

# How to Transfer a Caller Directly into a Cisco Unity Mailbox

Document ID: 7423

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## Introduction

This document describes how an operator or receptionist can transfer a caller directly into the mailbox of a subscriber without first ringing the subscriber telephone. In Cisco Unity, there are three methods to direct a call to a personal greeting without ringing the telephone. As part of two of these methods, you place a call to Cisco Unity, get to the opening greeting, dial the extension number, #, and 2, and then hang up in order to transfer the caller. When you dial this sequence, the normal call transfer is overridden and the caller hears the personal greeting for the extension number dialed. The difference between these two methods is how the caller gets to the opening greeting. The third method involves the creation of a call handler for each subscriber to send calls directly to their greeting.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

### Conventions

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

## Option 1

Create an extension within the phone system that routes callers to Cisco Unity. Create a call routing rule in Cisco Unity to direct all calls from this extension to the opening greeting.

This workaround applies to all versions of Cisco Unity. Complete these steps for operator transfer to a greeting on another extension:

1. Ask the caller to hold.
2. Press the **Transfer** button and dial the extension number as defined above.
3. When the greeting plays, dial the **extension number**, #, and **2**.
4. Press **Transfer** in order to complete the transfer, and then end the call with the **End Call** button or hang up in order to transfer the call to the personal greeting.

## Option 2

When you press the Message key or call voicemail (if auto–login is enabled), you are prompted to enter the password in order to access your mailbox. You must press a key sequence in order to back out to the opening greeting. In earlier versions of Cisco Unity, you press the asterisk (\*) key twice in order to do this. In Cisco Unity 2.4.6, the pound (#) key is used.

Here is a summary of the behavior of the asterisk key by version:

### Versions earlier than Cisco Unity 2.4.5.66

When you call Cisco Unity from the phone of a subscriber, you can press \*\* to access the Goodbye handler, at which point you can dial an extension or mailbox.

### Cisco Unity 2.4.5.66

From anywhere in the subscriber conversation, you are disconnected when you press \*\*. When you call Cisco Unity from the phone of a subscriber, you can press \*\* in order to hang up. This makes it difficult for a subscriber to dial an extension or mailbox from a subscriber phone if auto–login is enabled. This also makes it difficult for an operator or administrator to send someone directly into the voicemail of another subscriber. The workaround is to set up an extension that the subscriber can dial that does not try to log them in to the message box.

### Cisco Unity 2.4.6

The system restarts at the opening greeting when a user presses # from the "Please enter your security code" prompt, as well as from the "Please enter your ID" prompt.

Here are summaries, by version, of the steps for Option 2 used for operator transfer to a greeting on another extension:

### Cisco Unity 2.46 and Later

Complete these steps:

1. Ask the caller to hold.
2. Press the **Transfer** button or **Messages** key.
3. Press #, wait a second, and then dial the extension number, #, and **2**.
4. Press **End Call** or hang up in order to transfer the call to the personal greeting.

### Versions earlier than Cisco Unity 2.46

Complete these steps:

1. Ask the caller to hold.
2. Press the **Transfer** button or the **Messages** key.
3. Press \*\*, wait a second, and then dial the extension number, #, and **2**.

## Option 3

This option has a lot of initial set-up work. Create a call handler for each subscriber mailbox that you want Cisco Unity to forward to. Configure these alternate extensions such that:

- The alternate greeting is enabled and set to **Blank**.
- The after-greeting action is set to **send to greeting for** and points to the mailbox of the subscriber.
- In Cisco CallManager, create a computer telephony integration (CTI) route point with a unique extension for the mailbox of the subscriber (in this case, 223) and **Forward All** to the Voice Mail pilot number.
- Add an extension to the call handler in the Extension (optional): field.

Keep a standard numbering scheme, such as 123 for the subscriber extension and 223 for the alternate extension. All calls that are transferred to 223 go directly to the greeting of 123.

1. Ask the caller to hold.
2. Press **Transfer**.
3. Dial **223**.
4. Press **End Call** or hang up in order to transfer the call to the personal greeting.

### You might want to use call handlers in these ways:

- As an automated attendant A call handler can be used in place of a human operator to answer and direct calls by playing greetings and responding to touchtones. The automated attendant can provide a menu of options (for example, "For Sales, press 1; for Service, press 2; for our business hours, press 3.").
- Offer prerecorded audiotext A call handler can be used to provide information that customers request frequently (for example, "Our normal business hours are Monday through Friday, 8 a.m. to 5 p.m.").
- As a message recipient A call handler can be used to take messages for the organization (for example, "All of our customer service representatives are busy. Please state your name, phone number, and account number, and we will return your call as soon as possible.").
- Transfer calls A call handler can be used to route callers to a subscriber (for example, after hours, you could transfer calls that come to a technical support call handler directly to the cell phone of the person who is on call), or to another call handler.

**Note:** You can use **Alternate Extensions** also to offer easy message access on direct calls from a cell phone, home phone, or phone at an alternate work site, if you assume that the phone number is passed along to Cisco Unity from these other phone systems. In addition, when such phones are used as alternate extensions, and are set to forward to Cisco Unity, callers can listen to the subscriber greeting, and leave messages for the subscriber just as they would when they dial the primary extension for the subscriber. Refer to Subscriber Alternate Extension Settings for information on how to set up Alternate Extension.

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## Related Information

- **Call Handler Settings Release 3.1(3)**
  - **Transfer a Caller Directly into a Unity Express Mailbox**
  - **Importing and Creating Subscribers In Cisco Unity**
  - **Transferring Calls Directly to Voice Mail with Cisco CallManager**
  - **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
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Updated: Aug 04, 2006

Document ID: 7423

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