Cisco Unified CME Commands: H

headset auto-answer line

To enable auto-answer on the specified line when the headset key is engaged, use the **headset auto-answer** command in ephone configuration mode. To disable headset auto-answer for this line, use the **no** form of this command.

headset auto-answer line line-number

no headset auto-answer line line-number

Syntax Description

line-number	Phone line that should be automatically answered.

Command Default

Headset auto-answer is not enabled.

Command Modes

Ephone configuration (config-ephone)

Command History

Cisco IOS Release	Cisco Product	Modification
12.4(4)XC	Cisco Unified CME 4.0	This command was introduced.
12.4(9)T	Cisco Unified CME 4.0	This command was integrated into Cisco IOS Release 12.4(9)T.

Usage Guidelines

This command enables headset auto-answer on a particular line. A line, as used in this command, is *not* identical to a phone button. A line, as used in this command, represents the ability for a call connection on this phone, and the line numbers generally follow a top-to-bottom sequence starting with the number 1.

The following examples represent common situations pertaining to a button:line relationship:

- button 1:1—A single ephone-dn is associated with a single ephone button. Counts as one line.
- button 1o1,2,3,4,5—Five ephone-dns are overlaid on a single ephone button. Counts as one line.
- button 2x1—An ephone button acts as an extension for an overlaid ephone button. Counts as one line.
- Button is unoccupied or programmed for speed-dial. Does not count as a line.

Examples

The following example shows how to enable headset auto-answer for line 1 (button 1) and line 4 (button 4), which has overlaid ephone-dns but counts as a single line in this context. In this example, four (1, 2, 3, and 4) buttons are defined for ephone 3.

```
ephone 3
 button 1:2 2:4 3:6 4o21,22,23,24,25
```

```
 headset auto-answer line 1
 headset auto-answer line 4
```

The following example shows how to enable headset auto-answer for line 2 (button 2), which has overlaid ephone-dns, and line 3 (button 3), which is an overlay rollover line. In this example, three (1, 2, and 3) buttons are defined for ephone 17.

```
ephone 17
 button 1:2 2o21,22,23,24,25 3x2
 headset auto-answer line 2
 headset auto-answer line 3
```

The following example shows how to enable headset auto-answer for line 2 (button 3) and line 3 (button 5). In this case, the button numbers do not match the line numbers because buttons 2 and 4 are not used.

```
ephone 25
 button 1:2 3:4 5:6
 headset auto-answer line 2
 headset auto-answer line 3
```

hfs enable

To enable the HTTP File-Fetch Server (HFS) download service on an IP Phone in a Cisco Unified CME system, use the **hfs enable** command in telephony-service configuration mode. To disable the HFS download service, use the **no** form of this command.

hfs enable [**port** *port-number*]

no hfs enable [**port** *port-number*]

Syntax Description

port *port-number*	(Optional) Specifies the port where the HFS download service is enabled. **Range is from 1024 to 65535.** **Note** If the entered custom HFS port clashes with the underlying IP HTTP port, an error message is displayed and the command is disallowed.

Command Default

An IP Phone is unable to download configuration and firmware files through the HFS infrastructure.

Command Modes

Telephony-service configuration (config-telephony)

Command History

Release	Modification
15.2(1)T	This command was introduced.

Usage Guidelines

To enable the HFS download service, the underlying HTTP server must be enabled first using the **ip http server** command because the HFS infrastructure is built on top of an existing IOS HTTP server.

This HFS infrastructure enables multiple HTTP services to co-exist. The HFS download service runs on custom port 6970 but can also share default port 80 with other services. Other HTTP services run on other non-standard ports like 1234.

Use the **hfs enable** command without keyword or argument to enable the HFS download service on the default HTTP server port.

Examples

The following example shows how to enable the HFS download service for Cisco Unified SIP IP Phone 7945 on port 65500:

```
Router(config)# ip http server
Router(config)# ip http port 1234
Router(config)# voice register global
Router(config-register-global)# mode cme
Router(config-register-global)# load 7945 SIP45.8.3.3S
Router(config-register-global)# create profile
```

```
Router(config-register-global)# exit
Router (config)# telephony-service
Router(config-telephony)# hfs enable port 65500
```

The following examples show how to enable the HFS service on default and custom ports.

For the default port:

```
Router(config)# ip http server
Router(config)# ip http port 1234
.
.
Router (config)# telephony-service
Router(config-telephony)# hfs enable
```

For the custom port:

```
Router(config)# ip http server
Router(config)# ip http port 1234
.
.
Router (config)# telephony-service
Router(config-telephony)# hfs enable port 6970
```

The following example shows how an entered custom HFS port clashes with the underlying ip http port. Port 6970 is configured as the IP HTTP port. When the HFS port is configured with the same value, an error message is displayed to show that the port is already in use.

```
Router(config)# ip http server
Router (config)# ip http port 6970
.
.
Router (config)# telephony-service
Router (config-telephony)# hfs enable port 6970
.
Invalid port number or port in use by other application
```

The HFS port number is already in use by the underlying IP HTTP server so an HFS port that is different from the underlying IP HTTP port must be used.

Related Commands

Command	Description
create profile (voice register global)	Generates the configuration profile files required for SIP phones.
ip http port	Specifies the port where the HTTP service is run.
ip http server	Enables the underlying IOS HTTP server of the the HFS infrastructure.

hfs home-path

To set up a home-path for IP phone firmware files, use the **hfs home-path** command in telephony-service configuration mode. To remove a directory as a home-path for phone files, use the **no** form of this command.

hfs home-path *path*

no hfs home-path *path*

Syntax Description

path	Directory path where only IP phone firmware and configuration files are stored. **Note** The administrator must store the phone firmware files at the location set as the home path directory

Command Default

No directory path is specified for the storage of IP phone firmware and configuration files.

Command Modes

Telephony-service configuration (config-telephony)

Command History

Release	Modification
15.2(1)T	This command was introduced.

Usage Guidelines

Use the **hfs home-path** command to specify a directory path as the home-path to store IP phone firmware files.

