

# Unity Subscriber as an Operator Configuration Example

Document ID: 81807

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## Introduction

This document provides a configuration example on how to set a subscriber in Cisco Unity 4.x as your office operator.

Cisco Unity has features that allow you to add and delete as many subscribers as you want without exceeding the number of subscribers that the Cisco Unity box can handle. Refer to the Cisco Unity Guidelines for more information.

When a subscriber is added, Cisco Unity facilitates the configuration since it contains predefined subscriber templates which you can base that subscriber on. In other words, if you have different subscribers that need to be added on to Cisco Unity, and you want them to have the same configuration, you only need to take a predefined template that Cisco Unity provides and modify its configuration for your own purpose. Then you can make the rest of the subscribers use this as a base configuration. Refer to the Subscriber Template Settings for Cisco Unity 4.x for more information.

As subscribers are added, it is important that you remember that subscribers have the capability to perform multiple functions. One of these functions is the Operator function, which gives the caller the opportunity to have different options when the callee cannot be reached or after a message is left on the callee's voicemail system. The operator does not need to be the default. You can set several subscribers as your different independent operators. For example, you can have an operator for every department (for example, Manufacturing, Sales, and so forth) that takes the call after a caller has left a message in a callee's voicemail system so that the caller is not transferred to the corporation's default operator.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Unity 4.x.

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.

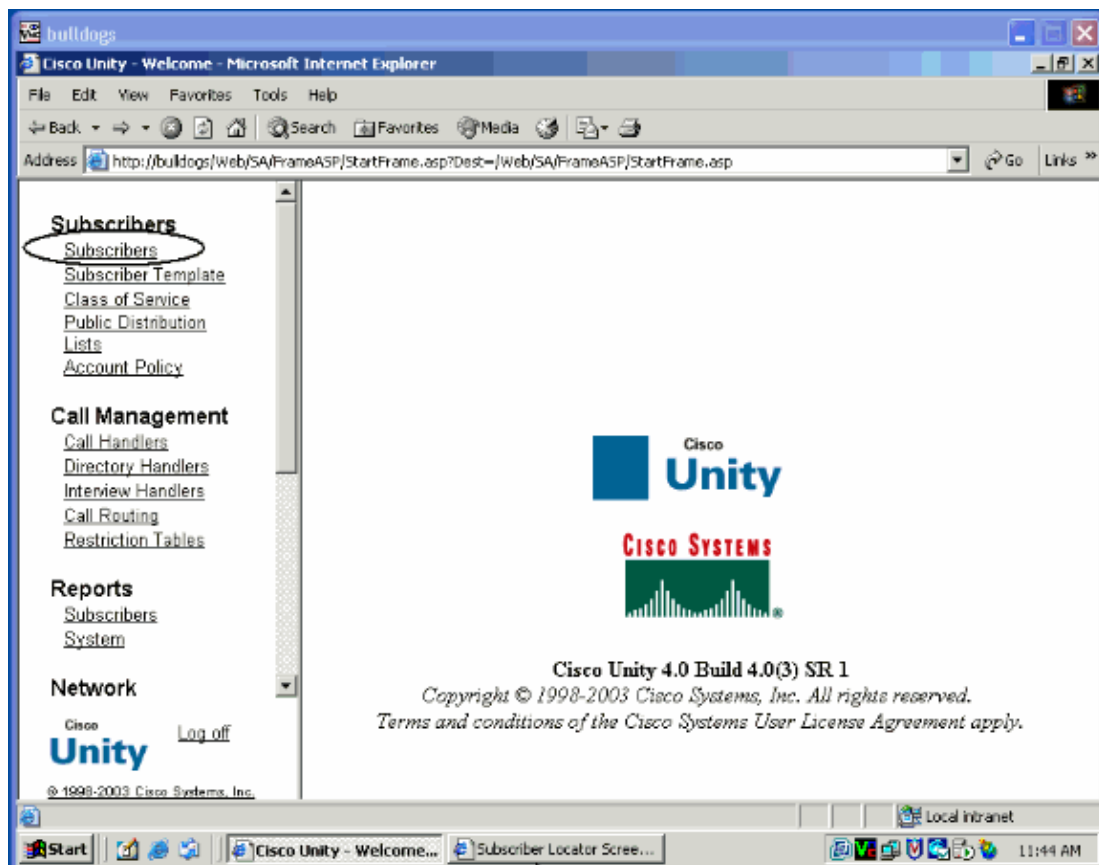
## Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

