Locale installers enable localization (l10n) in Cisco Unified Communications Manager (CUCM) and Cisco Unified Presence Server (CUPS). Locales are essentially additions to the base CUCM product. As additions on top of the base product Locales require some special considerations. This document attempts to capture those special considerations.

Contents

- 1 Cisco Unified Communications Locale Installer Frequently Asked Questions (FAQ)
  - 1.1 Locale Types
    - 1.1.1 User Locale
    - 1.1.2 (Combined) Network Locale
    - 1.1.3 Phone Only Locale
  - 1.2 Locale Installer (LI) Releases
    - 1.2.1 What Version of Locale Installer should I apply when I upgrade my CUCM?
    - 1.2.2 What type of Locale do I need to install?
    - 1.2.3 Do locales need to be installed on every Node?
    - 1.2.4 How to install locales?
    - 1.2.5 What is a Phone-Only locale installer (POLI) and when should it be used?
    - 1.2.6 Do I need to install a new Phone Only locale every time after I upgrade my IP phone firmware?
    - 1.2.7 Does the Locale Installer register with the DRS for backup and restore?
    - 1.2.8 Why has the IP Phone 7945/65 font size become larger after upgrading CUCM locale installer from version 6.1 to version 7.1 or greater?
- 2 CUCM User Locale and Network Locale support
- 3 Translated documentation

Cisco Unified Communications Locale Installer Frequently Asked Questions (FAQ)

Locale Types

Cisco Unified Communications Product	Locale
Cisco Unified Communication Manager (CUCM)	User Locale, Network Locale
Cisco IP Phone Only	Phone-Only Locale
Cisco Unified Presence (CUP)	User Locale

User Locale

Includes localized user interfaces for applications, devices, services, and localized spoken prompts. CUCM User locales also include the Network Locale for each country. A user locale is comprised of localized graphical user interface, telephone user interface and annunciators (audio prompts) that can be heard via a telephone. User locales are produced individually and are specific to a language and country combination.

(Combined) Network Locale

Includes localized telephone and gateway tones. Network Locale and Combined Network Locale are synonymous. Combined Network Locales include network locales for all countries that are supported. A network locale covers the specific localization needs of a country, these include telephone dial and ringing tones and those that are required by a gateway to generate local tones on the network (whether it is for IP networks or Time Division Multiplexing networks on the Public Switched Telephone Network) and network annunciators that are played via a gateway. Network locales are generally produced as a single package intended to cover all supported countries.

Phone Only Locale

Includes localized device user interfaces and tones.

Locale Installer (LI) Releases

There are Locale Installer (LI) releases for every CUCM and CUPS major and minor release. Standard version numbering is Major.Minor. Examples include: 7.1, 8.0, 8.5. Usually, there are no LI releases for CUCM and CUPS maintenance (major.minor(maintenance) ex: 8.0(2), 8.0(3)) or service releases (ex: 8.0(3a)su1, 8.0(3a)su2).

What Version of Locale Installer should I apply when I upgrade my CUCM?

General rule: Apply the latest Locale Installer release that matches the major.minor version of CUCM. Released locale installers are available on cisco.com. Locate the latest LI with a major.minor number that matches your CUCM or CUP (new name CUCM IM&P) major.minor version. For example, the latest locale installer for CUCM 6.1.x is LI 6.1.3.1000-1 (as of December 2009). Here are some exceptions for the matching "major.minor" number rule:

- For CUCM release CUCM 6.1.2.1104-1, and any CUCM 6.1 releases after CUCM 6.1.2.1104-1, please use locale version 6.1.3.x.
- CUCM 7.1.1 and CUCM 7.1.2 work only with LI 7.1.2.x. CUCM 7.1.3 and onwards work only with LI 7.1.3 and later release LI 7.1.x.

What type of Locale do I need to install?

You will need: CUCM User Locale for every CUCM server, CUP (new name CUCM IM&P) user locale for every CUP server. If you need network tones for countries which we have no supported User Locale yet, you will need to apply the Combined Network Locale Installer on every CUCM server. User locales are produced individually and are specific to a language and country combination. Network locales are generally produced as a single package intended to cover all supported countries. Network locales may be referred to as combined network locales.

Do locales need to be installed on every Node?

