CHAPTER 20

Hold Reversion

The Hold Reversion feature alerts a phone user when a held call exceeds a configured time limit.

This chapter provides information on the following topics:

Introducing Cisco Hold Reversion

The Hold Reversion feature alerts a phone user when a held call exceeds a configured time limit. When the held call duration exceeds the limit, Cisco Unified Communications Manager generates alerts, such as a ring or beep, at the phone to remind the user to handle the call. The held call becomes a reverted call when the hold duration exceeds the configured time limit.

Note Throughout this chapter, references to reverted calls apply only to reverted calls that are invoked by the hold reversion feature; these references do not apply to other reverted call types, such as park reverted calls.

As administrator, you can configure hold reversion for any DN that is associated with a phone that is on the same Cisco Unified Communications Manager cluster. The phone device that is associated with the line must support this feature, or hold reversion does not activate. When multiple phone devices share a line, only those devices that support hold reversion can use this feature.

Note Cisco Hold Reversion applies specifically to calls that an end user puts on hold. You cannot activate this feature on calls that the system or network puts on hold; for example, during conference or transfer operations.

The types of alerts that are generated at the phone for reverted calls depend on the capabilities of the phone device. Cisco Unified Communications Manager provides the following alerts when the hold reversion feature activates, depending on the capabilities of the phone and the firmware release that is installed.

- The phone rings once or beeps once.
- The status line briefly displays “Hold Reversion” for the reverted call at the user phone.
- The LED next to the line button flashes continuously on the phone handset, like other alerting operations.
- A “wobbling” handset icon displays for a reverted call.

Refer to the Cisco Unified IP Phone administration guides for Cisco Unified IP Phone models that support hold reversion and this version of Cisco Unified Communications Manager for more information about your phone capabilities.

The following sections provide information on the Cisco Hold Reversion feature:

- Understanding How Cisco Hold Reversion Works, page 20-2
- System Requirements, page 20-6
- Interactions and Restrictions, page 20-7
- Installing Cisco Hold Reversion, page 20-9
- Configuring Cisco Hold Reversion, page 20-9

Understanding How Cisco Hold Reversion Works

To enable hold reversion, you configure timer settings for your cluster or for specific phone lines.

- When hold reversion is enabled for the cluster, the hold reversion feature gets invoked when a call that a user at your site puts on hold exceeds the configured time limit, unless the feature is disabled for that line or the phone does not support the hold reversion feature.
- When hold reversion is enabled for a line but not for the cluster, only calls that are received on that line can invoke the hold reversion feature.
- When hold reversion is enabled for both the line and the cluster, the timer settings for the line override the timer settings for the cluster.

The following sections provide detailed operations information:

- Hold Reversion Alerting Operations, page 20-3
- Call Focus Operations, page 20-3
- How to Retrieve Reverted Calls, page 20-4

Hold Reversion Alerting Operations

Table 20-1 provides a summary of hold reversion alerting operations for different call scenarios when hold reversion is invoked for a line or cluster. These operations apply to incoming calls and outgoing calls that a phone user puts on hold.

Hold reversion ring uses the ring settings that are defined in Cisco Unified Communications Manager Administration for that user, except that flash gets converted to flash once and ring gets converted to ring once. If the ring setting specifies disabled, the phone will not ring, flash, or beep.

If the user has another active call, the user also receives call waiting tone once on the reverted call.

Table 20-1 Hold Reversion Alerting Operations

Scenario	Alerting Operations
Incoming call alerting before hold reversion activates	No hold reversion alerts get sent to the holding phone until the incoming call is answered (except for the hold reversion icon).
Incoming call alerting after hold reversion activates	No additional alerts get sent to the holding phone until the incoming call is answered.
Shared line	Only the device that initiates the held call receives alerts. Other instances of the shared line do not receive alerts.
Multiple reverted calls on the same phone device or on the same phone line with no incoming call	All reverted calls receive alerts. You can configure different alert intervals for different lines.
Mutual hold	Both parties can receive hold reversion alerts.
Holding party represents one-sided call; for example, another feature splits the call or redirects the call	Hold reversion alerts get delayed until the holding party reassociates with another party.