Examples

The following example shows how to set up a home-path for IP phone firmware files in Cisco Unified CME:

```
Router(config)# telephony service
Router(config-telephony)# hfs home-path flash:/cme/loads/
```

The following example shows how a new directory called phone-load can be created under the root directory of the flash memory and set as the hfs home-path:

```
cassini-c2801#mkdir flash:phone-loads
Create directory filename [phone-loads]?
Created dir flash:phone-loads
cassini-c2801#sh flash:
-#- --length-- -----date/time------ path
1     13932728 Mar 22 2007 15:57:38 +00:00 c2801-ipbase-mz.124-1c.bin
2     33510140 Sep 18 2010 01:21:56 +00:00 rootfs9951.9-0-3.sebn
3       143604 Sep 18 2010 01:22:20 +00:00 sboot9951.111909R1-9-0-3.sebn
4         1249 Sep 18 2010 01:22:40 +00:00 sip9951.9-0-3.loads
5        66996 Sep 18 2010 01:23:00 +00:00 skern9951.022809R2-9-0-3.sebn
6        10724 Sep 18 2010 00:59:48 +00:00 dkern9951.100609R2-9-0-3.sebn
7      1507064 Sep 18 2010 01:00:24 +00:00 kern9951.9-0-3.sebn
```

```
8            0 Jan 5 2011 02:03:46 +00:00 phone-loads
14819328 bytes available (49192960 bytes used)
cassini-c2801#conf t
Enter configuration commands, one per line.  End with CNTL/Z.
cassini-c2801(config)#tele
cassini-c2801(config)#telephony-service
cassini-c2801(config-telephony)#hfs hom
cassini-c2801(config-telephony)#hfs home-path flash:?
WORD
cassini-c2801(config-telephony)#hfs home-path flash:phone-loads
cassini-c2801(config-telephony)#
```

Related Commands

Command	Description
hfs enable	Enables the HFS download service on an IP Phone in a Cisco Unified CME system.

hlog-block (voice hunt-group)

To disable agent status control (logout/login) for voice hunt group on SIP or SCCP phones using Hlog softkey or by using FAC, use the **hlog-block** command in voice hunt-group configuration mode. To remove the configuration, use the **no** form of this command.

hlog-block

no hlog-block

Syntax Description

This command has no arguments or keywords.

Command Default

By default, this command is disabled.

Command Modes

voice hunt group configuration (config-voice-hunt-group)

Command History

Cisco IOS Release	Cisco Product	Modification
15.4(3)M5	Cisco Unified CME 10.5	This command was introduced.

Usage Guidelines

This command disables the agent status control such that SIP or SCCP phones are not be able to logout/login from the voice hunt group using Hlog/FAC.

Examples

The following example shows how the voice hunt group hlog-block option is enabled for a phone:

```
Router(config)# voice hunt-group 1 parallel
Router(config-voice-hunt-group)# hlog-block
```

hold-alert

To set a repeating audible alert notification when a call is on hold on a Cisco Unified IP phone, use the **hold-alert** command in ephone-dn or ephone-dn-template configuration mode. To disable this feature, use the **no** form of this command.

hold-alert *timeout* {**idle**| **originator**| **shared**| **shared-idle**} [**recurrence** *recurrence-timeout*] **[ring-silent-dn]**

no hold-alert *timeout* {**idle**| **originator**| **shared**| **shared-idle**} [**recurrence** *recurrence-timeout*] **[ring-silent-dn]**

timeout	Interval after which an audible alert notification is repeated, in seconds. Range is from 15 to 300. There is no default.
idle	Alerts only when the phone is idle.
originator	Alerts whether the phone is idle or busy.
shared	Alerts only when the extension is idle but alerts all phones that share the line.
shared-idle	Alerts all idle phones that share the line.
recurrence	Alerts recurrence after first timeout.
recurrence-timeout	Call on-hold recurrence timeout in seconds. Range is from 2 to 300.
ring-silent-dn	Rings the silent DN.

Command Default

Audible alert notification for on-hold calls is disabled. Only a visual indication is provided.

Command Modes

Ephone-dn configuration (config-ephone) Ephone-dn-template configuration (config-ephone-dn-template)

Command History

Cisco IOS Release	Cisco Product	Modification
12.2(2)XT	Cisco ITS 2.0	This command was introduced
12.2(8)T	Cisco ITS 2.0	This command was integrated into Cisco IOS Release 12.2(8)T .
12.4(4)XC	Cisco Unified CME 4.0	This command was made available in ephone-dn-template configuration mode. The shared-idle option and ring-silent-dn parameter were introduced.

Cisco IOS Release	Cisco Product	Modification
12.4(9)T	Cisco Unified CME 4.0	This command in ephone-dn-template configuration mode was integrated into Cisco IOS Release 12.4(9)T.
15.1(3)T2	Cisco Unified CME 8.5	The recurrence parameter was introduced.
15.1(4)M1	Cisco Unified CME 8.6	The recurrence parameter was introduced.

Usage Guidelines

Use the **hold-alert** command to set an audible alert notification on a Cisco Unified IP phone to remind the phone user that a call is on hold. The *timeout* argument specifies the time interval in seconds from the time the call is placed on hold to the time the on-hold audible alert is generated. The alert is repeated every *timeout* seconds.

When the **idle** keyword is enabled, a one-second burst of ringing on the phone is generated on the IP phone that placed the call in the hold state, but only if the phone is in the idle state. If the phone is in active use, no on-hold alert is generated.

When the **originator** keyword is enabled, a one-second burst of ringing is generated on the phone that placed the call in the hold state, but only if the phone is in the idle state. If the phone is in use on another call, an audible beep (call-waiting tone) is generated.

When the **shared** keyword is enabled, a one-second ring burst is generated for all the idle phones that share the extension with the on-hold call. Phones that are in use do not receive an audio beep (call-waiting tone) alert. Only the phone that placed the call on hold hears a call-waiting beep if it is busy.

When the **shared-idle** keyword is enabled, a one-second ring burst is generated for all the idle phones that share the line with the on-hold call.

If you use an ephone-dn template to apply a command to an ephone-dn and you also use the same command in ephone-dn configuration mode for the same ephone-dn, the value that you set in ephone-dn configuration mode has priority.

Examples

The following example sets audible alert notification to idle on extension 1111:

```
Router(config)# ephone-dn 1
Router(config-ephone-dn)# number 1111
Router(config-ephone-dn)# name phone1
Router(config-ephone-dn)# hold-alert 100 idle
```

The following example uses an ephone-dn template to set audible alert notification for extension 1111 to only occur when the phone is idle:

```
Router(config)# ephone-dn-template 3
Router(config-ephone-dn-template)# hold-alert 100 idle
Router(config-ephone-dn-template)# exit
Router(config)# ephone-dn 1
Router(config-ephone-dn)# number 1111
Router(config-ephone-dn)# name phone1
Router(config-ephone-dn)# ephone-dn-template 3
The following example uses an ephone-dn to set an additional timeout value between 2 and
300.
Router(config-ephone-dn)# hold-alert
  <15-300> call on-hold timeout in seconds
```

```
Router(config-ephone-dn)# hold-alert 15
  idle         alert on-hold originator only if idle
  originator   alert on-hold originator always
  shared       alert all phones that share the line
  shared-idle  alert all idle phones that share the line
Router(config-ephone-dn)# hold-alert 15 idle
  recurrence      alternate alert recurrence timeout after first
  ring-silent-dn  ring the silent DN
Router(config-ephone-dn)# hold-alert 15 idle recurrence
  <2-300>  call on-hold recurrence timeout in seconds
Router(config-ephone-dn)# hold-alert 15 idle recurrence 3
  ring-silent-dn  ring the silent DN
```

The following example uses an ephone-dn-template to set an additional timeout value between 2 and 300.

```
Router(config-ephone-dn-template)# hold-alert
  <15-300> call on-hold timeout in seconds
Router(config-ephone-dn-template)# hold-alert 15
  idle         alert on-hold originator only if idle
  originator   alert on-hold originator always
  shared       alert all phones that share the line
  shared-idle  alert all idle phones that share the line
Router(config-ephone-dn-template)# hold-alert 15 idle
  recurrence      alternate alert recurrence timeout after first
  ring-silent-dn  ring the silent DN
Router(config-ephone-dn-template)# hold-alert 15 idle recurrence
  <2-300>  call on-hold recurrence timeout in seconds
Router(config-ephone-dn-template)# hold-alert 15 idle recurrence 3
  ring-silent-dn  ring the silent DN
```

Related Commands

Command	Description
ephone-dn-template (ephone-dn)	Applies ephone-dn-template to the ephone-dn being configured.

hold-alert (voice register global)

To enable a one-time audible alert notification for a call still on hold after a subsequent call has ended in Cisco Unified CME, use the command in voice register global configuration mode. To disable this feature, use the **no** form of this command.

hold-alert

no hold-alert

Syntax Description

This command has no arguments or keywords.