Yes, Cisco Unified Communications Locale Installer MUST be applied to each and every Cisco Unified Communications Manager server in a cluster, starting with the publisher. After installation has completed, it is essential to reboot each and every platform in order for all user and network locale changes to become fully activated.

How to install locales?

Locale can be installed either from Network drive or from CD/DVD drive.

Option A: Install locale from network drive:

1. Put the locale installer (*.cop.sgn) file on an FTP or SFTP server which is accessible from your CUCM/CUP server.
2. Log into Cisco Unified Communications Operating System Administration.
3. Navigate to Software Upgrades > Install/Upgrade. The Software Installation/Upgrade window displays.
4. Choose Remote Filesystem from the Source list.
5. Enter the path to the directory that contains the local installer file on the remote system in the Directory field. (If the upgrade file is located on a Linux or Unix server, you must enter a forward slash at the beginning of the directory path. For example, if the upgrade file is in the "patches" directory, you must enter "/patches". If the upgrade file is located on a Windows server, check with your system administrator for the correct directory path.)
6. In the Server field, enter the server name or IP address.
7. In the User Name field, enter your user name on the remote server.
8. In the User Password field, enter your password on the remote server.
9. Select the SFTP protocol from the Transfer Protocol field.
10. To continue the upgrade process, click **Next**.
11. Choose the upgrade version that you want to install and click **Next**.
12. In the next window, monitor the progress of the download.
13. When the download completes, verify the checksum value against the checksum (if available) or the file you that downloaded that is shown on Cisco.com.
14. Restart the CUCM or CUP server after any new locale installs. For Phone Only locale, restart TFTP service is a alternative way.

Option B: Install locale from CD/DVD:

1. Burn the locale installer file into a CD/DVD.
2. Follow the steps in "Install locale from network drive" except "Choose CD/DVD from the Source list" instead of "Choose Remote Filesystem from the Source list."

What is a Phone-Only locale installer (POLI) and when should it be used?

Cisco Unified Communications Locale Installer for Cisco Unified IP Phones ensures localized phones are kept up to date with the latest dictionaries after the firmware is upgraded. The full Cisco Unified Communications Locale Installer for Cisco Unified Communications Manager must be installed prior to installation of a Phone Only locale installer. For example, with CUCM 5.1 and Firmware 8.4.3, CUCM LI 5.1.x need to be installed first, then install Phone Only LI 8.4.3 for firmware updates.

Do I need to install a new Phone Only locale every time after I upgrade my IP phone firmware?

There is no ?Yes? or ?No? answer for this question. Cisco only releases Phone Only Locales for FW with changes to phone dictionaries or internationalization. In other words, we do not have Phone Only Locale Installer release for every FW release when it is not necessary. When a customer upgrades the firmware without upgrading their CUCM, they should install the latest Phone Only locale with the same major.minor number with the new FW. For example, if you upgrade from FW 8.5.3 (with POLI 8.5.3) to FW 8.5.4, Phone Only Locale Installer 8.5.3 is also good for FW 8.5.4. If you upgrade from FW 8.5.4 to FW 9.0.1, you will

need to install POLI 9.0.1.

Phone Only locale installer (PO LI) is a subset of the CUCM LI. PO LI is used for customers who upgrade IP phone firmware without upgrading CUCM. Future CUCM images may include later versions of IP Phone firmware. Please ensure that you have installed the latest phone-only locale installer that matches the firmware`s major.minor version number.

Here is the version mapping between CUCM LI and PO LI:

CUCM LI Version (match the major.minor CUCM version)	**PO LI version (matches the major.minor IP phone firmware version)**
CUCM LI 11.0	PO LI 10.3.1 (provides localization support for both FW 10.3.1)
CUCM LI 10.5.1	PO LI 10.2.1 (provides localization support for both FW 10.2.1 and FW 9.4.2)
CUCM LI 10.0.x	PO LI 10.1.1 (provides localization support for both FW 10.1 and FW 9.4.1)
CUCM LI 9.1.x	PO LI 9.3.2
CUCM LI 9.0.x	PO LI 9.3.1
CUCM LI 8.6.x	PO LI 9.2.x
CUCM LI 8.5.x	PO LI 9.1.x
CUCM LI 8.0.x	PO LI 9.0.x
CUCM LI 7.1.x	PO LI 8.5.x
CUCM LI 7.0.x	PO LI 8.4.x
CUCM LI 6.1.x	PO LI 8.3.x

Does the Locale Installer register with the DRS for backup and restore?

