



# Troubleshooting Call Transfers and Call Forwarding in Cisco Unity Connection 10.x

See the following sections:

- [Calls Not Transferred to the Correct Greeting, page 15-1](#)
- [Problems with Call Transfers \(Cisco Unified Communications Manager Express SCCP Integrations Only\), page 15-5](#)
- [User Hears a Reorder Tone When Answering a Notification Call from Unity Connection, page 15-5](#)



**Note**

For call transfer problems that occur on newly installed systems, see the applicable *Integration Guide for Cisco Unity Connection*, at [http://www.cisco.com/en/US/products/ps6509/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html).

If you encounter a call transfer problem that is not described in this chapter, contact the Cisco Technical Assistance Center (TAC).

## Calls Not Transferred to the Correct Greeting

When calls are not transferred to the correct greeting, use the following task list to determine the cause and to resolve the problem.

Following are the tasks to troubleshoot call transfers to wrong greetings:

1. Confirm that the forward timer in the phone system is synchronized with the Rings to Wait For setting in Cisco Unity Connection. See the “[Confirm that Forward Timer in the Phone System is in Synchrony with the Rings to Wait For Setting in Unity Connection](#)” section on page 15-2.
2. Confirm that the phone system programming enables callers to hear the personal greeting of the user. See the “[Confirm that Phone System Integration Enables Playing the User Personal Greeting for Callers](#)” section on page 15-3.
3. Confirm that the busy greeting is supported and enabled. See the “[Confirming that Busy Greeting is Supported and Enabled](#)” section on page 15-3.
4. Confirm that the caller reaches the intended destination based on the search scope. See the “[Confirming that Search Scope Configuration Sends Call to Intended Destination](#)” section on page 15-4.

## Confirm that Forward Timer in the Phone System is in Synch with the Rings to Wait For Setting in Unity Connection

For supervised transfers, the number of rings that Cisco Unity Connection waits before routing a call to a user personal greeting (or to another extension) can be reconfigured. If the phone system is programmed to forward calls, confirm that the phone system waits longer to forward a call than Unity Connection waits before taking a message.

If the phone system is forwarding the call to another extension before Unity Connection can take a message, the following may occur:

- The caller does not hear the beginning of the user personal greeting. (For example, the user greeting is “Hi, this is Maria Ramirez. Please leave a message after the tone.” But the caller hears only “...message after the tone.”)
- The call is forwarded to another phone (for example, the operator) rather than to the personal greeting of the user.
- The call is forwarded to the opening greeting.
- The caller hears only ringing.

### To Synchronize the Forward Timer and the Rings to Wait For Setting

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- Step 1** In the phone system programming, find and note the setting of the forward timer.
- Step 2** In Cisco Unity Connection Administration, expand **Users**, then select **Users**. On the Search Users page, select the alias of the user whose calls are not being routed to the correct greeting.
- Step 3** On the Edit User Basics page, on the **Edit** menu, select **Transfer Rules**.
- Step 4** On the Transfer Rules page, select the name of the active transfer rule.
- Step 5** On the Edit Transfer Rule page, under **Transfer Action**, confirm that the **Extension** option is selected for the **Transfer Calls To** field and that the extension number is correct.
- Step 6** In the **Transfer Type** list, confirm that **Supervise Transfer** is selected.
- Step 7** In the **Rings to Wait For** field, the setting should be two rings fewer than the setting of the forward timer of the phone system, which you noted in [Step 1](#). This setting is typically not greater than four. It specifies the number of rings that Unity Connection waits before routing the call to the personal greeting of the user.

If the settings do not meet the parameters, either reprogram the phone system so that it waits longer before forwarding unanswered calls, or change the **Rings to Wait For** field setting so that Unity Connection routes the call before the phone system forwards it and select **Save**.

- Step 8** To change the default **Rings to Wait For** value for future users, expand **Templates** and select **User Templates**.



