



Call Transfers

This chapter contains the following sections:

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Note

For call transfer problems that occur on newly installed systems, see the applicable Cisco Unity Connection integration guide.

If you encounter a call transfer problem that is not described in this chapter, contact the Cisco Technical Assistance Center (TAC).

Calls Are Not Transferred to the Correct Greeting

The following sections describe possible reasons that calls may not be transferred to the correct greeting. Use the [“Task List for Troubleshooting Call Transfers to the Wrong Greeting”](#) to troubleshoot the possible causes.

Task List for Troubleshooting Call Transfers to the Wrong Greeting

1. Confirm that the forward timer in the phone system is synchronized with the Rings to Wait For setting in Cisco Unity Connection. See the [“Confirming That the Forward Timer in the Phone System Is in Synch with the Rings to Wait For Setting in Cisco Unity Connection”](#) section on page 8-1.
2. Confirm that the phone system programming enables callers to hear the personal greeting of the user. See the [“Confirming That the Phone System Integration Enables Playing the User Personal Greeting for Callers”](#) section on page 8-3.

Confirming That the Forward Timer in the Phone System Is in Synch with the Rings to Wait For Setting in Cisco Unity Connection

For supervised transfers, the number of rings that Cisco Unity Connection waits before routing a call to a user personal greeting (or to another extension) can be reconfigured. If the phone system is programmed to forward calls, confirm that the phone system waits longer to forward a call than Connection waits before taking a message.

If the phone system is forwarding the call to another extension before Connection can take a message, the following may occur:

- The caller does not hear the beginning of the user personal greeting. (For example, the user greeting is “Hi, this is Maria Ramirez. Please leave a message after the tone.” But the caller hears only “...message after the tone.”)
- The call is forwarded to another phone (for example, the operator) rather than to the personal greeting of the user.
- The call is forwarded to the opening greeting.
- The caller hears only ringing.

To Synchronize the Forward Timer and the Rings to Wait For Setting

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- Step 1** In the phone system programming, find and note the setting of the forward timer.
- Step 2** In Cisco Unity Connection Administration, expand **Users**, then click **Users**.
- Step 3** On the Search Users page, click the alias of the user whose calls are not being routed to the correct greeting.
- Step 4** On the Edit User Basics page, on the Edit menu, click **Transfer Options**.
- Step 5** On the Transfer Options page, click the name of the active transfer option.
- Step 6** On the Edit Transfer Option page, under Transfer Action, confirm that the **Extension** option is selected for the Transfer Calls To field and that the extension number is correct.
- Step 7** In the Transfer Type drop-down box, confirm that **Supervise Transfer** is selected.
- Step 8** In the Rings to Wait For field, the setting should be two rings fewer than the setting of the forward timer of the phone system, which you noted in [Step 1](#). This setting is typically not greater than four. It specifies the number of rings that Cisco Unity Connection waits before routing the call to the personal greeting of the user.

If the settings do not meet the parameters, either reprogram the phone system so that it waits longer before forwarding unanswered calls, or change the Rings to Wait For field setting so that Cisco Unity Connection routes the call before the phone system forwards it.

- Step 9** Click **Save**.
- Step 10** To change the default Rings to Wait For value for future users, expand **Templates** and click **User Templates**.



Note If you change settings in a user template, the settings are not changed for existing users. Changing the template settings affects only the users who are added after the template changes are made.

- Step 11** On the Search User Templates page, click the alias of the user template that you want to change.
- Step 12** On the Edit User Template Basics page, on the Edit menu, click **Transfer Options**.
- Step 13** On the Transfer Options page, click the name of the active transfer option.
- Step 14** On the Edit Transfer Option page, under Transfer Action, confirm that the **Extension** option is selected for the Transfer Calls To field.
- Step 15** In the Transfer Type drop-down box, confirm that **Supervise Transfer** is selected.
- Step 16** In the Rings to Wait For field, enter the same setting that you entered in [Step 7](#).

Step 17 Click **Save**.

Confirming That the Phone System Integration Enables Playing the User Personal Greeting for Callers

When callers hear the opening greeting instead of the user personal greeting, confirm that the phone system integration is correctly set up. If the settings are not correct, call forward to personal greeting and easy message access will not be enabled. Do the following procedure.

To Verify the Phone System Integration Settings

- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**.
 - Step 2** Confirm that the settings for the phone system, port group, and ports match those indicated in the applicable Cisco Unity Connection integration guide.
 - Step 3** Correct any incorrect settings for the phone system integration.
 - Step 4** If you have confirmed that the phone system integration settings are correct, and callers still hear the opening greeting after dialing the user extension, contact Cisco TAC.
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Administering Alternate Extensions

Giving users alternate extensions can make calling Cisco Unity Connection from an alternate device—such as a mobile phone, a home phone, or a phone at another work site—more convenient. When you specify the phone number for an alternate extension, Connection handles all calls from that number in the same way that it handles calls from the primary extension of the user (assuming that the alternate phone number is passed along to Connection from the phone system).

This means that Connection associates the alternate phone number with the user account. When such phones are set to forward to Connection, callers will hear the user greeting and leave messages for the user, just as they would when dialing the primary extension of the user.

To administer alternate extensions for users, in Cisco Unity Connection Administration, click **Users** and search for the user. On the **Edit User Basics** page, on the **Edit** menu, click **Alternate Extensions**.

