Unity Express Voice Mail Transfer Behavior

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Introduction

This document explains some of the problems users are likely to face after they successfully leave a voice mail (VM) message in Cisco Unity Express. This document also explains the transfer behavior of Cisco Unity Express after a user successfully leaves a VM message.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unity Express.

Components Used

The information in this document is based on these versions of Cisco Unity Express:

- 2.1
- 2.2
- 2.3

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.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem 1 – Calls Transfer to Reception

In Cisco Unity Express, after a voice mail message is left, the caller is transferred to the receptionist/operator.

Scenario

1. A calls B.
2. B does not answer.
3. A leaves a voice mail message in the Cisco Unity Express mailbox.
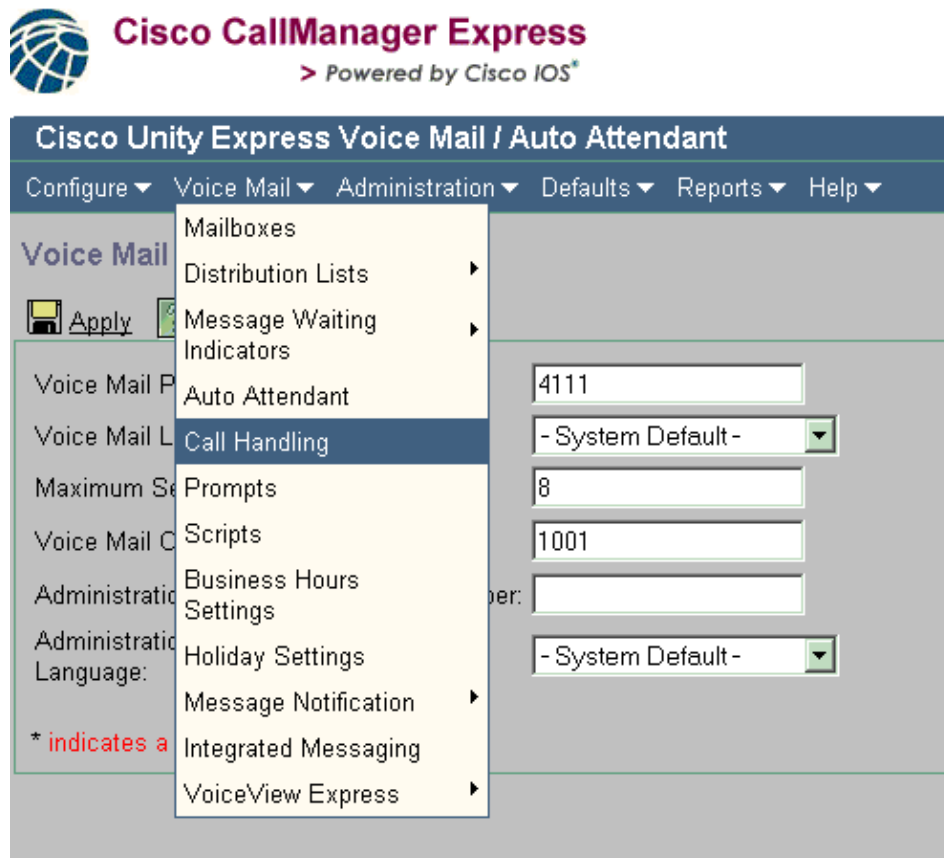4. A presses the pound (#) key for more options.

   Note: Users have the choice to send the message with normal (1) or high (2) priority.
5. A decides to flag the message as high priority and presses 2.
6. A hears a recording that says, **Thank you, your message has been sent. Please wait while your call is transferred**.
7. The call is tranferred to the operator/receptionist.

Solution 1 – Transfer to AutoAttendant

It is possible to configure callers to be transferred to the AutoAttendant after they leave a VM message instead of to the receptionist/operator. In order to do this, complete these steps:

1. Go to the Cisco Unity Express GUI page at **http://<IP address of Unity Express>/web**.
2. Change the **Voice Mail > CallHandling > Voicemail operator number** to the AutoAttendant number, as shown.
3. Click **Apply**.