Call Focus Operations

A reverted call must have focus, meaning be highlighted on the phone, before it can be retrieved.

The call focus priority specifies which call type, incoming calls or reverted calls, has priority for user actions, such as going off hook. At Cisco Unified Communications Manager installation, incoming calls have priority.

You can configure which call type has priority. For example, when incoming calls are configured with a higher priority, if a held call is in the reverted state and the phone goes off hook, Cisco Unified Communications Manager resumes the reverted call only when no incoming call is present.

If the user puts multiple calls on hold for the same line or on the same phone and more than one call is in the reverted state, the oldest call keeps focus, and Cisco Unified Communications Manager resumes the oldest reverted call first, unless an incoming call exists (when incoming calls have priority) or the user chooses to resume another reverted call. Users can choose to retrieve another reverted call by highlighting the call and pressing the Select softkey.

If the phone device of the user has a remote-in-use call and a reverted call, Cisco Unified Communications Manager retrieves the reverted call on off hook.

See the "Call Focus Priority" section on page 20-9 for more information about call focus configuration settings for this feature.

How to Retrieve Reverted Calls

When the reverted call has focus, users can retrieve the reverted call by

- Picking up the handset
- Pressing the speaker button on the phone
- Pressing the headset button
- Selecting the line that is associated with the reverted call
- Pressing the Resume softkey

These actions assume that the handset is idle and the speaker is not already on.

Note Refer to the Cisco Unified IP Phone user guides for Cisco Unified IP Phone models that support hold reversion and this version of Cisco Unified Communications Manager for more information.

Timer Deactivation

The hold reversion alerting timers for the hold reversion feature stop when

- The user retrieves a held call.
- The user invokes another feature on the same call.
- The held call gets released.

If the call is not resumed before the clusterwide Maximum Hold Duration Timer system setting expires, Cisco Unified Communications Manager stops the reminder alerts and clears the call. If the Maximum Hold Duration Timer specifies 0, the call remains on hold until the clusterwide Maximum Call Duration Timer setting expires and Cisco Unified Communications Manager clears the call.

See Interactions for more information about how hold reversion works with Cisco Unified Communications Manager applications and call-processing features.

Examples

The following examples describe how hold reversion works in Cisco Unified Communications Manager:

- Example: Hold Reversion Feature Disabled, page 20-5
- Example: Reverted Call and New Outgoing Call, page 20-5
- Example: Shared Line, page 20-5
- Example: Multiple Reverted Calls on the Same Line, page 20-5
- Example: Multiple Reverted Calls on Different Lines with Incoming Call, page 20-6

In these examples, the hold reversion duration timer, which defines when to activate hold reversion, specifies a setting of 30, and the hold reversion interval timer, which defines when to send reminder alerts, specifies a setting of 20.

Example: Hold Reversion Feature Disabled

User A calls user B, who exists in the same cluster as user A. User B answers the call and puts the call on hold. If MOH is configured for held calls, user A receives music.

Because hold reversion is not enabled for the DN, user B does not receive alerts to indicate that the call remains on hold. The clusterwide Maximum Hold Duration Timer system setting expires, and Cisco Unified Communications Manager clears the call.

Example: Reverted Call and New Outgoing Call

User A calls user B, who exists in the same Cisco Unified Communications Manager cluster as user A. User B answers the call and puts the call on hold. If MOH is configured for held calls, user A receives music.

Cisco Unified Communications Manager notifies user B when the held call assumes the reverted state—after 30 seconds, Cisco Unified Communications Manager sends the message “Hold Reversion” to the phone and rings the phone once (or beeps or flashes once) on the holding DN. (Your phone may support additional alerting mechanisms.)

User B goes off hook to make an outgoing call when the held call is in the reverted state. Cisco Unified Communications Manager resumes the held call. User B cannot make a new outgoing call.

