



Multiple Languages

Overview: Multiple Languages

If your organization purchased language licenses, the Cisco Unity Administrator provides settings for both phone languages and GUI languages. Phone languages are the languages in which Cisco Unity can play system prompts to subscribers and callers; GUI languages are the languages in which the Cisco Unity Administrator, the ActiveAssistant, the Cisco Unity Visual Messaging Interface, and online Help are displayed.

The number of language licenses available determines how many phone and GUI languages Cisco Unity can load and use at a time. So, for example, if your organization has two phone language licenses, but has four languages installed, Cisco Unity will allow you to load and use only two at any one time. You can, however, select which two are used, and you can change this selection at any time. This flexibility allows you to better manage the language needs of your users.

Installing Languages

The phone and GUI languages installed on the Cisco Unity server are chosen during the initial Cisco Unity setup. The Cisco Unity Setup program copies the appropriate files to the Cisco Unity server for each selected language, in addition to any text-to-speech (TTS) language files. Typically, any phone language that you install can also be used as your TTS language with the following exceptions:

- If you install Australian or New Zealand English during setup, you also need to install United States English to serve as your default text-to-speech language.
- If you install Colombian Spanish during setup, you also need to install European Spanish to serve as your default text-to-speech language.
- There is no appropriate text-to-speech language available for Norwegian.

If during initial setup, you did not install the language(s) you need for text-to-speech, refer to the “Upgrading from One Version of Cisco Unity 3.1 to Another, or Adding or Changing Licensed Features” section in the “Upgrading a Cisco Unity 3.1 System” chapter of the *Cisco Unity Installation Guide* for details on how to upgrade languages. (The *Cisco Unity Installation Guide* is available on Cisco.com at

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/inst/index.htm.)

Specifying Phone Languages

You specify a default phone language and other system-wide phone language settings on the System > Configuration > Phone Languages page. This is the language in which Cisco Unity plays system prompts to callers and subscribers. You also specify on this page the default text-to-speech (TTS) language, which is the language that subscribers hear when their e-mail is read to them over the phone. To specify the default phone language and default TTS language, see the “Phone Languages Settings” section on page 23-7.

If desired, you can customize the language setting for individual Cisco Unity components without changing the default language settings for the rest of the system. The phone language setting is available for the following Cisco Unity components: subscriber accounts, routing rules, call handlers, interview handlers, and the directory handler. For each of these entities, you can specify a phone language or you can specify Inherited.

With the Inherited setting, Cisco Unity determines the phone language to use for callers on a per-call basis, depending on how the call is processed. For example, you can set up a call handler with the Inherited language setting, and also set it up to receive calls from two different routing rules, each with their own language setting. In this situation, the language in which Cisco Unity plays the call handler system prompts will depend on which rule routed the call. Note that if you specify

Inherited as the language setting on every component in your system that processes a call, then Cisco Unity plays the system prompts in the default phone language.

To change the phone language settings for Cisco Unity components

- Step 1** In the Cisco Unity Administrator, go to the appropriate Call Routing, Call Handler, Interview Handler, or Directory Handler page.
- Step 2** Perform the appropriate action:
- For routing rules, go to the **Direct Calls** page or **Forwarded Calls** page.
 - For call handlers, go to the **Profile** page.
 - For interview handlers, go to the **Profile** page.
 - For the directory handler, go to the **Profile** page.
- Step 3** In the Language field, select one of the languages listed, or select **Inherited**.
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To change phone language settings for subscriber accounts

For each subscriber account, you can specify the language in which system prompts are played to callers (this affects prompts such as, “You may record your message at the tone”) and you can change the language that subscribers hear when listening to the subscriber conversation.

- Step 1** In the Cisco Unity Administrator, go to any Subscriber page.
- Step 2** Perform the following actions as appropriate:
- To change the phone language for callers, go to the **Messages** page. In the Language That Callers Hear field, select a specific language or select **Inherited**.
 - To change the phone language for subscribers, go to the **Conversation** page. In the Subscriber’s Language field, select one of the languages listed, or select **Inherited**.

Note that if the class of service to which a subscriber belongs has TTS, the language you select in the Subscriber's Language field also controls the language that the TTS e-mail reader uses. Before changing the TTS language for a subscriber, verify that you have the appropriate languages installed. See the [“Installing Languages” section on page 8-1](#) for more information.

Specifying GUI Languages

You specify a default GUI language and other system-wide GUI language settings on the System > Configuration > GUI Languages Page. To change the GUI language used in the Cisco Unity Administrator, the ActiveAssistant, the Cisco Unity Visual Messaging Interface, and online Help, select a language in the browser. Note that the language selected in the browser must be one of the languages in the Loaded list on the GUI Languages page. If the language that you select in the browser is not among the loaded languages, Cisco Unity uses the default GUI language.

See the [“GUI Languages Settings” section on page 23-9](#) for more information.