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CallManager Attendant Console Marks Internal Calls as Voice Mail

Document ID: 68086

Introduction

Prerequisites

Requirements

Components Used

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NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes one reason that Cisco CallManager Attendant Console displays an internal call as voice mail instead of an internal directory number and provides a solution in a Cisco CallManager and Cisco Unity environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CallManager Attendant Console

Components Used

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

- Cisco CallManager Version 4.1(3)
- Cisco CallManager Attendant Console

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

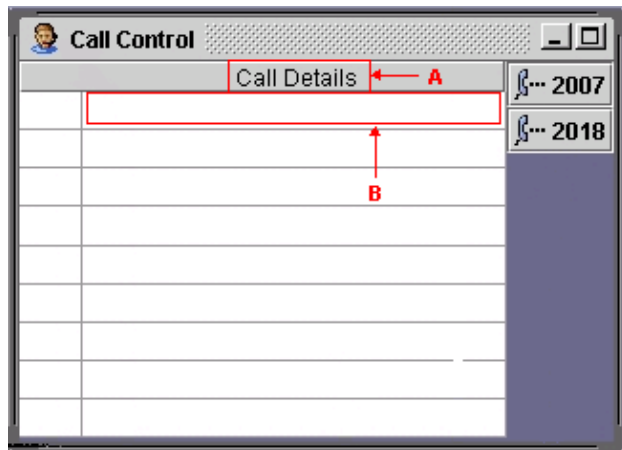
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When you upgrade Cisco CallManager from version 3.3(4) to 4.1(3), the Attendant Console displays an internal call as voice mail instead of as an internal directory number. In version 3.3(4), Cisco CallManager displays an internal call as an internal directory number in the Call Details pane in the Call Control section.

See arrow B in Figure 1.

Figure 1 Call Details



Solution

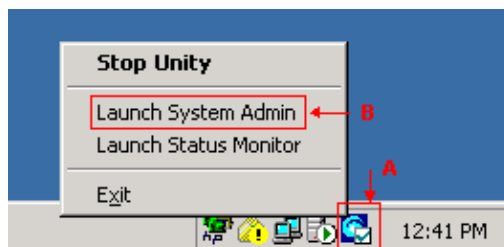
This problem is a configuration issue. The solution involves both the Cisco Unity and Cisco CallManager servers.

For the Cisco Unity server, complete these steps:

1. Right-click the Unity icon in the system tray.

See arrow A in Figure 2.

Figure 2 Launch Unity System Admin



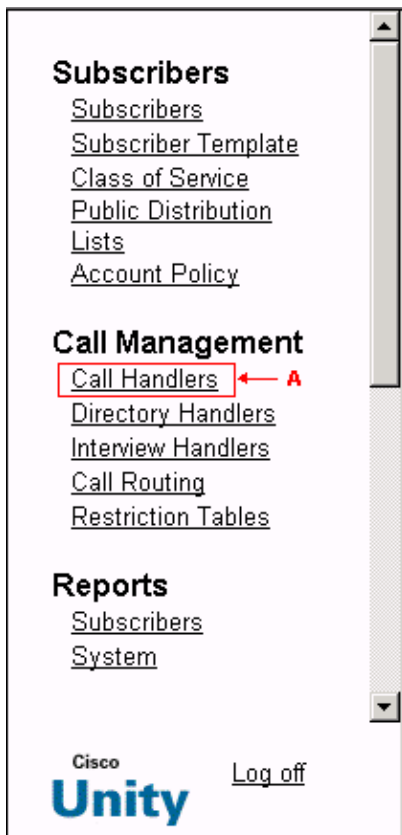
2. Click **Launch System Admin** in the popup box.

See arrow B in Figure 2.

3. Select **Call Handlers** under the Call Management section in the left pane.

See arrow A in Figure 3.

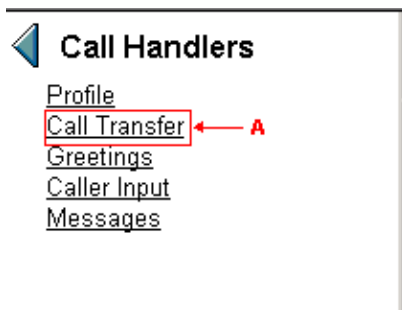
Figure 3 Call Handlers



4. Click **Call Transfer** under the Call Handlers section in the left pane.

See arrow A in Figure 4.

