Unity Connection Call Transfered by Auto Attendant not Treated Properly

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Introduction

When a call is transferred by Auto Attendant through Cisco Unity Connection to an analog phone connected to VG224, and the line is busy, you receive this incorrect voice message:

You cannot be transferred to this number. Check the number and try again

This documents describes how to resolve this issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communication Manager 5.x
- Cisco SCCP VG224 Gateway
- Cisco Unity Connection Version 2.x

Components Used

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

- Cisco Unified Communication Manager 5.1.(3)
- Cisco SCCP VG224 gateway
- Cisco Unity Connection Version 2.0

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.

Call Transfer

Caller System Transfer

This conversation prompts callers to enter the number that they want to transfer to. In order to protect Cisco Unity from toll fraud and unauthorized use, Cisco Unity performs the transfer only when the Default SystemTransfer restriction table permits it.

Subscriber System Transfer

This conversation prompts callers to log on to Cisco Unity. After callers enter their Cisco Unity user ID and password, Cisco Unity prompts them to enter the number that they want to transfer to. This is to protect Cisco Unity from toll fraud and unauthorized use. Cisco Unity performs the transfer only when permitted by the transfer restriction table that is associated with the class of service for the subscriber who logged on.

Problem

A call that is transferred by an Auto Attendant through a Unity Connection will not get the proper call treatment when the user dials a extension that is using analog phone connected to VG224 and the extension is busy. The message "*You cannot be transferred to this number. Check the number and try again*" is played instead of a fast busy signal.

Solution

This happens when the Cisco Unity Connection does a Caller System Transfer to an extension that is busy and has a busy trigger when the particular directory number is set to 1 on the Callmanager. In this situation, Cisco Unity Connection plays the message: *You cannot be transferred to this number. Check the number and try again*

Procedure

As designed, Cisco Unity Connection plays the message *You cannot be transferred to this number. Check the number and try again*. If the number is correct, the message that plays should be *The number is busy please try later* (or an equivalent message whenever the number is busy). As a workaround to the above problem follow step below to achieve the desired message.

1. Make changes in Cisco Unified Communications Manager (CallManager).

   a. Set the Call Forward Busy Internal and External for Analog phone to a dummy extension.
   b. Create a CTI Route point for the dummy extension, and set a call forward all to voice mail for this extension.
   c. Copy the existing default Voice Mail Profile and create a new one with a **Voice Mail Box Mask** set to above extension.
   d. Apply this profile to the **CTI Route Point** you created in Step 2.
2. Make changes in Cisco Unity Connection.

   a. Create a Call handler (for example, Busy−Call−Handler) and record a greeting: *The number*

you are dialing is busy. Please try again later
   b. Send the call to the opening greeting call handler of the voicemail (or hang−up as per your requirement).
   c. Create a forward routing rule, and set the call to route to the Busy−Call−Handler when the forwarding party is the dummy extension.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Technical Support & Documentation − Cisco Systems**