Locale Installers, from version 5.1.1.1-1 onwards, no longer register with the DRS for backup and restore. Locales must be re-installed separately after a rebuild and before a restore.

Why has the IP Phone 7945/65 font size become larger after upgrading CUCM locale installer from version 6.1 to version 7.1 or greater?

A change request in CSCsu11816 required the font file within Cisco Unified IP Phone models 7945, 7965, 7942, and 7962 to be aligned with the font file within the default English (United States) locale. The new font file is present in **all European-based locales built after November 2008**.

Customers upgrading to locale installer version 7.1 or greater from version 6.1 will notice an increase in font size on IP Phone models 7945, 7965, 7942, and 7962. This is expected behaviour that will have been experienced in the default English (United States) locale as well.

CUCM User Locale and Network Locale support

List of user and network locales for CUCM 10.0:

The following user locales (languages and prompts) are supported: Arabic(Algeria), Arabic (Bahrain), Arabic (Egypt), Arabic (Iraq), Arabic (Jordan), Arabic (Kuwait), Arabic (Lebanon), Arabic (Morocco), Arabic (Oman), Arabic (Qatar), Arabic (Saudi Arabia), Arabic (Tunisia), Arabic (United Arab Emirates), Arabic (Yemen), Bulgarian (Bulgaria), Catalan (Spain), Chinese (Hong Kong), Chinese (China), Chinese (Taiwan), Croatian (Croatia), Czech (Czech Republic), Danish (Denmark), Dutch (Netherlands), English (United Kingdom), Estonian (Estonia), Finnish (Finland), French (France), French (Canada)*, German (Germany), Greek (Greece), Hebrew (Israel), Hungarian (Hungary), Italian (Italy), Japanese (Japan), Korean (Korea Republic), Latvian (Latvia), Lithuanian (Lithuania), Norwegian (Norway), Polish (Poland), Portuguese (Brazil), Portuguese (Portugal), Romanian (Romania), Russian (Russian Federation), Serbian (Republic of Montenegro), Serbian (Republic of Serbia), Slovak (Slovakia), Slovenian (Slovenia), Spanish (Colombia), Spanish (Spain), Swedish (Sweden), Thai (Thailand), and Turkish (Turkey).

* French (Canada) locale has now been updated linguistically.

The following network locales (phone and gateway tones) are supported: Algeria, Argentina, Australia, Austria, Bahrain, Belgium, Brazil, Bulgaria, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Iraq, Ireland, Israel, Italy, Japan, Jordan, Kenya, Korea Republic, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Malaysia, Mauritania, Mexico, Morocco, Nepal, Netherlands, New Zealand, Nigeria, Norway, Oman, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Qatar, Romania, Republic of Montenegro, Republic of Serbia, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sudan, Sweden, Switzerland, Taiwan, Thailand, Tunisia, Turkey, United Arab Emirates, United Kingdom, Venezuela, Vietnam, Yemen, Zimbabwe.

List of user and network locales for CUCM 9.1, 9.0:

The following user locales (languages and prompts) are supported: Arabic(Algeria), Arabic (Bahrain), Arabic (Egypt), Arabic (Iraq), Arabic (Jordan), Arabic (Kuwait), Arabic (Lebanon), Arabic (Morocco), Arabic (Oman), Arabic (Qatar), Arabic (Saudi Arabia), Arabic (Tunisia), Arabic (United Arab Emirates), Arabic (Yemen), Bulgarian (Bulgaria), Catalan (Spain), Chinese (Hong Kong), Chinese (China), Chinese (Taiwan), Croatian (Croatia), Czech (Czech Republic), Danish (Denmark), Dutch (Netherlands), English (United Kingdom), Estonian (Estonia), Finnish (Finland), French (France), German (Germany), Greek (Greece), Hebrew (Israel), Hungarian (Hungary), Italian (Italy), Japanese (Japan), Korean (Korea Republic), Latvian (Latvia), Lithuanian (Lithuania), Norwegian (Norway), Polish (Poland), Portuguese (Brazil), Portuguese (Portugal), Romanian (Romania), Russian (Russian Federation), Serbian (Republic of Montenegro), Serbian (Republic of Serbia), Slovak (Slovakia), Slovenian (Slovenia), Spanish (Colombia), Spanish (Spain), Swedish (Sweden), Thai (Thailand), and Turkish (Turkey).

