

Language prompts

Overview

There are three methods to change the language prompts on your UCx system:

1. Add a Language instance to change the language for a call flow
2. Change the language used for SIP phones
3. Change the language used for Nortel phones

UCx supports the following languages:

Language Code	Language
en	English (default)
en-uk	English - UK
en-au	English - Australian
es	Spanish
fr	French
ru	Russian
zh	Chinese-Mandarin


Pre-Requisites

First you need to have the desired language sounds package installed on your UCx. Go to the **Packages** page to view the currently installed packages:

- Open the UCx Web-based Configuration Utility
- From the **System** tab, select **Updates**.
- From the left side column, select **Packages**
- Press the **Show Filter** button, select **Status** = **All** and enter **sounds-xx** in the **Name** field (where **xx** is the language code)

- The list of sounds packages will be listed
- If your desired language sounds package is not installed, then click on the **Install** link under the **Status** column

Package Name	Architecture	Package Info	Current Version	Available Version	Repository	Status
asterisk-sounds-cs	x86_64	Czech sound files for the Asterisk open source PBX	(not installed)	11.8.0-0	ucx-updates	Install
asterisk-sounds-de	x86_64	German sound files for the Asterisk open source PBX	(not installed)	11.8.0-0	ucx-updates	Install
asterisk-sounds-en-au	x86_64	Australian sounds files for the Asterisk open source PBX	(not installed)	11.8.0-0	ucx-updates	Install
asterisk-sounds-en-uk	x86_64	British sounds files for the Asterisk open source PBX	(not installed)	11.8.0-0	ucx-updates	Install
asterisk-sounds-en	x86_64	English sounds files for the Asterisk open source PBX	11.9.0-1	11.9.0-1	ucx-beta	Uninstall
asterisk-sounds-es	x86_64	Spanish sounds files for the Asterisk open source PBX	11.8.0-0	11.8.0-0	ucx-updates	Uninstall
asterisk-sounds-fr	x86_64	French sounds files for the Asterisk open source PBX	11.8.0-0	11.8.0-0	ucx-updates	Uninstall
asterisk-sounds-zh	x86_64	Mandarin Chinese sound files for the Asterisk open source PBX	11.10.0-0	11.10.0-0	ucx-beta	Uninstall

 Only English, French and Spanish language prompts are pre-installed on the UCx system from manufacturing. For other languages, you have to install the appropriate asterisk-sounds package.

Changing Language prompts for a Call Flow

First you have to decide where you want the language change to take place. It can be in your Inbound Routes, IVR, Misc Applications etc.

For the example below, we will use a call center scenario to describe the language change call flow:

- You have an IVR that will prompt the caller to press "1" for English and "2" for Mandarin
- When "1" is pressed, the call will be directed to a queue with English speaking agents and the prompts are all in English
- When "2" is pressed, the call will be directed to a queue with Mandarin speaking agents and the prompts are all in Mandarin

Step One: Create the destination Queues

Create one queue for the English speaking agents (e.g. English queue) and one queue for the Mandarin speaking agents (e.g. Chinese queue).

See [Queues](#) for details on creating a queue.

Step Two: Create Language Instance

To create a new language instance, perform the following steps:

- Open the UCx Web-based Configuration Utility
- From the **PBX** tab, select **PBX Configuration**
- From the left side column, under Applications, select **Languages**
- Enter a **Description** for the language instance (e.g. Chinese Mandarin)
- Enter the **Language Code** (e.g zh)
- Under **Destination**, select the call flow destination that will now play the new language instance (e.g. Chinese queue)
- Press the **Submit Changes** button



The screenshot shows a web form titled "Add Language Instance". It contains the following fields and controls:

- Description:** A text input field containing "Chinese-Mandarin".
- Language Code:** A text input field containing "zh".
- Destination:** A section with a horizontal line above it, containing two dropdown menus. The first dropdown is labeled "Queues" and the second is labeled "Chinese queue <613>".
- Submit Changes:** A button located at the bottom left of the form.