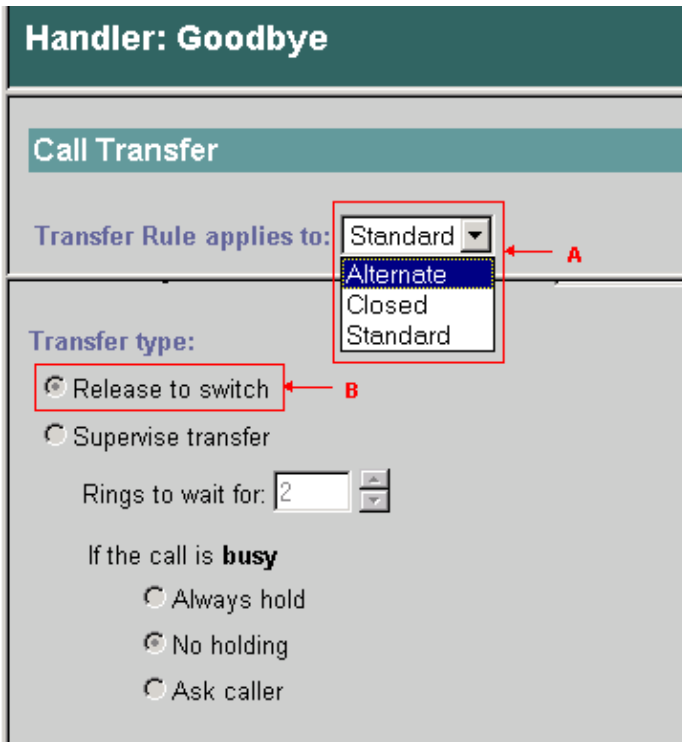
Figure 4 Call Handlers



5. Check the **Release to switch** button under the Transfer type section.

See arrow B in Figure 5.

Figure 5 Call Transfer: Transfer Type



This action applies to all of these transfer rules respectively under the Call Transfer section:

- ◆ Alternate
- ◆ Closed
- ◆ Standard

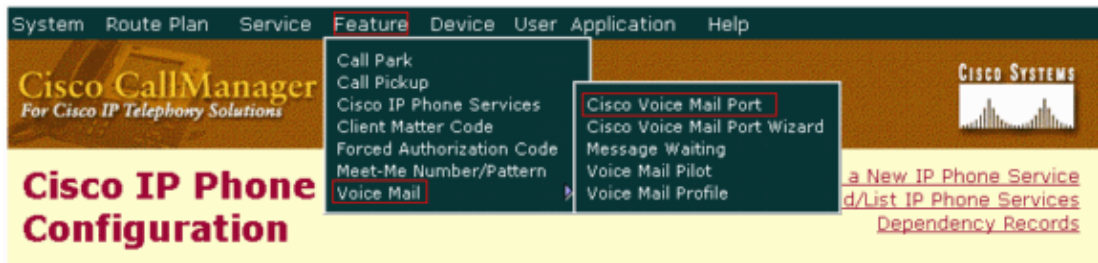
See arrow A in Figure 5.

For the Cisco CallManager server, complete these steps:

1. Go to the Cisco CallManager Administration page.
2. Choose **Feature > Voice Mail > Cisco Voice Mail Port**.

See Figure 6.

Figure 6 Cisco Voice Mail Port



3. Click **Find**.

See arrow A in Figure 7.

Figure 7 Voice Mail Port List

Find and List Voice Mail Ports













[Add a New Voice Mail Port](#)

6 matching record(s) for Device Name begins with ""

Find voice mail ports where begins with A
and show items per page
To list all items, click Find without entering any search text, or use "Device Name is not empty" as the search.

Matching record(s) 1 to 6 of 6

Real-time Information Service returned information for 6 of 6 devices listed below.

<input type="checkbox"/>	Device Name	Description	Device Pool	Status	IP Address	Copy
<input type="checkbox"/>	 CiscoUM2-VI1	VoiceMail Ports	Default	TAC413CCM	10.89.230.11	
<input type="checkbox"/>	 CiscoUM2-VI2	VoiceMail Ports	Default	TAC413CCM	10.89.230.11	
<input type="checkbox"/>	 CiscoUM2-VI3	VoiceMail Ports	Default	TAC413CCM	10.89.230.11	
<input type="checkbox"/>	 CiscoUM2-VI4	VoiceMail Ports	Default	TAC413CCM	10.89.230.11	
<input type="checkbox"/>	 CiscoUM2-VI5	VoiceMail Ports	Default	TAC413CCM	10.89.230.11	
<input type="checkbox"/>	 CiscoUM2-VI6	VoiceMail Ports	Default	TAC413CCM	10.89.230.11	

4. Double-click the first port in Figure 7.

5. Remove the Voice mail default value from the Display (Internal Caller ID) field and leave it blank.

See arrow A in Figure 8.

Figure 8 Device Information for the Voice Mail Port

Cisco Voice Mail Port: CiscoUM2-VI1 (VoiceMail Ports)
Registration: Registered with Cisco CallManager TAC413CCM
IP Address: 10.89.230.11

Status: Ready

Copy Update Delete **Reset Port**

Device Information

Port Name* CiscoUM2-VI1

Description VoiceMail Ports

Device Pool* Default

Calling Search Space < None >

AAR Calling Search Space < None >

Location < None >

Device Security Mode Non Secure

Directory Number Information

Directory Number* 5990

Partition < None >

Calling Search Space < None >

AAR Group < None >

Display (Internal Caller ID)

External Number Mask

6. Click **Reset Port**.

See arrow B in Figure 7.

7. Repeat Steps 4, 5, and 6 for all other voice mail ports as Figure 6 shows.

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.

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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](#)
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