The following network locales (phone and gateway tones) are supported: Algeria, Argentina, Australia, Austria, Bahrain, Belgium, Brazil, Bulgaria, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Iraq, Ireland, Israel, Italy, Japan, Jordan, Kenya, Korea Republic, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Malaysia, Mauritania, Mexico, Morocco, Nepal, Netherlands, New Zealand, Nigeria, Norway, Oman, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Qatar, Romania, Republic of Montenegro, Republic of Serbia, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sudan, Sweden, Switzerland, Taiwan, Thailand, Tunisia, Turkey, United Arab Emirates, United Kingdom, Venezuela, Vietnam, Yemen, Zimbabwe.

List of user and network locales for CUCM 8.6:

The following user locales (languages and prompts) are supported: Arabic(Algeria), Arabic (Bahrain), Arabic (Egypt), Arabic (Iraq), Arabic (Jordan), Arabic (Kuwait), Arabic (Lebanon), Arabic (Morocco), Arabic (Oman), Arabic (Qatar), Arabic (Saudi Arabia), Arabic (Tunisia), Arabic (United Arab Emirates), Arabic (Yemen), Bulgarian (Bulgaria), Catalan (Spain), Chinese (Hong Kong), Chinese (China), Chinese (Taiwan), Croatian (Croatia), Czech (Czech Republic), Danish (Denmark), Dutch (Netherlands), English (United Kingdom) [*], Estonian (Estonia), Finnish (Finland), French (France), German (Germany), Greek (Greece), Hebrew (Israel), Hungarian (Hungary), Italian (Italy), Japanese (Japan), Korean (Korea Republic), Latvian (Latvia), Lithuanian (Lithuania), Norwegian (Norway), Polish (Poland), Portuguese (Brazil), Portuguese (Portugal), Romanian (Romania), Russian (Russian Federation), Serbian (Republic of Montenegro), Serbian (Republic of Serbia), Slovak (Slovakia), Slovenian (Slovenia), Spanish (Colombia), Spanish (Spain), Swedish (Sweden), Thai (Thailand), and Turkish (Turkey).

The following network locales (phone and gateway tones) are supported: Algeria, Argentina, Australia, Austria, Bahrain, Belgium, Brazil, Bulgaria, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Iraq, Ireland, Israel, Italy, Japan, Jordan, Kenya, Korea Republic, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Malaysia, Mauritania, Mexico, Morocco, Nepal, Netherlands, New Zealand, Nigeria, Norway, Oman, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Qatar, Romania, Republic of Montenegro, Republic of Serbia, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sudan, Sweden, Switzerland, Taiwan, Thailand, Tunisia, Turkey, United Arab Emirates, United Kingdom, Venezuela, Vietnam, Yemen, Zimbabwe.

[*] English (United Kingdom) locale has now been updated linguistically.

List of user and network locales for CUCM 8.5, 8.0, 7.1, and 7.0:

The following user locales (languages and prompts) are supported: Arabic(Algeria), Arabic (Bahrain), Arabic (Egypt), Arabic (Iraq), Arabic (Jordan), Arabic (Kuwait), Arabic (Lebanon), Arabic (Morocco), Arabic (Oman), Arabic (Qatar), Arabic (Saudi Arabia), Arabic (Tunisia), Arabic (United Arab Emirates), Arabic (Yemen), Bulgarian (Bulgaria), Catalan (Spain), Chinese (Hong Kong), Chinese (China), Chinese (Taiwan), Croatian (Croatia), Czech (Czech Republic), Danish (Denmark), Dutch (Netherlands), English (United Kingdom), Estonian (Estonia), Finnish (Finland), French (France), German (Germany), Greek (Greece), Hebrew (Israel), Hungarian (Hungary), Italian (Italy), Japanese (Japan), Korean (Korea Republic), Latvian (Latvia), Lithuanian (Lithuania),] Norwegian (Norway), Polish (Poland), Portuguese (Brazil), Portuguese (Portugal), Romanian (Romania), Russian (Russian Federation), Serbian (Republic of Montenegro), Serbian (Republic of Serbia), Slovak (Slovakia), Slovenian (Slovenia), Spanish (Colombia), Spanish (Spain), Swedish (Sweden), Thai (Thailand), and Turkish (Turkey).

