

Assigning Multiple/Alternate Extensions to the same Cisco Unity 2.4.6 Mailbox

Document ID: 18890

Introduction

Prerequisites

Requirements

Components Used

Conventions

Alternate extensions

Creating Additional Extensions

Verify

Troubleshoot

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document explains how to assign two extensions to the same mailbox. This scenario is beneficial, for example, when you handle multiple line appearances on subscriber phones or forward calls from multiple extensions to the same mailbox.

This functionality has been added to Cisco Unity 3.0 and 3.1 within the subscriber settings. Refer to Subscriber Alternate Extension Settings for more information.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Platform MCS 7835
- Cisco CallManager 3.1(2)c
- Cisco Unity Build 2.4.6.135

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 the Cisco Technical Tips Conventions for more information on document conventions.

Alternate extensions

This is general information on Alternate Extensions.

- Alternate extensions cannot exceed 30 characters in length. By default, each administrator–defined alternate extension must be at least 3 characters in length, while subscriber–defined alternate extensions must be at least 10 characters.

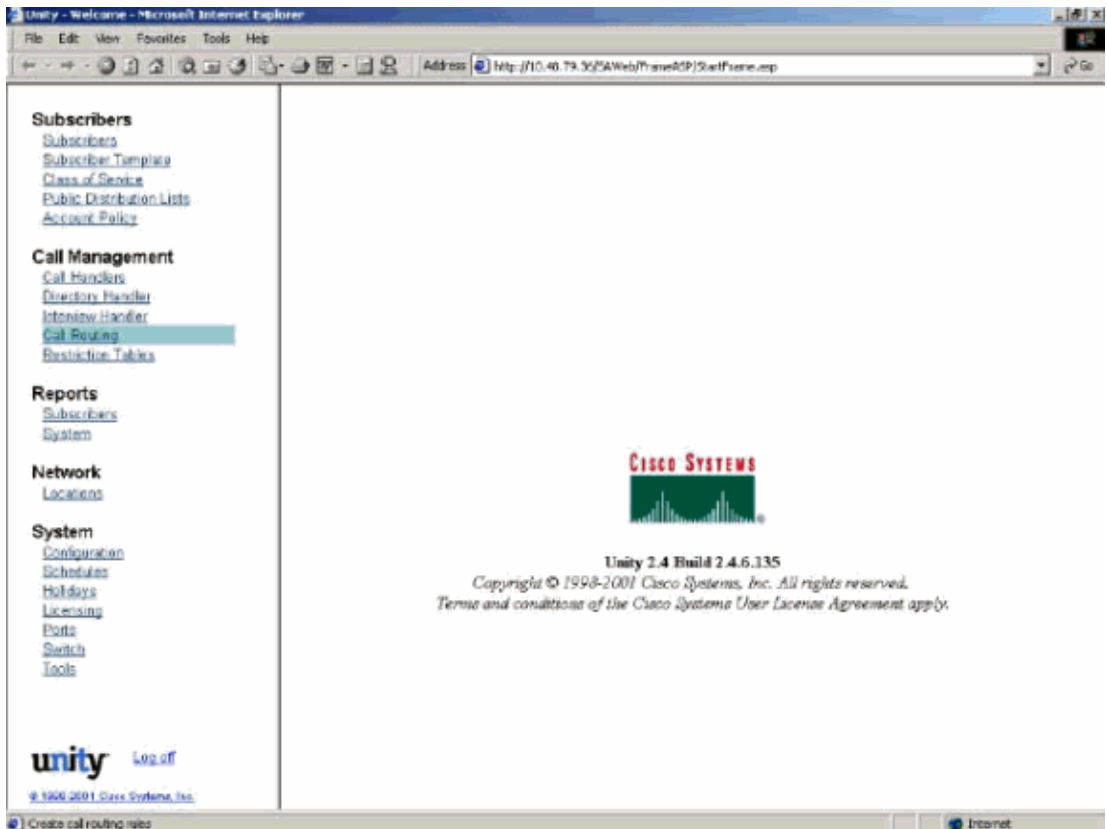
Advanced Settings tool in Tools Depot can be used in order to specify a minimum extension length for the extensions entered in the Cisco Unity Administrator and the Cisco Unity Assistant. Refer to the Advanced Settings Tool Help for details on how to use the settings. Respectively, the settings are **Administration > Set the Minimum Length for Locations, and Administration > Set the Minimum Length for Subscriber–Defined Alternate Extensions.**

- You can control whether subscribers can use the Cisco Unity Assistant to view the alternate extensions that you specify in the Cisco Unity Administrator. In order to do this, choose **Subscribers > Class of Service > Profile page**. The Subscriber–Defined Alternate Extension table displays the alternate extensions that the subscriber adds.
- Cisco Unity verifies that each alternate extension is unique up to the dialing domain level, if applicable before you allow either an administrator or a subscriber to create it. The Cisco Unity Administrator or the Cisco Unity Assistant accepts an extension that is already assigned to another subscriber, for example, either as a primary or alternate extension, or to a public distribution list, call handler, directory handler, or interview handler.
- All alternate extensions use the same transfer settings as the primary extension.

