

Transfer Calls Directly to Voice Mail with Cisco Unified Communications Manager

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Introduction

This document describes how to configure calls to transfer directly to any user's voice mail greeting. Users have the ability to transfer calls directly to a voice mailbox without ringing that user's extension and without the need to navigate through any opening greetings.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Voice Mail Profile configuration
- Computer Telephony Integration (CTI) route point configuration

Components Used

The information in this document is based on these software versions:

- Cisco Unified Communications Manager 12.5
- Cisco Unity Connection 12.5

The information in this document has been previously validated using various legacy systems such as:

- Cisco CallManager 3.2.2 spD
- Cisco Unity

- Cisco Digital PBX Adapter (DPA) connected to Octel with use of digital Avaya signaling
- Cisco VG248 Analog Phone Gateway connected to Octel with use of analog signaling and Simplified Message Desk Interface (SMDI)
- Cisco SMDI connected to any voice mail system
- Inter-Cluster Trunk (H.323) with use of any of the above on the destination cluster

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure

Overview

If you use the configuration in this document, dialing an asterisk and an extension drops the caller directly into the voice mail box that is associated with that extension. This works by configuring a voice mail box mask on the voice mail profile and associating it with a newly-created CTI route point that matches against the asterisk. The asterisk gets stripped by the voice mail box mask and the target mailbox extension is placed in the appropriate signaling header as the call goes to voice mail.

Note: Use of an asterisk is not a requirement. The asterisk is used as an example for the purposes of this document. You can use any distinct sequence of numbers in place of the asterisk. The use of a special character like an asterisk to begin the dialing sequence for this feature is often a good plan because most standard dialing plans do not have patterns that begin with the asterisk key. It is usually a good idea to preserve the use of numeric ranges such as 0 through 9.

Configure the Voice Mail Profile


As this example shows, a new voice mail profile must be created. The profile has been named TransferToVM in order to distinguish it from the voice mail profile that is associated with user phones. The voice mail pilot should be set to the currently configured pilot number. The voice mail box mask is assigned the wildcard XXXXX to match a five-digit dialing plan. If four-digit dialing is used, set this wildcard to XXXX.

Whatever the dialing plan, this wildcard matches the dialed digits starting from the right. Anything that precedes the digits that are matched by the mask is stripped.

Caution: Do not make this the default voice mail profile for the system.

Voice Mail Profile Configuration Related Links: [Back To Find/List](#)

Status

 Status: Ready

Voice Mail Profile Information

Voice Mail Profile: TransferToVM (used by 0 devices)


Voice Mail Profile Name*


Description:

Voice Mail Pilot**

Voice Mail Box Mask

Make this the default Voice Mail Profile for the System

 *- indicates required item.

 **- The Voice Mail Pilot is comprised of the Voice Mail Pilot Number and it's corresponding Calling Search Space Name (< Voice Mail Pilot Number >/< Calling Search Space >).

Configure the CTI Route Point

You must create a new CTI route point. The example in this section shows one named TransferToVM. This device is configured just like any other with a device pool, calling search space, and location. This is a CTI route point that will never be registered by any CTI application, and it should not be associated to any users in the directory.

CTI Route Point Configuration Related Links: [Back To Find/List](#)

Status

Status: Ready

Device Information

Registration: Unknown
 IPv4 Address: None
 Device is trusted
 Device Name*:
 Description:
 Device Pool*: [View Details](#)
 Common Device Configuration: [View Details](#)
 Calling Search Space:
 Location*:
 User Locale:
 Media Resource Group List:
 Network Hold MOH Audio Source:
 User Hold MOH Audio Source:
 Use Trusted Relay Point*:
 Calling Party Transformation CSS:
 Geolocation:
 Use Device Pool Calling Party Transformation CSS

Association

[Line \[1\] - *15XXX in Internal PT](#)
 [Line \[2\] - Add a new DN](#)

*- indicates required item.

The configuration on the CTI route point line makes this all possible. In this example, the Directory Number is set to *15XXX. This setting can just as easily be *XXXXX to forward to all mail boxes, or something as granular as *15654 to forward to just one user mailbox. Choose the voice mail profile that you created in the section [Configuration of the Voice Mail Profile](#) for the Voice Mail Profile field, and select **Forward All** to voice mail under Call Forward and Pickup Settings.

Directory Number Configuration Related Links: [Configure Device \(TransferToVM\)](#)

Status

i Status: Ready

Directory Number Information

Directory Number* Urgent Priority

Route Partition

Description

Alerting Name

ASCII Alerting Name

External Call Control Profile

Associated Devices

v v

Dissociate Devices

Directory Number Settings

Voice Mail Profile (Choose <None> to use system default)

Calling Search Space

BLF Presence Group*

User Hold MOH Audio Source

Network Hold MOH Audio Source

Calling Line ID Presentation When Diverted

Reject Anonymous Calls

Directory Number Configuration Related Links: [Configure Device \(TransferToVM\)](#)

forwarding history

Call Forward and Call Pickup Settings

	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			<input type="text" value="Use System Default"/>
Forward All	<input checked="" type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/>
Secondary Calling Search Space for Forward All			<input type="text" value="< None >"/>
Forward Busy Internal	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/>
Forward Busy External	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/>
Forward No Answer Internal	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/>
Forward No Answer External	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/>
Forward No Coverage Internal	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/>
Forward No Coverage External	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/>
Forward on CTI Failure	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/>
Forward Unregistered Internal	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/>
Forward Unregistered External	<input type="checkbox"/> or	<input type="text"/>	<input type="text" value="< None >"/>
No Answer Ring Duration (seconds)		<input type="text"/>	
Call Pickup Group			<input type="text" value="< None >"/>

Now anyone can call a user mailbox directly (or whoever's extension is included in the CTI route point directory number). If there are multiple, separate voice mail servers, you must create a voice mail profile for each of them. You can use the same CTI route point if you add extra lines. This also works across intercluster trunks.

Note: Do not use the word "Voicemail" as the Alerting Name or Display (Internal Caller ID)

for the CTI Route Point Directory Number. Use of the word "Voicemail" can cause Cisco Unity to process the call as a Direct Call, instead of processing it as a Forwarded call.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- [Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation - Cisco Systems](#)