



## Language Support

---

This chapter describes the multiple language support feature and includes the following sections:

- [Language Settings, page 1](#)
- [Uploading and Downloading Custom Prompts and Documents, page 5](#)
- [Installation Considerations, page 5](#)
- [Backup and Restore Considerations, page 5](#)

## Language Settings

Cisco Unity Express provides multiple language support. You can install and use more than one language simultaneously onto a single platform. See the [Release Notes for Cisco Unity Express](#) for the number of languages supported on the hardware module.

When you have multiple languages installed on a platform, you can select which language to use for each of the following functions:

- Interactive Voice Response (IVR)
- Autoattendant Application
- Voice mail
- Administration Via Telephony (AVT)
- VoiceView
- Message notification
- VoiceXML Web Applications

The language settings for each of these functions are explained in the following sections.

## AutoAttendant and IVR

For the autoattendant, there are two ways to specify which language is used when playing prompts. These are the language settings that you can specify, listed in order of priority that they take effect:

1. Locale for trigger pilot numbers
2. Default preferred language for the system

## REVIEW DRAFT - CISCO CONFIDENTIAL

The setting for triggers override the default system language. If you do not set the Trigger Locale language or set it to the system default instead of a specific language, the system default preferred language is used.

For more information about setting the language for triggers, see the [“Managing Triggers” section on page 38](#). For more information about setting the default preferred language for the system, see the [“Configuring System-Wide Voice-Mail Parameters” section on page 20](#).

For custom autoattendant and custom IVR workflow scripts, you can select the language used for playing prompts by using the following procedure in the script editor:

1. Create a variable of type Locale and use it to set the language
2. Set the language attribute of the Set Contact Info step with the variable created in step 1.

For more information about setting the language for triggers, see the [Cisco Unity Express Guide to Writing and Editing Scripts](#).

## Voice Mail

The voice mail application has three ways that you can specify which language is used when a caller leaves a voice mail. These are the language settings that you can specify, listed in order of priority that they take effect:

1. Voice mail default
2. Locale for trigger pilot numbers
3. Default preferred language for the system

For a voice mail subscriber, you can specify the language of the login prompt (before PIN authentication). These are the language settings that you can specify, listed in order of priority that they take effect:

1. Voice mail default
2. Locale for trigger pilot numbers
3. Default preferred language for the system

For a voice mail subscriber, you can specify the language used after login into the mailbox (after PIN authentication). These are the language settings that you can specify, listed in order of priority that they take effect:

1. User preferred language
2. Default voice mail language
3. Locale for trigger pilot numbers
4. Default preferred language for the system

For more information about setting the user preferred language, see the [“Adding and Modifying a User” section on page 1](#). For more information about setting the default voice mail language, see the [“Configuring System-Wide Voice-Mail Parameters” section on page 20](#). For more information about setting the language for triggers, see the [“Managing Triggers” section on page 38](#). For more information about setting the default preferred language for the system, see the [“Configuring System-Wide Voice-Mail Parameters” section on page 20](#).

## REVIEW DRAFT - CISCO CONFIDENTIAL

### Administration Via Telephony

For Administration Via Telephony (AVT), you can specify the language used in the login prompt (before user PIN authentication). These are the language settings that you can specify, listed in order of priority that they take effect:

1. Locale for trigger pilot numbers
2. Default preferred language for the system

After the AVT login prompt and user PIN authentication, if more than one language is installed in the platform, a menu list of installed languages is played so that the user can select which language to use. If only one language is installed, no menu list will be provided to the user to select a language. The language that is installed will be the language that the user will be performing administration on.

The configured preferred language for the user has no effect on which language the AVT selects to operate in.

For more information about setting the language for triggers, see the [“Managing Triggers” section on page 38](#). For more information about setting the default preferred language for the system, see the [“Configuring System-Wide Voice-Mail Parameters” section on page 20](#).

### VoiceView

When a voice mail subscriber retrieves voice mail using VoiceView, the language used by VoiceView to display the menus in the phone depends solely on the phone configured language. It does depend on any language priority selection set for the voice mail TUI interface. The only exception is when a voice mail subscriber is using VoiceView to listen to the default user greeting. In this case, the following priority is be used.

