



Enhanced Immediate Divert Behavior

Cisco Unified CallManager 5.1 provides enhanced usage of the **iDivert** key by allowing users to transfer incoming calls directly to their voice messaging system or to the voice messaging system of the original called party. For information on configuring this feature in Cisco Unified CallManager administration, refer to the *Cisco Unified CallManager Features and Services Guide* section of this document, “Immediate Divert” chapter.

How the Phone User Sends a Call to a Voice Messaging System

Users can use **iDivert** to send an active, ringing, or on-hold call to their voice messaging system. Depending on the type of call and their phone configuration, they can also use **iDivert** to send the call to another party's voice messaging system.

- If a call originally gets sent to someone else's phone, **iDivert** allows the user to redirect the call either to their own voice messaging system or to the original called party's voice messaging system. The system administrator must make this option available.
- If a call gets sent to the user directly (not transferred or forwarded to the user), or if the user's phone does not support the option described above, using **iDivert** redirects the call to the user's own voice messaging system.

Phones that Support Enhanced iDivert:

- Cisco Unified IP Phone 7906G and 7911G (SCCP and SIP)
- Cisco Unified IP Phone 7961G/GE and 7941G/GE (SCCP and SIP)
- Cisco Unified IP Phone 7970G/7971G-GE (SCCP and SIP)
- Cisco Unified IP Phone 7905G and 7912G (SCCP only)
- Cisco Unified IP Phone 7960G and 7940G (SCCP only)