Example: Shared Line

User A and user B exist in the same cluster. User A calls a shared line on user B phone. User B puts the call on hold. If MOH is configured for held calls, user A receives music.

Cisco Unified Communications Manager notifies user B when hold reversion activates for the call—after 30 seconds, Cisco Unified Communications Manager sends the message “Hold Reversion” to the phone and rings the phone once (or beeps or flashes once) on the holding DN. (Your phone may support additional alerting mechanisms.) Other users on the shared line do not receive reverted call alert.

Until user B retrieves the reverted call, Cisco Unified Communications Manager sends periodic reminder alerts every 20 seconds to the holding phone for the DN—Cisco Unified Communications Manager sends the message “Hold Reversion” to the phone and rings the phone once (or beeps or flashes once) on the holding DN at the configured intervals. (Your phone may support additional alerting mechanisms.) No other users on the shared line receive reminder alerts.

User B receives no other calls on the phone. The call has focus, and user B goes off hook. User B retrieves the reverted call.

Note When the held party is a shared line, other line appearances show normal indicators for a remote-in-use call. When the holding party is a shared line, the remote-in-use indicator does not display on other line appearances after the user puts the call on hold; the remote-in-use indicator redisplays on the other line appearances when the user reconnects with the call. If another user on the shared line picks up the reverted call, the phone of the holding party displays the remote-in-use indicator and no longer displays hold reversion alerts. If the holding party drops off the call, for example, gets released by an application, the hold reversion timers deactivate.

Example: Multiple Reverted Calls on the Same Line

User A and user C call user B on the same DN; user B has Hold Reversion enabled, and call A is a reverted call.

User B answers the call from User C and puts the call on hold. If MOH is configured for held calls, user C receives music.

Cisco Unified Communications Manager notifies user B when call C assumes the reverted state—after 30 seconds, Cisco Unified Communications Manager sends the message “Hold Reversion” to the phone and rings the phone once (or beeps or flashes once) on the holding DN. (Your phone may support additional alerting mechanisms.) User B gets reminder alerts for both calls every 20 seconds.

Call A has focus, and user B retrieves the reverted call from user A.

Example: Multiple Reverted Calls on Different Lines with Incoming Call

User A calls on line B1 for user B, who has hold reversion configured on both B1 and B2. User B puts user A on hold. If MOH is configured for held calls, user A receives music.

User C calls on line B2 for user B. User B puts user C on hold. If MOH is configured for held calls, user C receives music.

Both held calls enter the reverted state when they exceed the preconfigured time limit of 30 seconds. User B gets hold reversion alerts for both held calls.

An incoming call comes in on line B3. Incoming calls have focus priority. User B goes off hook and answers the incoming call. User B ends the B3 call.

User B goes off hook and resumes the B1 call. User B still receives reminder alerts every 20 seconds for call B2. User B presses the Resume softkey. Call B1 gets put on hold, and call B2 gets connected.

Cisco Unified Communications Manager restarts the timer for activating the hold reversion feature on call B1.

System Requirements

Cisco Hold Reversion requires the following software components:

- Cisco Unified Communications Manager 6.0 or later
- Cisco CallManager service that is running on at least one server in the cluster
- Cisco CTIManager service that is running on at least one server in the cluster
- Cisco Database Layer Monitor service that is running on the same server as the Cisco CallManager service
- Cisco RIS Data Collector service that is running on the same server as the Cisco CallManager service
- Cisco Tftp service that is running on at least one server in the cluster
- Cisco Unified Communications Manager Locale Installer; that is, if you want to use non-English phone locales or country-specific tones (see the *Cisco Unified Communications Operating System Administration Guide* for information on locale installers)

Supported Cisco Unified IP Phones and Devices

The following Cisco Unified IP Phones (SCCP) support hold reversion: 7906G, 7911G, 7920, 7931G, 7940G, 7941G and 7941G-GE, 7960G, 7961G and 7961G-GE, 7970G and 7971G-GE. These phones must connect to a Cisco Unified Communications Manager that is running SCCP version 9.0 or later and require firmware version 8.0(3) or later for the hold reversion feature.

