BlackBerry AtHoc

Localization

7.15

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Overview

A locale is a specific dialect of a language spoken in a region such as Canadian French, Mexican Spanish, and US English. Localization is the process of customizing an application for a given language and region. This document describes how BlackBerry AtHoc has been localized to accommodate users with locales beyond US English.

Within the BlackBerry AtHoc system, *Organization* locales define the way the user interface appears to operators, while *Delivery* locales define the way BlackBerry AtHoc alerts appear to alert recipients. Although an organization can be associated with only one organization locale, it can be associated with multiple delivery locales. For more information, see Set delivery locales for an organization.

This document lists the organization locales supported by the BlackBerry AtHoc system and explains the process by which the system determines a user's locale and the impact of localization on the operator user interface. This document describes how to set delivery locales for an organization and how to specify a delivery locale when creating an alert. The characters supported in the system and a list of the localized and non-localized pages in the BlackBerry AtHoc system is also included.

Organization locales

Organization locales define the way the user interface appears to operators. In addition to determining the language to be displayed on BlackBerry AtHoc screens, the organization locale determines the language of the default templates available to operators. These templates include the default date, time, and phone number formats displayed in the user interface.

Supported organization locales

Each organization created within the BlackBerry AtHoc system is associated with *one* of the following language/locale combinations. This combination cannot be changed after it has been set.

- Dutch (Netherlands)
- English (UK)
- English (US)
- French (Canada)
- French (France)
- German (Germany)
- Italian (Italy)
- Spanish (Mexico)
- Spanish (Spain)

Organizations created at the enterprise level within the same system can have different language/locale combinations associated with them. For example, an organization set to Spanish (Spain) can exist in the same system as an organization set to French (Canada), as long as neither one is a suborganization of the other.

All organizations created as suborganizations of an enterprise organization are automatically assigned to the same language/locale combination as the enterprise organization. For example, if an enterprise is set to the Spanish (Spain) language/locale, then its suborganizations are also set to Spanish (Spain.)

All text in the operator user interface is locked to the selected locale, so all operators within the same organization see the same language displayed throughout the BlackBerry AtHoc system.

Identify an organization locale/language

When you access the BlackBerry AtHoc system login screen for the first time, the system does not know what organization you belong to or what language you will be viewing the system in. The system decides which language to display on the Log In screen by running through the following series of checks:

1. The system searches for any language-related cookies in your browser from past log ins. If you have never logged in before, the system cannot make a determination about the language to display, so it proceeds to the next check.
2. The system tries to use the browser's preferred locale information to determine the language to display. If the preferred language is not supported within BlackBerry AtHoc or if there is no browser preferred locale information, the system proceeds to the next check.
3. In the absence of any language preference indicators, the system displays US English by default.

The bottom of the Log In page contains a language selection link that enables you to switch the language displayed on the Log In, Forgot Username, and Forgot Password screens.

Regardless of the language that you select from the drop-down menu, when you successfully log in to the system, the language that is displayed will match the language associated with your organization. If you set the Log In screen to display UK English, but your organization is associated with US English, you will see UK English before you log in and US English after you log in.

Change the default organization locale settings

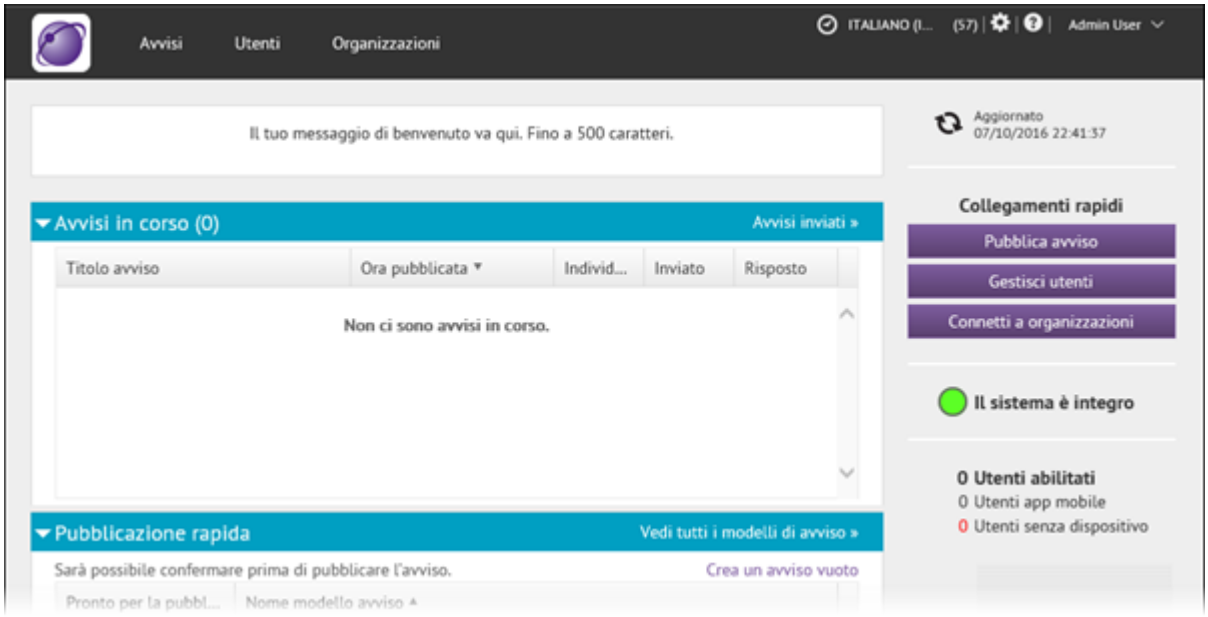
Operators with the necessary permissions can change the default organization locale settings for their organization.