This configuration returns callers to the AutoAttendant main menu after they leave a VM message.

Solution 2 – Disconnect Call after Message is Left

In some cases, you want to disconnect a caller after a voice message is left, rather than transfer the caller to the operator/receptionist.

Cisco Unity Express 2.1 and 2.2

Some of the earlier versions of Cisco Unity Express, such as 2.1 and 2.2, are specifically designed to transfer the caller. This allows callers to make further calls on the system without disconnection. Based on the design, the callers are always transferred to the operator/receptionist after they leave a VM message and select the priority of the message. They cannot be configured to disconnect in Cisco Unity Express 2.1 and 2.2.

However, if you do not want the callers to be transferred to the operator, you can transfer the caller to the AutoAttendant main menu, as described in Solution 1.

Cisco Unity Express 2.3 and Later

In Cisco Unity Express 2.3 and later, the design is modified in order to enable the callers to be disconnected after they leave the voice mail and flag the message as urgent. In order to do this, you must configure a null voice mail operator number (a blank string).

Complete these steps:

1. Go to the Cisco Unity Express GUI page at **http://<IP address of Unity Express>/web**.
2. Under **Voicemail > Call Handling**, enter a null string as the **Voicemail operator number**.

You can also do this from the CLI with the `no voicemail operator telephone xxxx` command.

Problem 2 – Calls Transfer to Wrong Destination

In Cisco Unity Express, after a voice mail message is left, the caller is transferred to an incorrect destination. This problem occurs in Cisco Unity Express 2.1.3.

Scenario

1. A calls B.
2. B does not answer.
3. A leaves a voice mail message in a Cisco Unity Express 2.1.3 mailbox.
4. A presses the pound (#) key for more options.

    Note: Users have the choice to send the message with normal (1) or high (2) priority.
5. A decides to flag the message as high priority and presses 2.
6. A hears a recording that says, **Thank you, your message has been sent.Please wait while your call is transferred**.

    In this case, Cisco Unity Express is already configured to transfer the callers to the AutoAttendant number, see Solution 1.

    But A is not transferred to the AutoAttendant, instead A is transferred to the **zerooutnumber** configured under the mailbox in which A just left a voice mail message.

This is the expected behavior in Cisco Unity Express 2.1.3.

The **zerooutnumber** is designed specifically so that, when the caller is in the mailbox and presses **0**, the caller is transferred to the **zerooutnumber** that is configured on the mailbox.

Note: The zerooutnumber is configured for each mailbox

The **Voicemail operator number** is designed so that, when a caller leaves a voice mail and selects the priority of the message, the caller is transferred to the number that is configured globally under **Voicemail > Call Handling > Voicemail operator number**.

But, in Cisco Unity Express 2.1.3, all the callers, whether they zeroout of a mail box (press 0) or are transferred after they set the priority of the voice mail (press 1 or 2), are transferred to the zerooutnumber.

This problem is fixed in Cisco Unity Express 2.3.1.

Solution – Change the Zerooutnumber

In order to overcome this problem in Cisco Unity Express 2.1.3, configure the number you want to go to (the AA number in this case) as the zerooutnumber under the voice mailbox. The same setting can also be configured through the Cisco Unity Express GUI.

Complete these steps:

1. Go to **Voicemail > Mailboxes**.
2. Select the mailbox.
3. Enter the **Zero Out (Operator Assistance)** field, as shown.

Related Information

- **Cisco Unity Express (CUE)**
- **Configure and Manage the Cisco Unity Express System Auto Attendant**
- **Transfer a Caller Directly into a Unity Express Mailbox**
- **Voice Technology Support**

- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony** ↗
- **Technical Support – Cisco Systems**

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