

# Understand and Configure the Always Use Prime Line Service Parameter

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## Introduction

This document discusses the **Always Use Prime Line** service parameter that is available in the Cisco Unified Communications Manager, formerly known as Cisco CallManager, and demonstrates how to configure this parameter.

The **Always Use Prime Line** parameter specifies whether the primary line on an IP phone is chosen, if available, when a user goes off-hook. If this parameter is set to True, when a phone goes off-hook, the primary line is chosen and becomes the active line. Even if a call rings on the second line of the user, when the phone goes off-hook, it makes only the first line active. It does not answer the inbound call on the second line. In this case, the user must choose the second line to answer the call. If this parameter is set to False, the IP phone automatically chooses an available line as the active line. This is a required field. The default value is set to False.

## Prerequisites

### Requirements

Cisco recommends you have a general knowledge of these topics:

- Cisco Unified Communications Manager
- Cisco IP phones

## Components Used

The information in this document is based on Cisco Unified Communications Manager 4.1 and the 7900 series IP phones.

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.

## Unable to Answer Inbound Calls

### Problem

The users are not able to automatically answer inbound goes after they go off-hook on IP phones, and must press the Answer softkey in order to answer the calls.

### Solution

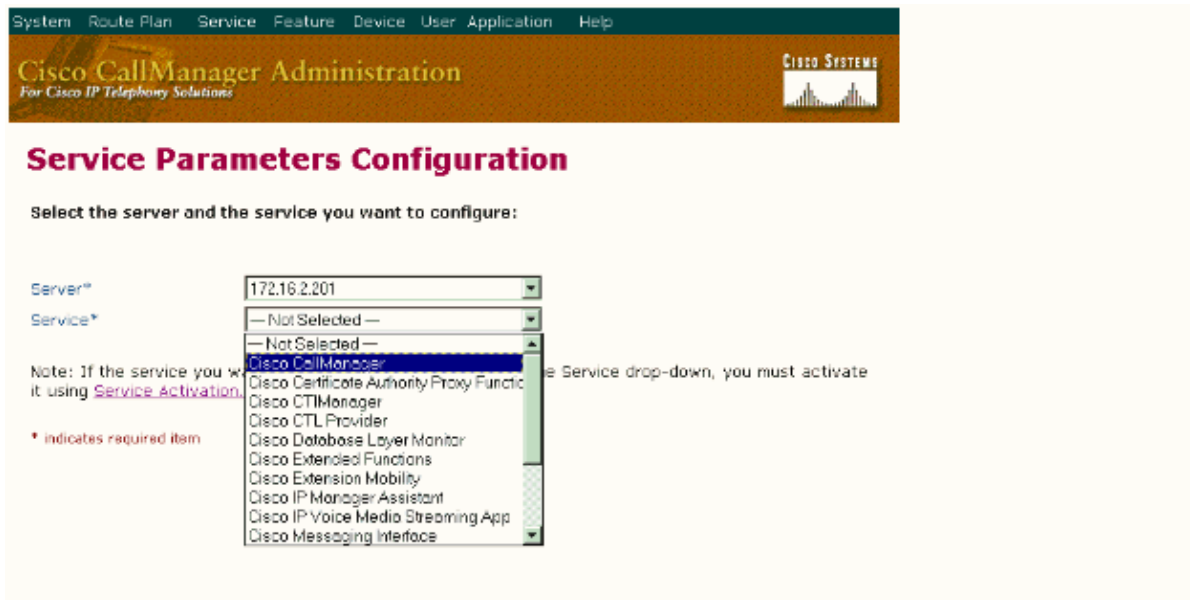
Set the **Always Use Prime Line** parameter to **False** in the Cisco Unified Communications Manager. As this parameter is clusterwide, any change affects all the phones. There is no interruption to the call handling and no need to restart any service or reboot the Cisco CallManager server.

In order to change this parameter, log in to the Cisco Unified Communications Manager Administration page and complete these steps:

1. Choose **CallManager Admin Page > Service Parameters > Select Publisher > CallManager Service**.



2. Choose the IP address of the publisher server and **Cisco CallManager Server**.



3. Under **Cluster wide parameters (Device – phone)**, set **Always Use Prime Line** to **False**.

Tone on Hold Timer (sec)*	<input type="text" value="10"/>	10
Unknown Caller ID Flag*	<input type="text" value="True"/>	True
Call Classification*	<input type="text" value="OffNet"/>	OffNet
Some parameters in this group are hidden, click on Advanced button to see hidden parameters		
<b>Clusterwide Parameters (Device - Phone)</b>		
<b>Parameter Name</b>	<b>Parameter Value</b>	<b>Suggested Value</b>
Always Use Prime Line*	<input type="text" value="False"/>	False
Always Use Prime Line for Voice Message*	<input type="text" value="False"/>	False
Built-in Bridge Enable*	<input type="text" value="Off"/>	Off
Auto Answer Timer (sec)*	<input type="text" value="1"/>	1
Extension Display on Cisco IP Phone Model 7910*	<input type="text" value="False"/>	False
Alternate Idle Phone Auto Answer Behavior*	<input type="text" value="False"/>	False
Hold Type*	<input type="text" value="False"/>	False

## Inbound Calls are Answered Automatically

### Problem

When an inbound call is received on a shared line of an IP phone, the call is answered immediately as the handset is lifted, without the option to either answer the call or make an outbound call. This behavior does not change even though **Auto Line Select** is set to disabled.

