Tool for Auto-Registered Phone Support (TAPs) User Locales

The chapter provides information to add or remove languages for TAPS prompts.

You have to select at least one user locale for TAPS to work. Use the Locale Installer to install user locale support. For more information on the Cisco Unified Communications Manager Locale Installer, refer to the specific locale installer documentation.

User Locales for Tool for Auto-Registered Phone Support

Administrators can specify the languages for TAPs voice prompts by using the User Locales for TAPS option. You can configure user prompts for TAPS in several languages.

You must run the Locale Installer to install user locale support.

Note
The TAPS user locales installed in Cisco Unified Communications Manager will automatically be copied to the Cisco Unified Contact Center Express when a TAPS call is made. The TAPS user locales are not available on the Prompt Management page of Cisco Unified Contact Center Express.

Using the locale installer ensures that you have the latest translated text, translated voice prompts, country-specific phone tones, and country-specific gateways tones that are available for the phones. For more information on the Cisco Unified Communications Manager Locale Installer, refer to the specific locale installer documentation.

Note
You have to select at least one user locale for TAPS to work.

Add Languages to Tool for Auto-Registered Phone Support Prompts

You can add languages for TAPS prompts.

Procedure

Step 1 In the Cisco Unified Communications Manager Administration window, choose **Bulk Administration** > **TAPS** > **User Locales for TAPS**.
The **User Locales Configuration** window displays.

Step 2 In the **User Locales** list box, choose the languages that you want to use for user prompts. Click the arrow to move the chosen language to the **Selected User Locales** list box.

The **User Locales** list box is the list of languages that are installed on Cisco Unified Communications Manager.

You can choose, a maximum of twenty, languages as you need for user prompts and move them to the **Selected User Locales** list box.

Note If the language that you want does not appear, you must download the Locale Installer from cisco.com and install it on your cluster nodes.

Note All the languages that you add to the Locales pane are offered as options to the user. The order of the locales in the Locales pane does not matter because users set the support prompt language preference on their phone.

Step 3 After you have chosen the languages for user prompts, click **Save** to create a job.

Step 4 Use the Job Scheduler option in the **Bulk Administration** main menu to schedule and/or activate this job.

Related Topics

BAT Log Files

Manage Scheduled Jobs

Topics Related to Tool for Auto-Registered Phone Support User Locales, on page 4

Remove Languages From Tool for Auto-Registered Phone Support Prompts

You can remove languages for TAPS prompts.

Procedure

Step 1 Choose **Bulk Administration** > **TAPS** > **User Locales for TAPS**.
The **Select User Locales** window displays.

Step 2 In the **Selected User Locales** list box, choose the language that you want to remove. Click the arrow to move the chosen language to the **User Locales** list box.

The **Selected User Locales** list box is the list of languages that is chosen for user prompts. You can choose one or many languages from user prompts and move them to the **User Locales** list box.

Step 3 Click **Save**.
A status message indicates that the update is complete.

What to do next

To return to the TAPS Options window, click **Back**.

Related Topics

Select Language of TAPs Prompts on New Phone

End users can select the language of TAPs prompts for their phones.

Procedure

Step 1 Plug the phone into a port.

The phone automatically registers and displays a number.

Note It takes around 20-25 seconds for downloading phone profile and making necessary updates in first node and directory.

Step 2 Dial the CTI Route Point number provided by your system administrator and follow the prompts.

Step 3 Dial the TAPS extension that your system administrator provided.

Step 4 A voice prompts you to choose the language that you want to use. Choose appropriately.

Step 5 Dial your personal extension number, that your system administrator provided, followed by #.

Note You may be instructed to enter the complete telephone number (including area code).

Step 6 To confirm, enter your personal extension number again, followed by #.

Step 7 You will receive confirmation prompt.

Step 8 Hang up the phone.

The phone resets and displays your extension number.

What to do next

If you experience any problems, contact your system administrator.

Related Topics

Topics Related to Tool for Auto-Registered Phone Support User Locales