



Configuring Automatic Line Selection

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This chapter describes automatic line selection features in Cisco Unified Communications Manager Express (Cisco Unified CME).

Finding Feature Information in This Module

Your Cisco Unified CME version may not support all of the features documented in this module. For a list of the versions in which each feature is supported, see the [“Feature Information for Automatic Line Selection”](#) section on page 500.

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Information About Automatic Line Selection

To enable automatic line selection, you should understand the following concept:

- [Automatic Line Selection for Incoming and Outgoing Calls, page 495](#)

Automatic Line Selection for Incoming and Outgoing Calls

On multiline IP phones, lifting the handset automatically selects the first ringing line on the phone or, if no line is ringing, selects the first available idle line for outgoing calls. This is the default behavior for all multiline IP phones.

Under some circumstances, however, you might want to require that a line button be explicitly pressed to select an outgoing line or to answer an incoming call. In Cisco CME 3.0 and later, you have the flexibility to assign the type of line selection that each IP phone uses.

The Automatic Line Selection feature allows you to specify, on a per-phone basis, the line that is selected when you pick up a phone handset.

Any of the following behaviors can be assigned on a per-phone basis:

- Automatic line selection—Picking up the handset answers the first ringing line or, if no line is ringing, selects the first idle line. Use the **auto-line** command with no keyword or argument. This is the default.
- Manual line selection (no automatic line selection)—Pressing the Answer soft key answers the first ringing line, and pressing a line button selects a line for an outgoing call. Picking up the handset does not answer calls or provide dial tone. Use the **no auto-line** command.
- Automatic line selection for incoming calls only—Picking up the handset answers the first ringing line, but if no line is ringing, it does not select an idle line for an outgoing call. Pressing a line button selects a line for an outgoing call. Use the **auto-line incoming** command.
- Automatic line selection for outgoing calls only—Picking up the handset for an outgoing call selects the line associated with the *button-number* argument. If a button number is specified and the line associated with that button is unavailable (because it is a shared line in use on another phone), no dial tone is heard when the handset is lifted. You must press an available line button to make an outgoing call. Incoming calls must be answered by pressing the Answer soft key or pressing a ringing line button. Use the **auto-line** command with the *button-number* argument.
- Automatic line selection for incoming and outgoing calls—Pressing the Answer soft key or picking up the handset answers an incoming call on the line associated with the specified button. Picking up the handset for outgoing calls selects the line associated with the specified button. Use the **auto-line** command with the *button-number* argument and **answer-incoming** keyword.

How to Configure Automatic Line Selection

This section contains the following tasks:

- [SCCP: Enabling Automatic Line Selection, page 496](#) (required)
- [Verifying Automatic Line Selection, page 498](#) (optional)

SCCP: Enabling Automatic Line Selection

To enable automatic line selection for answering incoming calls or making outgoing calls, perform the following steps:

Restrictions

Automatic line selection is bypassed if it is configured for a trunk directory number and the line is seized by pressing the Park or Callfwd soft keys. The first available directory number is seized.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone** *phone-tag*
4. **auto-line** [*button-number* [**answer-incoming**] | **incoming**]

5. end

DETAILED STEPS

	Command or Action	Purpose
Step 1	<p>enable</p> <p>Example: Router> enable</p>	<p>Enables privileged EXEC mode.</p> <ul style="list-style-type: none"> Enter your password if prompted.
Step 2	<p>configure terminal</p> <p>Example: Router# configure terminal</p>	<p>Enters global configuration mode.</p>
Step 3	<p>ephone <i>phone-tag</i></p> <p>Example: Router(config)# ephone 24</p>	<p>Enters ephone configuration mode.</p> <ul style="list-style-type: none"> <i>phone-tag</i>—Unique sequence number for the phone on which you want to configure automatic line selection.
Step 4	<p>auto-line [<i>button-number</i> [answer-incoming] incoming]</p> <p>Example: Router(config-ephone)# auto-line 5 answer-incoming</p>	<p>Assigns a type of line selection behavior to this phone.</p> <ul style="list-style-type: none"> auto-line—Picking up the handset answers the first ringing line or, if no line is ringing, selects the first idle line. This is the default. auto-line <i>button-number</i>—Picking up the handset for an outgoing call selects the line associated with the specified button. The default if this argument is not used is the topmost available line. auto-line <i>button-number</i> answer-incoming—Picking up the handset answers the incoming call on the line associated with the specified button. auto-line incoming—Picking up the handset answers the first ringing line but, if no line is ringing, does not select an idle line for an outgoing call. Pressing a line button selects a line for an outgoing call. no auto-line—Disables automatic line selection. Pressing the Answer soft key answers the first ringing line, and pressing a line button selects a line for an outgoing call. Picking up the handset does not answer calls or provide dial tone.
Step 5	<p>end</p> <p>Example: Router(config-ephone)# end</p>	<p>Returns to privileged EXEC mode.</p>