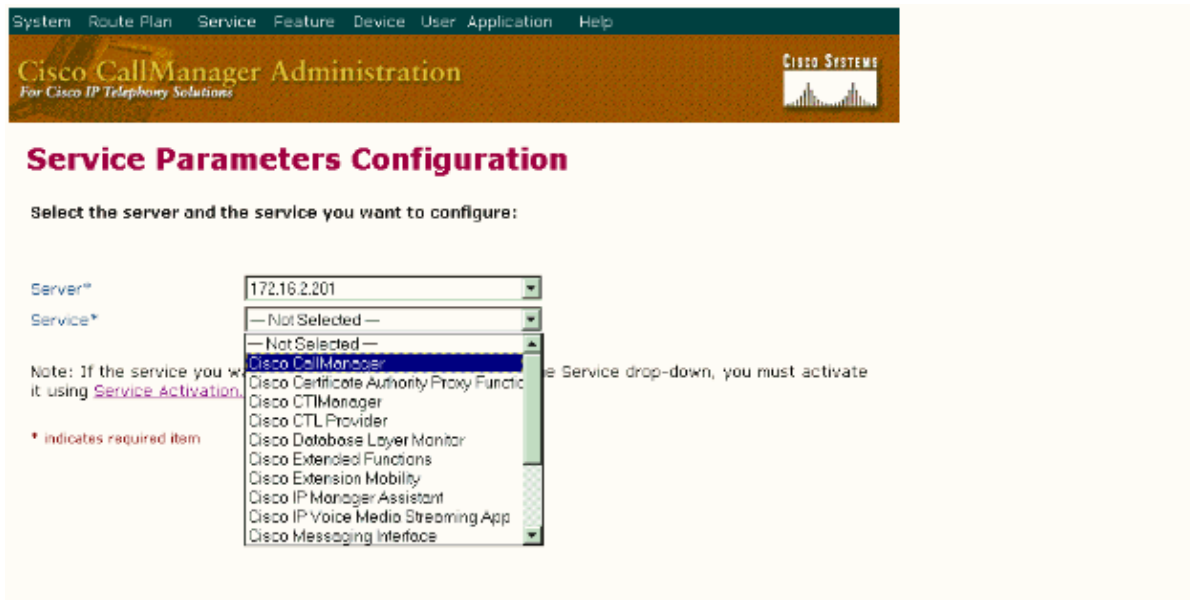
### Solution

In order to overcome this problem, complete these steps:

1. Choose **CallManager Admin Page > Service Parameters > Select Publisher > CallManager Service**.



2. Choose the IP address of the publisher server and **Cisco CallManager Server**.



3. Under the **Cluster wide parameters (Device – phone)**, choose **False** from the **Always Use Prime Line** menu.

Tone on Hold Timer (sec)*	<input type="text" value="10"/>	10
Unknown Caller ID Flag*	<input type="text" value="True"/>	True
Call Classification*	<input type="text" value="OffNet"/>	OffNet
Some parameters in this group are hidden, click on Advanced button to see hidden parameters		
<b>Clusterwide Parameters (Device - Phone)</b>		
<b>Parameter Name</b>	<b>Parameter Value</b>	<b>Suggested Value</b>
Always Use Prime Line*	<input type="text" value="True"/>	False
Always Use Prime Line for Voice Message*	<input type="text" value="False"/>	False
Built-in Bridge Enable*	<input type="text" value="Off"/>	Off
Auto Answer Timer (sec)*	<input type="text" value="1"/>	1
Extension Display on Cisco IP Phone Model 7910*	<input type="text" value="False"/>	False
Alternate Idle Phone Auto Answer Behavior*	<input type="text" value="False"/>	False
Hold Type*	<input type="text" value="False"/>	False

## Unable to Configure Always Use Prime Line

### Problem

Unable to configure the **Always Use Prime Line** service parameter on an individual IP phone basis in Cisco Unified Communications Manager

### Solution

**Always Use Prime Line** is a system-wide service parameter. It can not be set or over-ridden on an individual device basis.

## Always Use Prime Line Does Not Work When Set to True

### Problem

When the cluster-wide service parameter **Always use Prime Line** is set to **True** and the IP phone goes off-hook, the primary line becomes the active line. Even if a call rings on the second line, when the user goes off-hook, it makes only the first line active. The phone does not answer the call on the second line. However, when IP phones with multiple line appearances are used with the 7.1.2 phone load, the phone does not use the primary line when a second line rings. If the user picks up the handset, the phone answers the call on the second line.

### Solution

This problem is documented in Cisco bug ID CSCsa63770 ( registered customers only) . In order to overcome this problem, downgrade the firmware of the IP phones to one of these phone loads:

- 7.1.1
- 6.0(5)

As a workaround, the user can press the line button for the primary line so that the secondary line is not engaged when a call is initiated.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
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Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

## Related Information

- [Cisco Technical Support IP Phone FAQ](#)
- [Voice Technology Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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