

Changing Call Handler Greetings through the TUI with Cisco Unity 4.0

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Introduction

In previous versions of Cisco Unity, administrators had to log on to the Cisco Unity Administrator to manage call handler greetings. In Cisco Unity version 4.0 and later, an administrator is able to record a call handler greeting, enable or disable the alternate greeting for a call handler, and determine which greeting is currently active for a call handler, all remotely over the telephone user interface (TUI). This document explains how to configure the Cisco Unity Greeting Administrator (CUGA). This feature allows the owner of a call handler to record or enable the greetings of that call handler over the TUI. There are two different configurations covered in this document. The first allows users to dial a specific extension or Direct Inward Dial (DID) to reach the CUGA. The second allows subscribers to access the CUGA while they are logged in to their mailbox. In both cases, subscribers can change only the greetings they own. For more information on this feature, refer to the Unity 4.0 release notes.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document was developed and tested using these software versions:

- Cisco Unity 4.0(x) and later
- Cisco CallManager 3.2(x) and later

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Method 1: Use CUGA by Dialing Specific Extension or DID

This configuration provides a way for subscribers to dial an extension and be immediately sent to the CUGA. Subscribers are prompted to provide their username and password. They are able to edit only the call handlers they own. They can be the only owner of a call handler or they can belong to a distribution list that owns a call handler.

Configure Cisco CallManager

Cisco CallManager should be configured to send either a direct or forwarded call to Cisco Unity. A translation pattern can be configured in Cisco CallManager to send a direct call to Cisco Unity or a Computer Telephony Integration (CTI) port configured to send a forwarded call to Cisco Unity. If your voice mail ports are in a partition, then the translation pattern or CTI port should be assigned a calling search space that includes that partition.

These are sample Cisco CallManager screenshots:

Translation Pattern Configured in Cisco CallManager to Send a Direct Call to Cisco Unity, where 5001 is the Voice Mail Pilot Number

Translation Pattern Configuration

[Add a New Translation Pattern](#)
[Back to Find/List Translation Patterns](#)

Translation Pattern: 5800
Status: Ready
Copy Update Delete

Pattern Definition

Translation Pattern	5800
Partition	Generated_IPMA_Everyone
Description	Into Unity Greeting Administrator
Numbering Plan*	North American Numbering Plan
Route Filter	<None >
Calling Search Space	Generated_IPMA_CSS_I_E
Route Option	<input checked="" type="radio"/> Route this pattern <input type="radio"/> Block this pattern
<input type="checkbox"/> Provide Outside Dial Tone	<input checked="" type="checkbox"/> Urgent Priority

Calling Party Transformations

<input type="checkbox"/> Use Calling Party's External Phone Number Mask	
Calling Party Transform Mask	5800
Prefix Digits (Outgoing Calls)	
Calling Party Presentation	Default

Called Party Transformations

Discard Digits	<None >
Called Party Transform Mask	5001
Prefix Digits (Outgoing Calls)	

* indicates required item.

OR

A CTI Port Configured in Cisco CallManager to Send a Forwarded Call to Cisco Unity

Phone Configuration

[Add a new phone](#)
[Back to Find/List Phones](#)

Directory Numbers
Lines can be added after the new phone is inserted in the database.

Phone: New
Status: Ready

Phone Configuration (Model = CTI Port)

Device Information

Device Name*	SEP123456789012
Description	CTI Port To Forward Calls to Unity
Device Pool*	Default (View details)
Calling Search Space	Inside
Media Resource Group List	< None >
User Hold Audio Source	< None >
Network Hold Audio Source	< None >
Location	< None >

Directory Number Configuration

[Configure Device \(SEP123456789012\)](#)

Devices using this Directory Number
SEP123456789012 (Line 1)

Directory Number: 5900 (Inside)
Status: Ready

Directory Number

Directory Number*	5900
Partition	Inside

Directory Number Settings

Voice Mail Profile	< None > (Choose <None> to use default)
Calling Search Space	Outside_Inside
User Hold Audio Source	< None >
Network Hold Audio Source	< None >
Call Waiting	Off
Auto Answer	Auto Answer Off

Call Forward and Pickup Settings

	Voice Mail	Destination	Calling Search Space
Forward All	<input type="checkbox"/>	5900	Inside
Forward Busy	<input type="checkbox"/>		< None >
Forward No Answer	<input type="checkbox"/>		< None >
Forward On Failure	<input type="checkbox"/>		< None >

Configure Cisco Unity

Complete these steps in order to configure Cisco Unity to set up CUGA for direct dial.