**Note** If you change settings in a user template, the settings are not changed for existing users whose accounts were created from that template. Changing the template settings affects only the users who are added after the template changes are made.

- Step 9** On the Search User Templates page, select the alias of the user template that you want to change.



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**Note** If the user template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

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- Step 10** On the Edit User Template Basics page, on the **Edit** menu, select **Transfer Rules**.
  - Step 11** On the Transfer Rules page, select the name of the active transfer rule.
  - Step 12** On the Edit Transfer Rule page, under **Transfer Action**, confirm that the **Extension** option is selected for the **Transfer Calls To** field.
  - Step 13** In the **Transfer Type** list, confirm that **Supervise Transfer** is selected.
  - Step 14** In the **Rings to Wait For** field, enter the same setting that you entered in [Step 7](#).
  - Step 15** Select **Save**.
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## Confirm that Phone System Integration Enables Playing the User Personal Greeting for Callers

When callers hear the opening greeting rather than the user personal greeting, confirm that the phone system integration is correctly set up. If the settings are not correct, call forward to personal greeting and easy message access are not enabled. Do the following procedure.

### To Verify the Phone System Integration Settings

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**.
  - Step 2** Confirm that the settings for the phone system, port group, and ports match those indicated in the applicable *Integration Guide for Cisco Unity Connection*, at [http://www.cisco.com/en/US/products/ps6509/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html).
  - Step 3** Correct any incorrect settings for the phone system integration.
  - Step 4** Confirm that the extension that the caller reached is the same as the primary or alternate extension of the user.
  - Step 5** If callers still hear the opening greeting after dialing the user extension, contact Cisco TAC.
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## Confirming that Busy Greeting is Supported and Enabled

When a call arrives at a busy extension and is forwarded to Unity Connection, phone systems typically send the reason for forwarding (the extension is busy) along with the call.

If Unity Connection does not play the user busy greeting for the caller, the cause may be one of the following:

- The phone system does not provide the necessary call information to support the busy greeting. See the “Integration Functionality” section in the applicable *Integration Guide for Cisco Unity Connection*, at [http://www.cisco.com/en/US/products/ps6509/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html).
- The user has not enabled the busy greeting. See the *User Guide for the Cisco Unity Connection Phone Interface (Release 10.x)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/user/guide/phone/b\\_10xcucugphone.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/phone/b_10xcucugphone.html) or the *User Guide for the Cisco Unity Connection Messaging Assistant Web Tool (Release 10.x)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/user/guide/assistant/b\\_10xcucugasst.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/assistant/b_10xcucugasst.html).
- The alternate greeting for the user is enabled and overrides the busy greeting. See the *User Guide for the Cisco Unity Connection Phone Interface (Release 10.x)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/user/guide/phone/b\\_10xcucugphone.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/phone/b_10xcucugphone.html) or the *User Guide for the Cisco Unity Connection Messaging Assistant Web Tool (Release 10.x)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/10x/user/guide/assistant/b\\_10xcucugasst.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/10x/user/guide/assistant/b_10xcucugasst.html).

## Confirming that Search Scope Configuration Sends Call to Intended Destination

If a caller enters digits to transfer to an extension from the automated attendant or from a user greeting and reaches an unintended destination, check the search scope of the call at the point where the caller enters the digits. Unity Connection uses the search scope to match the extension that the caller dials to an object with this extension, such as a user, contact, or remote contact at a VPIM location. In particular, if your dial plan includes overlapping extensions, it is possible for the caller to enter an extension that matches multiple users or other Unity Connection objects and be transferred to a different object than the caller expects to reach.

To make a match by extension, Unity Connection checks the search space that is currently defined as the search scope for the call. Unity Connection searches the partitions in this search space in the order that they appear in the Assigned Partitions list in Cisco Unity Connection Administration, and returns the first result found.

