

# Configure a Different Language on Voice Mailbox for One or More Users with CUE.

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## Introduction

This document describes configure a different language on voice mailbox for one or more users with Cisco Unity Express (CUE).

## Prerequisites

Need to have Call Manager Express (CME) and Cisco Unity Express (CUE) installed.

## Requirements

Cisco recommends that you have knowledge of these topics:

- CME
- CUE

## Components Used

The information in this document is based on these software and hardware versions:

- CME version 8.1
- CUE version 7.2

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, ensure that you understand the potential impact of any command.

## Configuration

### 1 - First you need to do is install an additional language to the CUE so you have two languages. (Maximum languages on a CUE depends on the CUE platform)

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity\\_exp/rel7\\_0/install/nuinstall.html#wp1109793](http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/rel7_0/install/nuinstall.html#wp1109793)

Once you have done this process you can check the languages installed with the show software packages command.

```
AIM-CUE# sh software packages
```

Installed Packages:

- Installer (Installer application) (7.4.1.0)
- Thirdparty (Service Engine Thirdparty Code) (7.4.1)
- Bootloader (Primary) (Service Engine Bootloader) (2.1.19)
- Infrastructure (Service Engine Infrastructure) (7.4.1)
- Global (Global manifest) (7.4.1)
- GPL Infrastructure (Service Engine GPL Infrastructure) (7.4.1)
- Voice Mail (Voicemail application) (7.4.1)
- Bootloader (Secondary) (Service Engine Bootloader) (2.1.19.0)
- Core (Service Engine OS Core) (7.4.1)
- Auto Attendant (Service Engine Telephony Infrastructure) (7.4.1)

Installed Plug-ins:

- CUE Voicemail Language Support (Languages global pack) (7.4.1)
- CUE Voicemail Mexican Spanish (Mexican Spanish language pack) (7.4.1)
- CUE Voicemail US English (English language pack) (7.4.1)

Or you can check it through the CUE GUI by going to about.

## Cisco Unity Express Version 7.2

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### About Cisco Unified CallManager Express

Operating System:	Cisco Internetwork Operating System. Cisco IOS (tm) <i>Unknown</i>
Cisco IOS Software:	<i>Unknown</i>
Software Version:	<i>Unknown / CME Unknown</i>
Feature Package:	<i>Unknown</i>

### Licensing Information

Maximum # configurable mailboxes:	65
Maximum message space (minutes):	840
Maximum # telephony ports:	6
Maximum # VM/AA ports:	0
Installed Packages:	Installer (Installer application) 7.4.1.0 Thirdparty (Service Engine Thirdparty Code) 7.4.1 Bootloader (Primary) (Service Engine Bootloader) 2.1.19 Infrastructure (Service Engine Infrastructure) 7.4.1 CUE Voicemail Language Support (Languages global pack) 7.4.1 Global (Global manifest) 7.4.1 GPL Infrastructure (Service Engine GPL Infrastructure) 7.4.1 Voice Mail (Voicemail application) 7.4.1 Bootloader (Secondary) (Service Engine Bootloader) 2.1.19.0 Core (Service Engine OS Core) 7.4.1 Auto Attendant (Service Engine Telephony Infrastructure) 7.4.1
Installed Languages:	CUE Voicemail Mexican Spanish (Mexican Spanish language pack) 7.4.1 CUE Voicemail US English (English language pack) 7.4.1

## 2 - When you have the languages already installed you specify one as the default.

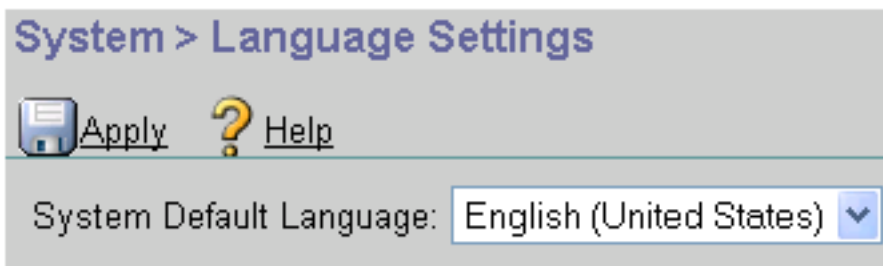
```
AIM-CUE# Conf t
```

```
AIM-CUE(config)# system language preferred xx_YY ----> xx=language YY=country code ----> on this example we can use as default en_US.
```

You can check this on a **show run** and see as the follow.

```
system language preferred en_US
```

You can also set the default language through CUE GUI and navigate to **System>Language Settings**.