The following network locales (phone and gateway tones) are supported: Algeria, Argentina, Australia, Austria, Bahrain, Belgium, Brazil, Bulgaria, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Iraq, Ireland, Israel, Italy, Japan, Jordan, Kenya, Korea Republic, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Malaysia, Mauritania, Mexico, Morocco, Nepal, Netherlands, New Zealand, Nigeria, Norway, Oman, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Qatar, Romania, Republic of Montenegro, Republic of Serbia, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sudan, Sweden, Switzerland, Taiwan, Thailand, Tunisia, Turkey, United Arab

Emirates, United Kingdom, Venezuela, Vietnam, Yemen, Zimbabwe.

List of user and network locales for CUCM 6.1 and 6.0:

The following user locales (languages and prompts) are supported: Arabic(Algeria), Arabic (Bahrain), Arabic (Egypt), Arabic (Iraq), Arabic (Jordan), Arabic (Kuwait), Arabic (Lebanon), Arabic (Morocco), Arabic (Oman), Arabic (Qatar), Arabic (Saudi Arabia), Arabic (Tunisia), Arabic (United Arab Emirates), Arabic (Yemen), Bulgarian (Bulgaria), Catalan (Spain), Chinese (Hong Kong), Chinese (China), Chinese (Taiwan), Croatian (Croatia), Czech (Czech Republic), Danish (Denmark), Dutch (Netherlands), English (United Kingdom), Finnish (Finland), French (France), German (Germany), Greek (Greece), Hebrew (Israel), Hungarian (Hungary), Italian (Italy), Japanese (Japan), Korean (Korea Republic), Norwegian (Norway), Polish (Poland), Portuguese (Brazil), Portuguese (Portugal), Romanian (Romania), Russian (Russian Federation), Serbian (Republic of Montenegro), Serbian (Republic of Serbia), Slovak (Slovakia), Slovenian (Slovenia), Spanish (Colombia), Spanish (Spain), Swedish (Sweden), Thai (Thailand), and Turkish (Turkey).

The following network locales (phone and gateway tones) are supported: Algeria, Argentina, Australia, Austria, Bahrain, Belgium, Brazil, Bulgaria, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Iraq, Ireland, Israel, Italy, Japan, Jordan, Kenya, Korea Republic, Kuwait, Lebanon, Luxembourg, Malaysia, Mauritania, Mexico, Morocco, Nepal, Netherlands, New Zealand, Nigeria, Norway, Oman, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Qatar, Romania, Republic of Montenegro, Republic of Serbia, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sudan, Sweden, Switzerland, Taiwan, Thailand, Tunisia, Turkey, United Arab Emirates, United Kingdom, Venezuela, Vietnam, Yemen, Zimbabwe.

Translated documentation

User Documentation:
Cisco Business Edition 3000 Admin Guide:
http://www.cisco.com/en/US/products/ps11156/tsd_products_support_translated_end_user_guides_list.html

Cisco Unified Presence End-User Guide:
http://www.cisco.com/en/US/products/ps6837/tsd_products_support_translated_end_user_guides_list.html

Volaris MCS 7890 End User Guide:
http://www.cisco.com/en/US/partner/products/ps11370/tsd_products_support_translated_end_user_guides_list.html

Cisco IP Phone Documentation:

Cisco IP Phone 3905 Quick Start Guide:
http://www.cisco.com/en/US/products/ps7193/tsd_products_support_translated_end_user_guides_list.html

Cisco IP Phone 6901/6911, 6921/6941/6945/6961 User Guide and Quick Start Guide:
http://www.cisco.com/en/US/products/ps10326/tsd_products_support_translated_end_user_guides_list.html

Cisco IP Phone 7900 series User Guide:
http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_translated_end_user_guides_list.html

Cisco IP Phone 8941/8945 User Guide:
http://www.cisco.com/en/US/products/ps10451/tsd_products_support_translated_end_user_guides_list.html

Cisco IP Phone 9951/9971/8961 Firmware User Guide:
http://www.cisco.com/en/US/products/ps10453/tsd_products_support_translated_end_user_guides_list.html

Cisco Cius Tablet Documentaion:

Cisco Cius User Guide and Quick Start Guide:
http://www.cisco.com/en/US/products/ps11156/tsd_products_support_translated_end_user_guides_list.html