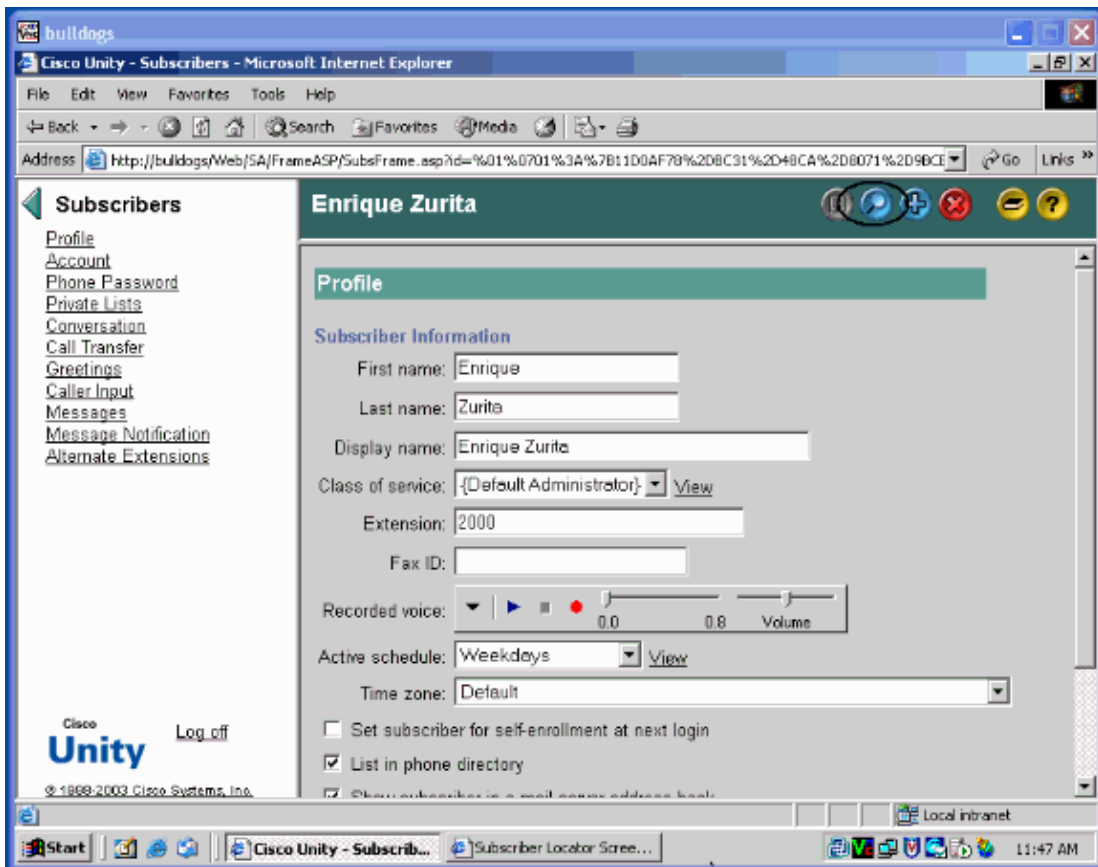
## Configure

Complete these steps in order to configure a subscriber in Cisco Unity as your operator. Assume that an administrator is logged into the Cisco Unity box.

