



Changing Your Preferences

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Changing Your Rule-Processing Preferences

You can enable and disable the processing of personal call transfer rules, and you can choose whether to have Cisco Unity Connection always ring the dialed extension first, before processing any active personal rules.

If you choose not to have Connection ring the dialed extension first, direct- and indirect-call behavior is different:

| | |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Direct calls | These calls ring the extension. If there is no answer, the call is routed to Connection, where personal call transfer rules are applied. |
| Indirect calls | These calls are routed through Connection, and personal call transfer rules are applied without ringing the extension. |

Direct calls are those that dial your phone directly—for example when another Connection user dials your extension or when an outside caller dials your direct line, if you have one. Indirect calls are those that are routed to you from the Connection system, for example, from callers using the directory to reach you.

Procedure

Step 1 In the Personal Call Transfer Rules web tool, from the Preferences menu, select **Rules Settings**.

Step 2 Check one of the following check boxes, as applicable:

| Option | Description |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Disable All Processing of Personal Call Transfer Rules | When checked, all personal call transfer rule sets are disabled and are not considered by Connection when processing incoming calls. Incoming calls are routed to the dialed extension. Note Existing rule sets are not deleted when the sets are disabled. |
| Always Ring Primary Extension Before Applying Personal Call Transfer Rules | When checked, Connection rings the primary extension first before applying any rule sets, regardless of whether the incoming call is a direct or indirect call. |

| Option | Description |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>Tip If your phone is set to Call Forward Answer, check this check box to achieve consistent behavior when callers dial you directly and when callers dial your number through Connection. Your primary extension will always ring before Connection tries to locate you at other destinations.</p> <p>If you do not want your primary extension to ring at all, uncheck this check box and set the Call Forward Answer setting on your phone to Cisco Unity Connection.</p> |

Step 3 Select **Save**.

Related Topics

[Changing Rules](#)

Changing Your Call Holding and Call Screening Preferences

When a transfer rule is configured to transfer calls to your primary extension, you can indicate how you want Cisco Unity Connection to handle the calls when your phone is busy.

In addition, if your Connection administrator has enabled screening options for you, you can choose to have Cisco Unity Connection screen calls. Connection can ask for the name of the caller and play the name for you before connecting the call. It can also tell you when it connects the call, or give you the option of taking a call or transferring it to voicemail for the caller to leave a message. Each personal call transfer rule can be configured whether or not to screen calls that meet the rules criteria.



Tip If an incoming call does not match any of your defined rules, the call will be transferred to your primary extension using any call screening options that are enabled. If you do not want such calls to be screened, use wildcard characters to create a rule that will match all calls and order it as the last rule in the rule set.

Procedure

Step 1 In the Personal Call Transfer Rules web tool, from the Preferences menu, select **Call Holding and Screening**.

Step 2 To change your call holding preferences, in the If My Extension Is Busy list, select how you want Connection to handle calls when your extension is busy:

| Option | Description |
|-------------------------------------------|----------------------------------------------------------------------------------------|
| Send Callers to Voicemail | Connection plays your greeting, then prompts the caller to leave a message. |
| Put Callers on Hold Without Asking | Connection puts the caller on hold and does not offer the option of leaving a message. |

| Option | Description |
|----------------------------|-------------------------------------------------------------------------|
| Ask Callers to Hold | Connection gives the caller the option of holding or leaving a message. |

Step 3 To change your call screening preferences, in the Screen Calls section, check one or more check boxes, as applicable:

| Option | Description |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Tell Me When the Call Is Connected | Connection tells you when it connects the call. |
| Tell Me Who The Call Is For | Connection plays the name associated with the dialed extension. Use this setting when two or more people share a phone. |
| Ask Me If I Want to Take the Call | Connection asks if you want to take the call or have the caller leave a message. |
| Ask for Caller's Name | Connection records the name of the caller and plays it for you before connecting the call. |

Note the following considerations:

- For the option of declining a call for someone with whom you share a phone, check both the **Tell Me Who the Call Is For** and the **Ask Me If I Want to Take the Call** check boxes.
- For the option of accepting or declining a call based on the identity of the caller, check both the **Ask Me If I Want to Take the Call** and the **Ask For Caller's Name** check boxes.

When you accept, Connection connects the call. When you decline, Connection forwards the call to voicemail.

Step 4 Select **Save**.