1. Log in to the BlackBerry AtHoc system.
2. In the top navigation bar, click ⚙.
3. In the **Basic** section, click **General Settings**.
4. On the **General Settings** screen, scroll down to the **Locale Setting** section.
5. Select the default value for the following lists:
   - **Date Format**
   - **Time Format**
   - **Delivery Locales**
   - **Time Zone**
6. Optionally, in the **Phone Call Setting** section, change the value in the **Default Country Code** field.
7. Click **Save**.

Impact of localization on the operator user interface

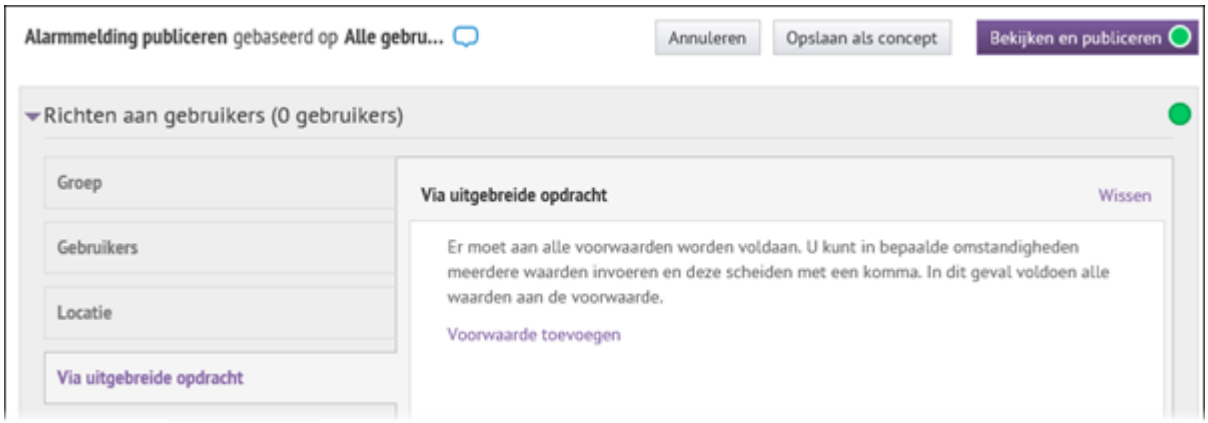
The language/locale that is selected affects the following features and components of the operator user interface:

- Operator facing pages, excluding some administrative pages. The image below shows the BlackBerry AtHoc Homepage localized for the Italian (Italy) locale.



For a list of the screens that are localized, see Localized and non-localized pages in BlackBerry AtHoc.

- Out of the box default content, including alert templates, distribution lists, user attributes, and delivery templates. The following image shows the Target Users section of an out-of-the-box alert template localized for the Dutch (Netherlands) locale.



