

# Use Language–Specific Characters in a Cisco Unified Call Studio Voice Application

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## Introduction

This document explains how users who create non–English voice applications can include characters that the desired language requires.

## Prerequisites

### Components Used

The information in this document is based on Cisco Unified Call Studio, Universal Edition.

### Conventions

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

## Background Information

**Symptoms:** Users create a voice application that needs to use non–English characters, for example, Russian or many Asian languages.

**Resolution:** In order to support these characters, Cisco Unified Call Studio must be configured to use a file–encoding format that supports the storage of the characters:

1. From the menu, choose **Windows > Preferences > Editors**.
2. Set the **Text file encoding** setting to a value that supports the desired characters; an example of a valid encoding is UTF–8.
3. For each Cisco Unified Call Studio voice application that needs to support these characters, right–click on its project in the Navigator view and choose **Properties**.
4. In the General Settings section, list the same encoding that you specified in Step 2.

After you make these changes, as well as save and deploy a voice application that uses these characters, you can test the voice application in a web browser to ensure that the changes were successful.

Additionally, ensure that your voice browser and Text–To–Speech (TTS) engine support the encoding format that you have specified. Refer to the documentation of each of those systems for this information.

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## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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