1. Open Cisco Unity Administrator (SAWeb).
2. Choose **Call Management > Call Routing** page.
3. Create a direct call or forwarded call routing rule.

This is a screen shot of a direct call routing rule that looks at the calling number (ANI) to route the call to CUGA. This is configured if you decide to forward the call to Cisco Unity through translation pattern.

The screenshot shows the configuration for a direct call routing rule. The rule name is "Greeting Administrator Call Routing". The status is "Enabled". The call type is "Both". The calling number (ANI) is "5800". The schedule is "Always" and the language is "Inherited". The send call to is "Greetings Administrator".

Routing Table: Direct Calls

Rule	Status	Call Type	Port	Trunk	Dialed Number	Calling Number	Schedule	Send call to	Language
Greeting Administrator Call Routing	On	Both	Any	Any	Any	5800	Always	Greetings Administrator	Inherited
Live Record	On	Both	Any	Any	Any	Any	Always	Start live record.	Inherited
Attempt Sign-in	On	Both	Any	Any	Any	Any	Always	Attempt Sign-in	Inherited
Default Call Handler	On	Both	Any	Any	Any	Any	Always	Attempt transfer for Opening Greeting	Inherited

This is a screen shot of a forwarded call routing rule that looks at the forwarding station to route the call to CUGA. This is configured if you decide to forward the call to Cisco Unity through a CTI Port.

The screenshot shows the configuration for a forwarded call routing rule. The rule name is "Greeting Administrator Forwarded Routing". The status is "Enabled". The call type is "Both". The forwarding station is "5900". The schedule is "Always" and the language is "Inherited". The send call to is "Greetings Administrator".

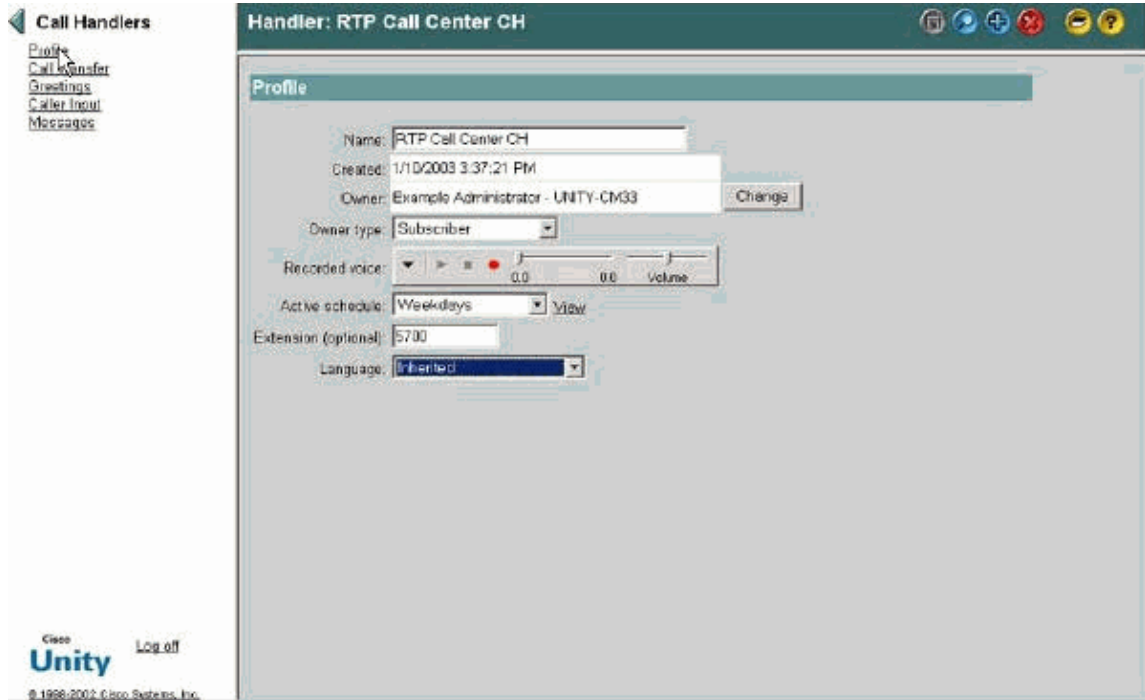
Routing Table: Forwarded Calls

Rule	Status	Call Type	Forwarding Station	Dialed Number	Calling Number	Schedule	Send call to	Language
Greeting Administrator Forwarded Routing	On	Both	5900	Any	Any	Always	Greetings Administrator	Inherited
Attempt Forward to Greeting	On	Both	Any	Any	Any	Always	Attempt Forward	Inherited
Default Call Handler	On	Both	Any	Any	Any	Always	Attempt transfer for Opening Greeting	Inherited

