

Table of Contents

<u>Configuring 0 to Dial the Operator on Cisco CallManager</u>	1
<u>Document ID: 18007</u>	1
<u>Introduction</u>	1
<u>Prerequisites</u>	1
<u>Requirements</u>	1
<u>Components Used</u>	1
<u>Conventions</u>	1
<u>Configure 0</u>	1
<u>NetPro Discussion Forums – Featured Conversations</u>	4
<u>Related Information</u>	4

Configuring 0 to Dial the Operator on Cisco CallManager

Document ID: 18007

Introduction

Prerequisites

Requirements

Components Used

Conventions

Configure 0

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes the procedure you use to configure Cisco CallManager in order to allow customers to dial the operator by composing 0 (zero). Though you can achieve the same result with the configuration of the speed dial to dial the receptionist or the main number, customers are often dial 0 for the operator. This document explains how to configure the system to allow for this situation.

Prerequisites

Requirements

Readers of this document need to have knowledge of this topic:

- A general familiarity with Cisco CallManager configuration.

Components Used

The information in this document is based on this software version:

- Cisco CallManager version 3.x and 4.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Configure 0

Complete these steps:

1. Select **Route Plan > Route Plan Report** and verify there is no other pattern that starts with 0 (zero).

2. Select **Route Plan > Translation Pattern > Add New Translation Pattern**.
3. Create a Translation Pattern 0 and specify the Called Party Transform Mask as the phone number of the operator. In the example in the Translation Pattern Configuration window, 4001 is the operator number.

Note: With Cisco CallManager 4.0 there are extra options such as MLPP Precedence and Connected Party Transformations, which can be left at default values.

Translation Pattern Configuration

[Add a New Translation Pattern](#)
[Back to Find/List Translation Patterns](#)

Translation Pattern: 0
Status: Insert completed

Copy Update Delete Cancel Changes

Pattern Definition

Translation Pattern: 0

Partition: <None >

Numbering Plan*: North American Numbering Pl

Route Filter: <None >

Calling Search Space: <None >

Route Option: Route this pattern Block this pattern

Provide Outside Dial Tone Urgent Priority

Calling Party Transformations

Use Calling Party's External Phone Number Mask

Calling Party Transform Mask:

Prefix Digits (Outgoing Calls):

Called Party Transformations

Discard Digits: <None >

Called Party Transform Mask: 4001

Prefix Digits (Outgoing Calls):

* indicates required item.

4. The Translation Pattern Configuration window example assumes there are no Calling Search Spaces or partitions. However, many deployments make use of these.

The general rule of thumb is to ensure that the Calling Search Space for the Translation Pattern includes the partition of the directory number of the phone that is called. In this case, there is a Calling Search Space test which is selected from the drop-down menu in the Calling Search Space field.

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

Translation Pattern Configuration

[Add a New Translation Pattern](#)
[Back to Find/List Translation Patterns](#)

Translation Pattern: 0
Status: Ready

Copy Update Delete Cancel Changes

Pattern Definition

Translation Pattern

Partition

Numbering Plan*

Route Filter

Calling Search Space

Route Option Route this pattern Block this pattern

Provide Outside Dial Tone Urgent Priority

Calling Party Transformations

Use Calling Party's External Phone Number Mask

Calling Party Transform Mask

Prefix Digits (Outgoing Calls)

Called Party Transformations

5. The phone directory number 4001 belongs to the Partition called partition 2. Therefore, the Calling Search Space, test, needs to include partition 2.

Note: For Cisco CallManager 4.0 the screen contains additional options such as MLPP Alternate Party Settings, Multiple Call / Call Waiting Settings, and so forth, which can be left as default.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

All contents are Copyright © 1992–2005 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Mar 27, 2005

Document ID: 18007
