manager 5.0 stand alone

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

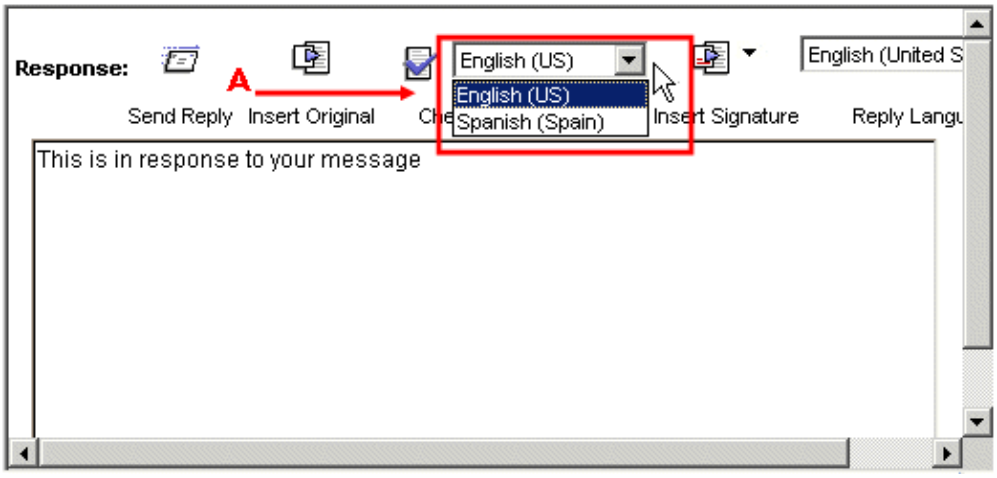
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

When you create a response to an incoming message in Cisco E−mail Manager, the Spell Check feature supports two languages by default. The default languages are English (US) and Spanish (Spain) (see arrow A in Figure 1).

Figure 1 Spell Check Feature in Cisco E−Mail Manager



You can purchase additional Spell Check engines from Wintertree Software .

Install Additional Languages

Wintertree Software provides two files for each additional language you want to install and use in Cisco E−Mail Manager to check spellings. The file extensions are **.utlx** and **.clx** for each language.

Installation Procedure

Complete these steps:

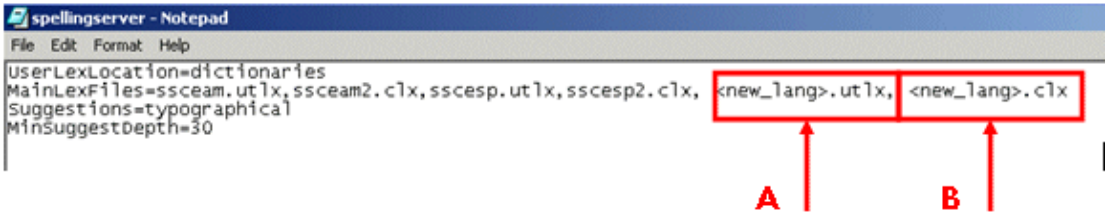
1. Copy the .utlx and the .clx files of the required language into these directories:

   - `C:\Program Files\Cisco\E-Mail Manager\bin`
   - `C:\Program Files\Cisco\E-Mail Manager\Instances\<InstanceName>\spell`
2. Locate the **spellingserver.properties** file. This file is available in the `C:\Program Files\Cisco\E-Mail Manager\Instance\<InstanceName>\spell` directory.
3. Right−click the **spellingserver.properties** file, and select **Open with**.
4. Select **Notepad**, and click **OK** to open the file in Notepad.

   Note: You can use any text editing software to open the file.

   The second line in the file contains `MainLexFiles=ssceam.utlx, ssceam2.clx` by default.
5. Add the names of the .utlx and .clx files for the required language at the end of the second line (see arrows A and B in Figure 2).

   Figure 2 Add the Names of the .utlx and .clx Files



6. Restart Cisco E−Mail Manger services.

   The additional language is now available for Spell Check in Cisco E−Mail Manager.

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Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums − Featured Conversations for Customer Contact Software
IP Communications and Video: Contact Center

Related Information

- **Technical Support & Documentation − Cisco Systems**

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