



Call Transfers

About Call Transfer Problems

Call transfer problems fall into two categories:

Problems on a newly installed or upgraded system

For call transfer problems that occur on newly installed systems or on systems that have just been upgraded, refer to the Cisco Unity integration guide for your system.

Problems on an existing system

See the [“Calls Are Not Transferred to the Correct Greeting” section on page 3-1](#), the [“Extensions or Ports Are Remapped Incorrectly” section on page 3-5](#), or the [“Subscriber Hears a Reorder Tone When Answering a Call from Cisco Unity” section on page 3-7](#).

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

Calls Are Not Transferred to the Correct Greeting

Possible causes are:

The Forward Timer in the Phone System Is Out of Sync with the “Rings to Wait For” Setting in Cisco Unity

For supervised transfers, the number of rings that Cisco Unity waits before routing a call to a subscriber 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 Cisco Unity waits before taking a message.

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

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

To determine whether the phone system is waiting longer to forward a call than Cisco Unity is waiting to take a message (non-IP phone systems only)

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- Step 1** In the phone system programming, find the value of the forward timer.
 - Step 2** In the Cisco Unity Administrator, click **Subscribers > Subscribers > Call Transfer**.
 - Step 3** Click **Find**, and find the subscriber whose calls are not being routed to the correct greeting.
 - Step 4** In the Transfer Incoming Calls to Subscriber’s Phone section, confirm that **Yes, Ring Subscriber’s Extension** is checked.
 - Step 5** In the Transfer Type section, confirm that **Supervise Transfer** is checked.
 - Step 6** In the Rings To Wait For box, the value should be two rings less than the value of the forward timer of the phone system, which you found in [Step 1](#); this value is typically not greater than four, and never greater than eight. This value specifies the number of rings that Cisco Unity waits before routing the call to the subscriber personal greeting.

If the values do not meet the parameters, either reprogram the phone system so it waits longer before forwarding unanswered calls, or change the value in the Rings To Wait For box so that Cisco Unity routes the call before the phone system forwards it.

- Step 7** To change the default Rings To Wait For value for all subscribers, click **Subscribers > Subscriber Template > Call Transfer** page.

If you change the value in the subscriber template, the value for existing subscriber accounts is not changed. Changing the template affects only the value for subscriber accounts that are created after the template is changed. For more information on subscriber templates, refer to the “[Overview: Subscriber Template Settings](#)” section in the “[Subscriber Template Settings](#)” chapter of the *Cisco Unity System Administration Guide*.

- Step 8** Determine if the phone system changes the ringback cadence after a certain number of rings. If so, in the Cisco Unity Administrator, set the Rings To Wait For value to a number less than the number of rings at the initial cadence.

- Step 9** If you have determined that the phone system is waiting longer to forward a call than Cisco Unity is waiting to take a message, but Cisco Unity still is not routing calls to the correct greeting, run the Learn Tones utility. For more information, see the “[Learn Tones](#)” section on page 9-7.

If you have run the Learn Tones utility, and Cisco Unity still is not routing calls to the correct greeting, contact Cisco TAC.

Phone System Programming Causes Callers to Hear the Opening Greeting Instead of a Subscriber Personal Greeting

Confirm that the integration is enabled and that the phone system settings are correct. If the settings are incorrect, call forward to personal greeting and easy message access will not be enabled.

To verify the integration and the phone system settings (Cisco CallManager only)

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- Step 1** In the Cisco Unity Administrator, click **System > Licensing > Licensed Features**.
- Step 2** In the Integration box, confirm that the setting is **TAPI**.

■ Calls Are Not Transferred to the Correct Greeting

If the Integration box contains a different value, contact your sales representative for the correct system key.

Step 3 Click **System > Switch**.

Step 4 Confirm that the settings match those in the following list. Change the settings if necessary.

Phone System Parameter	Required Settings
Manufacturer	Cisco
Model	CallManager
Switch PBX software version	3.0(1) or later
Integration	TAPI

Step 5 Close the Cisco Unity Administrator.

If you changed any of the phone system settings in [Step 4](#), shut down and restart the Cisco Unity server.

If you have confirmed that the integration is enabled and that the phone system settings are correct, and callers still hear the opening greeting after dialing the subscriber extension, contact Cisco TAC.

To confirm the phone system programming (Ericsson MD-110 only)

Step 1 Confirm that the Prefix digits for forwarded calls and for easy message access are programmed correctly on the phone system.

Step 2 Confirm on the phone system that the called extension has Coverage On No Answer set to forward to the voice messaging system.

Step 3 If you need assistance interpreting the results of the diagnostic log, or making system changes to correct the problem, contact Cisco TAC.

Extensions or Ports Are Remapped Incorrectly

If the extension remapping feature is implemented, one or more extensions or ports may have been remapped incorrectly, and calls will not reach their intended destination. Since extension remapping occurs before any action that is configured in the Cisco Unity Administrator, remapping plans may not work as desired if subscribers have entered call forwarding instructions for their extensions that are remapped or if they receive calls as a result of remapping entries in an .xm file.