## 3 – Every new user you create uses the default language, in our case it is English.

If you need a user to use the other installed language you need to configure it for the user as follows.

```
AIM-CUE# username LuisR create
```

```
AIM-CUE# Conf t
```

```
AIM-CUE(config)# username LuisR phonenumber 5001
```

```
AIM-CUE# exit
```

```
AIM-CUE# username LuisR language es_MX
```

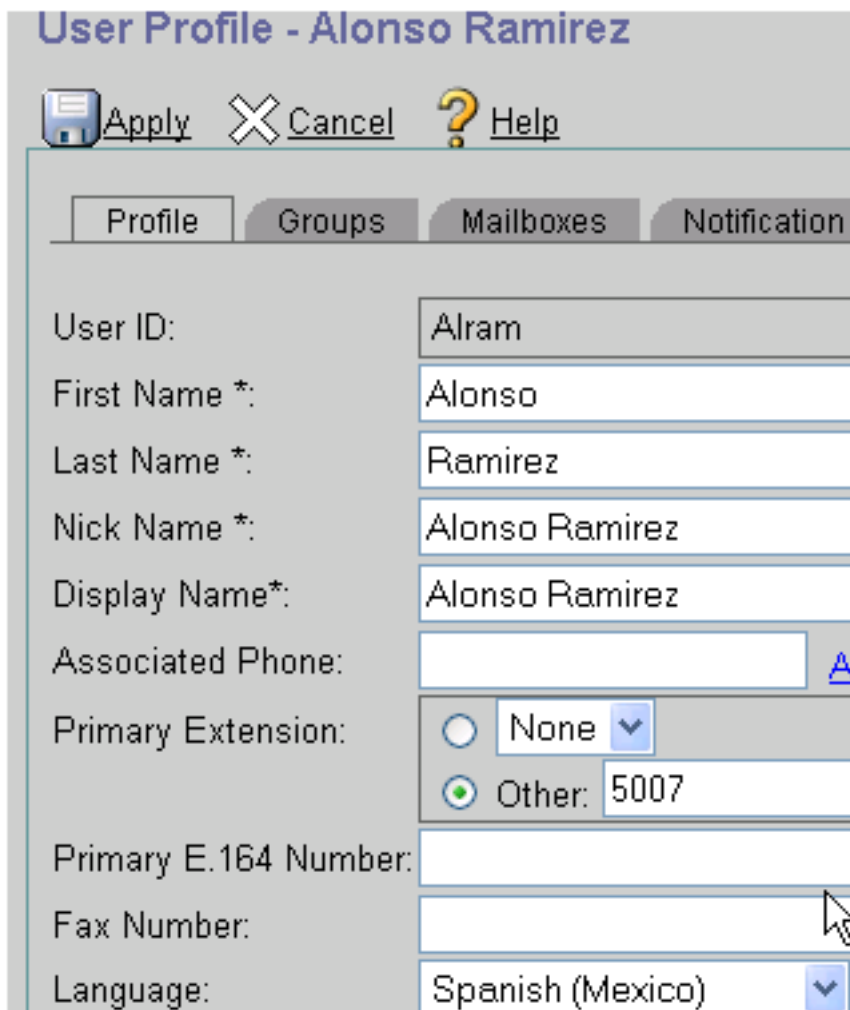
This last command is to enable personal functions for the user to work with this language and not the default one.

Then assign a mailbox to that user.

```
AIM-CUE# Conf t
```

```
AIM-CUE(config)# voicemail mailbox owner Alonso
```

You can do the same through CUE GUI or you can check the configuration as well.



The screenshot shows a web-based user profile configuration interface for 'Alonso Ramirez'. The title bar reads 'User Profile - Alonso Ramirez'. Below the title are three buttons: 'Apply' (with a floppy disk icon), 'Cancel' (with an 'X' icon), and 'Help' (with a question mark icon). The main content area has four tabs: 'Profile' (selected), 'Groups', 'Mailboxes', and 'Notification'. The 'Profile' tab contains the following fields:

User ID:	Alram
First Name *:	Alonso
Last Name *:	Ramirez
Nick Name *:	Alonso Ramirez
Display Name*:	Alonso Ramirez
Associated Phone:	<input type="text"/>
Primary Extension:	<input type="radio"/> None <input checked="" type="radio"/> Other: 5007
Primary E.164 Number:	<input type="text"/>
Fax Number:	<input type="text"/>
Language:	Spanish (Mexico)

**4 - Create the ccn application and the ccn trigger so the users can access VM.**

The CUE play prompts based on the ccn trigger language and based on the user language.

The ccn trigger plays the prompt and ask for the pin when the users access the VM and the prompt where the phone called is not available while the user language option plays the internal prompts the user hears after log in into the mailbox.

**Note:** Welcome greeting and name should be recorded with the corresponding language by the user.

You have user LuisR that uses English (Globally configured) and Alram that uses Spanish (Configured on the user).

You need a ccn trigger for each language as you tell CUE which prompt plays when you leave a VM.

Example.

LuisR (English) use ccn trigger sip phonenumber 3001 (which uses default language)

Alram (Spanish) use ccn trigger sip phonenumber 3002 (which uses spanish language)

Both triggers use the same voicemail application.

Configuration as follows.

```
ccn application voicemail aa
description "voicemail"
enabled
```

```
ccn trigger sip phonenumber 3001
application "voicemail"
enabled
```

```
ccn trigger sip phonenumber 3002
application "voicemail"
enabled
locale "es_MX"
```

With this you create two different triggers for the same ccn application, and both use the same application but the first one uses the default language you selected (when calling 3001) and the second one uses the es\_MX language that you specified for it when calling 3002.