Complete these steps in order to allow a call handler to be changed via CUGA:

1. Open Cisco Unity Administrator (SAWeb).
2. Choose **Call Management > Call Handlers**.
3. Click the Find icon, and click **Find**.
4. Click the call handler that you want to enable changes by phone.

5. In the Extension field, enter a unique extension to be assigned to the call handle.
6. Click **Save**.



Verify Configuration of CUGA

Complete these steps in order to verify that CUGA has been properly configured.

1. Dial the number to access the CUGA (based on your call routing configuration).
2. Enter the ID of the call handler owner.
3. Enter the password of the call handler owner.
4. Enter the extension of the call handler.
5. Follow the Cisco Unity prompt to toggle between greetings or record greetings.

Method 2: Use CUGA while Logged in to a Mailbox

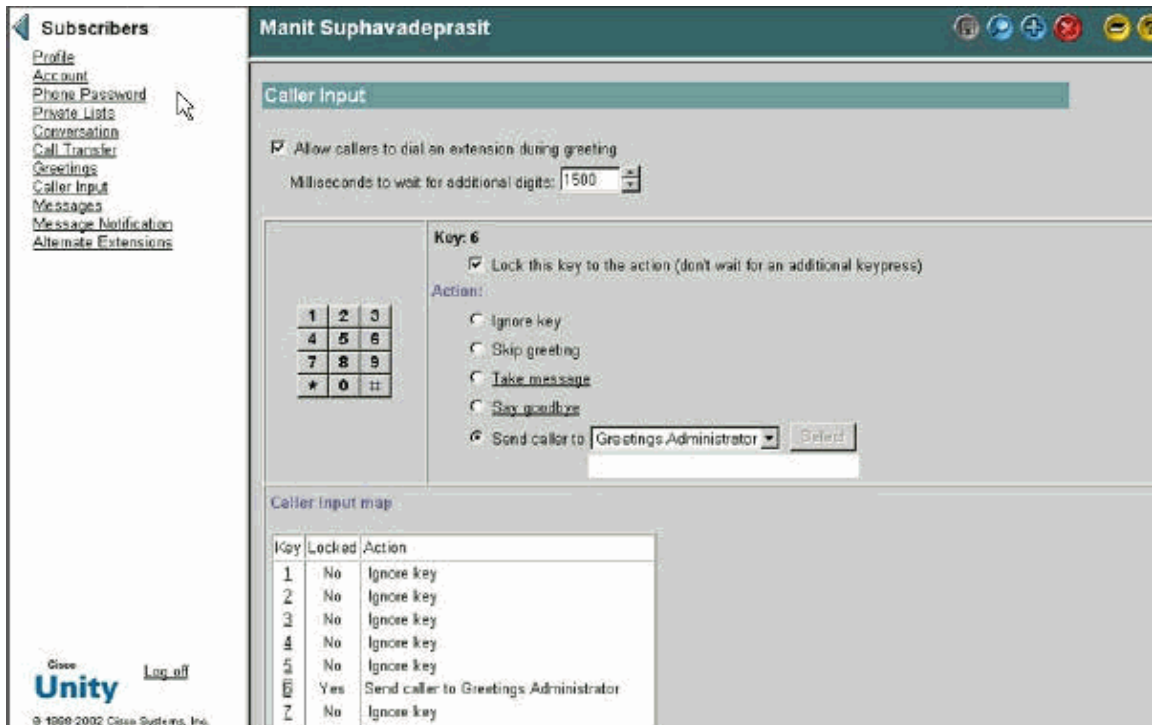
The mailbox of a subscriber can also be configured to provide direct access to CUGA. Subscribers need to set an entry in Caller Input Key Map, after they log into their voice mail box, so that they can edit call handler greetings their own.

