

Understand and Configure the Always Use Prime Line Service Parameter

Document ID: 92001

Introduction

Prerequisites

Requirements

Components Used

Conventions

Unable to Answer Inbound Calls

Problem

Solution

Inbound Calls are Answered Automatically

Problem

Solution

Unable to Configure Always Use Prime Line

Problem

Solution

Always Use Prime Line Does Not Work When Set to True

Problem

Solution

Related Information

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**.

System Route Plan **Service** Feature Device User Application Help

Cisco CallMa
For Cisco IP Telephony Sol

Cisco IPMA Configuration Wizard
Cisco CM Attendant Console
Media Resource
Service Parameters

CISCO SYSTEMS

Cisco CallManager 4.1 Administration

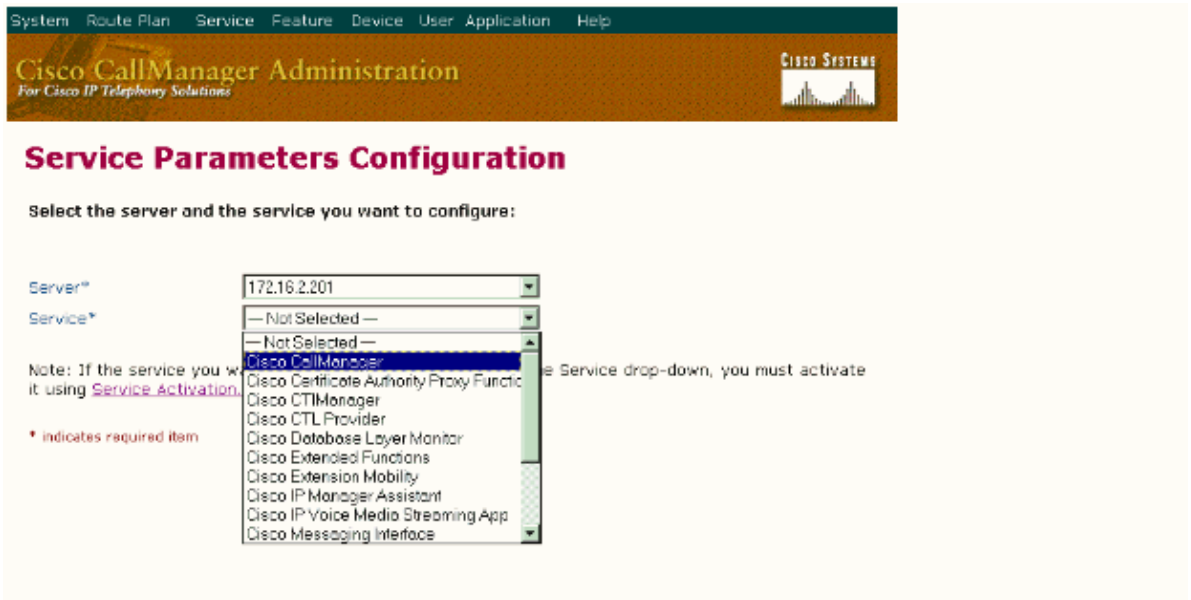
Details

Copyright © 1999 - 2004 Cisco Systems, Inc.
All rights reserved.