1. User preferred language
2. Default voice mail language
3. Default preferred language for the system

All languages are preinstalled for VoiceView independent of the languages installed during the software online or offline install. For example, if a network module has en\_US and es\_ES language installed, the phone can still be configured for da\_DK for VoiceView. This is the same behavior as previous versions.

For more information about setting the user preferred language, see the [“Adding and Modifying a User” section on page 1](#). For more information about setting the default voice mail language, see the [“Configuring System-Wide Voice-Mail Parameters” section on page 20](#). For more information about setting the language for triggers, see the [“Managing Triggers” section on page 38](#). For more information about setting the default preferred language for the system, see the [“Configuring System-Wide Voice-Mail Parameters” section on page 20](#).

### Message Notification

You can specify the language for the functions described in the following sections:

- [Subscriber Message Notification, page 4](#)
- [Cascaded Message Notification, page 4](#)
- [Nonsubscriber Message Notification, page 4](#)

## REVIEW DRAFT - CISCO CONFIDENTIAL

### Subscriber Message Notification

For Subscriber Message Notification, these are the language settings that you can specify, listed in order of priority that they take effect:

1. User preferred language
2. Default voice mail language
3. Locale for trigger pilot numbers
4. Default preferred language for the system

### Cascaded Message Notification

For Cascaded Subscriber Message Notification, these are the language settings that you can specify, listed in order of priority that they take effect:

1. (Cascaded) User Language
2. Default voice mail language
3. Locale for trigger pilot numbers
4. Default preferred language for the system

### Nonsubscriber Message Notification

For Nonsubscriber Message Notification, these are the language settings that you can specify, listed in order of priority that they take effect:

1. Default voice mail language
2. Locale for trigger pilot numbers
3. Default preferred language for the system

For more information about setting the user preferred language, see the [“Adding and Modifying a User” section on page 1](#). For more information about setting the default voice mail language, see the [“Configuring System-Wide Voice-Mail Parameters” section on page 20](#). For more information about setting the language for triggers, see the [“Managing Triggers” section on page 38](#). For more information about setting the default preferred language for the system, see the [“Configuring System-Wide Voice-Mail Parameters” section on page 20](#).

## VoiceXML Web Applications

For custom VoiceXML web applications, you can specify the language of the prompt by setting the VoiceXML built-in *lang* variable.

The following example shows how to set a language in a VoiceXML script. In this example, the VoiceXML script does the following:

- Sets the document-level language to British English
- Plays the user prompt welcome message in British English
- Sets the prompt-level language to US English
- Plays the user prompt welcome message in US English
- Sets the prompt-level language to British English

## REVIEW DRAFT - CISCO CONFIDENTIAL

- Plays the system prompt goodbye message in British English

```
<?xml version="1.0"?>
<vxml version="2.0" xmlns="http://www.w3.org/2001/vxml" xml:lang="En-GB">
  <form>
    <block>
      <prompt>
        <audio expr="'userprompt=AAWelcome.wav'"/>
      </prompt>
      <prompt xml:lang="En-US">
        <audio expr="'userprompt=AAWelcome.wav'"/>
      </prompt>
      <prompt xml:lang="En-GB">
        <audio expr="'systemprompt=goodbye.wav'"/>
      </prompt>
    </block>
  </form>
</vxml>
```

## Uploading and Downloading Custom Prompts and Documents

You can upload and download prompts in the same manner as in previous releases. The upload and download prompt commands allow the selection of which language the user will use when performing the upload and download.

The uploading and downloading of documents is implemented in the same manner as the uploading and downloading of prompts.

## Installation Considerations

The maximum number of languages that can be installed is enforced according to the platform type.

## Backup and Restore Considerations

To backup and restore language prompts and documents, use the existing backup and restore facility. Only the custom prompts and custom documents for each language are backed up and restored. If you attempt to restore a backup when the language for that backup is not installed, the custom prompts and document for that missing language are NOT restored.

***REVIEW DRAFT - CISCO CONFIDENTIAL***