



## APPENDIX **B**

# Supporting International Users

---

Translated and localized versions of the Cisco Unified IP Phones are available in several languages. If you are supporting Cisco Unified IP Phones in a non-English environment, see “[Installing the Cisco Unified Communications Manager Locale Installer](#)” section on page B-1 to ensure that the phones are set up properly for your users.

Prior to deploying the wireless IP phones, download the locale installer for the firmware releases and configure the languages in Cisco Unified Communications Manager.

You can obtain translated documentation for the Cisco Unified IP Phones at this URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_translated\\_end\\_user\\_guides\\_list.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_translated_end_user_guides_list.html)

## Installing the Cisco Unified Communications Manager Locale Installer

If you are using Cisco Unified IP Phones in a locale other than English (United States), you must install the locale-specific version of the Cisco Unified Communications Manager Locale Installer on every Cisco Unified Communications Manager server in the cluster. Installing the locale installer ensures that you have the latest translated text, user and network locales, and country-specific phone tones available for the Cisco Unified IP Phones. You can find locale-specific versions of the Cisco Unified Communications Manager Locale Installer at

<http://www.cisco.com/kobayashi/sw-center/telephony/callmgr/locale-installer.shtml>.

For more information, see the “Locale Installation” section in the *Cisco Unified Communications Platform Administration Guide*.



### Note

---

All languages may not be immediately available, so continue to check the website for updates.

---

## Support for International Call Logging

If your phone system is configured for international call logging, the call logs, redial, or call directory entries may display a “+” symbol to represent the international escape code for your location. Depending on the configuration for your phone system, the “+” may be replaced with the correct international dialing code, or you may need to edit the number before dialing to manually replace the “+” with the international escape code for your location. In addition, while the call log or directory entry may display the full international number for the received call, the phone display may show the shortened local version of the number, without international or country codes.