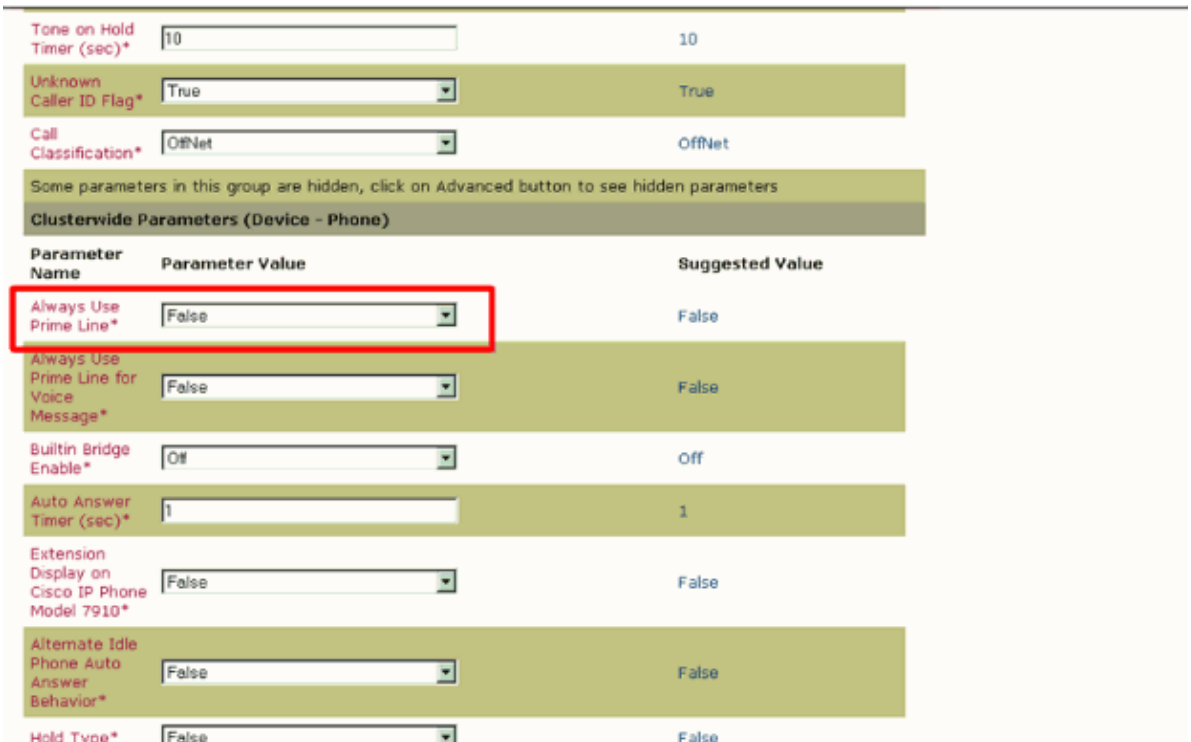
This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:
<http://www.cisco.com/wwi/export/smrtw/wool/wool.html>
If you require further assistance please contact us by sending email to expert@cisco.com.

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



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

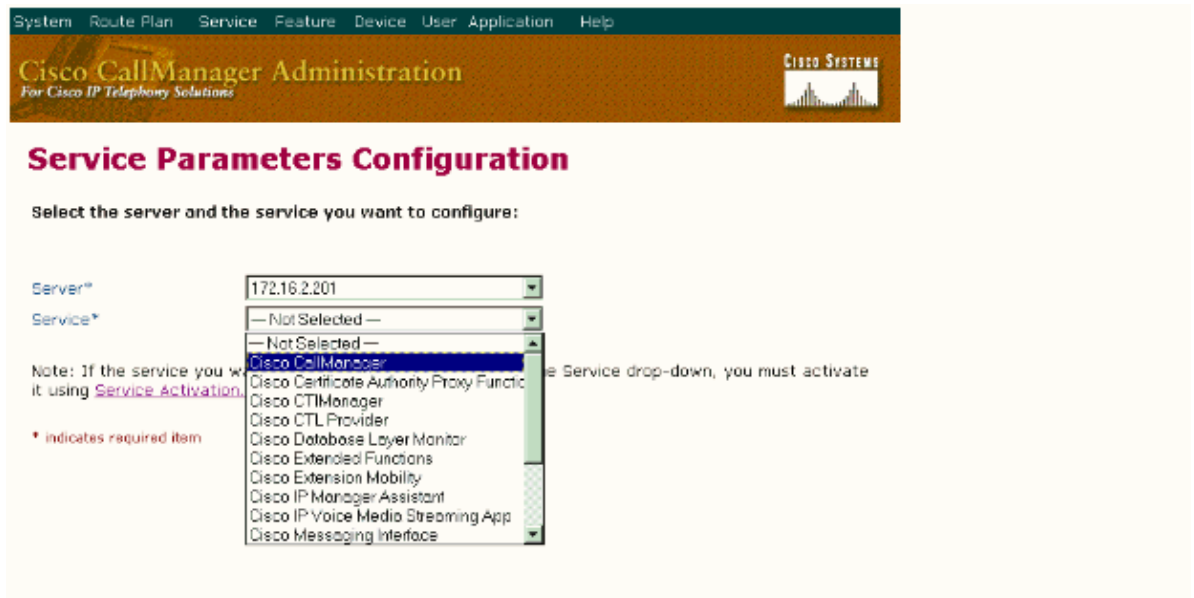
Solution

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		
Clusterwide Parameters (Device - Phone)		
Parameter Name	Parameter Value	Suggested Value
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.

Related Information

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

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Jun 04, 2007

Document ID: 92001
