

# Forward a Call from an Extension Without Voicemail to Another Voicemail Extension Configuration Example

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## Introduction

This document provides the configuration steps required to allow an IP phone that is not a voicemail subscriber to use the voicemail of another IP phone. This can be used in instances where IP phone A calls IP phone B and IP phone B does not answer because it is not a voicemail subscriber and you want the call to be forwarded to the voicemail of IP phone C instead.

## Prerequisites

### Requirements

Basic knowledge of Cisco Unified CallManager and Cisco Unity Administration is necessary.

### Components Used

The information in this document is based on Cisco Unity 4.0.

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.

# Configuration

## Task

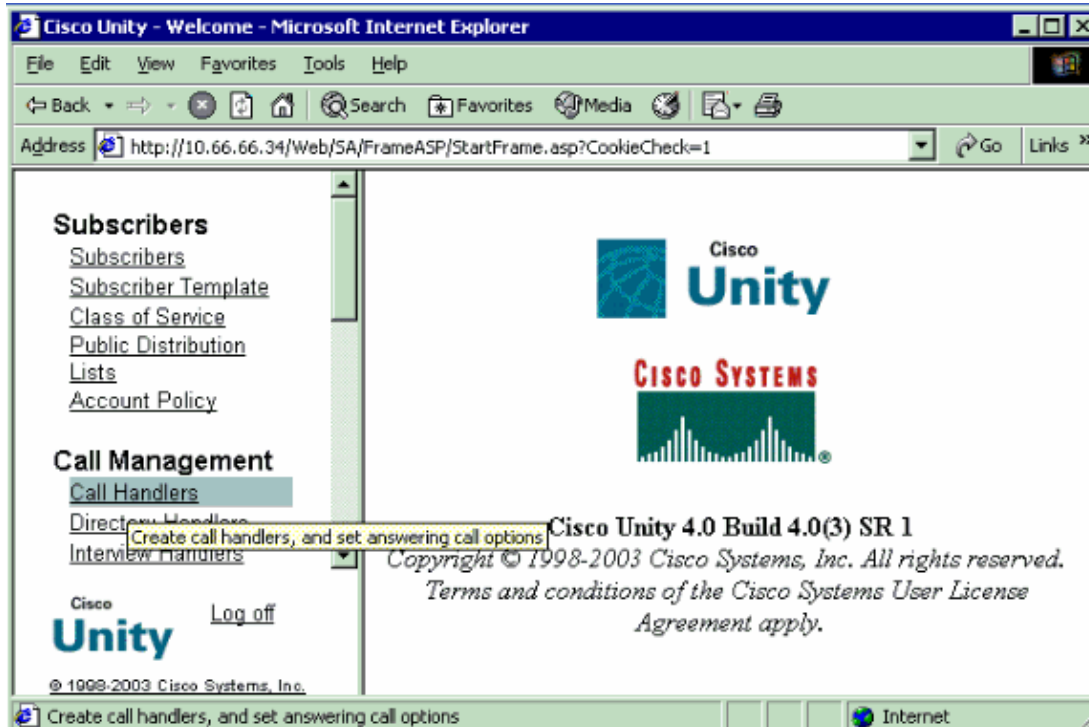
You can forward your call to a voicemail box if you are busy or do not answer. In this case, a message of an extension without voicemail is forwarded to another extension that has voicemail. This document describes how to configure Cisco Unity to use the voicemail of another extension.

In this sample configuration, the IP phone without voicemail is Phone B with extension 4500 and the IP phone with voicemail is Phone C with extension 3500.

## Forward a Call from an Extension Without Voicemail to Another Voicemail Extension Configuration Example

Complete these steps to configure Cisco Unity to forward a voicemail message to another extension.