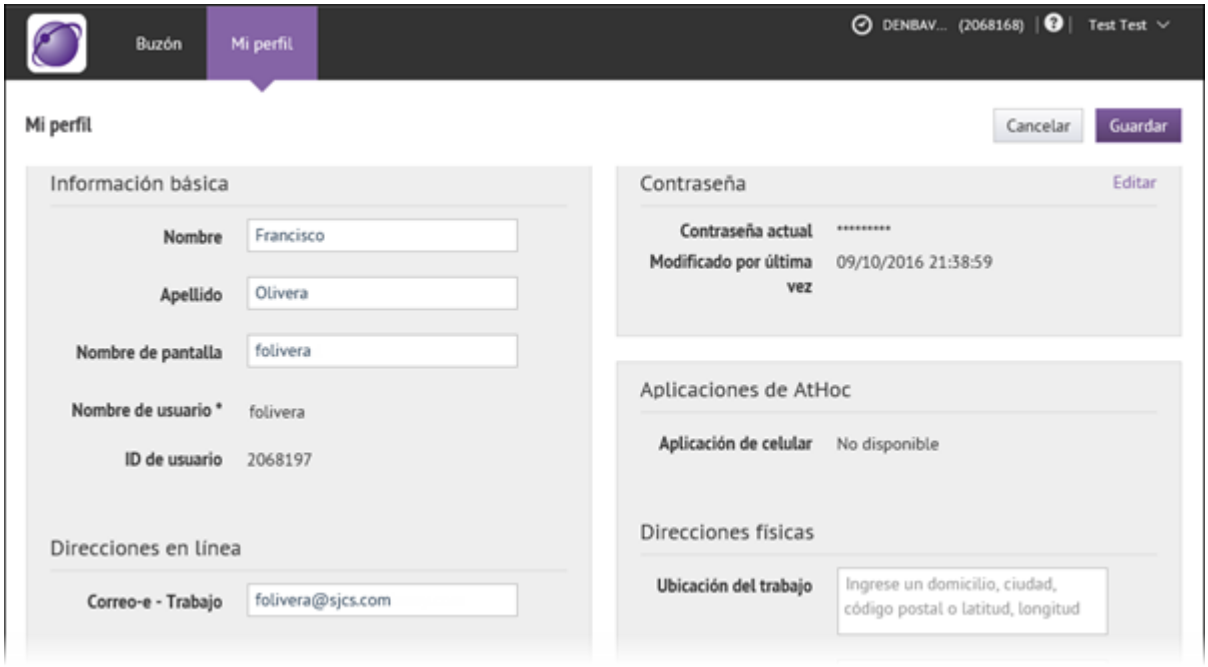
Note: Custom user attributes are not translated by default. Operators with administrator permissions can provide translations for custom attributes in **Settings** > **Translate Custom Attributes**.

- Date/time default formats. The following image shows the User Details screen localized for the Dutch (Netherlands) locale, with the date and time information presented in the format most commonly used in the Netherlands.

- The default Date, Time, and Time Zone values for a locale can be overwritten by modifying the corresponding fields on the Settings screen. See Change the default organization locale settings for more information.
- Phone default formats. The following image shows the out-of-the-box settings for phone numbers on the New User screen, localized for UK English. The British flag icons in each field indicate that all numbers will be automatically prefaced with the British country code 44.

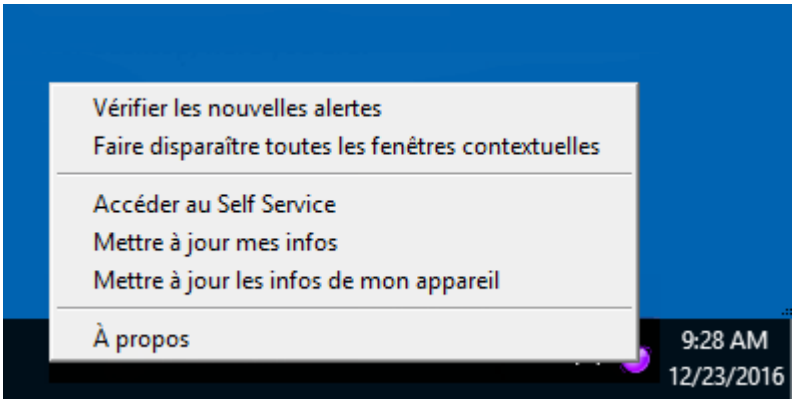
The default country code for a locale can be overwritten by modifying the corresponding field on the Settings screen. See Change the default organization locale settings for more information.

- The Self Service experience. The following image shows the User Profile screen in Self Service, localized for the Spanish (Mexico) locale.



Note: The locale that the user selects can be different than the default locale of their organization.

- The system tray menu for connected desktop applications. The following image shows the menu localized for the French (France) locale.



- Desktop alerts. The following image shows a desktop alert localized for the French (France) locale.