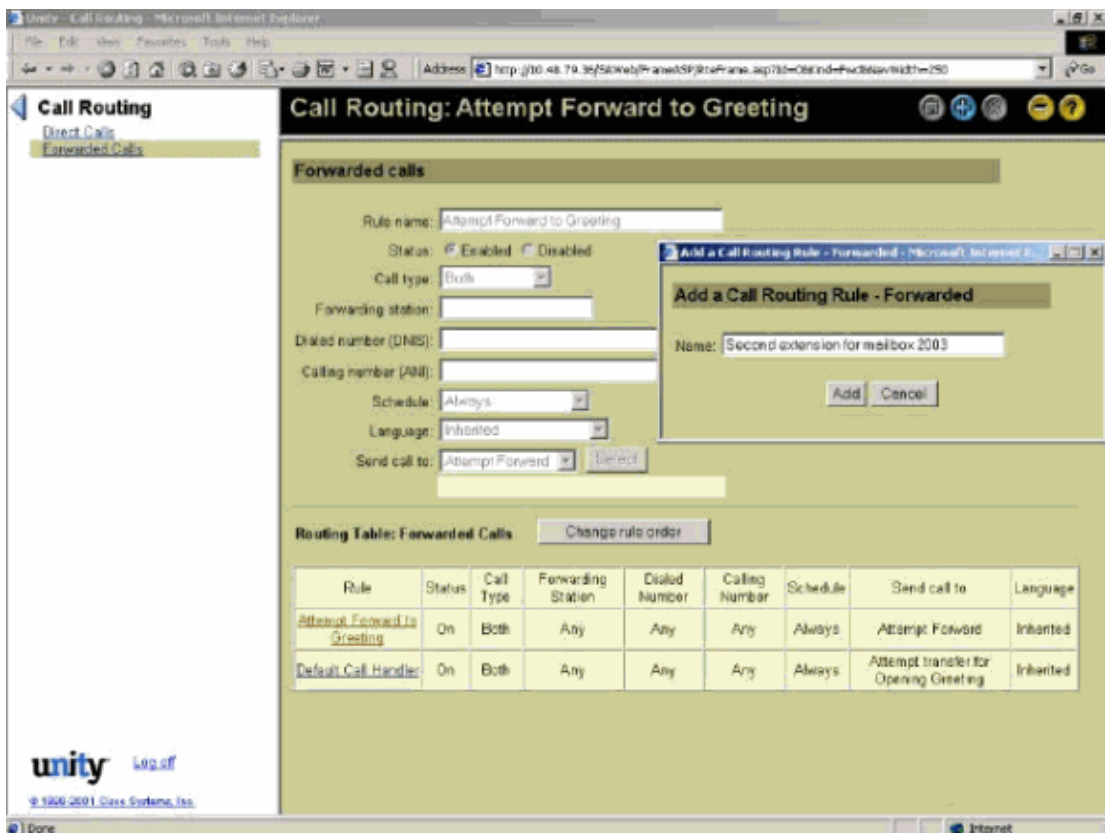
Creating Additional Extensions

Complete these steps in order to assign two extensions to the same mailbox:

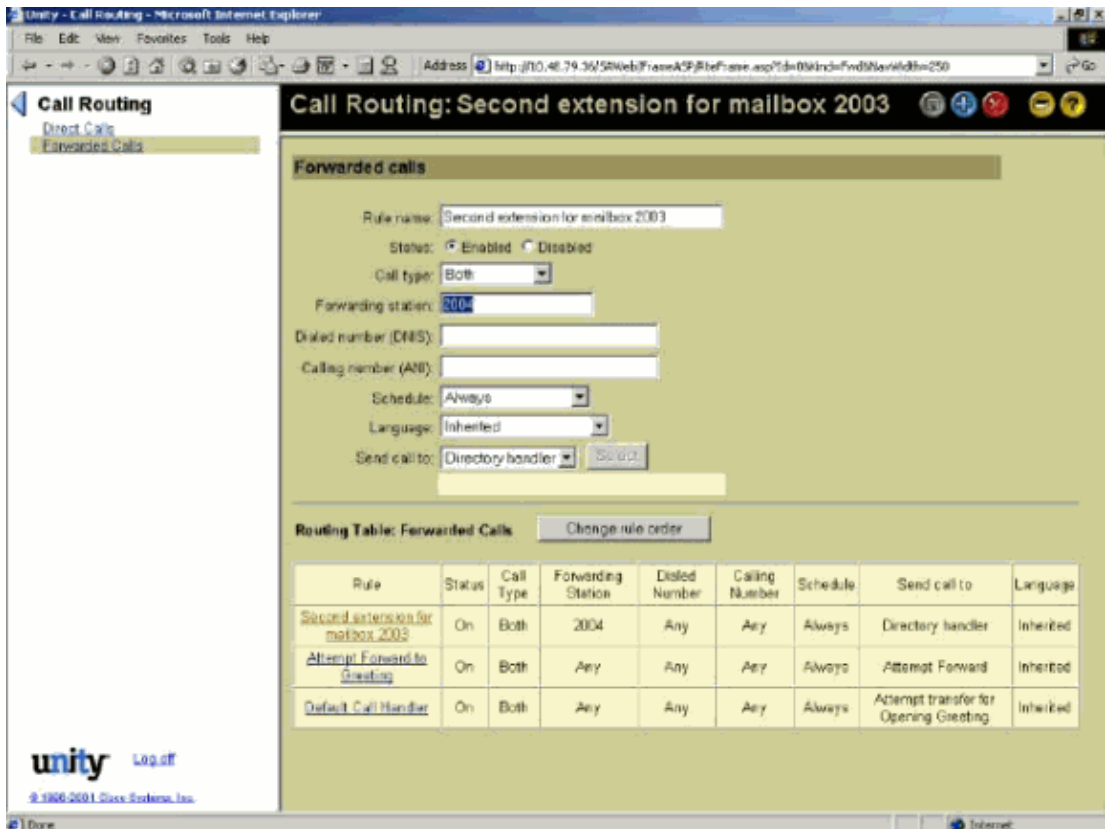
1. From the Cisco Unity System Administration web page, choose **Call Management** and click **Call Routing**. Then click **Forwarded Calls**.



