



Technical Note

TN561: Selecting a Language for Symphia NowForce

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Products	Symphia NowForce 5.5 and upwards
Technical Note Type	Product Integration
Exposure Level	Customer Facing
Description	This technical note lists languages supported with Symphia NowForce and also describes how to select the preferred language.

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Preface

Symphia NowForce's advanced dispatch and response technology provides comprehensive situational awareness. Symphia NowForce allows dispatchers, responders and third-party resources to share insights in real-time, creating faster response times to potential threats and active incidents. Symphia NowForce leverages an integrated system of live and historical event data, state-of-the-art mapping, and tailored mobile applications for responders' and reporters' input to ensure that the closest, best equipped and most appropriate personnel is dispatched.

Contacting Intellicene Service and Support

At Intellicene, we value our users and partners, and we strive to continuously improve the customer service experience. Intellicene Smart Support™ ensures 24/7, on-demand service and support. Enter support requests, access training and troubleshooting tips, initiate RMAs, check warranty status, access resources, and more.

If you encounter any type of problem after reading this document, contact your local distributor or Intellicene representative. For the main service and support page on the Intellicene web page, visit: <https://www.intellicene.com/contact>

For immediate assistance, contact the support team:

Contact Support	
Americas	<p>Symphia</p> <p>Phone: +1 888 747 6246</p> <p>Email: support@intellicene.com</p> <p>NowForce</p> <p>Phone: +1 888 924 7247</p> <p>Email: nowforcesupport@intellicene.com</p> <p>Canada/USA - Open 9:00am to 5:00pm (Local Time) Monday to Friday</p> <p>CALA - Open 9:00am to 5:00pm (EST) Monday to Friday</p>
Europe, Middle East and Africa	<p>UK Symphia and NowForce: +44 208 194 3368</p> <p>Israel Symphia and NowForce: +972 3 375 2005</p> <p>Symphia Support Email: support@intellicene.com</p> <p>NowForce Support Email: nowforcesupport@intellicene.com</p> <p>Open 9:00am to 5:00pm (GMT) Monday to Friday</p>
Asia/Pacific	<p>India Symphia and NowForce: +91 225 032 3020</p> <p>Singapore Symphia and NowForce: +65 310 51276</p> <p>Symphia Support Email: support@intellicene.com</p> <p>NowForce Support Email: nowforcesupport@intellicene.com</p> <p>Open 9:00am to 5:00pm (Local Time) Monday to Friday</p>

Overview

The Symphia NowForce main user interface supports multiple languages as listed in this document.

Note

Even though the user interface fully supports many languages, including double-byte languages such as Japanese, and various alphabets such as the Cyrillic alphabet, there might be some limitations for entering data in some fields and dialog boxes. Special characters, such as accented characters (for example: é, à, etc.), might not be correctly represented on the user interface depending on the area of the software.

Symphia NowForce dispatcher and the mobile app display the regional language in the following ways:

- The user interface (text, buttons, tab, and dialog boxes) is displayed in the selected regional language.
- Some error messages appear in the selected language, however some might remain in English.
- Brand names, patents, and registered trademarks are left intentionally in English.

Supported Languages in Symphia NowForce

The following table lists the regional languages that are supported for Symphia NowForce Dispatcher and mobile app, listed in alphabetical order.

Supported Language	ISO Code	Supported Modules
English	en-US	Dispatcher and Mobile App
Arabic	ar	Dispatcher and Mobile App
Chinese traditional	zh-TW	Dispatcher and Mobile App
German	de-DE	Dispatcher and Mobile App
Hebrew	he	Dispatcher and Mobile App
Dutch (Netherlands)	nl-NL	Dispatcher and Mobile App
Italian	it-IT	Dispatcher and Mobile App
Japanese	ja-JP	Dispatcher and Mobile App
Portuguese	pt	Dispatcher and Mobile App
Russian	ru-RU	Dispatcher and Mobile App
Spanish	es	Dispatcher and Mobile App
Ukrainian	uk	Dispatcher and Mobile App
Vietnamese	vi-VN	Dispatcher and Mobile App

Selecting a Language in Dispatcher

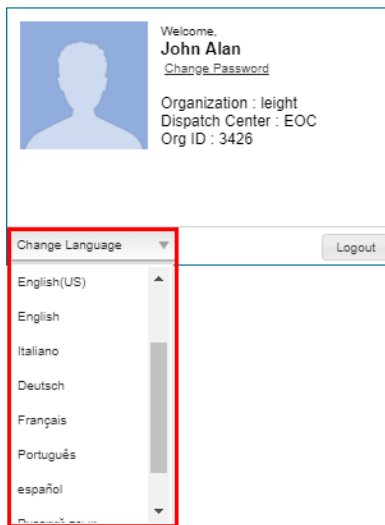
You can change the language in Dispatcher as follows:

▼ To change the language

1. From the Dispatcher toolbar, click the **User Details** icon.



2. From the User Details dialog, click the Change Language dropdown.



3. Select the required language.

Note

On the mobile app, languages are automatically aligned to the language of the operating system. If the operating system language is not supported, the mobile app defaults to English.