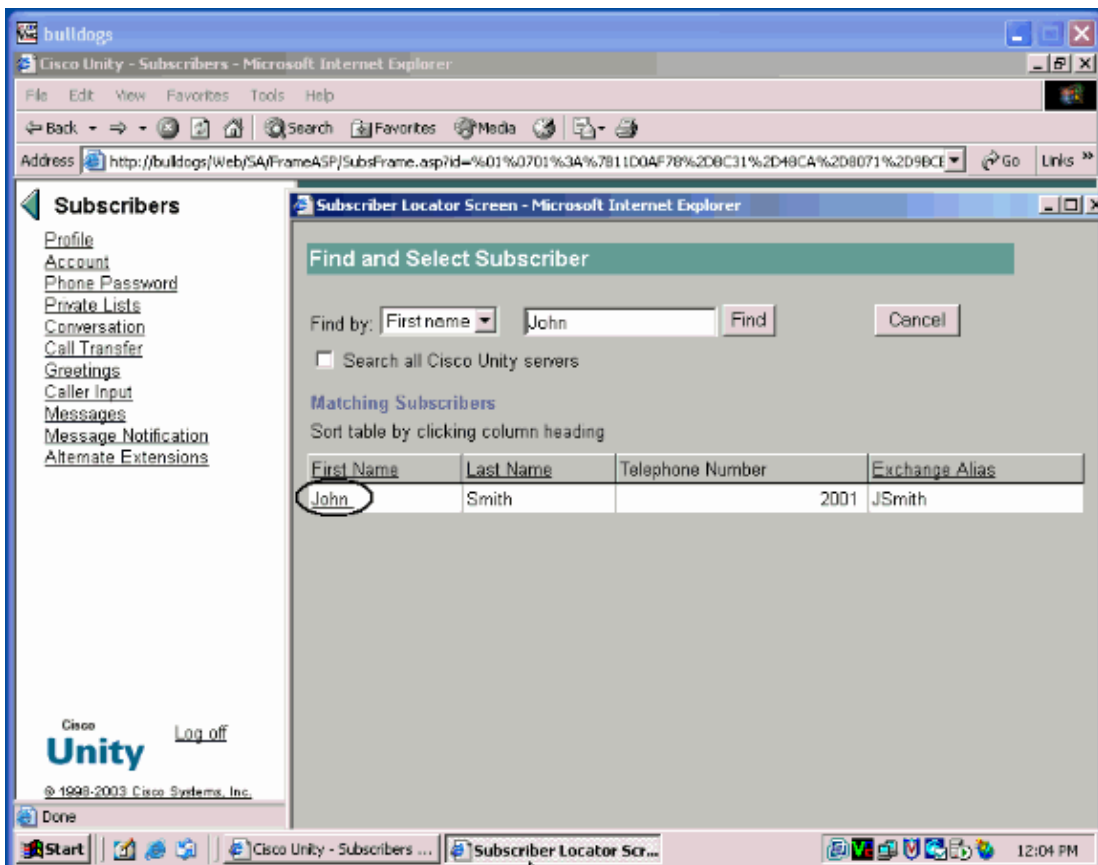
1. Select **Subscribers** from the left-hand menu.