The following Cisco Unified IP Phones (SIP) support hold reversion: 7906, 7911, 7941, 7961, 7970, and 7971. Version 8.3(1) phone firmware is required.

Cisco IP Communicator also supports hold reversion. The CTI port also supports the hold reversion feature as a supported device.

Interactions and Restrictions

The following sections describe the interactions and restrictions for hold reversion:

- Interactions, page 20-7
- Restrictions, page 20-8

Interactions

The following sections describe how hold reversion interacts with Cisco Unified Communications Manager applications and call processing:

- Music on Hold
- Call Park
- MLPP
- CTI Applications

Music on Hold

Cisco Unified Communications Manager supports MOH on a reverted call if MOH is configured for a normal held call.

Call Park

If hold reversion is invoked and the held party presses the Park softkey, the holding party still receives hold reversion alerts and can retrieve the call. When the holding party retrieves the call, the holding party receives MOH, if configured.

If the held party parks before the hold duration exceeds the configured time limit, Cisco Unified Communications Manager suppresses all hold reversion alerts until the call is picked up or redirected.

MLPP

When a multilevel precedence and preemption (MLPP) call is put on hold and reverts, the MLPP call loses its preemption status, and the reverted call gets treated as a routine call. After the call reverts, Cisco Unified Communications Manager alerts the user with one ring. Cisco Unified Communications Manager does not play a preemption ring. If a high precedence call becomes a reverted call, Cisco Unified Communications Manager does not play a precedence tone.

CTI Applications

CTI applications can access hold reversion functionality when the feature is enabled for a line or the cluster. Cisco-provided applications such as Cisco Unified Communications Manager Assistant and attendant console provide hold reversion functionality using the CTI interface.

When hold reversion gets invoked, the CTI port receives event notification instead of the audible tone presented on Cisco Unified IP Phones. CTI ports and route points receive the event notification once only, whereas Cisco Unified IP Phones receive alerts at regular intervals.

Refer to the following API documents for information about CTI requirements and interactions with hold reversion:

- *Cisco Unified Communications Manager JTAPI Developer Guide*
- *Cisco Unified Communications Manager TAPI Developer Guide*

Restrictions

The following restrictions apply to the hold reversion feature:

- Cisco Extension Mobility and Cisco Web Dialer features do not support the hold reversion feature.
- This feature does not support SCCP analog phone types, such as ATA 186, DPA-7610, and DPA-7630.
- Only certain on-net phone devices that are running SCCP within a cluster can invoke the hold reversion feature.
- When hold reversion is enabled for the cluster, the phone must have the ability to support the hold reversion feature, or the feature does not activate.
- Shared line devices cannot configure different hold reversion timers.
- Hold reversion ring uses the ring settings that Cisco Unified Communications Manager Administration defines for that user (disable, flash only, ring once, ring, beep only) except that flash gets converted to flash once, and ring gets converted to ring once.
- The maximum number of reverted calls that are allowed on a line equals the maximum number of calls setting for your cluster.
- Refer to the Cisco Unified IP Phone administration guides for Cisco Unified IP Phone models that support hold reversion and this version of Cisco Unified Communications Manager for any phone restrictions with hold reversion.
- To enable this feature with CTI applications, ensure that the CTI application is certified to work with this feature and this Cisco Unified Communications Manager release. Otherwise, the CTI application may fail because the hold reversion feature may affect existing CTI applications. This feature gets disabled by default. Refer to the following API documents for information about CTI requirements:
  - *Cisco Unified Communications Manager JTAPI Developer Guide*
  - *Cisco Unified Communications Manager TAPI Developer Guide*

Installing Cisco Hold Reversion

Cisco Hold Reversion automatically installs when you install Cisco Unified Communications Manager. After you install Cisco Unified Communications Manager, you must configure hold reversion feature settings in Cisco Unified Communications Manager Administration to enable the feature.