The search scope of the call when the caller reaches a system call handler is defined by the Search Scope setting on the Call Handler Basics page for the handler, and may either be explicitly set to a particular search space, or may be set to inherit the search space from the call, in which case it may have been set by a previous handler or by the last call routing rule that processed the call. When a user greeting is played, the search scope of the call is defined by the Search Scope setting on the User Basics page for the user in Cisco Unity Connection Administration.

You can trace the search scope of a call by enabling the CDE micro trace (level 4 Search Space). For detailed instructions on enabling the traces and viewing the trace logs, see the “[Diagnostic Traces in Cisco Unity Connection 10.x](#)” chapter.

## Problems with Call Transfers (Cisco Unified Communications Manager Express SCCP Integrations Only)

For Cisco Unified Communications Manager Express SCCP integrations only, call transfers may not work correctly (for example, the call may be dropped or the caller may be left on hold indefinitely). A possible cause for this problem is that the phone system integration is not correctly configured for Cisco Unified Communications Manager Express.

### To Configure the SCCP Integration for Cisco Unified Communications Manager Express

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- Step 1** In Cisco Unity Connection Administration, expand **Telephony Integrations**, then select **Port Group**.
  - Step 2** On the Search Port Groups page, select the port group name that is used by the Cisco Unified CM Express SCCP integration.
  - Step 3** On the Port Group Basics page, on the **Edit** menu, select **Servers**.
  - Step 4** Under Cisco Unified Communications Manager Servers, in the **Server Type** column, select **Cisco Unified Communications Manager Express** and select **Save**.
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## User Hears a Reorder Tone When Answering a Notification Call from Unity Connection

Unity Connection requires a minimum **Rings to Wait For** setting of three rings to properly transfer a call or to make a message notification call. If the number of rings to wait is set to fewer than three for notification devices or call handlers, a user may hear the reorder tone instead of the Unity Connection conversation when called by Unity Connection.

### To Correct the Rings to Wait For Setting

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- Step 1** In Cisco Unity Connection Administration, expand **Users**, then select **Users**. On the Search Users page, select the alias of the user who is hearing a reorder tone when answering a call from Unity Connection.
  - Step 2** On the Edit User Basics page, on the **Edit** menu, select **Notification Devices**.
  - Step 3** On the Notification Devices page, select the display name of a notification device.
  - Step 4** On the Edit Notification Device page, under **Phone Settings**, set the **Rings to Wait** field to three or more rings and select **Save**.
  - Step 5** On the **User** menu, select **Notification Devices**.
  - Step 6** Repeat [Step 3](#) through [Step 5](#) for each remaining notification device.
  - Step 7** To change the default **Rings To Wait** value for future users, expand **Templates** and select **User Templates**.

**Note**

If you change settings in a user template, the settings are not changed for existing users whose accounts were created from that template. Changing the template settings affects only the users who are added after the template changes are made.

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- Step 8** On the Search User Templates page, select the alias of the user template that you want to change.
- Step 9** On the Edit User Template Basics page, on the **Edit** menu, select **Notification Devices**.
- Step 10** On the Notification Devices page, select the display name of a notification device.
- Step 11** On the Edit Notification Device page, under **Phone Settings**, set the **Rings to Wait** field to three or more rings and select **Save**.
- Step 12** On the User menu, select **Notification Devices**.
- Step 13** Repeat [Step 10](#) through [Step 12](#) for each remaining notification device.
- Step 14** Expand **Call Management**, then select **System Call Handlers**.
- Step 15** On the Search Call Handlers page, select the display name of a call handler.
- Step 16** On the Edit Call Handler Basics page, on the **Edit** menu, select **Transfer Rules**.
- Step 17** View the Standard, Alternate, and Closed rules. In the **Transfer Type** field, if Supervise Transfer is selected for any of the rules, confirm that the Rings to Wait For field is set to three or more rings. If **Rings to Wait For** is set correctly, and the user still hears a reorder tone when answering a call from Unity Connection, contact Cisco TAC.
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