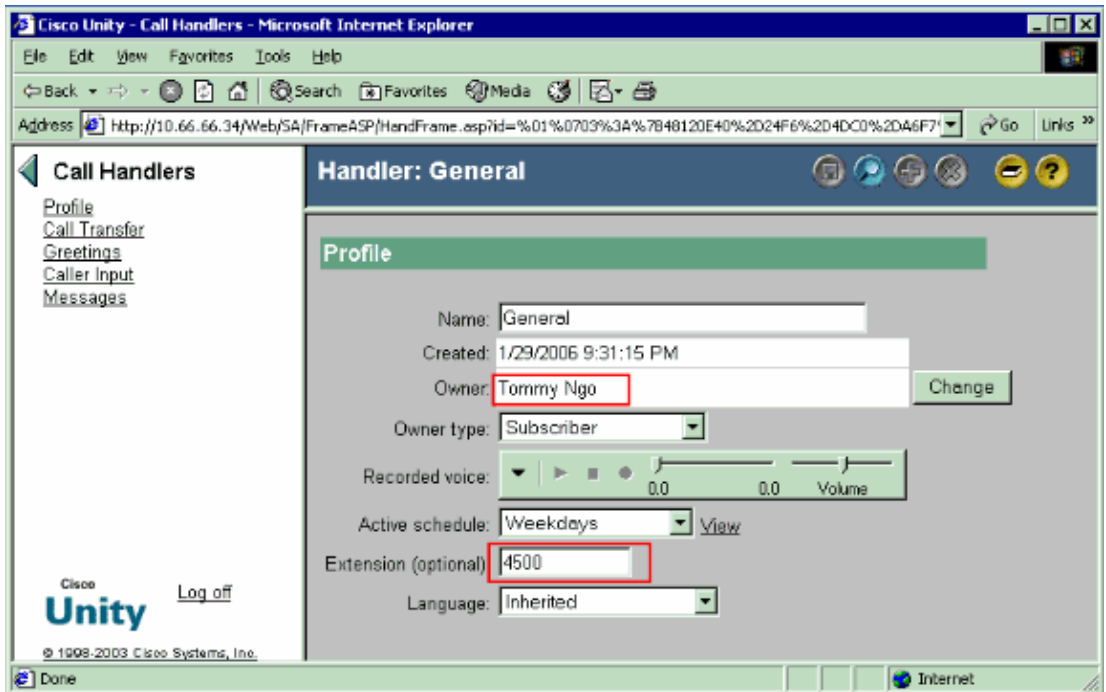
1. Assign a voicemail profile for IP phone B.
  - a. Select **Cisco CallManager Administration page > Device > Phone**.
  - b. Click on the directory number located on the left side of the Phone configuration page.
  - c. Assign a voicemail profile to the directory number of Phone B which is not a voicemail subscriber.
  - d. Check **Forward Busy** and **Forward No Answer** in order to forward the call to voicemail if Phone B does not answer or is busy.
2. Go to the Cisco Unity Web Admin page and click **Call Handlers** to create a new call handler.



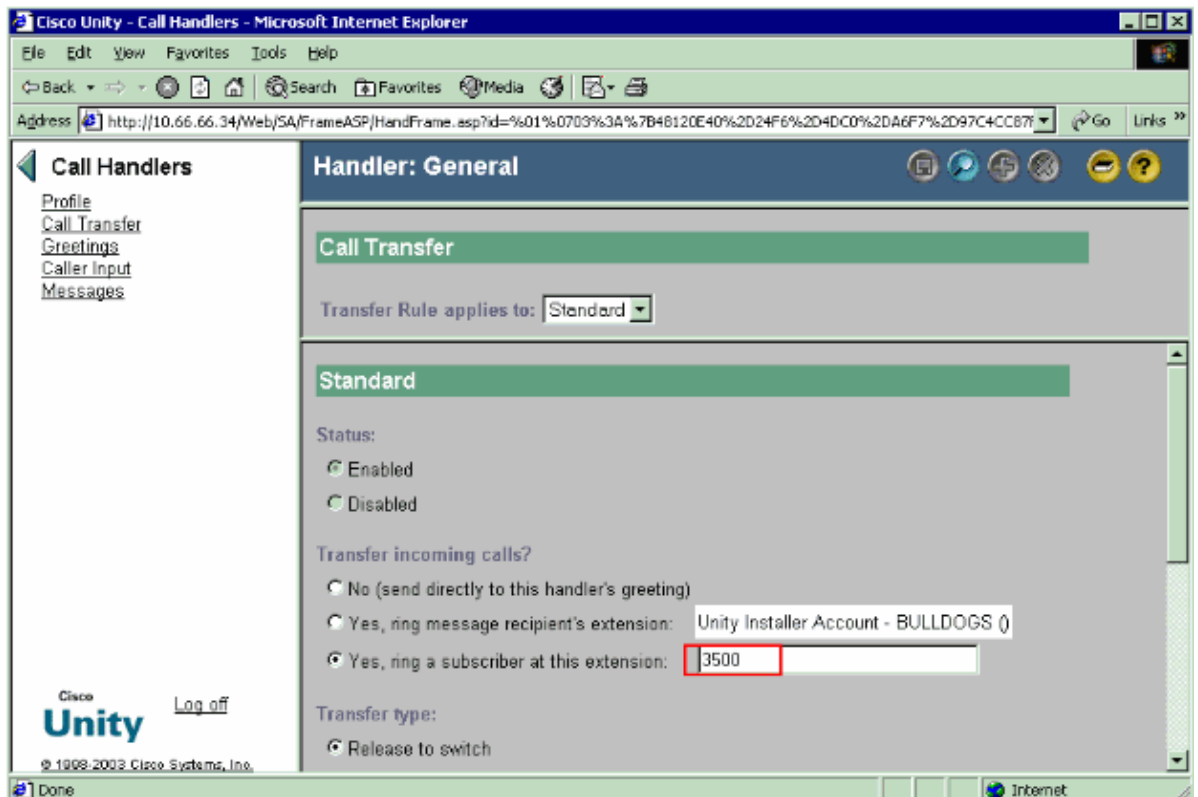
3. Click **Change** to assign an owner to this call handler. This owner needs to be the subscriber who is to receive the forwarded voicemail messages.

