



## Supporting International Users

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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, refer to the following sections to ensure that the phones are set up properly for your users:

- [Adding Language Overlays to Phone Buttons, page C-1](#)
- [Installing the Cisco Unified Communications Manager Locale Installer, page C-1](#)
- “Support for International Call Logging” section on page C-2

### Adding Language Overlays to Phone Buttons

To support the needs of international users, the button labels on the Cisco Unified IP Phones exhibit icons rather than text to indicate the purposes of the buttons. You can purchase language-specific text overlays to add to a phone. To order these language-specific overlays, go to this website:

[http://www.overlaypro.com/cisco\\_systems?b=1](http://www.overlaypro.com/cisco_systems?b=1)

**Note**

Phone overlays are available only for languages in which the Cisco Unified IP Phone software has been localized. All languages may not be immediately available, so continue to check the website for updates.

### 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, refer to the “Locale Installation” section in the *Cisco Unified Communications Operating System Administration Guide*.

**Note**

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

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## 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.