

Creating Additional Extensions in Cisco Unity to Transfer Calls Directly to a Mailbox

Document ID: 46265

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Introduction

This document explains how to create additional extensions for a mailbox, so that a user can transfer calls directly to their mailbox.

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:

- Cisco Call Manager version 3.1.2c
- Cisco Unity 3.1.2b

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Creating Additional Extensions

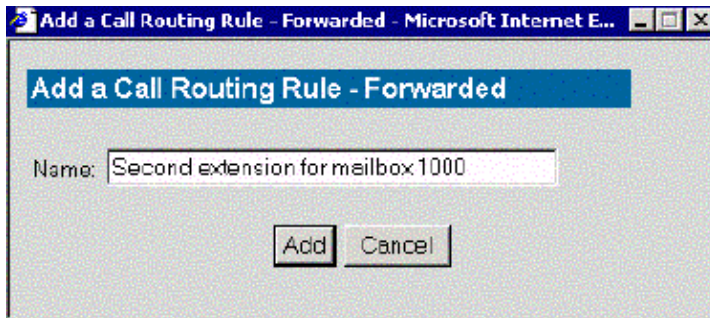
Step-by-Step Instructions

Perform these steps to create additional extensions for a mailbox and transfer calls directly to your mailbox:

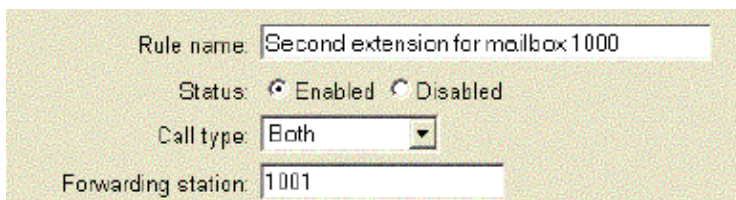
1. From the Unity System Administration web page, click **Call Routing**, then click **Forwarded Calls**.

- The Call Routing: Attempt Forward to Greeting window appears.
2. Click the **Add** button to add a routing rule.

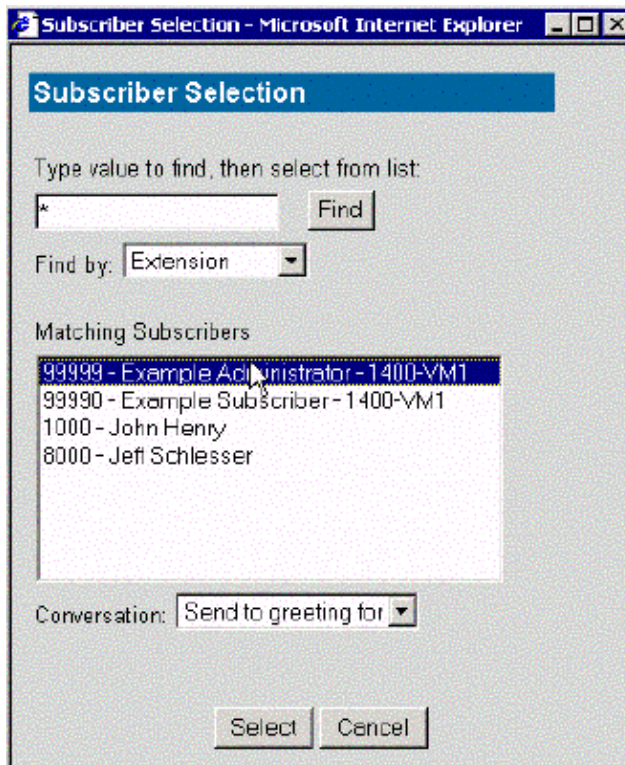
This window appears:



3. Type a name such as **Second extension for mailbox xxxx** , as shown above, then click **Add**.
4. In the Forwarding Station field, as shown here, type the second extension number: **yyyy** .



5. From the Send Call To list, select **Subscriber**.



6. From the Matching Subscribers pane, select the subscriber originally assigned to extension **xxxx** .
7. From the Conversation list, select **Send to greeting for**.
8. Click **Select**, then click **Save** to save this routing rule.
9. Open **Cisco CallManager Administration**.
10. From the top menu, select **Device > CTI Route Point**.

The CTI Route Point Configuration window appears.

CTI Route Point Configuration

[Add a New CTI Route Point](#)
[Back to Find/List CTI Route Points](#)

Directory Numbers

Lines can be added after the new CTI Route Point is inserted in the database.

Device: New
Status: Ready

CTI Route Point Configuration

Device Information

Device Name*

Description

Device Pool* [\(view details\)](#)

Calling Search Space

Location

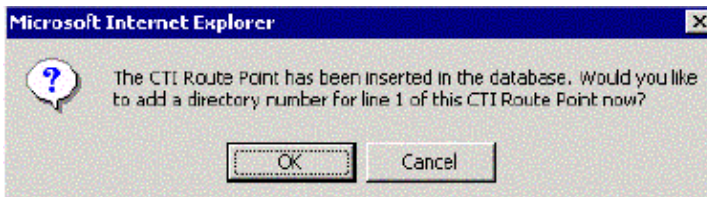
* indicates a required item.

11. Click the **Add a New CTI Route Point** link, then enter the appropriate settings:

- ◆ Device Name Unique identifier for this device. Enter from 1 to 15 characters, including alphanumerics, dots, dashes, or underscores.
- ◆ Description Descriptive name for the CTI route point.
- ◆ Device Pool Specifies the collection of properties for this device including CallManager Group, Date/Time Group, Region, and Calling Search Space for auto-registration. Select the name of a Device Pool from the drop-down list box.

12. Click **Insert** to add the new CTI route point.

13. At the following prompt, click **OK**.



The Directory Number Configuration page refreshes, as shown here:

Directory Number Configuration

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

Devices using this Directory Number

ExampleCTI (Line 1)

Directory Number: New
Status: Ready

Directory Number

Directory Number*

Partition

Directory Number Settings

Voice Message Box

Calling Search Space

User Hold Audio Source

Network Hold Audio Source

Call Waiting

Activate Auto Answer Not available on this device.

Call Forward and Pickup Settings

	Destination	Calling Search Space
Forward All	<input type="text" value="5000"/>	<input type="text" value="< None >"/>

14. Enter the these settings:

- ◆ Directory Number Indicates a dialable phone number. Type **yyyy** .
- ◆ Forward All Indicates the directory number to which all calls are forwarded. Type the **voice mail pilot number**.

15. Click **Insert**.

Verify

To verify that your configuration is working properly, test the routing by performing these steps:

1. From phone A, call phone B.
2. Pick up from phone B and transfer the call to extension yyyy.
3. The caller (phone A) should be sent directly to the voice mail of subscriber xxxx. You should immediately hear the voice-mail greeting of subscriber xxxx. You should not hear any ringback or delay.

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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

- [Cisco Unity Express Release 1.1 Product Documentation](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
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