



# CHAPTER 81

## User Locales for Tool for Auto-Registered Phones Support

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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

Be aware that after you run the Cisco Unified Communications Manager Locale Installer on every Cisco Unified Communications Manager server, you must install the locale specific AAR file on Cisco Unified Contact Center Express (Cisco UCCX) server in the cluster.

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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.

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## Setting the User Locales for Tool for Auto-Registered Phones Support

Use the following procedures to add or remove languages for TAPS prompts:

- [Adding Languages for Tool for Auto-Registered Phones Support Prompts, page 81-1](#)
- [Removing Languages for Tool for Auto-Registered Phones Support Prompts, page 81-2](#)

## Adding Languages for Tool for Auto-Registered Phones Support Prompts

To set the languages for TAPS prompts, use the following procedure.

**Procedure**

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- 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, which is the list of languages that are installed on Cisco Unified Communications Manager, 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.
- You can choose as many languages as you need for user prompts and move them to the Selected User Locales list box.



**Note** The order of the locales in the Locales pane does not matter, because the user sets his preference for the language for support prompts on his phone. All the languages that you add to the Locales pane are offered as options to the user.

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



**Note** For detailed steps for on installing Locales, refer to the Software Upgrades section of the *Cisco Unified Communications Operating System Administration Guide*.

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- Step 4** Use the Job Scheduler option in the Bulk Administration main menu to schedule and/or activate this job. For more information on jobs, see the [Chapter 82, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 83-3.](#)
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**Additional Topics**

See the [“Related Topics” section on page 81-3.](#)

## Removing Languages for Tool for Auto-Registered Phones Support Prompts

To remove the languages for TAPS prompts, use the following procedure.

**Procedure**

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- Step 1** Choose **Bulk Administration > TAPS > User Locales for TAPS**. The Select User Locales window displays. The User Locales Configuration window displays.
- Step 2** In the Selected User Locales list box, which is the list of languages that is chosen for user prompts, choose the language that you want to remove.
- Step 3** Click the arrow to move the chosen language to the User Locales list box.
- You can choose one or many languages from user prompts and move them to the User Locales list box.
- Step 4** Click **Save**. A status message indicates that the update is complete.
- Step 5** To return to the TAPS Options window, click **Back**.
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**Additional Topics**

See the [“Related Topics”](#) section on page 81-3.

# Tool for Auto-Registered Phones Support Information for End Users

To configure your new phone, use this procedure.

**Procedure**

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**Step 1** Plug the phone into a port.

The phone automatically registers and displays a number.



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

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**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 #.



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

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**Step 6** To confirm, enter your personal extension number again, followed by #.  
You will receive confirmation prompt.

**Step 7** Hang up the phone.

The phone resets and displays your extension number.

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If you experience any problems, contact your system administrator.

**Additional Topics**

See the [“Related Topics”](#) section on page 81-3.

## Related Topics

- [Setting the User Locales for Tool for Auto-Registered Phones Support, page 81-1](#)
- [Tool for Auto-Registered Phones Support Information for End Users, page 81-3](#)
- [Installing TAPS, page 80-4](#)
- [Activating TAPS Service, page 80-5](#)
- [Activating TAPS Service, page 80-5](#)

## ■ Related Topics

- [Starting/Stopping/Restarting TAPS, page 80-6](#)
- [Setting TAPS Options, page 80-6](#)
- [Setting Secure Directory Numbers, page 80-7](#)