

Voicemail Message Tagged with the Subject Line: Message from an Unidentified Caller (Extension Number)

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Introduction

This document explains the recommended workaround when a subscriber receives a voicemail message with this subject line: **Message from an unidentified caller (extension number)**.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the 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 Cisco Technical Tips Conventions for more information on document conventions.

Problem

When a subscriber leaves a voicemail message for another subscriber, the message is tagged with the subject line *Message from an unidentified caller (extension number)* instead of the name of the caller. The extension number of the caller displays in the Outlook inbox of the receiver.

Solution

This issue occurs most frequently when the inbox of the caller is close to the full limit or has already exceeded this limit.

When Cisco Unity leaves voice messages, it sends the messages on behalf of the calling party if they are past the prohibited send limit. In such cases, Unity sends the mail from the Unity_Servername account.

For example, if you send a message from user A to user B, Cisco Unity actually logs into mailbox A and sends a message on behalf of mailbox A to mailbox B. As mailbox A reaches its limit, it is not able to send the message. Unity uses another method at that point and sends it from the Unity_Servername account (method used for external callers) to mailbox B. When this method is used, the message appears to come from an unidentified caller.

In order to overcome this problem, clear the mailbox of the caller so that it falls below the mailbox limit. When the mailbox is within limits again, the email subject headers of the voicemail messages appear normally.

When a subscriber leaves a voicemail message for another subscriber, if only the extension is displayed in the subject and not the name of the subscriber, this can also happen because the name of the subscriber is not recorded. Either the name or the extension can be displayed. If the recorded name of the subscriber or caller is recorded, it displays only the name of the subscriber, and not the extension, whereas if the name is not recorded, then you can see the extension number only.

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Related Information

- [Managing the Size of Your Cisco Unity Mailbox](#)
- [Cisco Unity Unable to Deliver Voicemail Messages to the Subscriber Mailboxes](#)
- [White Paper: Maintaining a Cisco Unity System \(with Microsoft Exchange as the Message Store\)](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