2. Click on the **Find a subscriber** icon.



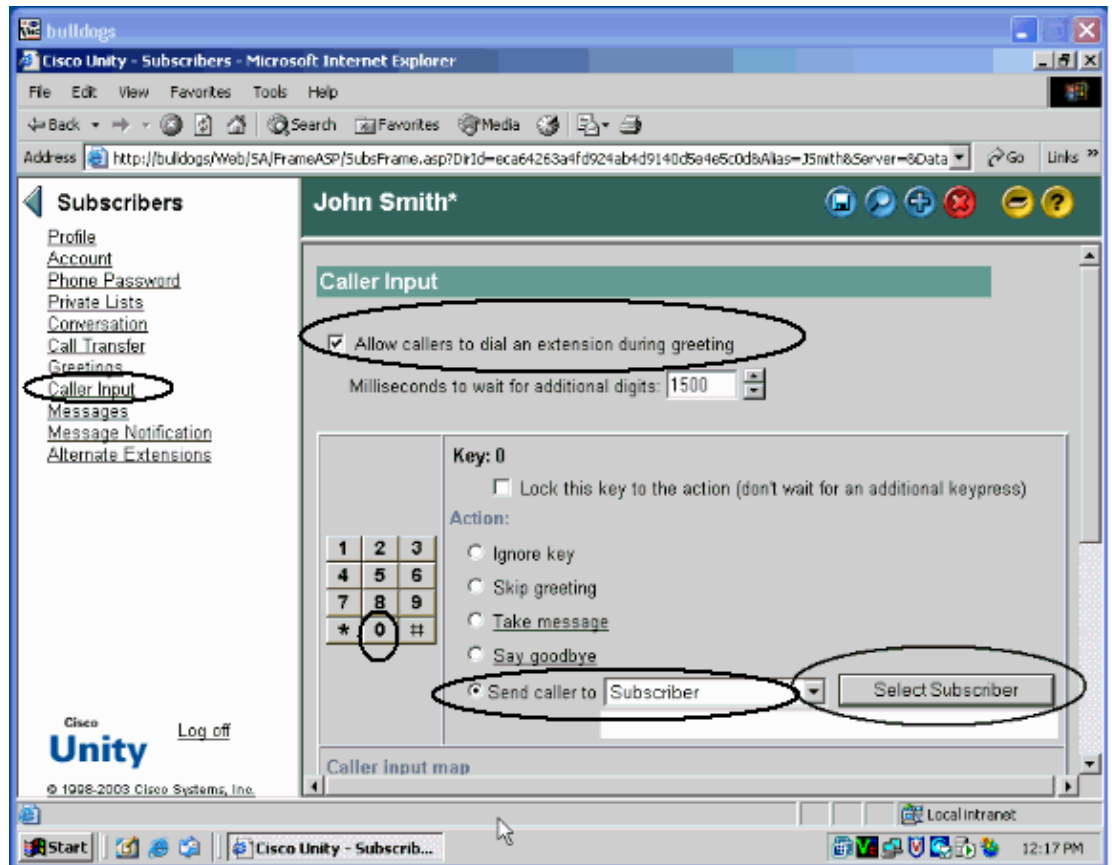
3. Type the name of the Subscriber and click on the name.



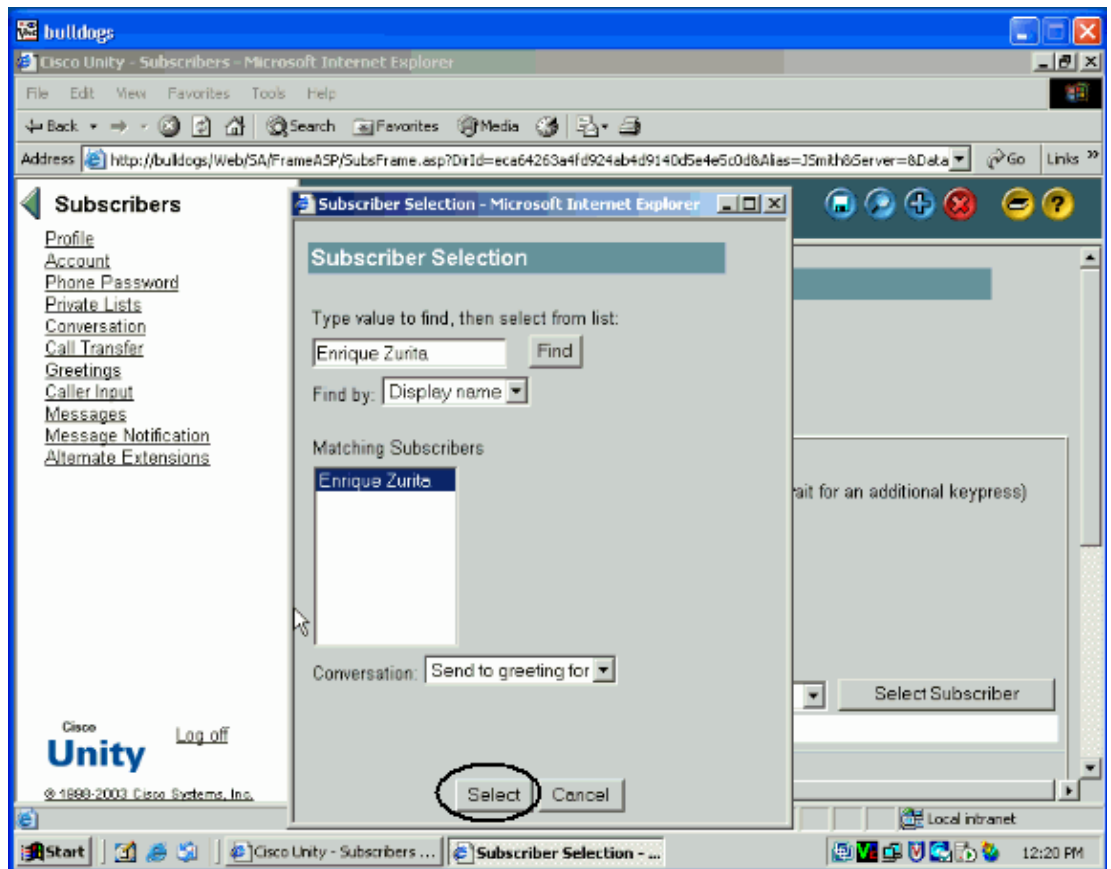
4. Select **Caller Input** from the left-hand menu.

