



## CHAPTER 20

# Managing Subscriber Templates

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See the following sections in this chapter:

- [Subscriber Template Overview, page 20-1](#)
- [Creating and Modifying Subscriber Templates, page 20-2](#)

## Subscriber Template Overview

When you create subscriber accounts in Cisco Unity, you can base each account on a subscriber template. Subscriber templates contain settings that are applicable for most subscribers of a particular type (such as a department).

Basing new subscriber accounts on a template minimizes the number of settings that must be modified on individual subscriber accounts, making the job of creating subscribers easier. It is important to note that changes to settings in a template do not affect any existing subscriber accounts that were based on that template. After you create subscribers, you cannot use a template to modify them. See the [“Modifying Subscriber Accounts”](#) section on page 21-29 for information on modifying subscriber accounts after they have been created.

## Predefined Templates

Cisco Unity comes with the following predefined subscriber templates:

- {Default Subscriber} Template—The settings on this template are suitable for most subscribers.
- {Default Administrator} Template—The Class of Service setting on this template assigns subscribers to the {Default Administrator} class of service, which gives subscribers access to the Cisco Unity Administrator.
- {Default Bridge Subscriber} Template—The settings on this template are suitable for Cisco Unity Bridge subscribers. For more information about Bridge subscribers, see the applicable *Networking Guide for Cisco Unity Bridge*, at [http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_feature\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_feature_guides_list.html).
- {Default Hotel Guest} Template—If you have installed the Cisco Unity Hospitality and Property Management System integration, the settings on this template are suitable for Cisco Unity Hotel Guest subscribers. The Class of Service setting on this template assigns subscribers to the Hotel Guest class of service.

# Creating and Modifying Subscriber Templates

You can modify the predefined templates, but you cannot delete them. You can also create an unlimited number of additional templates.

## To Create a New Template

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- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Subscriber Template** page.
  - Step 2** Click the **Add** icon.
  - Step 3** In the Add a Subscriber Template dialog box, enter a name.
  - Step 4** Select **New Template** or **Based on Existing Template**. If you select Based on Existing Template, select the applicable template in the Based On field.
  - Step 5** Click the **Add** button.
  - Step 6** Enter settings for your new template, and then click the **Save** icon.
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## To Modify a Template

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- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Subscriber Template** page.
  - Step 2** Click the **Find** icon.
  - Step 3** Double-click the template that you want to modify.
  - Step 4** Change settings as applicable, and then click the **Save** icon.
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