**Note:** *This needs to be done through CLI.*

## 5 - On the ephone-dn you create the call forward toward the correct trigger.

```
ephone-dn 1 dual-line
number 5001 ----> extension we want to use English language forwarding calls to 3001.
call-forward noan 3001 timeout 5
call-forward busy 3001
```

```
ephone-dn 2 dual-line
number 5007 ----> extension we want to use Spanish language forwarding calls to 3002.
```

```
call-forward noan 3002 timeout 5
call-forward busy 3002
```

## 6 - Since you can only specify one voicemail on Telephony-service you need a voice translation rule as a work-around so the user can use the messages button.

Telephony-service voicemail 3001 -----> this is going to be the default voicemail number for the users that need to use the default language (English).

You create the translation-rule for the users that need Spanish.

```
voice translation-rule 3002
rule 1 /^3001$/ /3001/
```

```
voice translation-profile voicemailSpanish
translate called 3002
```

And you apply the profile in ephone-dn that uses Spanish.

```
ephone-dn 2
translation-profile incoming voicemailSpanish
```

When this user hits the messages button it calls to 3001 but the call gets translated to 3002 and able to reach the voicemail with the Spanish language.

Ensure the dial-peer you have to the CUE can has a destination-pattern able to match 2000 and 2002.

## Troubleshoot

Check the CUE files installed with the command "show software packages" previously shown here.

Check the language for the user with the command "show user detail username [username]".

```
IM-CUE# sh user detail username Alram
Username:           Alram
Full Name:          Alonso Ramirez
First Name:         Alonso
Last Name:          Ramirez
Nickname:           Alonso Ramirez
Phone:              5007
Phone(E.164):
Fax:
Email:
Epage:
Language:           es_MX
GroupMember:        <none>
GroupOwner:         <none>
Privileges:         <none>
debug voip ccapi inout debug ccsip messages
```

With those you can make sure we are calling the correct trigger.

On CUE you can run traces that show you the language it is select and the audio files it is used.

```
no trace all clear trace
trace voicemail all
after the test call "show trace buffer tail"
```

-----Spanish example-----

4095 01/10 14:24:44.981 voicemail debug "dbg" vxmlscripts.defaultLangID : defaultlangID.jsp: The system default language

4095 01/10 14:24:44.982 voicemail debug "dbg" vxmlscripts.defaultLangID : defaultlangID.jsp: The trigger language is es\_MX

4095 01/10 14:24:44.982 voicemail debug "dbg" vxmlscripts.defaultLangID : defaultlangID.jsp: The system language is es-MX

4095 01/10 14:24:44.982 voicemail debug "dbg" vxmlscripts.defaultLangID : defaultlangID.jsp: The system prompt language is ESM

4095 01/10 14:24:44.982 voicemail debug "dbg" vxmlscripts.defaultLangID : defaultlangID.jsp: The system trigger language (defaulted) is es\_MX

4095 01/10 14:24:53.327 voicemail debug "dbg" vxmlscripts.setSubSession : setSubSession trigger language:es\_MX

4095 01/10 14:24:53.327 voicemail debug "dbg" vxmlscripts.setSubSession : Voicemail config disabled: false

4095 01/10 14:24:53.327 voicemail debug "dbg" vxmlscripts.setSubSession : Current tutorial flag: 0

4095 01/10 14:24:53.327 voicemail debug "dbg" vxmlscripts.setSubSession : The language tag: es-MX

4095 01/10 14:24:53.328 voicemail debug "dbg" vxmlscripts.setSubSession : The prompt language tag: ESM

-----English example-----

4095 01/10 15:12:46.214 voicemail debug "dbg" vxmlscripts.defaultLangID : defaultlangID.jsp: The system default language

4095 01/10 15:12:46.214 voicemail debug "dbg" vxmlscripts.defaultLangID : defaultlangID.jsp: The trigger language is es\_MX

4095 01/10 15:12:46.214 voicemail debug "dbg" vxmlscripts.defaultLangID : defaultlangID.jsp: The system language is es-MX

4095 01/10 15:12:46.214 voicemail debug "dbg" vxmlscripts.defaultLangID : defaultlangID.jsp: The system prompt language is ESM

4095 01/10 15:12:46.215 voicemail debug "dbg" vxmlscripts.defaultLangID : defaultlangID.jsp: The system trigger language (defaulted) is es\_MX

4095 01/10 14:27:09.236 voicemail debug "dbg" vxmlscripts.setSubSession : setSubSession trigger language:en\_US

4095 01/10 14:27:09.236 voicemail debug "dbg" vxmlscripts.setSubSession : Voicemail config disabled: false

4095 01/10 14:27:09.236 voicemail debug "dbg" vxmlscripts.setSubSession : Current tutorial flag: 0

4095 01/10 14:27:09.236 voicemail debug "dbg" vxmlscripts.setSubSession : The language tag: en-US

4095 01/10 14:27:09.236 voicemail debug "dbg" vxmlscripts.setSubSession : The prompt language tag: ENU