Command Default

Audible alert notification for on-hold calls is disabled.

Command Modes

Voice register global configuration (config-register-global)

Command History

Cisco IOS Release	Cisco Product	Modification
12.4(4)T	Cisco CME 3.4	This command was introduced.

Usage Guidelines

This command enables a one time audible alert notification on all supported SIP phones in a Cisco Unified CME system to remind the phone user that a call is on hold after a subsequent call has ended. The alert is not repeated and does not alert until a subsequent call ends after the original call was placed on hold. This applies globally to all SIP CME Phones.

Note This command does not apply to Cisco ATAs that have been configured for SIP in Cisco Unified CME.

Examples

The following example shows how to set audible alert notification on SIP phones for on-hold calls:

```
Router(config)# voice register global
Router(config-register-global)# mode cme
Router(config-register-global)# hold-alert
Router(config-register-global)# create profile
! Restart phone(s) to update config file change
```

Related Commands

Command	Description
call-waiting (voice register pool)	Enables call waiting on a SIP phone.

Command	Description
mode (voice register global)	Enables the mode for provisioning SIP phones in a Cisco CallManager Express (Cisco CME) system.

hops

To define the number of times that a call can proceed to the next ephone-dn in a peer or longest-idle ephone hunt group before the call proceeds to the final ephone-dn, use the **hops** command in ephone hunt configuration mode. To return to the default number of hops, use the **no** form of this command.

hops *number*

no hops *number*

Syntax Description

number	Number of hops before the call proceeds to the final ephone-dn. Range is from 2 to 20, but the value must be less than or equal to the number of extensions that are specified in the **list** command. Default automatically adjusts to the number of hunt group members.

Command Default

The number of hops automatically adjusts to the number of ephone hunt group members.

Command Modes

Ephone-hunt configuration (config-ephone-hunt)

Command Modes

Cisco IOS Release	Cisco Product	Modification
12.2(15)ZJ	Cisco CME 3.0	This command was introduced.
12.3(4)T	Cisco CME 3.0	This command was integrated into Cisco IOS Release 12.3(4)T.
12.3(7)T	Cisco CME 3.1	The maximum number of hops was restricted to the number of extensions specified in the **list** command.
12.3(11)XL	Cisco CME 3.2.1	Increased maximum number of hops to 20.
12.3(14)T	Cisco CME 3.3	This command was integrated into Cisco IOS Release 12.3(14)T.
12.4(4)XC	Cisco Unified CME 4.0	The default was changed from 2 hops to automatically adjust the number of hops to the number of ephone hunt group members.

Cisco IOS Release	Cisco Product	Modification
12.4(9)T	Cisco Unified CME 4.0	The modification to change the default was integrated into Cisco IOS Release 12.4(9)T.

Usage Guidelines

This command is valid only for peer and longest-idle ephone hunt groups in Cisco Unified CallManager Express systems.

This command is required when you are configuring the **auto logout** command for peer and longest-idle hunt groups.

Examples

The following example sets the number of hops to 6 for peer hunt group 3:

```
Router(config)# ephone-hunt 3 peer
Router(config-ephone-hunt)# hops 6
```

Related Commands

Command	Description
auto logout	Enables the automatic change of an ephone hunt group agent's ephone-dn to not-ready status.
final	Defines the last ephone-dn in an ephone hunt group.
list	Defines the ephone-dns that participate in an ephone hunt group.
max-redirect	Changes the current number of allowable redirects in a Cisco Unified CME system.
no-reg (ephone-hunt)	Specifies that the pilot number of this ephone hunt group should not register with the H.323 gatekeeper.
pilot	Defines the ephone-dn that is dialed to reach an ephone hunt group.
preference (ephone-hunt)	Sets preference order for the ephone-dn associated with an ephone-hunt-group pilot number.
timeout (ephone-hunt)	Sets the number of seconds after which a call that is not answered is redirected to the next number in the hunt-group list.

hops (voice hunt-group)

To define the number of times that a call can hop to the next number in a peer hunt group before the call proceeds to the final number, use the **hops** command in voice hunt-group configuration mode. To return to the default number of hops, use the **no** form of this command.

hops *number*

no hops

Syntax Description

number	Number of hops before the call proceeds to the final number. Range is 2 to 10, but the value must be less than or equal to the number of extensions that are specified in the **list** command. The default is the same number as there are destinations defined under the **list** command.

Command Default

The default is the number of *directory-number* arguments configured in the **list** command.

Command Modes

Voice hunt-group configuration (config-voice-hunt-group)

Command History

Cisco IOS Release	Cisco product	Modification
12.4(4)T	Cisco CME 3.4	This command was introduced.

Usage Guidelines

This command is valid only for peer or longest-idle voice hunt groups in Cisco Unified CME systems.

Examples

The following example shows how to set the number of hops to 6 for peer voice hunt group 1:

```
Router(config)# voice hunt-group 1 peer
Router(config-voice-hunt-group)# list 1000, 1001, 1002, 1003, 1004, 1005, 1006, 006, 1007,
 1008, 1009
Router(config-voice-hunt-group)# hops 6
```

Related Commands

Command	Description
final (voice hunt-group)	Defines the last extension in a voice hunt group.
list (voice hunt-group)	Defines the directory numbers that participate in a hunt group.

Command	Description
timeout (voice hunt-group)	Sets the number of seconds after which a call that is not answered is redirected to the next number in the hunt-group list and defines the last directory number in the hunt group.

host-id-check

To configure host-id-check option for a vpn-profile, use the **host-id-check** command in vpn-profile configuration mode. To disable the host-id-check configuration, use the no form of this command.

host-id-check [*enable*| *disable*]

Syntax Description

enable	Enables host-id-check option in a vpn-profile.
disable	Disables host-id-check option in a vpn-profile.

Command Default

Host-id-check option is enabled.

Command Modes

Vpn-profile configuration (conf-vpn-profile)

Command History

Cisco IOS Release	Cisco Product	Modification
15.1(3)T	Cisco Unified CME 8.5	This command was introduced.

