



## Using TAPS with localized prompts



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## Introduction

The Tool for Auto-Registered Phone Support (TAPS) loads a preconfigured phone setting on a phone. The TAPS works in conjunction with the Bulk Administration Tool (BAT) to minimize installer effort during phone placement. After the BAT is used to bulk add phones with dummy MAC addresses to Cisco Unified Communications Manager, you can plug the phones into the network.

The administrator or the phones' user can then dial a TAPS directory number, get prompted by an IVR, enter their extension and that causes the phone to download its configuration. At the same time, the phone gets updated in the Unified CM database with the correct MAC address of the phone.

To be able to deploy TAPS internationally localized versions of the TAPS IVR prompts are included in Communications Manager locale installers.

This application note will describe how to install TAPS with localized prompts.

## Version information

The description in this application note is based on Unified Communications Manager version 8.0.3.20000-2 (8.0(3a)) and Unified Contact Center Express 8.0.2.11002-3 (8.0(2) SU1).

## Installing Cisco Unified Contact Center Express

Cisco Unified CCX is a requirement to use TAPS. The TAPS application can be downloaded from Cisco Unified Communications Manager and has to be installed on Cisco Unified CCX.

The procedure to install Cisco Unified CCX is described in the "Installation Guide for Cisco Unified CCX and Cisco Unified IP IVR" which can be found here: [http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html).

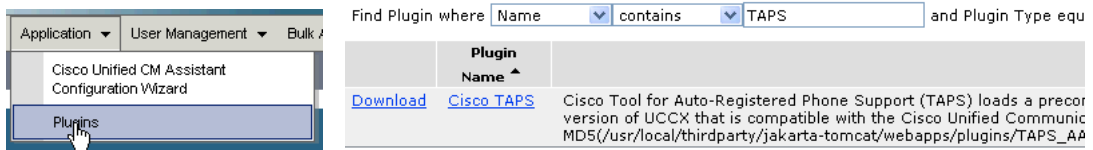


## Installing TAPS on Cisco Unified Contact Center Express

The installation process of TAPS is described in the “Cisco Unified Communications Manager Bulk Administration Guide” which can be found here: [http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html).

You also might want to refer to the “Administration Guide for Cisco Unified CCX and Cisco Unified IP IVR” which is located here: [http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html)

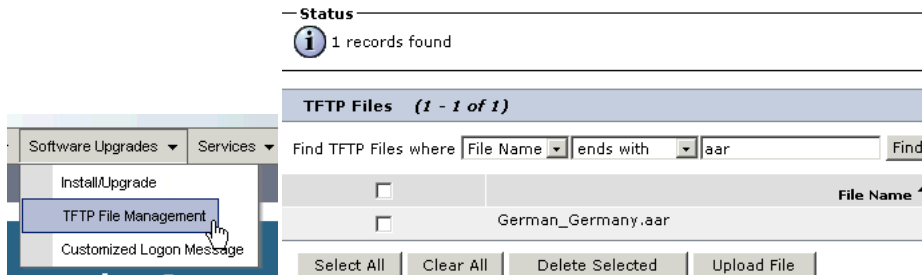
The TAPS application can be downloaded from the Cisco Unified Communications Manager administration interface. It is located in the “Plugins” item under the “Application” menu of Cisco Unified Communications Manager:



## Obtaining the localized prompt files

Localized prompt files for TAPS get installed on Communications Manager when installing the locale installer on Communications Manager. As part of the locale installation an AAR file with all localized prompts (prompt archive) gets installed in the TFTP directory of Communications Manager.

After completing the locale installation on Communications Manager you first have to verify the existence of the prompt archive. To do this go to the TFTP File Management menu in Cisco Unified OS Administration of your Communications Manager and search for files ending with “aar”:



The next step is to download the prompt archive from Communications Manager. The easiest way to achieve this is to use the standard TFTP client on your workstation. On a Windows based machine simple use the command “tftp <server> get <aar file name>”; for “<server>” you need to insert the IP address of your Communications Manager TFTP server and “<aar file name>” is the name of the above prompt archive that got installed by the locale installer.