- Mobile alerts. For the mobile phone app, the app locale is based on the operating system settings of the phone. If you change your operating system settings, the app displays in the language of your phone, regardless of the delivery locale of a single alert or your organization's settings. The following image shows the same alert as the desktop alert above, but displayed on a mobile phone with its operating system set to French (Canada).

16:08
Retour
2 de 7
dhiraj
LA MONTRE DE TEMPÊTE D'HIVER A ÉTÉ AMÉLIORÉE À UN AVERTISSEMENT DE TEMPÊTE D'HIVER
28 janv. 2021 à 16:02
Autre
GAZ001> 009-011-012-019-060345-
/
O.UPG.KFFC.WS.A.0001.170106T1800Z-170107T1800Z/
/
O.NEW.KFFC.WS.W.0001.170106T1800Z-170107T1800Z/
DADE-WALKER-CATOOSA-WHITFIELD-MURRAY-FANNIN-GILMER-UNION-VILLES-CHATTOOGA-GORDON-FLOYD-
INCLUANT LES VILLES DE ...
CALHOUN ... ROME
23 h 18 HNE JEU 5 JAN 2017
... AVERTISSEMENT DE TEMPETE HIVERNALE EN VIGUEUR DE 13 H VENDREDI À 13 H HNE SAMEDI...
LE SERVICE MÉTÉO NATIONAL DE PEACHTREE CITY A ÉMIS UN AVERTISSEMENT DE TEMPETE HIVERNALE POUR DES PARTIES DE LA GEORGIE DU
Accuser réception

Delivery locales

Delivery locales define the way alerts appear to alert recipients. In addition to localizing the delivery envelope of an alert—the hard-coded text in the alert, such as the Severity, Type, Response Options titles, and the Copyright information—the delivery locale is used by the text-to-speech engine to determine how to pronounce the alert content when it is read aloud by the system.

For the mobile phone app, the app locale is based on the operating system settings of the phone. If you change your operating system settings, the app will display in the language of your phone, regardless of the delivery locale of a single alert or your organization's settings.

If the Bilingual Alerts feature is enabled, the enabled delivery locales can be used to send an alert in a second, translated language. When an operator selects a second language to send an alert in, users who have selected that language as their preferred language receive the alert in that language. For more information, see Bilingual alerts.

Supported delivery locales

The BlackBerry AtHoc system supports the following delivery locales:

- Arabic (عربى)
- Chinese (中國語)
- Deutsch (Deutschland)
- English (UK)
- English (US)
- Español (España)
- Español (México)
- Français (Canada)
- Français (France)
- Greek (Ελληνικά)
- Italiano (Italia)
- Japanese (日本語)
- Korean (한국어)
- Nederlands (Nederland)
- Polish (Polskie)
- Portugues (Brasil)
- Russian(Русский)
- Swedish (Svenska)
- Turkish (Türkçe)

Set delivery locales for an organization

Administrators with the necessary permissions can set the delivery locales for their organization.

1. Log in to the BlackBerry AtHoc management system.
2. In the top navigation bar, click ⚙.
3. In the **Basic** section, click **General Settings**.
4. On the **General Settings** screen, scroll down to the **Locale Setting** section.

5. In the **Delivery Locales** field, select the delivery locales from the list that you want to make available to alert creators within your organization.

   Note: Once enabled, support for a delivery locale cannot be disabled.
6. Click **Save**.

Select a delivery locale for an alert

During the creation of an alert, an operator can specify a delivery locale that is different from the organization locale. Only one delivery locale can be associated with an alert, so if you need to send an alert in multiple languages, you must create separate alerts for each language.

1. Log in to the BlackBerry AtHoc management system.
2. Click **Alerts** > **New Alert**.
3. On the **Select from Alert Templates** screen, select an alert template or click **Create a Blank Alert**.
4. On the **New Alert** screen, in the **Content** section, click the language button and select the delivery locale that you want to use for the alert.

   Note: Changing the delivery locale of an alert has no impact on the language displayed in the user interface. The organization locale, which cannot be changed, controls the display language of the fields within the BlackBerry AtHoc system.
5. Create the alert, entering text written in the language that matches the delivery locale.
6. Publish the alert.

   Alert recipients then receive an alert that is fully localized. The operator-provided content and the delivery template—the field names and preset, unchangeable content—match the delivery locale. If a text-to-speech engine is used to listen to the alert, all preset and operator-provided content is read aloud in the language of the delivery locale.

