

# Change Language Used in the Cisco Unity Prompt

Document ID: 107525

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## Introduction

The Cisco Unity Administrator provides settings for phone languages, Text to Speech (TTS), and GUI languages. Phone languages are the languages in which Cisco Unity plays system prompts to subscribers and callers. TTS languages are the languages in which Cisco Unity plays e-mail messages over the phone, and GUI languages are the languages in which the Cisco Unity Administrator is displayed.

The number of language licenses available determines how many phone, TTS, and GUI languages Cisco Unity can load and use at a time. For example, if your organization has two phone language licenses, but has four languages installed, Cisco Unity allows you to load and use only two at any one time. However, you can choose 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.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of this topic:

- Cisco Unity 5.x

### Components Used

The information in this document is based on the Cisco Unity 5.x.

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.

## Background Information

The phone, TTS, and GUI languages are chosen and installed during the initial Cisco Unity setup, and the applicable files are copied to the Cisco Unity server for each selected language. One of the languages installed on the Cisco Unity server must match the Windows locale selected during Windows installation. Additional languages can be installed as needed.

**Note:** Before you remove a Cisco Unity language, confirm that it is not the language that matches the Windows locale, that it is not listed in the Loaded table on the **System > Configuration > Phone Languages** and/or GUI Languages pages, that it is not listed as the default Phone, TTS, or GUI language, and that it is not in use by any subscriber, routing rule, call handler, interview handler, or directory handler. If you change the Windows locale language you must also update all of the locations where the related Cisco Unity languages (both old and new) are specified.

## Change Language

### Phone Language Settings

Phone languages are the languages in which Cisco Unity can play system prompts to subscribers and callers. You specify a default phone language and other system-wide phone language settings, as well as 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. Note that to use TTS languages, your organization must have TTS e-mail and the applicable languages installed.

**Note:** If you have a Cisco Unity failover system, phone languages settings are not replicated between the primary and secondary servers. You must change values manually on both servers

### Change Phone Language Settings for Subscriber Accounts

For each subscriber account, you can specify the language in which system prompts are played to callers, which affects prompts such as "Record your message at the tone", and you can change the language that subscribers hear when they listen to the subscriber conversation. 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 you change the phone and TTS language for a subscriber, verify that you have the applicable languages installed.

In order to change the phone language settings for subscriber accounts, complete these steps:

1. In the Cisco Unity Administrator, go to the Subscriber page.
2. Complete these steps, as applicable:
  - a. In order 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**.
  - b. In order to change the phone language for subscribers, go to the Conversation page. In the Subscriber's Language field, select one of the languages listed.

The subscribers need to re-record their greeting(s) in the new language.

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Updated: Jul 03, 2008

Document ID: 107525

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