Configuring Cisco Hold Reversion

For successful configuration of the hold reversion feature, review the steps in the configuration checklist, perform the configuration requirements, and activate the Cisco CallManager service. The following sections provide detailed configuration information:

- Hold Reversion Timers, page 20-9
- Call Focus Priority, page 20-9

Hold Reversion Timers

Two timers in Cisco Unified Communications Manager specify the alert operations for hold reversion:

- The Hold Reversion Duration timer specifies the wait time before a reverted call alert gets issued to the phone of the holding party.
- The Hold Reversion Notification Interval timer specifies the frequency of the periodic reminder alerts to the holding party phone.

For example, a duration timer setting of 20 and an interval setting of 30 means that Cisco Unified Communications Manager will issue the first alert after 20 seconds and a reminder alert every 30 seconds thereafter. The hold reversion feature activates when the hold reversion duration timer times out (after 20 seconds).

See Configuring Call Reversion Timer Settings for the hold reversion timer configuration procedure.

At installation, the value of the hold reversion duration timer settings specifies 0, which means that the feature is disabled. The hold reversion duration line settings remain empty.

Call Focus Priority

When a phone has a reverted call and an incoming call alerting, the call focus priority specifies which call type has focus, meaning which call type has priority for user actions, such as going off hook. At Cisco Unified Communications Manager installation, incoming calls have priority.

As administrator, you configure the Reverted Call Focus Priority setting for a device pool, which you then assign to a phone device in Cisco Unified Communications Manager Administration. The focus priority for the device pool that is associated with the phone applies to reverted and incoming calls that appear on the same line or on different lines on the phone device.

See “Configuring Call Focus Priority” section on page 20-11 for the call focus priority configuration procedure.

Configuration Tips for Cisco Hold Reversion

Consider the following information when you configure the hold reversion feature in Cisco Unified Communications Manager Administration:

- You must set the Hold Reversion Duration timer and Hold Reversion Notification Interval timer settings for your cluster for Cisco CallManager service updates.
- At installation, the Hold Reversion Duration timer specifies 0, which disables the feature.
- You cannot configure hold reversion settings for DNs that are associated with phones that do not support this feature.
- Configure the Maximum Hold Duration Timer system setting to a value greater than 0; otherwise, a reverted call can remain on hold until the Maximum Call Duration Timer expires.
- If you configure the Maximum Hold Duration Timer to a value less than the Hold Reversion Duration timer, the hold reversion feature does not activate.
- If you leave either the Hold Reversion Duration timer setting or Hold Reversion Notification Interval timer setting blank in the Directory Number Configuration window, Cisco Unified Communications Manager uses the hold reversion timer settings for the cluster. If you configure a value for either timer in the Directory Number Configuration window, Cisco Unified Communications Manager uses the timer settings for the line.
- If you configure the Hold Reversion Duration timer for either the cluster or a line to a value greater than 0 but do not configure the Hold Reversion Notification Interval timer, Cisco Unified Communications Manager sends just one alert, when the call assumes the reverted state. If you configure the Hold Reversion Notification Interval timer for either the cluster or the line but do not configure Hold Reversion Duration timer to a value greater than 0, the hold reversion feature does not activate.
- Only Cisco Unified IP Phones that support the hold reversion feature display the hold reversion timer settings in the Directory Number Configuration window. If a Cisco Unified IP Phone that supports hold reversion shares a line with a phone device that does not support hold reversion, the hold reversion configuration settings display only for the line on the supporting device.
- If a shared-line device disables this feature, hold reversion gets disabled on all other devices that share that line.
- If the ring settings that are configured for the phone specify Disabled, the phone will not ring, flash, or beep for the hold reversion feature.
- Changing the hold reversion duration timer requires a reset of the device; changing the reverted call priority field requires reset of devices in that device pool.
- To fully disable the hold reversion feature after it is enabled, be sure to disable the Hold Reversion Duration timer on every line in addition to disabling the clusterwide settings.

