



Localization Procedure for Cisco MeetingPlace Audio Server Release 5.2 and Release 5.3

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This document provides procedures for localizing Cisco MeetingPlace Audio Server Release 5.2 and Release 5.3 and includes the following sections:

- [Naming Conventions, page 1](#)
- [Information About Localizing Cisco MeetingPlace Audio Server Release 5.2 and Release 5.3, page 2](#)
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Naming Conventions

The following product-naming conventions are used in this document:

Product	Convention
Cisco MeetingPlace Audio Server with any possible combination of integration applications	Cisco MeetingPlace system
Cisco MeetingPlace Audio Sever Release 5.2 and Cisco MeetingPlace Audio Sever Release 5.3	Release 5.2 and Release 5.3
Cisco MeetingPlace Audio Server Release 5.3 and Cisco MeetingPlace 8100 series server or Release 5.2 and the hardware where Release 5.2 is installed	Cisco MeetingPlace Audio Server system
Cisco MeetingPlace MeetingNotes	MeetingNotes
Cisco MeetingPlace MeetingTime	MeetingTime

Information About Localizing Cisco MeetingPlace Audio Server Release 5.2 and Release 5.3

Release 5.2 and Release 5.3 support localization in several languages; you can install up to four different languages on the Cisco MeetingPlace Audio Server system—the default language, U.S. English—plus three of the following supported languages:

- Canadian French
- Japanese
- UK English
- German
- French
- Portuguese (Brazil)
- Spanish (Americas)

After installing the language, you can configure the port to play voice prompts in any language that you installed.

For information about configuring ports, see the “Managing Ports” section of the Administrator’s Guide or System Manager’s Guide for your Cisco MeetingPlace Audio Server release at the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/audio/index.htm>

Profiled users can also set language preferences for each meeting and can invoke these preferences by entering their profile ID at the default prompt. To accommodate guest callers, the welcome greeting offers callers a choice to use any one of the installed languages.

For information about profiled users, see the “About Profiles” section of the Administrator’s Guide or System Manager’s Guide for your Cisco MeetingPlace Audio Server release at the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/audio/index.htm>

The following sections provide information about how the Cisco MeetingPlace Audio Server system determines which language prompts to play to callers:

- [Configuration Precedence, page 2](#)
- [Language Preferences, page 3](#)

Configuration Precedence

Release 5.2 and Release 5.3 supports the simultaneous use of up to four languages. Because language preferences are specified in user profile settings, in meeting preferences, and in port configurations, the Cisco MeetingPlace Audio Server system uses the following configuration precedence to determine which language prompts to play to callers:

1. Meeting preference
2. User Profile setting
3. Port configuration
4. Default (U.S. English)

Configuration Precedence Examples

The following example shows how the Cisco MeetingPlace Audio Server system determines which language a caller hears when entering a meeting:

System Configurations

- The default language is U.S. English.
- Ports are configured for Japanese.
- A U.S. English user has a profile that is set to use U.S. English.
- A meeting is scheduled by a Canadian French user who has set the meeting default language to French.

System Behavior

1. When the U.S. English user calls to attend the scheduled meeting, the prompts play first in Japanese.
2. The caller then hears the prompt “To select English, press 5” in U.S. English and the prompt “To select French, press 6” in Canadian French.
3. The caller enters the profile ID, and the prompt language immediately changes to U.S. English.
4. The caller enters the meeting ID and continues to hear U.S. English prompts until joining the meeting.
5. While the caller is in the meeting, prompts play to all meeting participants in Canadian French; however, prompts play only to this caller—when the caller presses the # key, for example—in U.S. English.