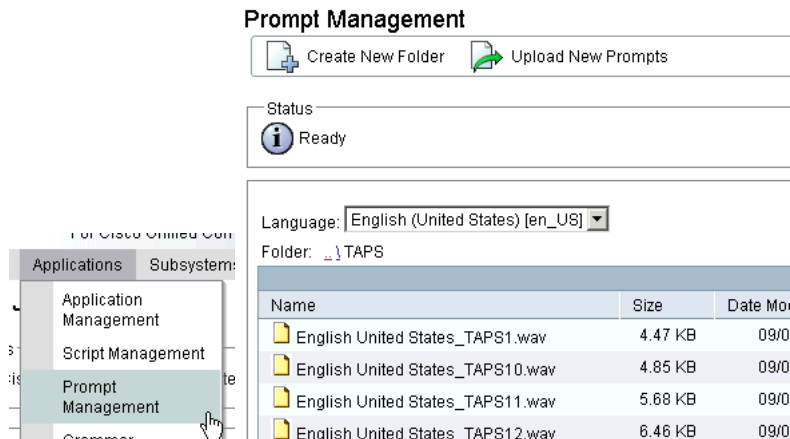


As an alternative you can also use the “file get tftp” command on the Communications Manager CLI to store the file to a SFTP server:

```
admin:file get tftp German_Germany.aar
Please wait while the system is gathering files info ...done.
Sub-directories were not traversed.
Number of files affected: 1
Total size in Bytes: 663928
Total size in Kbytes: 648.3672
Would you like to proceed [y/n]? y
SFTP server IP: 192.168.10.254
SFTP server port [22]:
User ID: xxxxxxxxxx
Password: *****
Download directory: .
Transfer completed.
```

### Installing the localized prompt files on Unified Contact Center Express

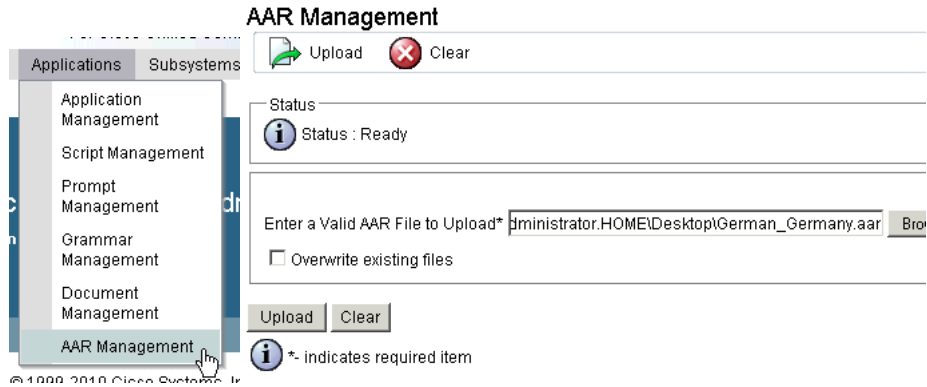
The TAPS installer always installs the english prompts into the directory “en\_US\TAPS”. You can verify this in Unified CCX Application Administration in the Prompt Management Menu:



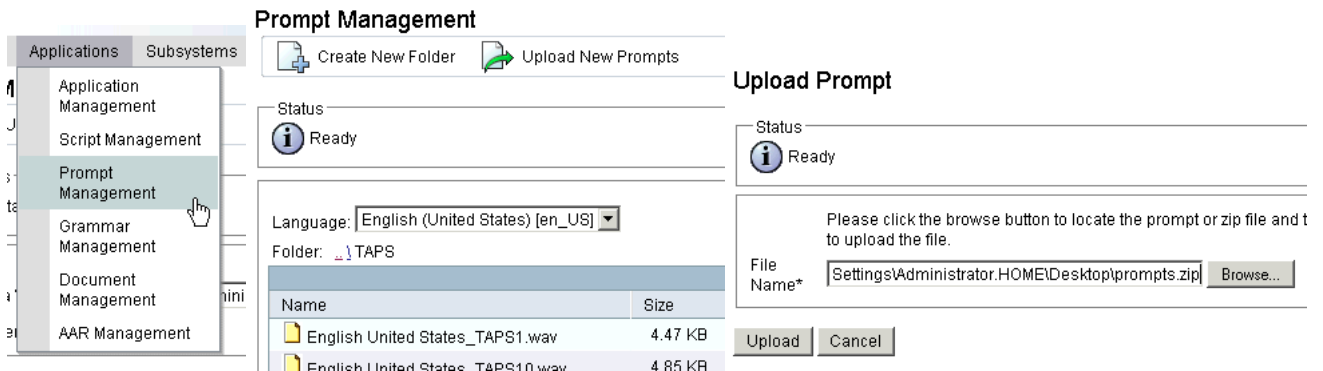
The localized prompts you want to install need to be installed in the exact same directory. Some prompt archives install the prompts in the wrong directory. To avoid this problem you need to unpack the prompt archive first. To do this you can simply rename the prompt archive to a TAR file (e.g. “German\_Germany.aar.tar.zip”) and then unpack the archive.



After unpacking you will find all localized prompts as WAV files in either Prompts\en\_us or Prompts\en\_us\TAPS. If the files are in Prompts\en\_us\TAPS you can go ahead and just install the the prompt archive by navigating to AAR Management in Unified CCX Application Administration and uploading the prompt archive to Unified CCX.

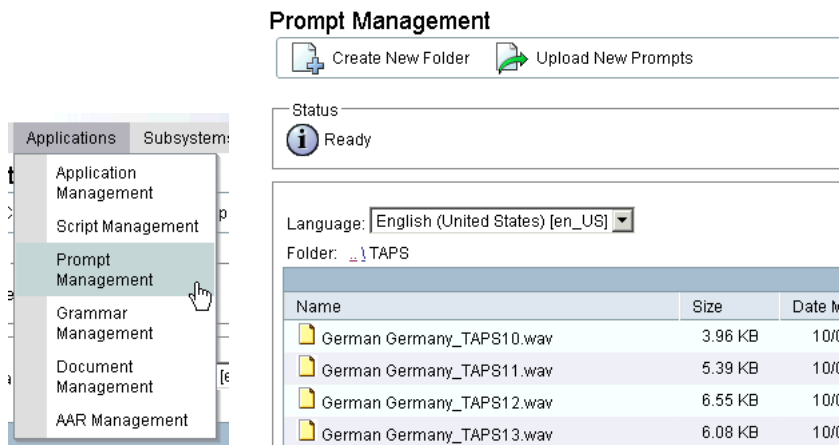


If the WAV files in the prompt archive are in just Prompts\en\_us don't try to install the prompts by uploading the AAR archive to Unified CCX; the prompt files will end up in the wrong directory. Instead create a ZIP archive containing all the prompts in its root (so not in any subdirectory) and then go to Prompt Management, navigate to the correct directory (en\_us\TAPS) and then upload the ZIP file containing the prompts:



### Verifying the correct location of the prompt files

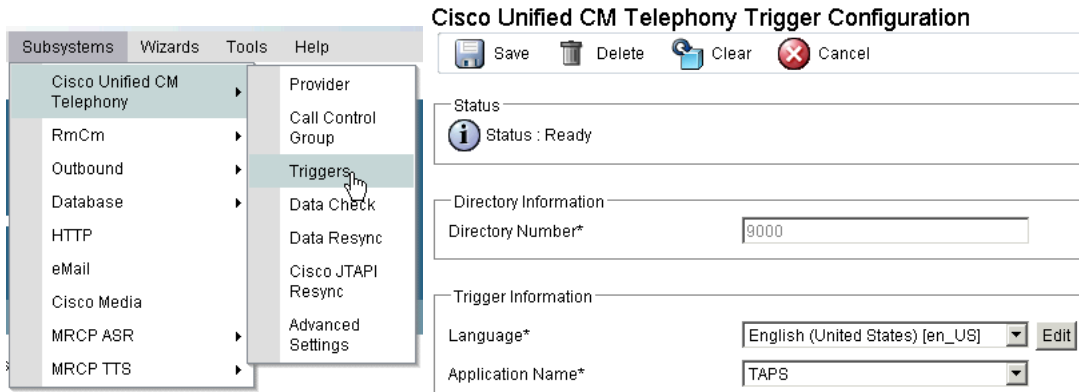
Go to Prompt Management and verify that the localized files exist in en\_us\TAPS:





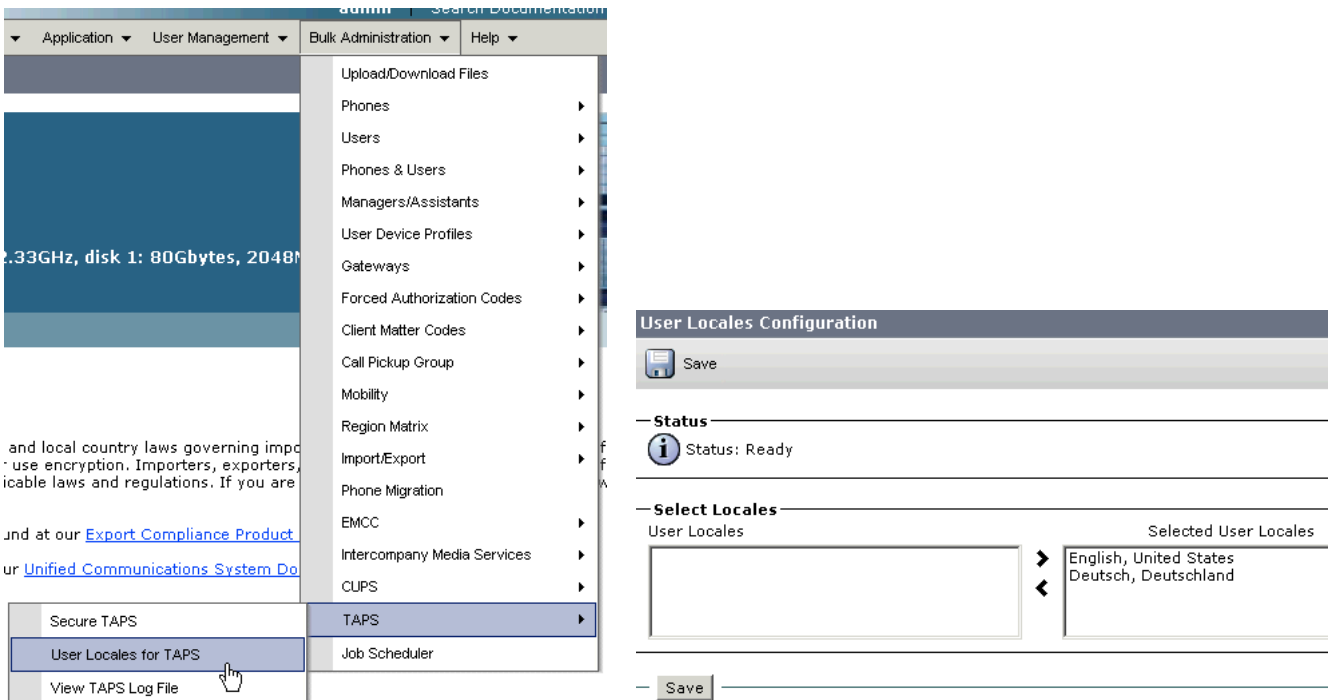
## Setting the TAPS script locale on Unified Contact Center Express

All TAPS IVR prompts get installed into the en\_us directory. To make the TAPS script work correctly the locale for the script has to be set to English (United States). Go to the Triggers Menu under Cisco Unified CM Telephony in the Subsystems menu of Unified CCX Application Administration, select the TAPS trigger and verify that the language is set to en\_US:



## Configuring supported locales on Communications Manager

TAPS does support multiple languages simultaneously. If multiple languages are enabled at the same time the caller is prompted to select the language for the TAPS IVR dialogue when calling into TAPS. The set of languages to be enabled in TAPS is configured in the Communications Manager Administration at Bulk Administration, TAPS, User Locales for TAPS:





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