Configuration Checklist for Cisco Hold Reversion

Table 20-2 shows the steps to configure the hold reversion feature. This procedure assumes that you have configured DNs for phones or are using auto-registration.

- For more information about DN settings and assigning a device pool to a phone, refer to Cisco Unified IP Phone Configuration and Understanding Directory Numbers in the *Cisco Unified Communications Manager Administration Guide*.

- For more information about device pool settings, refer to Device Pool Configuration in the *Cisco Unified Communications Manager Administration Guide*.
- For more information about settings for Cisco Unified Communications Manager, choose **System** > **Service Parameters**, select a server and the Cisco CallManager service, and click the "**?**" icon at the top of the window.
- For related documentation, see Where to Find More Information.

Table 20-2 Cisco Hold Reversion Configuration Checklist

Configuration Steps		Related Procedures and Topics
Step 1	If phone users want the Cisco hold reversion messages to display in a language other than English, or if you want the user to receive country-specific tones for calls, verify that you installed the locale installer.	*Cisco Unified Communications Operating System Administration Guide*
Step 2	(Optional) Configure the Reverted Call Focus Priority setting in the Device Pool Configuration window for a new or existing device pool.	Configuring Call Focus Priority, page 20-11 Configuration Tips for Cisco Hold Reversion, page 20-10 Device Pool Configuration, *Cisco Unified Communications Manager Administration Guide*
Step 3	Configure the hold reversion timer settings.	Configuring Call Reversion Timer Settings, page 20-12 Configuration Tips for Cisco Hold Reversion, page 20-10
Step 4	In the Phone Configuration window, verify that the correct device pool is configured for the Cisco Unified IP Phone(s). If not, apply the correct device pool.	Cisco Unified IP Phone Configuration, *Cisco Unified Communications Manager Administration Guide*
Step 5	In the Phone Configuration window, verify that the correct user locale is configured for the Cisco Unified IP Phone(s).	End User Configuration Settings, *Cisco Unified Communications Manager Administration Guide* *Cisco Unified Communications Operating System Administration Guide*
Step 6	Verify that the Cisco CallManager service is activated in Cisco Unified Serviceability.	*Cisco Unified Serviceability Administration Guide*

Configuring Call Focus Priority

Perform the following procedure to configure the call focus priority setting for the hold reversion feature. You can configure this setting in the Default device pool or in another device pool in the list, or you can create a new device pool for hold reversion feature users.

Note The **Not Selected** setting specifies the reverted call focus priority setting for the default device pool at installation. At installation, incoming calls have priority. You cannot choose this setting in Cisco Unified Communications Manager Administration.

If you are configuring a new device pool, refer to Device Pool Configuration in the *Cisco Unified Communications Manager Administration Guide* for more information.

Procedure

Step 1 From Cisco Unified Communications Manager Administration, choose **System > Device Pool**.

The Find and List Device Pools window displays.

Step 2 To display the device pools list, click **Find,** or use the search results from an active query. Choose a device pool in the Find and List Device Pool window.

Step 3 In the Reverted Call Focus Priority field, choose one of the following settings:

- Choose **Default** to assign highest priority to incoming calls.
- Choose **Highest** to assign highest priority to reverted calls.

Step 4 Click the **Save** button.

Step 5 Reset any devices in the device pool to incorporate the change.

Note Call focus priority gets sent to the phone that is running SIP by its TFTP configuration file.

Additional Information

See the Related Topics section.

Configuring Call Reversion Timer Settings

Perform the following procedure to enable the hold reversion feature and to configure the hold reversion timer settings. This procedure assumes that DNs are configured for a phone or that the phones are using auto-registration.