Complete these steps in the Caller Input window.

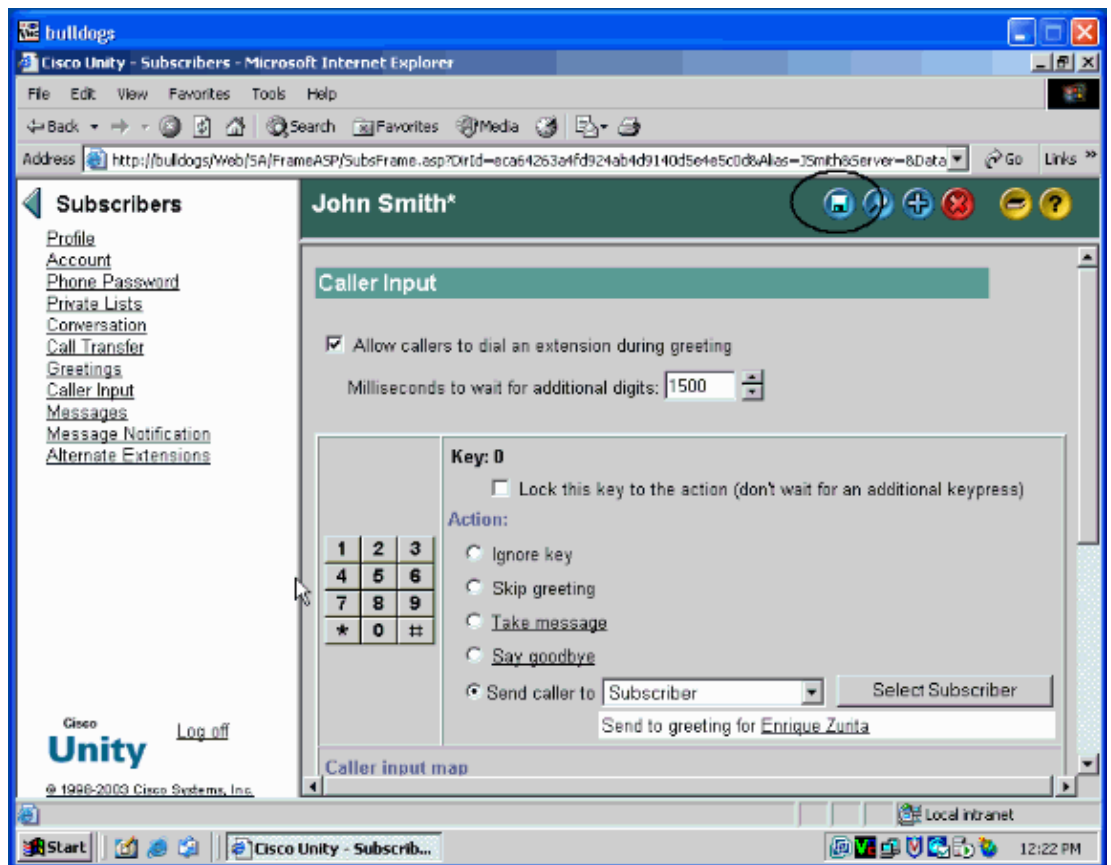
- a. Check **Allow callers to dial an extension during greeting**.
- b. Click on the **0** key.
- c. Under Action, select **Send caller to**. From the Send caller to drop-down menu, select **Subscriber** and click **Select Subscriber**.



