

**Language specified is not accepted or played**

<b>Problem Summary</b>	A user specifies a language, but the software does not accept it or play the language entered by the user.
<b>Error Message</b>	None.
<b>Possible Cause</b>	If you are trying to use a prompt or recognition grammars, the problem might be that the language was not successfully installed. Check the language and associated region in the ISO 639 and ISO 3166 standards. If the problem occurs with a Voice Browser, note that the VXML standard specifies that languages be entered in the form xml:lang=?<ISO 639>-<ISO 3166>? (example: en-US, fr-CA). Note that the VXML delimiter is a hyphen (-); for the Cisco Unified CCX Editor, Application Administration, locale customization, installation, and prompts, the separator is an underscore (_).
<b>Recommended Action</b>	<p>Check the language installation. Check the following ISO references for the correct language and region representation:</p> <ul style="list-style-type: none"> <li>• ISO 639 can be viewed at:  <a href="http://www.ics.uci.edu/pub/ietf/http/related/iso639.txt">http://www.ics.uci.edu/pub/ietf/http/related/iso639.txt</a></li> <li>• ISO 3166 can be viewed at:  <a href="http://www.chemie.fu-berlin.de/diverse/doc/ISO_3166.html">http://www.chemie.fu-berlin.de/diverse/doc/ISO_3166.html</a></li> </ul> <p>Check to be sure you have used the hyphen (-) delimiter for VXML and have used the underscore (_) delimiter everywhere else.</p>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.