Consider the following information when you are configuring call reversion timer settings:

- To enable hold reversion for the cluster, change the Hold Reversion Duration timer in the Service Parameters window to a value greater than 0.
- If you do not want to use the default system setting for reminder alerts, configure the Hold Reversion Notification Interval timer in the Service Parameters window. The default value specifies 30 seconds.
- To disable hold reversion for a line when the system setting is enabled, enter a value of 0 for the Hold Reversion Duration timer in the Directory Number Configuration window. If you leave the field empty, Cisco Unified Communications Manager uses the cluster timer setting.
- To enable hold reversion for a line when the system setting is disabled, set the Hold Reversion Duration timer in the Directory Number Configuration window to a value greater than 0. To enable reminder alerts, configure the Hold Reversion Notification Interval timer to a value greater than 0 in the same window or leave it blank to use the cluster setting.
- To configure hold reversion timer settings that differ from the cluster settings when hold reversion is enabled, enter different values for the hold reversion timers in the Directory Number Configuration window.

Procedure

Step 1 Find the hold reversion timers for a line or the cluster:

- To enable hold reversion and configure timer settings for the cluster, choose **System > Service Parameters** in Cisco Unified Communications Manager Administration.
  - From the Server drop-down list box, choose the server that is running the Cisco CallManager service.
  - From the Service drop-down list box, select the Cisco CallManager service.

  The Service Parameters Configuration window displays. Go to Step 2.
- To enable or disable hold reversion and configure hold reversion timer settings for a line, choose **Device > Phone** in Cisco Unified Communications Manager Administration. Click **Find** to display the device pools list, or use the search results from an active query.
  - Choose a device from the phone list that displays in the Find and List Phones window. The Phone Configuration window displays.
  - In the phone configuration window, choose a Directory Number from the list at the left.

  The Directory Number Configuration window displays. Go to Step 2.

Step 2 Configure the hold reversion timers:

- In the Hold Reversion Duration (sec) field, enter a value greater than 0 to enable the hold reversion feature. To disable the hold reversion feature, enter a 0. You can enter a value from 0 to 1200 seconds (inclusive). This timer notifies a user when a held call enters the reverted state.
- If you do not want to use the existing setting for reminder alerts, enter a value between 0 to 1200 seconds (inclusive) in the Hold Reversion Notification Interval (sec) field. Cisco Unified Communications Manager uses this timer to schedule periodic reminder alerts to the phone of the holding party for reverted calls. If you enter a 0, no reminder alerts get sent.

Step 3 Click the **Save** button

Step 4 Reset any devices to incorporate changes in the Directory Number Configuration window.

Step 5 Repeat this procedure to configure additional timers.

Additional Steps

In the Phone Configuration window, verify that the correct device pool is configured for the Cisco Unified IP Phone(s). If not, apply the correct device pool.

Additional Information

See Related Topics section.

Providing Cisco Hold Reversion Information to Users

The Cisco Unified IP Phone user guides provide procedures for how to use the hold reversion feature on supported Cisco Unified IP Phones. Use this guide and the **?** button help that displays on the phone for more information.

Troubleshooting Cisco Hold Reversion

Use the Cisco Unified Serviceability Trace Configuration and Cisco Unified Real-Time Monitoring Tool to help troubleshoot hold reversion problems. Refer to the *Cisco Unified Serviceability Administration Guide*.

Where to Find More Information

Related Topics

- Device Pool Configuration, *Cisco Unified Communications Manager Administration Guide*
- Cisco Unified IP Phone Configuration, *Cisco Unified Communications Manager Administration Guide*
- End User Configuration Settings, *Cisco Unified Communications Manager Administration Guide*
- Service Parameters Configuration, *Cisco Unified Communications Manager Administration Guide*

For more information about phones, refer to the following sections:

- Phone Features, *Cisco Unified Communications Manager System Guide*
- Cisco Unified IP Phones User Guides and Administration Guides for phone models that support hold reversion and this release of Cisco Unified Communications Manager

Additional Cisco Documentation

- *Cisco Unified Communications Manager Administration Guide*
- *Cisco Unified Communications Manager System Guide*
- *Cisco Unified Serviceability Administration Guide*
- *Cisco Unified Communications Manager Locale Installer*