



## CHAPTER 43

# Voice Feature Settings

### GUI: Cisco Unified Communications Manager Business Edition 3000 Administrative Interface

The Voice Features Settings page allows you to configure a variety of phone-impacting settings that automatically get applied to all phones in your system. If you do not update this page, the system uses the default settings. Some settings on this page work in conjunction with settings that are configured on the Phone or Usage Profile pages. [Table 43-1](#) describes the settings that display on the Voice Feature Settings page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface (**System Settings > Voice Feature Settings**).

**Table 43-1** Settings on the Voice Features Settings Page

Setting	Description
<b>Line Display Format</b>	
Internal Caller ID	<p>From the drop-down list box, select how you want a caller to be identified for internal calls that display on the phone. Internal calls, which originate and terminate without going through a gateway to the PSTN, are placed and received by users that are part of the Cisco Unified Communications Manager Business Edition 3000 system.</p> <ul style="list-style-type: none"><li>• None—This option displays the extension of the caller.</li><li>• First Name, Last Name—This option displays the first and last name of the caller (in that order).</li><li>• Last Name, First Name—This option displays the last and first name of the caller (in that order).</li></ul> <p><b>Tip</b> The External Caller ID, which is the phone number that displays for a caller when the user places an outgoing call over the PSTN, is added per extension on the User page (<b>Users/Phones &gt; Users</b>).</p>

**Table 43-1** Settings on the Voice Features Settings Page (continued)

Setting	Description
Line Text Display	<p>From this drop-down list box, select the type of information that you want to display next to the buttons for assigned lines on the phones:</p> <ul style="list-style-type: none"> <li>• None—This option displays the extension of the caller.</li> <li>• First Name, Last Name—This option displays the first and last name of the caller (in that order).</li> <li>• Last Name, First Name—This option displays the last and first name of the caller (in that order).</li> </ul>
<b>Call Forward No Answer Timeout</b>	
No Answer Timeout (sec)	<p>This setting specifies the number of seconds to wait before forwarding an unanswered call to the phone number that is configured for the Call Forward No Answer setting, which exists in the usage profile (<b>Users/Phones &gt; Usage Profile</b>).</p> <p>Default—12 seconds</p> <p>Enter a value from 12 to 300.</p>
<b>Do Not Disturb</b>	
Option	<p>This parameter allows you to specify how incoming calls get handled with Do Not Disturb:</p> <ul style="list-style-type: none"> <li>• Call Reject—If you select this option, no incoming call information gets presented to the user. Depending on how you configure the Incoming Call Alert setting, the phone may play a beep or display a flash notification of the call.</li> <li>• Ringer Off—This option turns off the ringer, but incoming call information gets presented to the phone, so the user can accept the call.</li> </ul> <p><b>Tip</b> This setting only applies for phones where you turned on Do Not Disturb. You turn on Do Not Disturb in the phone configuration (<b>Users/Phones &gt; Phones</b>) or on the phone itself.</p> <p>Default—Ringer Off</p>

**Table 43-1** Settings on the Voice Features Settings Page (continued)

Setting	Description
Incoming Call Alert	<p>This setting specifies how an incoming call displays on a phone when Do Not Disturb is turned on. This setting works with the Option setting.</p> <p>From the drop-down list, choose one of the following options:</p> <ul style="list-style-type: none"> <li>• <b>Disable</b>—This option disables both beep and flash notification for a call, but for the Ringer Off option, incoming call information still gets displayed. For the Call Reject option, no call alerts display, and no information gets sent to the device.</li> <li>• <b>Beep Only</b>—For an incoming call, this option causes the phone to beep.</li> <li>• <b>Flash Only</b>—For an incoming call, this option causes the phone to display a flash alert.</li> </ul> <p><b>Tip</b> This setting only applies for phones where you turned on Do Not Disturb. You turn on Do Not Disturb in the phone configuration (<b>Users/Phones &gt; Phones</b>) or on the phone itself.</p> <p>Default—Beep Only</p>