Language Preferences

Within the configuration precedence, the following types of language preferences affect which languages callers hear and when they hear them:

- [Port-Group Level Language Preferences, page 3](#)
- [Meeting-Level Language Preferences, page 4](#)
- [User-Profile Level Language Preferences, page 4](#)
- [Examples of Language Preferences, page 4](#)

Port-Group Level Language Preferences

- U.S. English is the default language and is considered an installed language.
- If you do not configure the port group to use a specific language, U.S. English plays.
- If you install UK English, the Cisco MeetingPlace Audio Server system does not offer U.S. English.
 - For example, if you install a total of three languages (U.S. English, UK English, and Japanese) and you configure the ports to play Japanese, the welcome prompt offers only UK English and Japanese.

Meeting-Level Language Preferences

- The meeting language defaults to the profile language of the meeting scheduler unless another language is specified in the caller's user profile.
- If the caller selects Attend a Meeting or MeetingNotes access, the voice prompts proceed in the port language until the caller enters the meeting.
- If the caller selects Profile access, the prompts change to the profile language selection after the caller logs in.
- If the caller selects a language, the caller hears the language access prompts again in the selected language.
- Prompts that play to all participants in the meeting play in the meeting-language setting; prompts that play to individuals play in the user-profile language setting.
- Prompts that play when dialing out to a guest participant are determined by the profile setting for the guest.

User-Profile Level Language Preferences

- Callers can only change their user profile language preferences through the MeetingTime client.
- Callers can only choose a language before attending a meeting. After the caller chooses Attend a Meeting, the user-profile language plays; before the caller chooses Attends a Meeting, the default language plays.

Examples of Language Preferences

The following examples shows how language preferences affect the outcome of system, meeting, and user-level preference selections:

Three-Language System With Unconfigured Port Using the Default Language Example

The welcome greeting plays, and the caller is offered the following selections:

- "Welcome to MeetingPlace" in U.S. English
- "To select English, press 1" in U.S. English
- "To select Japanese, press 2" in Japanese
- "To select French, press 3" in Canadian French

The caller selects 2, and the following prompts play in Japanese:

- “To attend a meeting, press 1”
- “To access your profile, press 2”
- “To access MeetingNotes, press 3”
- “To hear MeetingPlace overview, press 9”
- “To reach assistance, press 0”

Three-Language System With Ports Configured for Japanese Example

The welcome greeting plays, and the caller is offered the following selections:

- “Welcome to MeetingPlace” in Japanese
- “To attend a meeting, press 1” in Japanese
- “To access your profile, press 2” in Japanese
- “To access MeetingNotes, press 3” in Japanese
- “To select English, press 5” in English
- “To select French, press 6” in Canadian French
- “To hear MeetingPlace overview, press 9” in Japanese
- “To reach assistance, press 0” in Japanese

The caller selects 5, and the following prompts play in U.S. English:

- “To attend a meeting, press 1”
- “To access your profile, press 2”
- “To access MeetingNotes, press 3”
- “To hear MeetingPlace overview, press 9”
- “To reach assistance, press 0”

How to Localize Cisco MeetingPlace Audio Server Release 5.2 and Release 5.3

To localize Cisco MeetingPlace Audio Server, perform the following tasks in this order:

- [Obtaining a Cisco MeetingPlace Language Pack, page 5](#)
- [Installing Cisco MeetingPlace Release 5.2 and Release 5.3 Languages, page 6](#)
- (Optional) [Verifying Cisco MeetingPlace Release 5.2 and Release 5.3 Language Installation, page 7](#)

Obtaining a Cisco MeetingPlace Language Pack

To obtain a Cisco MeetingPlace language pack, perform one of the following procedures:

- [Obtaining a Cisco MeetingPlace Release 5.2 Language Pack, page 6](#)
- [Obtaining a Cisco MeetingPlace Release 5.3 Language Pack, page 6](#)

Obtaining a Cisco MeetingPlace Release 5.2 Language Pack

To obtain a Cisco MeetingPlace Release 5.2 language pack, perform the following steps:

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- Step 1 (Optional) Go to <http://tools.cisco.com/gct/Upgrade/jsp/index.jsp> and order the Cisco MeetingPlace Release 5.2 language pack by using the Product Upgrade Tool.
 - Step 2 Go to <http://www.cisco.com/en/US/partner/ordering/index.shtml> and order the Cisco MeetingPlace Release 5.2 language pack by using the MP-LANGUAGES product number.