Usage Guidelines

Use this command to configure host-id-check option for a vpn-profile. This host ID check enhances the security by parsing the host name or the IP from latest URL of the VPN concentrator to check against the subjectAltNames field within the certificate, if the subjectAltNames existed. This check is performed by the phone.

Examples

The following example shows the host-id-check option enabled in vpn-profile 2 and disabled in vpn-profile 1:

```
Router# show run
!
voice service voip
 ip address trusted list
  ipv4 20.20.20.1
 vpn-group 1
  vpn-gateway 1 https://9.10.60.254/SSLVPNphone
  vpn-trustpoint 1 trustpoint cme_cert root
  vpn-hash-algorithm sha-1
 vpn-profile 1
  keepalive 50
  host-id-check disable
 vpn-profile 2
  mtu 1300
  password-persistent enable
  host-id-check enable
 sip
!
voice class media 10
```

```
 media flow-around
!
!
voice register global
 max-pool 10
```

Related Commands

Command	Description
vpn-profile	Defines a VPN-profile.

hunt-group report url

To set the filename parameters and the URL path where hunt group call statistics are sent using TFTP, use the **hunt-group report url** command in telephony service mode. To disable this feature, use the **no** form of this command.

hunt-group report url {**prefix**| **suffix**}

no hunt-group report url {**prefix**| **suffix**}

prefix	Provides the prefix of the filename to which the statistics are written. The prefix of the filename appears at the end of the URL.
suffix	Provides the suffix of the filename to which the statistics are written. Range is <0-1> to <1-200>.

Command Default

This command is disabled by default.

Command Modes

telephony-service (config-telephony)

Command History

Cisco IOS Release	Cisco Product	Modification
12.3(11)XL	Cisco CME 3.2.1	This command was introduced
12.3(14)T	Cisco CME 3.3	This command was integrated into Cisco IOS Release 12.3(14)T .

Related Commands

Command	Description
hunt-group report delay hours	Delays the automatic transfer of Cisco CME B-ACD call statistics to a file.
hunt-group report every hours	Sets the hourly interval after which Cisco CME B-ACD call statistics are automatically transferred to a file.

hunt-group statistics write-v2

To write all the ephone hunt and voice hunt group statistics to a file along with total logged in and logged out time for agents, use the **hunt-group statistics write-v2** command in privileged EXEC mode.

hunt-group statistics write-v2 *location*

Syntax Description

location	URL or filename to which the statistics is written.

Command Modes

Privileged EXEC (#)

Command History

Cisco IOS Release	Cisco Product	Modification
15.3(2)T	Cisco Unified CME 9.5	This command was introduced.
15.6(3)M 16.3.1	Cisco Unified CME 11.5	This command was enhanced to add statistics for total logged in and logged out time for voice hunt group.

Usage Guidelines

Use the **hunt-group statistics write-v2** command to write out, in hourly increments, all the ephone and voice hunt group statistics for the past seven days, along with total logged in and logged out time for agents. This command is intended to be used when normal hunt group statistics collection is interrupted, perhaps due to TFTP server failure. If applicable, the TFTP statistics report consists of both ephone and voice hunt statistics.

Note On the day that daylight saving time adjusts the time back by one hour at 2 a.m. each year, the original 1 a.m. to 2 a.m. statistics for that day are lost because they are overwritten by the new 1 a.m. to 2 a.m. statistics.

Examples

The following example shows how the **hunt-group statistics write-v2** command writes a combination of ephone and voice hunt group statistics to a file in TFTP server 202.153.144.25:

```
Router# hunt-group statistics write-v2 tftp://202.153.144.25/cmeteam/stats
Writing out all hunt group statistics to tftp://202.153.144.25/cmeteam/stats
01:47:08 UTC Mon Mar 21 2016,
,
EPHONE HUNT GROUP STAT,
01, Sat 00:00 - 01:00, HuntGp, 02, 02, 00001, 00001, 00000, 0007, 0007, 000001, 000001,
0000, 00000, 000000, 000000,
01, Sat 00:00 - 01:00, Agent, 5012, 00001, 000001, 000001, 00000, 000000, 000000, 00001,
000008, 000008, 00001, 000003, 000003,
01, Sat 00:00 - 01:00, Queue, 00000, 00001, 00000, 00006, 00006, 00000, 00000, 00000, 00000,
 00000,
01, Sat 01:00 - 02:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
```

```
0000, 00000, 000000, 000000,
01, Sat 02:00 - 03:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 03:00 - 04:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 04:00 - 05:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 05:00 - 06:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 06:00 - 07:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 07:00 - 08:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000,
.
.
.
06, Fri 19:00 - 20:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
06, Fri 20:00 - 21:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
06, Fri 21:00 - 22:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
06, Fri 22:00 - 23:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
06, Fri 23:00 - 00:00, HuntGp, 02, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
VOICE HUNT GROUP STAT,
01, Fri 01:00 - 02:00, HuntGp, 03, 02, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Fri 01:00 - 02:00, Agent, 2001, 00000, 000000, 000000, 00000, 000000, 000000, 00001,
000067, 000067, 00000, 000000, 000000, 000000, 003600,
01, Fri 01:00 - 02:00, Agent, 2002, 00000, 000000, 000000, 00000, 000000, 000000, 00001,
000006, 000006, 00000, 000000, 000000, 000000, 003600,
01, Fri 01:00 - 02:00, Agent, 2005, 00000, 000000, 000000, 00000, 000000, 000000, 00001,
000004, 000004, 00000, 000000, 000000, 000000, 003600,
01, Fri 01:00 - 02:00, Queue, 00007, 00005, 00000, 00013, 00030, 00002, 00034, 00002, 00000,
 00000, 00000, 00002, 00000, 00000, 00003, 00002, 00000, 00000, 00000, 00000,
01, Fri 02:00 - 03:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Fri 03:00 - 04:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
.
.
.
02, Thu 20:00 - 21:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
02, Thu 21:00 - 22:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
02, Thu 22:00 - 23:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
02, Thu 23:00 - 00:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
02, Fri 00:00 - 01:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
```

Related Commands

Command	Description
hunt-group report delay hours	Delays hunt group statistics collection for a specified number of hours.
hunt-group report every hours	Sets the hourly interval at which Cisco Unified CME B-ACD call statistics are automatically transferred to a file.
hunt-group report url	Sets filename parameters and the URL path where Cisco Unified CME B-ACD call statistics are to be sent using TFTP.

Command	Description
hunt-group statistics write-all	Writes all ephone and voice hunt group statistics to a fille.
show voicehunt-groupstatistics	Displays voice hunt group statistics.
show ephone-hunt statistics	Displays ephone hunt group statistics.

hunt-group logout

To set the hunt-group logout options, use the **hunt-group logout** command with **DND**, **Hlog**, **notify**, and **threshold** keywords in telephony-service configuration mode. To return to the default, use the **no** form of this command.

hunt-group logout [**DND**| **HLog**| **notify**| **threshold** *number*]

no hunt-group logout [**DND**| **HLog**| **notify**| **threshold** *number*]

Syntax Description

DND	Agent phones do not answer the number of calls specified in the **auto logout** command and are automatically placed in both DND status and not-ready status. The HLog soft key is not displayed on phones.
HLog	Agent phones do not answer the number of calls specified in the **auto logout** command and are automatically placed only in not-ready status. The HLog soft key is displayed on phones in addition to the DND soft key.
notify	Enables logout call in queue notification on HLog PLK button.
threshold *number*	Defines the boundary value by which how the Hlog PLK indicates the number of calls in queue on the logout agent's phone. Range is 1 to 65535.