**Note:** The call handler should be assigned to a valid owner. Otherwise the call transfer fails at the call handler.

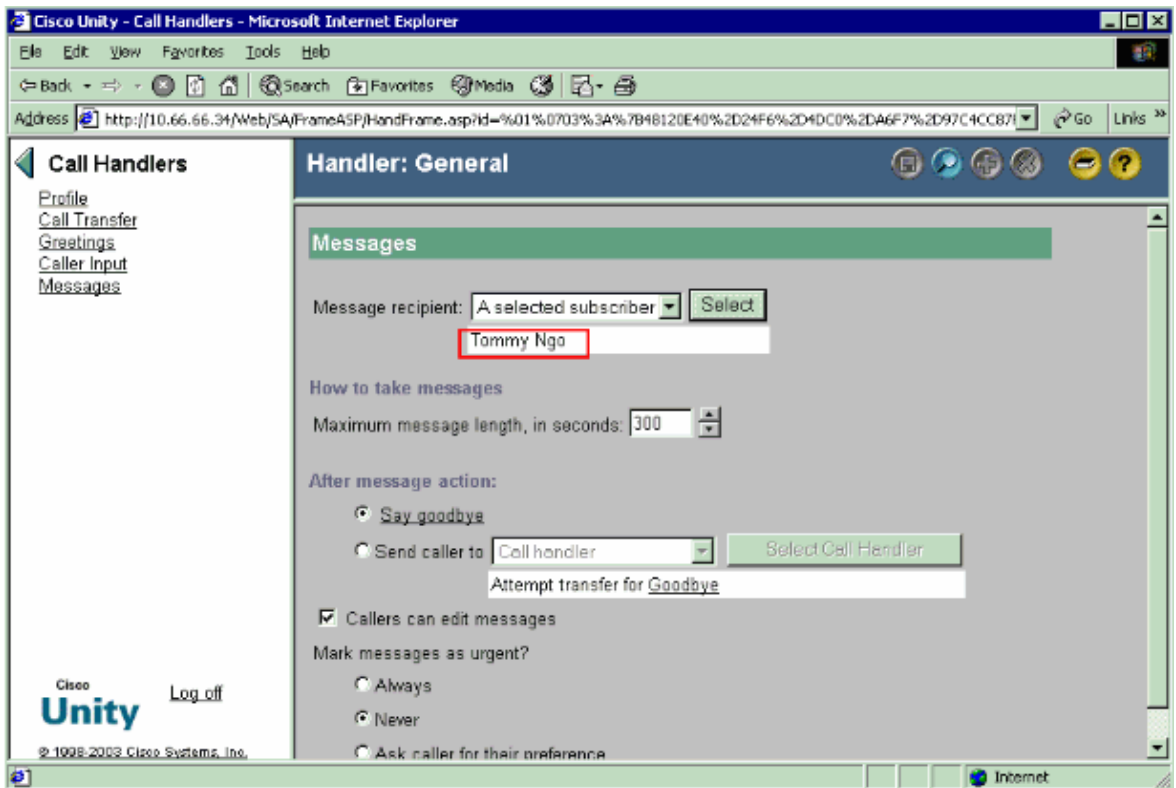
4. Enter the extension number of the non-subscriber in the Extension (optional) parameter.



5. Click **Call Transfer**, select **Yes ring the subscriber at this extension** and enter the extension number of the subscriber.



6. Select **Messages**, click **Select** to select the message recipient, and choose the subscriber to whom the voicemail is left.



7. Click **Save** to save the settings.

## Forward a Call from an Extension with Voicemail to Another Voicemail Extension

Scenario: If phone A does not answer, you need to forward the call to phone B; if phone B does not answer, the call must go to the voicemail of phone B. This is not possible since the call rings on phone A first; Cisco Unity understands that phone A is the owner of the call, so it tries to send the call to the voicemail of phone A.

If there are only a few users who need such a feature, use this workaround:

Go to the configuration of phone B and set phone A as an alternate extension of phone B. This way, when the call comes and neither phone A nor phone B answers, the call goes back to the voicemail of phone A. Since phone A is an alternate extension of phone B, the call goes to the voicemail of phone B. For more information on the configuration of alternate extensions, refer to [Configure Alternate Extensions](#).

**Note:** Keep in mind that alternate extensions support up to 9 numbers only, and the configuration is static. For instance, if phone A sometimes forwards calls to phone C, it cannot work.

**Note:** Cisco Unity 5.0 supports the option to route calls based on either the first or last redirected number when a call is forwarded to Cisco Unity.

## Verify

Call the extension for Phone B and make sure that the voicemail for Phone C answers the call in order to verify this configuration.

## Troubleshoot

There is currently no troubleshooting procedure available for this configuration.

# NetPro Discussion Forums – Featured Conversations

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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**

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