Step Three: Create IVR


Create an IVR that will prompt the user to select the desired language:

- From the **PBX** tab, select **PBX Configuration**
- From the left side column, under Applications, select **IVR**
- Under the **Announcement** field, you will need to select a system recording that will say for example "Press 1 for English, 2 for Mandarin".
(See [System Recordings](#) for details on how to create the recording.)
- Scroll down to the **IVR Entries** section, configure the destinations for digit "**1**" as "English

queue", but for digit "2" instead of going to the chinese queue, send it to the language instance created in Step Two.

Edit IVR: Call Center

Used as Destination by 2 Objects: [?](#)

 Delete IVR: Call Center

- IVR General Options

IVR Name [?](#)

IVR Description [?](#)

- IVR Options (DTMF)

Announcement [?](#)

Direct Dial [?](#)




Timeout [?](#)

Invalid Retries [?](#)

Timeout Retries [?](#)

Return to IVR after VM [?](#)

- IVR Entries

Ext	Destination	Return ?	Delete
<input type="text" value="1"/>	<input type="text" value="Queues"/> <input type="text" value="English queue <611>"/>	<input type="checkbox"/> ?	
<input type="text" value="2"/>	<input type="text" value="Languages"/> <input type="text" value="Chinese Mandarin"/>	<input type="checkbox"/> ?	
<input type="text" value="digits pressed"/>	<input type="text" value="== choose one =="/>	<input type="checkbox"/> ?	



Changing Language Prompts for SIP Phones

You can change the language prompts for all SIP phones on your system, or you can apply it to only certain extensions.

To make the change for all SIP phones on your system, go to the [SIP Settings](#) page and enter the desired language code in the **Language** field.

Advanced General Settings

Language [?]	<input type="text" value="zh"/>
Default Context [?]	<input type="text"/>
Bind Address [?]	<input type="text"/>
Bind Port [?]	<input type="text"/>
Allow SIP Guests [?]	<input type="button" value="Yes"/> <input type="button" value="No"/>
Allow Anonymous Inbound SIP Calls [?]	<input type="button" value="Yes"/> <input type="button" value="No"/>
SRV Lookup [?]	<input type="button" value="Enabled"/> <input type="button" value="Disabled"/>
Legacy User Option Parsing [?]	<input type="button" value="Yes"/> <input type="button" value="No"/>
Call Events [?]	<input type="button" value="Yes"/> <input type="button" value="No"/>

Changing Language Prompts for Nortel Phones

To make the change for all Nortel phones on your system, go to the [Nortel Settings](#) page and enter the default language code in the **Language** field.

Advanced General Settings

Language [?]	<input type="text" value="zh"/>
Bind Address [?]	<input type="text"/>
Port [?]	<input type="text" value="7000"/>
Keep Alive [?]	<input type="text"/>
Public IP [?]	<input type="text"/>
Auto Dial Timer [?]	<input type="text" value="4000"/>
Dial Abort Timer [?]	<input type="text"/>

The language can also be changed by the user on the phone itself following these steps:

Phones With Feature Key

While the phone is idle, press the **Feature** key and enter the desired language code:

1. *501 - English (**F*501** - Language - Primary - US English)
2. *502 - French (**F*502** - Language - Alternate 1 - French)
3. *503 - Spanish (**F*503** - Language - Alternate 2 - Spanish)
4. *504 - Default (**F*504** - Language - Alternate 3 - the default language configured in the Nortel Settings page)

Phones Without Feature Key

1. While the phone is idle, press the **Services** key (the key with the globe on Nortel IP phones that use graphics)
2. Use the down arrow key to locate the **Language - xxxxx** line with the desired language (English, French, Spanish, Default)
3. Press the **Invoke** soft key

Changing Language Prompts for One Phone

To change the language for only one extension, go to the [Extensions](#) page and enter the desired language code in the **Language** field.

- Language

Language Code [?]