Command Default

DND and HLog functionality is not separate and the HLog soft key will not be displayed on phones. The default is DND.

The default for threshold is disabled and the LED on the HLOG PLK blinks slow in amber as long as there are calls in queue.

The default for notify is disabled and has no LED display.

Command Modes

Telephony-service configuration (config-telephony)

Command History

Cisco IOS Release	Cisco Product	Modification
12.4(4)XC	Cisco Unified CME 4.0	This command was introduced.
12.4(9)T	Cisco Unified CME 4.0	This command was integrated into Cisco IOS Release 12.4(9)T.

Cisco IOS Release	Cisco Product	Modification
15.2(2)T2	Cisco Unified CME 9.1	The **notify** and **threshold** keywords were added.

Usage Guidelines

When Do Not Disturb (DND) functionality is activated, no calls are received at the phone, including ephone hunt group calls. DND is activated and canceled using the DND soft key or the DND feature access code (FAC).

When HLog functionality is activated, hunt-group agents are placed in not-ready status and hunt-group calls are blocked from the phone. Other calls that directly dial the phone's extension numbers are still received at the phone. HLog is activated and canceled using the HLog soft key or an HLog FAC.

If the **auto logout** command is used, the Automatic Agent Status Not-Ready feature is invoked for an ephone hunt group. This feature is triggered when an ephone-dn member does not answer a specified number of ephone hunt group calls. The following actions take place:

- If the **hunt-group logout HLog** command has been used, the agent is placed in not-ready status. The agent's ephone-dn will not receive further hunt group calls but will receive calls that directly dial the ephone-dn's extension numbers. An agent in not-ready status can return to ready status by pressing the HLog soft key or by using the HLog FAC.
- If the **hunt-group logout HLog** command has not been used or if the **hunt-group logout DND** command has been used, the phone on which the ephone-dn appears is placed into DND mode, in which the ephone-dn does not receive any calls at all, including hunt-group calls. The red lamp on the phone lights to indicate DND status. An agent in DND mode can return to ready status by pressing the DND soft key or by using the DND FAC.

The **DND** and **Hlog** keywords are exclusive and are used to enable separate handling of DND and HLog functionality for hunt-group agents and to display the HLog softkey on phones.

The **notify** and **threshold** keywords are used to enable the indication of the calls in queue for logout agents using the Hlog Programmable Line Key.

If the **threshold** *number* is enabled, the LED on the Hlog PLK blinks slow in amber for the number of calls in queue less than the threshold and blinks fast in red for those equal or beyond the threshold. This command will not take effect if **hunt-group logout** *notify* is disabled.

Note When an agent who is a dynamic member of a hunt group is in not-ready status, the agent's slot in the ephone hunt group is not relinquished. It remains reserved by the agent until the agent leaves the group.

Examples

The following example creates hunt group 3 with three agents (extensions 1001, 1002, and 1003). It specifies that after one unanswered call, an agent should be put into not-ready status but not into DND status.

```
Router(config)# telephony-service
Router(config-telephony)# hunt-group logout HLog
Router(config-telephony)# exit

Router(config)# ephone-hunt 3 peer
Router(config-ephone-hunt)# pilot 4200
Router(config-ephone-hunt)# list 1001, 1002, 1003
```

```
Router(config-ephone-hunt)# timeout 10
Router(config-ephone-hunt)# auto logout
Router(config-ephone-hunt)# final 4500
```

The following example sets the value of threshold to 2:

```
Router(config)# telephony-service
Router(config-telephony)# hunt-group logout ?
  DND        logout using DND softkey or PLK
  HLog       logout using HLog softkey or PLK
  notify     enable logout call in queue notification on HLog PLK button
  threshold  configure logout call in queue threshold
Router(config-telephony)# hunt-group logout threshold ?
  <1-65535>  number of calls in queue
Router(config-telephony)# no hunt-group logout notify
Router(config-telephony)# no hunt-group logout threshold
% Incomplete command.

Router(config-telephony)# no hunt-group logout threshold 2
Router(config-telephony)# no hunt-group logout ?
  DND        logout using DND softkey or PLK
```

HLog logout using HLog softkey or PLK

```
  notify     enable logout call in queue notification on HLog PLK button
  threshold  configure logout call in queue threshold
Router(config-telephony)# no hunt-group logout dnd
Router(config-telephony)# no hunt-group logout hlog
```

Related Commands

Command	Description
auto logout	Enables the automatic change of an agent's ephone-dn to not-ready status after a specified number of hunt-group calls are not answered.
feature-button *index <feature identifier >* [**label** *label*]	Enables the feature button configuration on a line key.

hunt-group report delay hours

To delay the automatic transfer of Cisco CallManager Express (Cisco CME) basic automatic call distribution (B-ACD) call statistics to a file, use the **hunt-group report delay hours** command in telephony-service configuration mode. To remove to the delay setting, use the **no** form of this command.

hunt-group report delay *number* **hours**

no hunt-group report delay *number* **hours**

Syntax Description

number	Number of hours by which the collection of statistics can be extended for the statistics collection periods configured with the **hunt-group report every hours** command. The range is from 1 to 10.

Command Default

Hunt-group report is delayed for one hour.

Command Modes

Telephony-service configuration (config-telephony)

Command History

Cisco IOS Release	Cisco product	Modification
12.3(11)XL	Cisco CME 3.2.1	This command was introduced.
12.3(14)T	Cisco CME 3.3	This command was integrated into Cisco IOS Release 12.3(14)T.

Usage Guidelines

This command is used for Cisco CME basic automatic call distribution (B-ACD) and auto-attendant (AA) service only.

The **hunt-group report delay hours** command is used as part of a statistics reporting configuration that allows Cisco CME B-ACD call statistics to be sent automatically to files using TFTP. For detailed information, see Cisco CME B-ACD and Tcl Call-Handling Applications .

Statistics are collected and stored (**statistics collect** command and **hunt-group report url** command) in specified intervals (**hunt-group report every hours** command). The default is for the statistics to be collected one hour after the specified interval. Because calls are counted when they end, some of the longer calls may not be counted. For example, if there is a call from 1:35 p.m. to 3:30 p.m., the interval is 1 hour, and there is no delay, TFTP will write the 1 p.m. to 2 p.m. statistics at 3 p.m. However, at 3 p.m., the 1:35 p.m. call is still active, so the call will not be counted at that time as occurring in the 1 p.m. to 2 p.m. time slot. When the call finishes at 3:30 p.m., it will be counted as occurring from 1 p.m. to 2 p.m. The **show hunt-group** command will report it, but TFTP will have already sent out its report. To include the 1:35 p.m. call, you could use the **hunt-group report delay hours** command to delay TFTP statistics reporting for an extra hour so the 1 p.m. to 2 p.m. report will be written at 4 p.m. instead of 3 p.m.