To review and test a remapped extension

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- Step 1** Click **CommServer\IntLib\ExtensionMapping\Calling** or **CommServer\IntLib\ExtensionMapping\Forwarding**, as appropriate.
- The forwarding directory contains .xm files that map calls that are forwarded to Cisco Unity, and the calling directory contains .xm files that map direct calls to Cisco Unity.
- Step 2** Review the .xm files for appropriate syntax for all remapped extensions and ports. If you discover an error in the .xm files, change the appropriate entries. See Appendix B in the appropriate Cisco Unity integration guide for remapping syntax rules.
- Step 3** In the phone system programming, review the remapped and destination extensions and ports to be sure they exist and are set up correctly.
- Step 4** Confirm that all extensions in the Forwarding .xm files (both remapped and destination extensions) are set to forward to Cisco Unity on ring-no-answer situations. Change any incorrect entries.
- Step 5** In the Cisco Unity Administrator, click **Subscribers > Subscribers > Call Transfer** for the subscriber or subscribers reporting the problem. Determine if there are any call transfer entries in the Yes, Ring Subscriber at This Number fields for remapped extensions. Discuss the implications with the subscriber and remove the call transfer entry or remapping entries as appropriate.
- Step 6** If you made changes to the .xm remapping files, or to the phone system programming, shut down and restart Cisco Unity.
- Step 7** In Windows Explorer, click **CommServer > MaestroTools.exe**.
- Step 8** Click the **Diagnostic Grid Reg Edit** tab.

- Step 9** Turn on the **MiuGeneral 10** and **MiuCall 15** diagnostics. Optionally, you can also turn on **MIUIntegration 10** to verify extension number information before calls are mapped.
- Step 10** To test an entry in a Calling .exm file, from the remapped extension of the subscriber reporting the problem, call the number to reach Cisco Unity.
- Step 11** When prompted, enter the password for the destination extension. If you are connected to the mailbox of the extension listed in the Calling .exm file, the test is successful and the changes you made in [Step 2](#) or [Step 4](#) corrected the problem. Continue with [Step 12](#). If you were not connected to the mailbox of the extension listed in the Calling .exm file, skip to [Step 15](#).
- Step 12** To test an entry in a Forwarding .exm file, set up test Phone 1. For more information, see the “[Troubleshooting Preparation](#)” section on page 1-1.
- Step 13** From Phone 1, enter the remapped extension of the subscriber who is reporting the problem. Do not answer either of the subscriber extensions.
- Step 14** The called (remapped) extension should ring, then forward to the destination extension as listed in the Forwarding .exm file. If you hear the greeting of the destination extension listed in the .exm file, the test is successful, and the changes you made in [Step 2](#) or [Step 4](#) corrected the problem. Skip to [Step 17](#). If you do not hear the destination extension greeting, continue with [Step 15](#).
- Step 15** Format the diagnostic log by using MaestroTools. The formatted diagnostic log will be located in `CommServer > Logs > diag_AvCsMgr_YYYYMMDD_HHMMSS_fmtd.txt`. See the “[Cisco Unity diagnostic logs](#)” section on page 1-8 for more information on formatting diagnostic logs.
- Step 16** Look at the results of the formatted diagnostic log to determine the source of the problem. Make the appropriate corrections to the .exm file, to the Cisco Unity Administrator, and/or to the phone system programming, and then repeat the test. If you need assistance interpreting the results of the diagnostic log, contact Cisco TAC.
- Step 17** Click **CommServer > MaestroTools.exe**.
- Step 18** Turn off the **MiuGeneral 10**, **MiuCall_15**, and **MIUIntegration10** diagnostics.
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Subscriber Hears a Reorder Tone When Answering a Call from Cisco Unity

A possible cause is:

“Rings to Wait” Settings Are Incorrect

Cisco Unity requires a minimum setting of three rings to wait to properly transfer a call or to make a message notification call. If the number of rings to wait is set to less than three, a subscriber may hear the reorder tone instead of the Cisco Unity conversation.

To set “rings to wait”

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- Step 1** In the Cisco Unity Administrator, click **Subscribers > Subscribers > Message Notification** for the subscriber.
 - Step 2** In the Notification Options section for each device used, set the Wait For How Many Rings Before Hanging Up box to three or more rings.
 - Step 3** Click **Subscribers > Subscriber Template > Message Notification**.
 - Step 4** In the Notification Options section for each device used, confirm that the Wait For How Many Rings Before Hanging Up box is set to three or more rings. This ensures that future subscriber accounts get the correct default value.

If the default setting in the subscriber template is incorrect, you will need to change the value in all subscriber accounts that are based on that template.
 - Step 5** Click **Call Management > Call Handlers > Call Transfer**.
 - Step 6** View the Standard, Alternate, and Closed rules. In the Transfer Type section, if Supervise Transfer is selected for any of the rules, confirm that the Rings To Wait For box is set to three or more rings.

If Rings To Wait For is set correctly, and the subscriber still hears a reorder tone when answering a call from Cisco Unity, contact Cisco TAC.

■ Subscriber Hears a Reorder Tone When Answering a Call from Cisco Unity