Bilingual alerts

The Bilingual Alerts feature enables operators to select a second language to send an alert to end users. End users can choose their preferred language to receive alerts in from the BlackBerry AtHoc management system, Self Service, or from the mobile app.

A System Administrator must enable the IsBilingualAlertSupport feature in **Settings** > **System Setup** > **Feature Enablement**. Delivery locales must be selected in **Settings** > **General Settings**.

The alert template used to send a bilingual alert must have the Add Bilingual option enabled in the alert template settings.

At least one response option must be selected.

The bilingual alert can be enabled and a second language selected by an administrator when creating an alert template, or by an operator when sending an alert. The Add Bilingual option is available in the Content section of the alert. The quick edit feature is available for the translation on the Review and Publish page when publishing an alert.

Supported characters

The BlackBerry AtHoc system supports Windows-1252, a set of characters that includes all of the characters that are required for the languages currently supported in the system.

Some of the key fields for alerting support the Unicode character set, which is much larger than Windows-1252. This is important because it enables users to create alerts that have delivery locales that are different from the organization locale. For more information, see Select a delivery locale for an alert.

The following table defines which fields in BlackBerry AtHoc allow which characters.

Text fields or components	Allowed characters	Notes
User profile fields		
Username	Supported alpha-numeric characters	Avoid spaces and these characters [ ] : ; | = , + * ? < >
All fields on General Settings page: Name, Organization Code, Name on User Pages, Homepage Welcome Message, Footer Text	Supported alpha-numeric characters	Avoid special characters in general. ` ! $ % ^ ( ) = { } , ; : ? " < > |
Friendly Name for User Attributes	Supported alpha-numeric characters	Avoid special characters such as `!$%^()={}.,;\:?"<>|[] &. Although the UX supports Unicode, it will break other flows like import, and API user sync.
Friendly Name for Device	Supported alpha-numeric characters	Avoid special characters such as `! $%^()={},,\:?”<>|
Common Name: Devices, User Attributes, User Attribute Values	Supported alpha-numeric characters	Avoid special characters such as `! $%^()={}.,;\:?"<>|[]&
Values: Device Values, User Attribute Values, Organization Hierarchy	Supported alpha-numeric characters	Keep the values for attributes to supported characters. Special characters create problems when searching for or targeting users. The "&" special character is supported.
XML Layouts: Self Service, User Detailed Layout including Section names, Page Details, help sections	Supported alpha-numeric characters	Use XML escaping for characters for < > & ' and ". The system will show error messages if these are typed in directly.
Import and Export Users with .csv	Supported alpha-numeric characters	
Alerting		
Alert Title, Alert Body	Unicode support	—

Text fields or components	Allowed characters	Notes
Response Options	Unicode support	—

The following alphanumeric characters are supported:

0123456789ABCDEFGHIJKLMNOPQRSTUVWXYZabcdefghijklmnopqrstuvwxyz
ÀÁÂÃÄÅÆÇÈÉÊËÌÍÎÏÐÑÒÓÔÕÖØÙÚÛÜÝÞß àáâãäåæçèéêëìíîïðñòóôõöøùúûüýþÿŒœŠšŸŽžƒ

Localized and non-localized pages in BlackBerry AtHoc

Localized

- Home page
- New Alert page
- Alert templates
- Delivery templates
- Audio files
- Incoming alert rules
- Connect profile
- Security policy
- Invite organization to Connect
- Invitations
- Inbox
- Sent alerts and alert reports
- User manager
- External operator manager
- Distribution list manager
- Connected organizations
- User attributes
- Alert folders
- General settings
- Alert placeholders
- Change organization
- My Details
- Disable and Delete End Users
- Operator audit trail
- Organizations manager
- Organization settings
- Activity log
- Desktop App menu

Not localized

- Mobile alert settings
- Map and layers
- Global system health
- System health
- Diagnostic log
- Archive
- Device manager
- Alert Usage Summary report
- User Summary report
- Personnel reports
- Help & Support page
- Integration manager

- Mass devices manager
- AtHoc Cloud Delivery gateway
- AtHoc Connect gateway
- Other gateways
- Advanced Alert reports
- Online help

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

https://www.blackberry.com/us/en/support/enterpriseapps/athoc

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

Documentation feedback

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For more information about BlackBerry AtHoc products or if you need answers to questions about your BlackBerry AtHoc system, visit the Customer Support Portal at https://www.blackberry.com/us/en/support/enterpriseapps/athoc.

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