Examples

The following example shows a configuration in which statistics are reported for B-ACD calls that occur within three-hour time frames, but the collection of the statistic collection is extended for an extra hour to include calls that did not end within the three-hour time period:

```
Router(config)# telephony-service
Router(config-telephony)# hunt-group report every 3 hours
Router(config-telephony)# hunt-group report delay 1 hours
```

The following is an example of a report that the previous configuration might send to a file if the **statistics collect** command was entered at 18:20:

```
23:00:00 UTC Tue Dec 20 2004,
,
01, Tue 18:00 - 19:00, HuntGp, 02, 01, 00005, 00002, 0003, 0006, 000001, 000001, 0011,
01, Tue 19:00 - 20:00, HuntGp, 02, 02, 00000, 00000, 0000, 0000, 000000, 000000, 0000,
01, Tue 20:00 - 21:00, HuntGp, 02, 02, 00006, 00003, 0003, 0009, 000001, 000003, 0012,
```

Statistics collection has to take place for at least three hours for the statistics to be written to a file. The following is a chronology of events:

- At 19:00, the statistics collection was active for 40 minutes, so no statistics were written to file.
- At 20:00, the statistics collection was active for 1 hour and 40 minutes, so no statistics were written to file.
- At 21:00, the statistics collection was active for 2 hours and 40 minutes, so no statistics were written to file.
- At 22:00, the statistics collection was active for 3 hours and 40 minutes but there is a one-hour delay, so no statistics were written to file.
- At 23:00 the statistics were written to a file using TFTP.

Related Commands

Command	Description
hunt-group report every hours	Sets the hourly interval after which Cisco CME B-ACD call statistics are automatically transferred to a file.
hunt-group report url	Sets filename parameters and the URL path where Cisco CME B-ACD call statistics are to be sent using TFTP.
statistics collect	Enables the collection of Cisco CME B-ACD call data for an ephone hunt group.

hunt-group report every hours

To set the hourly interval at which Cisco CallManager Express (Cisco CME) basic automatic call distribution (B-ACD) call statistics are automatically transferred to a file, use the **hunt-group report every hours** command in telephony-service configuration mode. To remove the interval setting, use the **no** form of this command.

hunt-group report every *number* **hours**

no hunt-group report every *number* **hours**

Syntax Description

number	Number of hours after which auto-attendant (AA) call statistics are collected and reported. The range is from 1 to 84.

Command Default

No hourly interval is configured.

Command Modes

Telephony-service configuration (config-telephony)

Command History

Cisco IOS Release	Cisco Product	Modification
12.3(11)XL	Cisco CME 3.2.1	This command was introduced.
12.3(14)T	Cisco CME 3.3	This command was integrated into Cisco IOS Release 12.3(14)T.

Usage Guidelines

This command is used for Cisco CME basic automatic call distribution (B-ACD) and auto-attendant (AA) service only.

The **hunt-group report every hours** command is used as part of a statistics reporting configuration that allows Cisco CME B-ACD call statistics to be sent automatically to files by means of TFTP. For detailed information, see Cisco CME B-ACD and Tcl Call-Handling Applications .

Because calls are counted when they end, some of the longer calls may not be counted in the report. To delay the time in which statistics are collected and transferred you may configure a delay time with the **hunt-group report delay hours** command.

Examples

The following example sets the statistics collection to occur every three hours. There is no delay.

```
Router(config)# telephony-service
Router(config-telephony)# hunt-group report every 3 hours
```

The following is an example of a report that the previous configuration might send to a file if the **statistics collect** command was entered at 18:20:

```
22:00:00 UTC Tue Dec 20 2005,
,
01, Tue 18:00 - 19:00, HuntGp, 02, 01, 00005, 00002, 0003, 0006, 000001, 000001, 0011,
01, Tue 19:00 - 20:00, HuntGp, 02, 02, 00000, 00000, 0000, 0000, 000000, 000000, 0000,
01, Tue 20:00 - 21:00, HuntGp, 02, 02, 00006, 00003, 0003, 0009, 000001, 000003, 0012,
```

Statistics collection has to take place for at least three hours for the statistics to be written to a file. The following is a chronology of events:

- At 19:00, the statistics collection was active for 40 minutes, so no statistics were written to file.
- At 20:00, the statistics collection was active for 1 hour and 40 minutes, so no statistics were written to file.
- At 21:00, the statistics collection was active for 2 hours and 40 minutes, so no statistics were written to file.
- At 22:00, the statistics collection was active for 3 hours and 40 minutes, so statistics were written to a file using TFTP.

If the previous example were configured for a delay of one hour using the **hunt-group report delay 1 hours** command, the statistics would be written one hour later at 23:00.

Related Commands

Command	Description
hunt-group report delay hours	Delays the automatic transfer of Cisco CME B-ACD call statistics to a file.
hunt-group report url	Sets filename parameters and the URL path where Cisco CME B-ACD call statistics are to be sent using TFTP.
statistics collect	Enables the collection of Cisco CME B-ACD call statistics for an ephone hunt group.

hunt-group statistics write-all

To write all the ephone and voice hunt group statistics to a file, use the **hunt-group statistics write-all** command in privileged EXEC mode.

hunt-group statistics write-all *location*

Syntax Description

location	URL or filename to which the statistics should be written.

Command Modes

Privileged EXEC (#)

Command History

Cisco IOS Release	Cisco Product	Modification
12.4(4)XC	Cisco Unified CME 4.0	This command was introduced.
12.4(9)T	Cisco Unified CME 4.0	This command was integrated into Cisco IOS Release 12.4(9)T.
15.2(2)T	Cisco Unified CME 9.0	This command was introduced to replace the **ephone-hunt statistics write-all** command.

Usage Guidelines

Use the **hunt-group statistics write-all** command to write out, in hourly increments, all the ephone and voice hunt group statistics for the past seven days. This command is intended to be used when normal hunt group statistics collection is interrupted, perhaps due to TFTP server failure. If applicable, the TFTP statistics report consists of both ephone and voice hunt statistics.

The commands that are normally used to provide hunt group statistics are **hunt-group report delay hours**, **hunt-group report every hours**, **hunt-group report url**, and **statistics collect**. These commands allow you to specify shorter, more precise reporting periods and file naming conventions.

Note On the day that daylight saving time adjusts the time back by one hour at 2 a.m. each year, the original 1 a.m. to 2 a.m. statistics for that day are lost because they are overwritten by the new 1 a.m. to 2 a.m. statistics.

