

UCCX 8.0: How To Activate the French Prompts for TAPS

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Contents

Introduction

Prerequisites

- Requirements

- Components Used

- Conventions

Main Task

- Step-by-Step Instructions

Verify

Troubleshoot

Related Information

Introduction

This document discusses the procedure to activate the French Prompts for TAPS with Cisco Unified Contact Center Express 8.x.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified Contact Center Express 8.0.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

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

Main Task

In this section, you are presented with steps to activate the French Prompts for TAPS with Cisco Unified Contact Center Express 8.x.

Step-by-Step Instructions

Complete these steps in order to activate the French Prompts for TAPS with Cisco Unified Contact Center Express 8.x

1. Log in to the CUCMAdmin page on the Cisco Unified Communications Manager server.
2. Navigate to the **Bulk Administration/TAPS/User Locales for TAPS** menu option.
3. In the form that appears, ensure that both **English** and **French** are in the **Selected User Locales** box if you want to use both. If you want French only, remove the English language. Only the languages selected on this page are used for prompts in TAPS, as long as you have the .wav files on the UCCX server.
4. Log in to the Cisco Unified Communications Manager page with SSH, and issue the **file list tftp *.aar** command.

The AAR files for the language in question appear. You should see an entry for **French_France.aar**. This file contains all the prompts necessary to run the TAPS program in French.

5. If you see the **French_France.aar** listed, issue the **tftp -I <CUCM_IP> GET French_France.aar** command.
6. Use Method 1 or Method 2 in order to activate the French Prompts for TAPS.

Method 1

Complete these steps:

1. Upload the file with the **AAR Management** section of the AppAdmin.
2. Navigate to **Applications/Prompt Management**, and click the **en_US** link.

This puts you at the root of the TAPS section of the prompts. You see all of the TAPS prompts listed as **French France_TAPS<name>.wav**. For example, **French France_TAPS1.wav**, **French France_TAPS2.wav... French France_TAPSwelcome.wav**).

3. Download all of these files. Be sure to retain the exact file names. For example, there must be a space between **French** and **France**. Once you have downloaded them all, you can delete them from the root of the **en_US** directory.
4. Add all the downloaded prompts to a zip file so that you can re-upload them. The name of the zip file is not important, but you must know the location and the file name. It also must be a true zip file, not a rar, etc.
5. In the **Prompt Management** section, click **en_US**, and then click **TAPS**.
6. Choose the **Upload New Prompts** link at the top of the page. A file selection window appears. Click the **Browse** button to select the file, and then click **Upload**.

Once this is done, all of the French TAPS prompts are available in the TAPS directory.

Method 2

Complete these steps:

1. Extract the **French France.aar** file you downloaded from your Cisco Unified Communications Manager with any archive management program.
2. When you extract this file, there are two folders, **META-INF** and **Prompts**.
3. Open the **Prompts** folder, and zip all of the .wav files separately.
4. Login to the UCCX AppAdmin page, and navigate to **Applications/Prompt Management**.
5. In the **Prompt Management** section, click **en_US**, and then click **TAPS**.
6. Choose the **Upload New Prompts** link at the top of the page. A file selection window appears. Click the **Browse** button to select the file, and then click **Upload**.

Once this is done, all of the French TAPS prompts are available in the TAPS directory.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- **After the TAPS is installed on the CRS 4.x server, when the CTI route point of the Cisco CallManager 5.x is called, the caller hears dead air**
 - **TAPS with Locales**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Technical Support & Documentation – Cisco Systems**
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