- d. Type the name of the subscriber that is to act as your office operator and click **Select**.

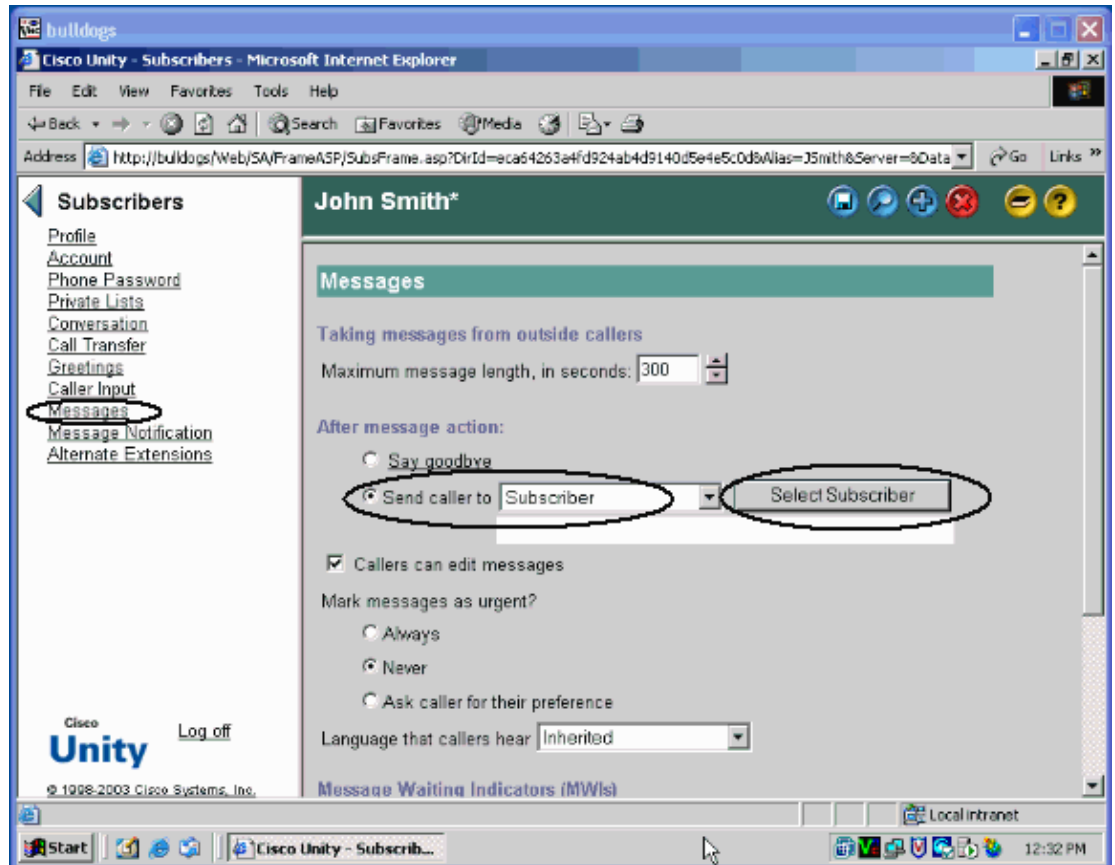


e. Click the **Save** icon.