Examples

The following example shows how the **hunt-group statistics write-all** command writes a combination of ephone and voice hunt group statistics to a file in TFTP server 223.255.254.254:

```
Router# hunt-group statistics write-all tftp://223.255.254.254/ngm/huntgp/uc500/statall
Writing out all hunt group statistics to tftp://223.255.254.254/ngm/huntgp/uc500/statall
00:08:34 UTC Sat Feb 19 2011,
```

```
,
EPHONE HUNT GROUP STAT,
01, Sat 00:00 - 01:00, HuntGp, 02, 02, 00001, 00001, 00000, 0007, 0007, 000001, 000001,
0000, 00000, 000000, 000000,
01, Sat 00:00 - 01:00, Agent, 5012, 00001, 000001, 000001, 00000, 000000, 000000, 00001,
000008, 000008, 00001, 000003, 000003,
01, Sat 00:00 - 01:00, Queue, 00000, 00001, 00000, 00006, 00006, 00000, 00000, 00000, 00000,
 00000,
01, Sat 01:00 - 02:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 02:00 - 03:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 03:00 - 04:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 04:00 - 05:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 05:00 - 06:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 06:00 - 07:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 07:00 - 08:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000,
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.
.
06, Fri 19:00 - 20:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
06, Fri 20:00 - 21:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
06, Fri 21:00 - 22:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
06, Fri 22:00 - 23:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
06, Fri 23:00 - 00:00, HuntGp, 02, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
VOICE HUNT GROUP STAT,
01, Sat 00:00 - 01:00, HuntGp, 08, 08, 00002, 00002, 00000, 0002, 0003, 000004, 000005,
0000, 00001, 000003, 000003,
01, Sat 00:00 - 01:00, Agent, 5022, 00001, 000005, 000005, 00000, 000000, 000000, 00000,
000000, 000000, 00000, 000000, 000000,
01, Sat 00:00 - 01:00, Agent, 5012, 00001, 000004, 000004, 00001, 000003, 000003, 00001,
000005, 000005, 00001, 000003, 000003,
01, Sat 00:00 - 01:00, Queue, 00001, 00001, 00000, 00003, 00003, 00000, 00000, 00000, 00000,
 00000,
01, Sat 01:00 - 02:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 02:00 - 03:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 03:00 - 04:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 04:00 - 05:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
01, Sat 05:00 - 06:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
.
.
.
08, Fri 19:00 - 20:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
08, Fri 20:00 - 21:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
08, Fri 21:00 - 22:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
08, Fri 22:00 - 23:00, HuntGp, 00, 00, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
08, Fri 23:00 - 00:00, HuntGp, 08, 08, 00000, 00000, 00000, 0000, 0000, 000000, 000000,
0000, 00000, 000000, 000000,
```

Related Commands

Command	Description
hunt-group report delay hours	Delays hunt group statistics collection for a specified number of hours.
hunt-group report every hours	Sets the hourly interval at which Cisco Unified CME B-ACD call statistics are automatically transferred to a file.
hunt-group report url	Sets filename parameters and the URL path where Cisco Unified CME B-ACD call statistics are to be sent using TFTP.
show ephone-hunt	Displays ephone hunt group information.
show ephone-hunt statistics	Displays ephone hunt group statistics.
statistics collection	Enables the collection of call statistics for an ephone hunt group.
statistics collection (voice hunt-group)	Enables the collection of call statistics for a voice hunt group.

huntstop (ephone-dn and ephone-dn-template)

To disable call hunting for directory numbers or channels, use the **huntstop** command in ephone-dn or ephone-dn-template configuration mode. To reset to the default, use the **no** form of this command.

huntstop [**channel** *number-of-channels*]

no huntstop [**channel** *number-of-channels*]

Syntax Description

channel	(Optional) For dual-line and octo-line directory numbers. Prevents incoming calls from hunting to the next channel if the first channel is busy or does not answer.
number-of-channels	Supported for octo-line directory numbers only. Number of channels available to accept incoming calls. Remaining channels are reserved for outgoing calls or features such as call transfer, call waiting, and conferencing. Range: 1 to 8. Default: 8.

Command Default

Ephone-dn huntstop is enabled. Channel huntstop is disabled for dual-line directory numbers. Channel huntstop is set to 8 for octo-line directory numbers.

Command Modes

Ephone-dn configuration (config-ephone-dn) Ephone-dn-template configuration (config-ephone-dn-template)

Command History

Cisco IOS Release	Cisco Product	Modification
12.1(5)YD	Cisco ITS 1.0	This command was introduced.
12.2(2)XT	Cisco ITS 2.0	This command was implemented on the Cisco 1750 and Cisco 1751.
12.2(8)T	Cisco ITS 2.0	This command was integrated into Cisco IOS Release 12.2(8)T.
12.2(15)ZJ	Cisco CME 3.0	The **channel** keyword was introduced.
12.3(4)T	Cisco CME 3.0	This **channel** keyword was integrated into Cisco IOS Release 12.3(4)T.
12.4(4)XC	Cisco Unified CME 4.0	This command was added to ephone-dn-template configuration mode.

Cisco IOS Release	Cisco Product	Modification
12.4(9)T	Cisco Unified CME 4.0	This command in ephone-dn-template configuration mode was integrated into Cisco IOS Release 12.4(9)T.
12.4(15)XZ	Cisco Unified CME 4.3	The *number-of-channels* argument was added for octo-lines.
12.4(20)T	Cisco Unified CME 7.0	This command with the *number-of-channels* argument for octo-lines was integrated into Release 12.4(20)T.

Usage Guidelines

Use this command without the **channel** keyword to disable call hunting for ephone-dns. An incoming call does not roll over (hunt) to another ephone-dn if the called number is busy or does not answer and a call hunt strategy has been established that includes this ephone-dn. A huntstop prevents hunt-on-busy from redirecting a call from a busy phone into a dial-peer with a catch-all default destination. Use the **no huntstop** command to disable huntstop and allow hunting for ephone-dns.

Channel huntstop works in a similar way, but it affects call hunting behavior for the two channels of a dual-line ephone-dn. Use the **channel** keyword to prevent incoming calls from hunting to the second channel of an ephone-dn if the first channel is busy or does not answer. Incoming calls hunt forward to the next ephone-dn in the hunt sequence instead of to the next channel on the same ephone-dn.

For example, an incoming call might search through the following ephone-dns and channels:

ephone-dn 10 (channel 1) ephone-dn 10 (channel 2)

ephone-dn 11 (channel 1) ephone-dn 11 (channel 2) ephone-dn 12 (channel 1) ephone-dn 12 (channel 2)

If the **huntstop channel** command is not enabled (the default), a call might ring for 30 seconds on ephone-dn 10 (channel 1) and then after 30 seconds move to ephone-dn 10 (channel 2), which is usually not the desired behavior. It is useful to reserve the second channel of a dual-line ephone-dn for call transfer, call waiting, or conferencing.

The *number* argument is required for an octo-line directory number when using the **channel** keyword. This argument limits the number of channels for incoming calls on an octo-line directory number and reserves the other channels for outgoing calls or features such as call transfer or conferencing. The router selects idle channels from the lowest number to the highest. This argument is supported only for an octo-line directory number.

