

Messages Button Brings Up Wrong Line for Voice Mail

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Introduction

The document describes how to change the default behavior of the message button on the Cisco IP phone which dials into the most recently updated message box when pressed in a shared line condition.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco CallManager 4.x.

Components Used

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

- Cisco CallManager 4.x
- Cisco 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.

Message Button

The phone message button is linked to the voicemail system. Pressing the messages button causes the phone to automatically dial the voice-messaging system from a line which has a voice message. As the default behavior of the message button with shared lines, it will dial the voicemail box which has the most recent message.

Problem

While using multiple shared lines in a IP phone and trying to access the voicemail using the message button, the wrong voicemail box is accessed. This occurs when all lines have a different voicemail box. This problem is more common when the Cisco Unified IP Phone Expansion Module 7914 is used.

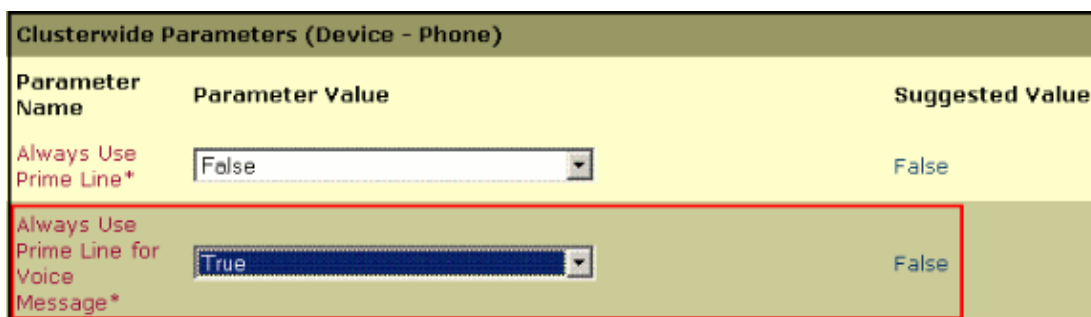
Solution

In order to the access voicemail of the primary line when pressing the message button, you need to choose **True** as the Always Use Prime Line for Voice Message parameter. By default this is False.

Procedure

Complete these steps in order to change the parameter value from False to True:

1. Go to the Cisco Unified Communication Manager Administration page. Click **Service**, then select **Service Parameters**.
2. Choose the publisher from the server drop down list and choose **Cisco CallManager** from the service list.
3. Find **Always Use Prime Line for Voice Message** under Clusterwide Parameter (Device– Phone). Change the parameter value from **False** to **True**, then click **Update**.



Parameter Name	Parameter Value	Suggested Value
Always Use Prime Line*	False	False
Always Use Prime Line for Voice Message*	True	False

This ensures that when you press the message button, it always dials into the prime line voice message box.

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)

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