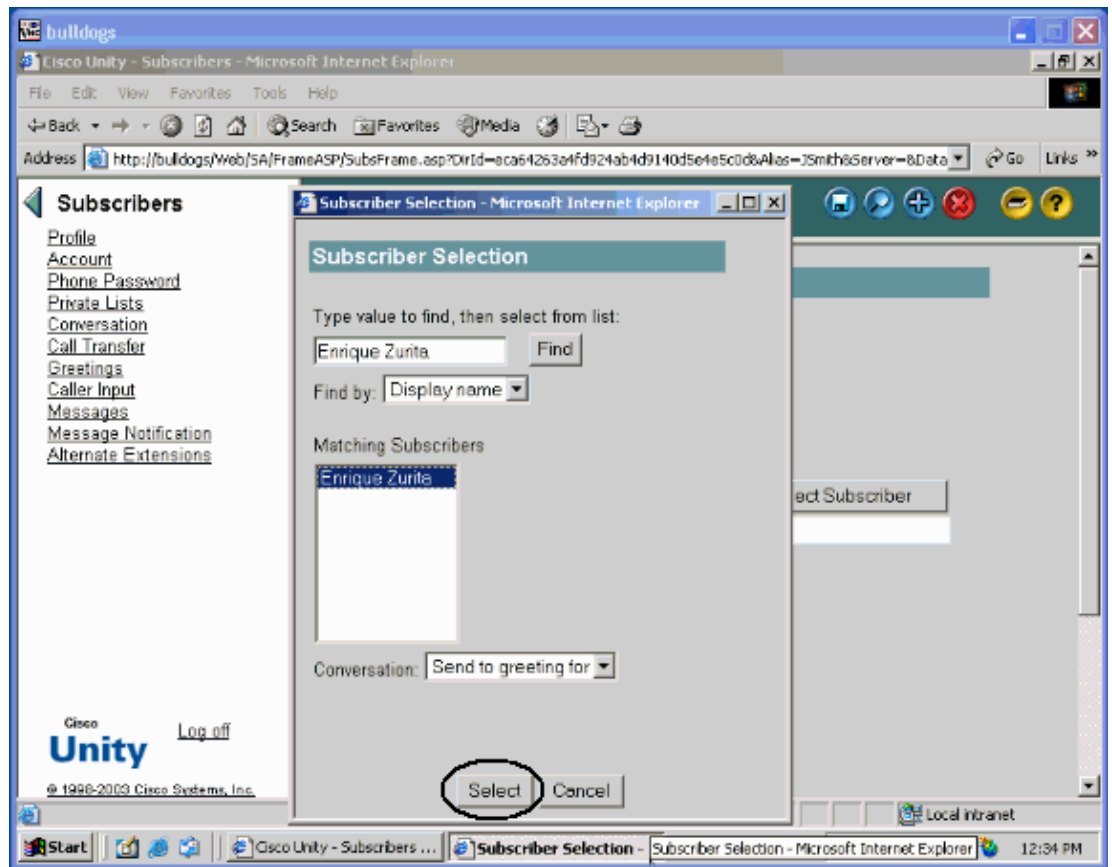


5. Select **Messages** from the left-hand menu and complete these steps:

- a. Select the **Send caller to** option. From the Send caller to drop-down menu, select **Subscriber** and click **Select Subscriber**.



- b. Find the subscriber that you specified as your operator, and click **Select**. Then click the **Save** icon.



## Verify

There is currently no verification procedure available for this configuration.

## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

## 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 Unified Communications Product Support**
  - **Cisco Unity System Administration Guide, Release 4.0 (1)**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support & Documentation – Cisco Systems**
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Updated: Feb 22, 2007

Document ID: 81807

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