In an ephone-dn template, you can apply separate **huntstop channel** commands for dual-line directory numbers and octo-line directory numbers.

If you use an ephone-dn template to apply a command to an ephone-dn and you also use the same command in ephone-dn configuration mode for the same ephone-dn, the value that you set in ephone-dn configuration mode has priority.

Examples

The following example shows huntstop is disabled for ephone-dn 1. The huntstop attribute is set to OFF and allows calls to extension 5001 to hunt to another directory number when directory number 1 is busy.

```
ephone-dn 1
 number 5001
 no huntstop
```

The following example shows a typical configuration in which enabling huntstop (default) is required:

```
ephone-dn 1
 number 5001

ephone 4
 button 1:1
 mac-address 0030.94c3.8724

dial-peer voice 5000 voip
 destination-pattern 5...
 session target ipv4:192.168.17.225
```

In the previous example, the huntstop attribute for the dial peer is set to ON by default and prevents calls to extension 5001 from being rerouted to the on-net H.323 dial peer for 5... when extension 5001 is busy (the three periods are used as wildcards).

The following example shows another configuration in which huntstop is not desired and is explicitly disabled. In this example, ephone 4 is configured with two lines, each with the same extension number 5001. This allows the second line to provide call-waiting notification for extension number 5001 when the first line is in use. Setting **no huntstop** on the first line (ephone-dn 1) allows incoming calls to hunt to the second line (ephone-dn 2) when the first line is busy.

Ephone-dn 2 has call forwarding set to extension 6000, which corresponds to a locally attached answering machine connected to a foreign exchange station (FXS) voice port. In this example, the plain old telephone system (POTS) dial peer for extension 6000 also has the dial-peer huntstop attribute explicitly set to prevent further hunting.

```
ephone-dn 1
 number 5001
 no huntstop
 preference 1
 call-forward noan 6000

ephone-dn 2
 number 5001
 preference 2
 call-forward busy 6000
 call-forward noan 6000

ephone 4
 button 1:1 2:2
 mac-address 0030.94c3.8724

dial-peer voice 6000 pots
 destination-pattern 6000
 huntstop
 port 1/0/0
 description answering-machine
```

The following example shows a dual-line configuration in which an ephone-dn template is used to prevent calls from hunting to the second channel of any ephone-dn. The calls hunt through the first channels for each ephone-dn in the order 10, 11, 12.

```
ephone-dn-template 2
 huntstop channel

ephone-dn 10 dual-line
 number 1001
 no huntstop
 ephone-dn-template 2

ephone-dn 11 dual-line
 number 1001
 no huntstop
```

```
 ephone-dn-template 2
 preference 1

ephone-dn 12 dual-line
 number 1001
 no huntstop
 ephone-dn-template 2
 preference 2
```

The following example shows a configuration in which incoming calls to octo-line directory number 7 are limited to four, freeing the other four channels for outgoing calls or features such as call transfer or conferencing.

```
ephone-dn  7  octo-line
 number 2001
 name Smith, John
 huntstop channel 4
```

The following example shows an ephone-dn template configuration in which the huntstop is set for both dual-line and octo-line directory numbers.

```
ephone-dn-template  1
 huntstop channel
 huntstop channel 4
```

Related Commands

Command	Description
huntstop (dial-peer)	Disables further dial-peer hunting if a call fails using hunt groups.
number	Associates a telephone or extension number with a directory number (ephone-dn).

huntstop (voice register dn)

To disable call hunting behavior for a directory number on a SIP phone, use the **huntstop** command in voice register dn configuration mode. To reset to the default, use the **no** form of this command.

huntstop [**channel** *number*]

no huntstop [**channel** *number*]

Syntax Description

channel *number*	(Optional) Number of channels available to accept incoming calls. Remaining channels are reserved for outgoing calls or features such as call transfer, call waiting, and conferencing. Range: 1 to 50. Default: 0 (disabled).

Command Default

Call hunting is enabled for the directory number. Channel huntstop is disabled (0) for the directory number.

Command Modes

Voice register dn configuration (config-register-dn)

Command History

Cisco IOS Release	Cisco Product	Modification
12.4(4)T	Cisco CME 3.4 Cisco SIP SRST 3.4	This command was introduced.
12.4(22)YB	Cisco Unified CME 7.1	The **channel** keyword and *number* argument were added.
12.4(24)T	Cisco Unified CME 7.1	This command has been integrated into Cisco IOS Release 12.4(24)T.

Usage Guidelines

This command disables call hunting behavior for a directory number on a SIP IP phone so that an incoming call does not roll over (hunt) to another directory number if the called directory number is busy or does not answer and if a hunting strategy has been established that includes this directory number. A huntstop allows you to prevent hunt-on-busy from redirecting a call from a busy phone into a dial-peer setup with a catch-all default destination. Use the **no huntstop** command to disable huntstop and allow hunting for directory numbers (default).

The **channel** keyword and *number* argument limits the number of channels for incoming calls to a directory number and reserves the other channels for outgoing calls or features such as call transfer or conferencing. The router selects idle channels from the lowest number to the highest.

Examples

The following example shows a typical configuration in which huntstop is required. The **huntstop** command is enabled and prevents calls to extension 5001 from being rerouted to the on-net H.323 dial peer for 5... when extension 5001 is busy (three periods are used as wild cards).

```
voice register dn 1
 number 5001
 huntstop

voice register pool 4
 button 1:1
 mac-address 0030.94c3.8724

dial-peer voice 5000 voip
 destination-pattern 5...
 session target ipv4:192.168.17.225
```

The following example shows a configuration in which huntstop is not desired (default). In this example, directory number 4 is configured with two lines, each with the same extension number 5001. This is done to allow the second line to provide call-waiting notification for extension number 5001 when the first line is in use. Not enabling huntstop on the first line (directory number 1) allows incoming calls to hunt to the second line (directory number 2) on phone 4 when the directory number 1 line is busy.

Directory number 2 has call forwarding set to extension 6000, which corresponds to a locally attached answering machine connected to a foreign exchange station (FXS) voice port. In this example, the plain old telephone system (POTS) dial peer for extension 6000 has the dial-peer huntstop attribute explicitly set to prevent further hunting.

```
voice register dn 1
 number 5001
 preference 1
 call-forward noan 6000

voice register dn 2
 number 5001
 preference 2
 call-forward busy 6000
 call-forward noan 6000

voice register pool 4
 button 1:1 2:2
 mac-address 0030.94c3.8724

dial-peer voice 6000 pots
 destination-pattern 6000
 huntstop
 port 1/0/0
 description answering-machine
```

The following example shows a configuration in which incoming calls to directory number 23 are blocked if the total number of calls to extension 8123 exceeds 4. This frees the other channels for outgoing calls or features such as call transfer or conferencing.

```
voice register dn  23
 number 8123
 shared-line max-calls 4
 huntstop channel 4
```

Related Commands

Command	Description
huntstop (dial-peer)	Disables all further dial-peer hunting if a call fails on the dial peer.
shared-line	Creates a directory number to be shared by multiple SIP phones.