Verifying Automatic Line Selection

- Step 1** Use the **show running-config** command to verify your configuration. Automatic line selection is listed in the ephone portion of the output.

```
Router# show running-config

ephone 2
  headset auto-answer line 1
  headset auto-answer line 4
  ephone-template 1
  mac-address 011F.9010.1790
  paging-dn 48
  type 7960
  no dnd feature-ring
  no auto-line
```

- Step 2** Use the **show telephony-service ephone** command to display only ephone configuration information.

```
Router# show telephony-service ephone

ephone 4
  device-security-mode none
  username "Accounting"
  mac-address FF0E.4857.5E91
  button 1c34,35
  no auto-line
```

Configuration Examples for Automatic Line Selection

This section contains the following example:

- [Automatic Line Selection: Example, page 498](#)

Automatic Line Selection: Example

The following example assigns no automatic line selection to phones 1 and 2 and assigns automatic line selection for incoming calls only to phone 3:

```
ephone 1
  mac-address 00e0.8646.9242
  button 1:1 2:4 3:16
  no auto-line
!
ephone 2
  mac-address 01c0.4612.7142
  button 1:5 2:4 3:16
  no auto-line
!
ephone 3
  mac-address 10b8.8945.3251
  button 1:6 2:4 3:16
  auto-line incoming
```

The following example enables automatic selection of line button 1 when the handset is lifted to answer incoming calls or to make outgoing calls.

```
ephone 1
 mac-address 0001.0002.0003
 type 7960
 auto-line 1 answer-incoming
 button 1:1 2:2 3:3
```

Additional References

The following sections provide references related to Cisco Unified CME features.

Related Documents

Related Topic	Document Title
Cisco Unified CME configuration	<ul style="list-style-type: none"> Cisco Unified CME Command Reference Cisco Unified CME Documentation Roadmap
Cisco IOS commands	<ul style="list-style-type: none"> Cisco IOS Voice Command Reference Cisco IOS Software Releases 12.4T Command References
Cisco IOS configuration	<ul style="list-style-type: none"> Cisco IOS Voice Configuration Library Cisco IOS Software Releases 12.4T Configuration Guides
Phone documentation for Cisco Unified CME	<ul style="list-style-type: none"> User Documentation for Cisco Unified IP Phones

Technical Assistance

Description	Link
<p>The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies.</p> <p>To receive security and technical information about your products, you can subscribe to various services, such as the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and Really Simple Syndication (RSS) Feeds.</p> <p>Access to most tools on the Cisco Support website requires a Cisco.com user ID and password.</p>	http://www.cisco.com/techsupport

Feature Information for Automatic Line Selection

Table 30 lists the features in this module and enhancements to the features by version.

To determine the correct Cisco IOS release to support a specific Cisco Unified CME version, see the *Cisco Unified CME and Cisco IOS Software Version Compatibility Matrix* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.

Use Cisco Feature Navigator to find information about platform support and software image support. Cisco Feature Navigator enables you to determine which Cisco IOS software images support a specific software release, feature set, or platform. To access Cisco Feature Navigator, go to <http://www.cisco.com/go/cfn>. An account on Cisco.com is not required.



Note

Table 30 lists the Cisco Unified CME version that introduced support for a given feature. Unless noted otherwise, subsequent versions of Cisco Unified CME software also support that feature.

Table 30 Feature Information for Automatic Line Selection

Feature Name	Cisco Unified CME Version	Feature Information
Automatic Line Selection	4.0	The answer-incoming keyword was added to the auto-line command.
	3.1	The <i>button-number</i> argument was added to the auto-line command.
	3.0	Automatic line selection was introduced.