Note: The Caller Input Key Map is only used during the subscriber's greeting. So once they are logged into their mailbox, they are not able to enter the Greeting Administrator. When you are asked to sign in press #, then at the opening of greeting, enter in your extension. While your greeting plays, press the number you have defined in the Call Input Key Map page in order to change the greeting.

Complete these steps in order to set up the Caller Input Key Map in Cisco Unity to access CUGA from a subscriber mailbox.

1. Open the Unity Administrator (SAWeb).
2. Choose **Subscribers > Subscriber**.
3. Click the Find Icon, and click **Find**.
4. Click the subscriber that you want to have access to CUGA.
5. Click **Subscriber > Caller Input**.

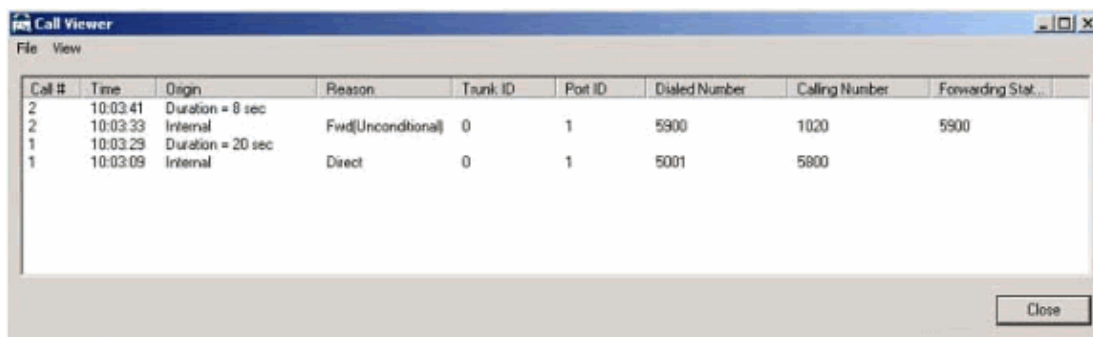
6. Click on any key that is not locked and has its Action set to Ignore Key .
7. Check the box **Lock this key to the action (don t wait for an additional key press)**.
8. Under Action, select **Send Caller to**.
9. From the pull-down menu, select **Greeting Administrator**.
10. Click **Save**.



Common Issues

Problem: When I dial the number to access the CUGA, it plays the opening greeting message.

Solution: Check to make sure that call routing is configured correctly. Use the Call Viewer tool to confirm the call coming into Cisco Unity matches the configured call routing rules.



In this call viewer window, you see Call #1 as a direct call to extension 5800. We know this was a call through translation pattern to Cisco Unity. Call #2 was forwarded from extension 5900, our CTI Route Point.

Problem: When I dial the extension of the call handler to modify, Cisco Unity prompts "Sorry you are not listed as the owner of this call handler".

Solution: Check under the Call Handler Profile page to confirm the ID you entered is the owner of that call handler. If the call handler is owned by distribution list, verify that the mailbox associated with the ID you

entered is a member of that list.

Problem: When I try to record a Cisco Unity Call Handler greeting from an outside line (Off-cluster/PSTN) and click on the Play button of the media master, a message pops up that says The Specified phone number is busy. In this scenario, the Cisco Unity server is connected to a Nortel PBX.

Solution: Check the Cisco Unity port numbers configured in the Nortel PBX to see if they are restricted. In order to do this, verify if the Network Class of Service (NCOS) value for Cisco Unity ports are set to 0 (restricted). If so, change it to 1 in order to resolve the issue.

Problem: When a new call handler is added, the pull-down menus are blank on the call handler profile page; it does not show any default options filled in. When you go to the caller input page, it does not show any button. This issue occurs when some basic templates are missing from the Cisco Unity Database.

Solution: Go to the Cisco Unity System Administrator (SA) web page and SQL Enterprise Manager, and check if the default subscriber template and default administrator templates are missing. If so, run DBwalker in order to try to recreate the templates. If this fails with the could not find the 'opening greeting' call handler in the database - you need to construct your default objects again. please contact TAC for assistance. error message, in order to resolve this issue, go to C:\CommServer and double-click on **configmgr.exe**. Choose **Reset all default Configuration settings while preserving all existing objects** and click **Run**.

Related Information

- [How to Route Calls to Cisco Unity AutoAttendant from an IOS Gateway](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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