Obtaining a Cisco MeetingPlace Release 5.3 Language Pack

To obtain a Cisco MeetingPlace Release 5.3 language pack, perform the following steps:

-
- Step 1 Go to <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>
 - Step 2 Under the Cisco MeetingPlace product, choose **MeetingPlace Languages** to go to the language CD download web page.
 - Step 3 Download **MP53LANG.iso**.
 - Step 4 By using any commercially available CD-ROM burner program, burn the .iso file to a CD.
 - Step 5 After burning the CD, ensure that the following directory structure was created:

```

\UPDATE\53BRPOR
      \53CDNFR
      \53FRENCH
      \53GERMAN
      \53JAPAN
      \53LATSPN
      \53NEWUKENG
      \53NEWUSENG
  
```



Note UPDATE must be the top directory on the CD.

If you do not see this structure, contact Cisco Network Consulting Engineering (NCE) for assistance. For more information, see the [“Obtaining Technical Assistance” section on page 9](#).

Installing Cisco MeetingPlace Release 5.2 and Release 5.3 Languages

To install Cisco MeetingPlace Release 5.2 or Release 5.3 languages, perform the following steps:

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- Step 1 Insert the Cisco MeetingPlace language pack CD into the CD-ROM drive on the Cisco MeetingPlace server.
 - Step 2 Log in to the Cisco MeetingPlace Command Line Interface (CLI) at technician level.
 - Step 3 To shut down the server, enter **down**.
 - Step 4 After the server is down, enter **update**.

- Step 5** When prompted, specify that the update is from a CD.
- Step 6** Verify that you are installing Cisco MeetingPlace languages and follow the instructions on the screen to continue with the language installation.
- When the process is finished, the server restarts, and the Cisco MeetingPlace Audio Server system is available.

Installing Cisco MeetingPlace Release 5.3 Language Installation Example

The following is sample output from a Release 5.3 language installation:

```
servername:tech$ update
Update is from
  1) CD
  2) Diskette
  3) Remote File
  4) Local File
  q) (Quit Update)
Enter choice: 1
Please insert the update CD in the drive, then
wait for the drive to be quiet before continuing.

Press <ENTER> to continue or <CONTROL-C> to abort.

CD mounted OK; checking for update sets...
There is more than one update set on this CD.
Please pick the desired set from the following list:
  1) 5.3 Brazilian Portuguese Prompts
  2) 5.3 Canadian French Prompts
  3) 5.3 French Prompts
  4) 5.3 German Prompts
  5) 5.3 Japanese Prompts
  6) 5.3 Latin Spanish Prompts
  7) 5.3 British English Prompts (Unity)
  8) 5.3 American English Prompts (Unity)
  q) Quit
Enter choice:
```

Verifying Cisco MeetingPlace Release 5.2 and Release 5.3 Language Installation

To verify that the languages are installed properly, perform the following tasks:

- Step 1** Verify that the prompt plays in the language that you specified in the port or port group configuration.
- Step 2** Verify that the language is available to users setting up profiles by performing the following steps:
- Set up one user profile for each installed language.
 - Log in through each profile and verify that the correct languages are played.
- Step 3** Verify that the language is available to users setting up a meeting by performing the following steps:
- Schedule a meeting in each language.
 - Join the meeting and verify that the correct languages are played.

Additional References

- *Guide to Cisco MeetingPlace Conferencing Documentation and Support*
<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/roadmap.htm>
- Cisco MeetingPlace Audio Server Release 5.2 documentation
<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/audio/52/index.htm>
- Cisco MeetingPlace Audio Server Release 5.3 documentation
<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/audio/53/index.htm>
- Obtaining Technical Support
<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/roadmap.htm>

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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