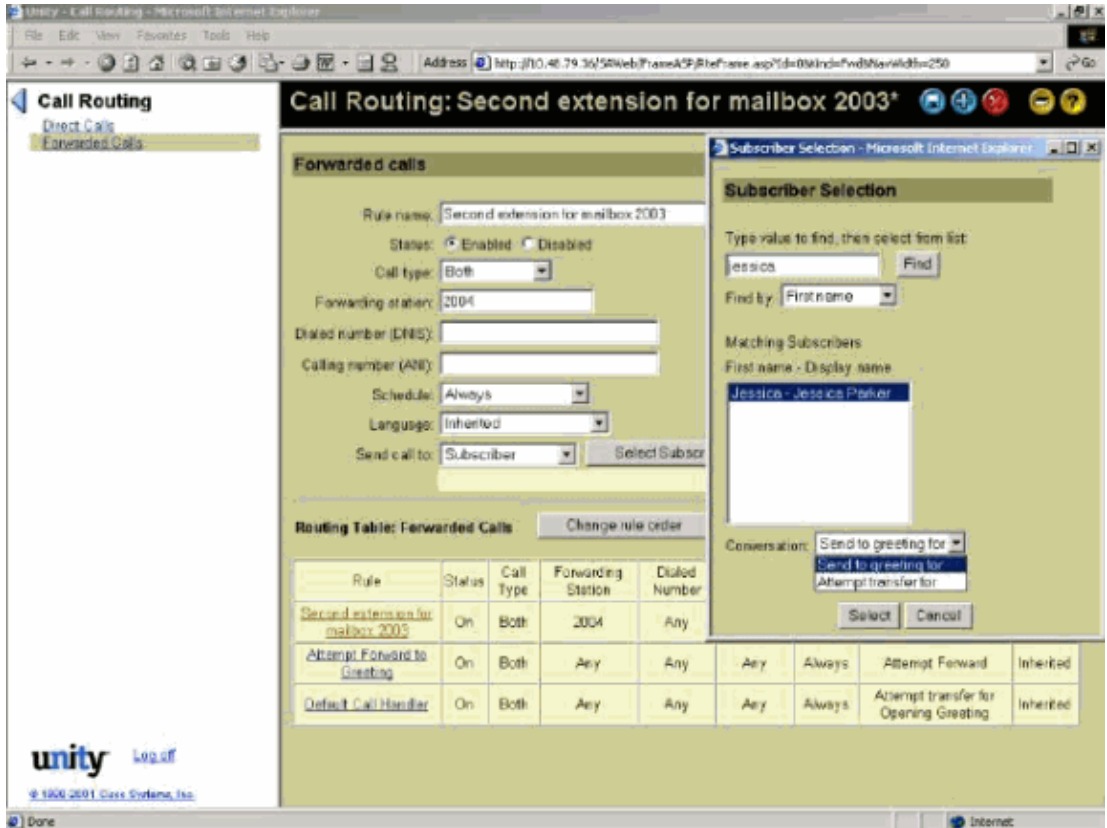
2. From the Forwarded Calls Call Routing window, click **Add** in order to add a routing rule.
3. Type a name such as Second extension for mailbox xxxx.



4. In the Forwarding Station field, type the second extension number: yyyy.



- In the Send Call To field, choose **Subscriber**, then choose the subscriber originally assigned to extension **xxxx**.
- In the Subscriber Selection dialog box, choose **Send to greeting for**.



- Click **Save** in order to save this routing rule.
- Open Cisco CallManager Administration and go to the phone with extension **yyyy**: **Device > Phone > Search directory number yyyy > select device > select line appearance yyyy**.

9. Make sure that the Forward No Answer and Forward Busy options for phone line yyyy are set to the voice mail pilot number.

Verify

Place a call to extension yyyy and verify that on No Answer or Busy, the call is forwarded to the greeting of the subscriber with extension xxxx in order to verify that your configuration works properly.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2008 – 2009 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Jan 10, 2006

Document ID: 18890
