

Headset Auto Answer

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Information About Headset Auto Answer

Auto Answering Calls Using a Headset

In Cisco Unified CME 4.0 and later versions you can configure lines on specific phones to automatically connect to incoming calls when the headset key is activated. The phone cannot be busy with an active call and the headset key must be engaged to automatically answer calls. Incoming calls are automatically answered one by one on the phone as long as the headset light remains lit. For each ephone, you can specify one or more lines for headset auto answer.

After a phone is configured for headset auto answer, the phone user must press the headset key to start auto answer. The headset light is lit to indicate that auto answer is active for the lines that are designated in the configuration. When the phone auto answers a call, a *zip* tone is played to alert the phone user that a call is present. To stop auto answer, the phone user presses the headset key again and the headset light goes out. At this time, the phone user can answer calls in a normal manner using the handset.

Difference Between a Line and a Button

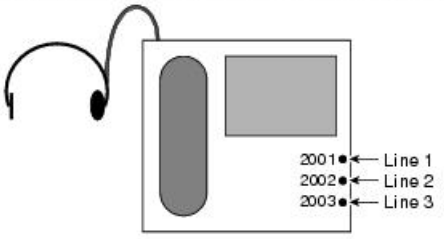
Note that a line is similar to, but not exactly the same as, a button on the phone. A line represents a phone's capability to make a call connection, so each button that can make a call connection becomes a line. (For example, unoccupied buttons or speed-dial buttons are not lines.) Note also that a line is not the same as an ephone-dn. A button with overlaid ephone-dns is only one line, regardless of whether it has several ephone-dns (extension numbers) associated with it. In most cases an ephone's line numbers do match its button numbers, but in a few cases they do not.

Figure 1: When is a Line the Same as a Button?, on page 2 illustrates a comparison of line numbers and button numbers for different types of ephone configurations.

Figure 1: When is a Line the Same as a Button?

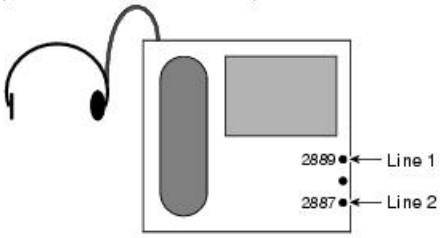
Most of the time, a line number is the same as the button number on which it appears.

In this example, line 1 is button 1, line 2 is button 2, and line 3 is button 3.



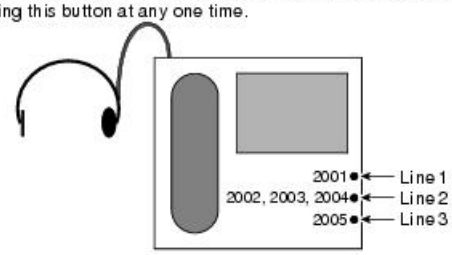

```
ephone-dn 21
 number 2001
ephone-dn 22
 number 2002
ephone-dn 23
 number 2003
ephone 2
 button 1:21 2:22 3:23
 headset auto-answer line 1
 headset auto-answer line 2
```

But not always. In the following case, line 2 is button 3, because button3 is the second button that has an ephone-dn to be connected to a phone call. Button 2 is unoccupied and cannot take calls.



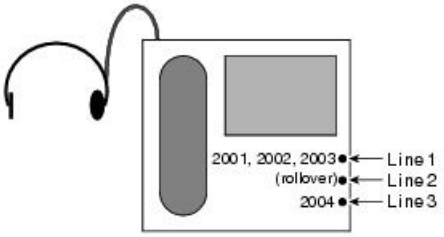

```
ephone-dn 33
 number 2889
ephone-dn 34
 number 2887
ephone 2
 button 1:33 3:34
 headset auto-answer line 1
 headset auto-answer line 2
```

In the following example, button 2 has three overlay ephone-dns (22, 23, and 24). Button 2 is defined as one line because only one of those ephone-dns can be connected to a call using this button at any one time.




```
ephone-dn 21
 number 2001
ephone-dn 22
 number 2002
ephone-dn 23
 number 2003
ephone-dn 24
 number 2004
ephone-dn 25
 number 2005
ephone 2
 button 1:21 2o22,23,24 3:25
 headset auto-answer line 2
 headset auto-answer line 3
```

An expansion, or rollover, line for overlaid ephone-dns also counts as one line. Button 2 in this example is also line 2.




```
ephone-dn 21
 number 2001
ephone-dn 22
 number 2002
ephone-dn 23
 number 2003
ephone-dn 24
 number 2004
ephone 2
 button 1o21,22,23 2x1 3:24
 headset auto-answer line 1
 headset auto-answer line 2
```

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Configure Headset Auto Answer

Enable Headset Auto Answer

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone** *phone-tag*
4. **headset auto-answer line** *line-number*
5. **end**

DETAILED STEPS

Procedure

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**ephone** *phone-tag* **Example:** `Router(config)# ephone 25`	Enters ephone configuration mode. • *phone-tag*—Unique sequence number that identifies this ephone during configuration tasks. The maximum number of ephones for a particular Cisco Unified CME system is version- and platform-specific. For the range of values, see the CLI help.
Step 4	**headset auto-answer line** *line-number* **Example:** `Router(config-ephone)# headset auto-answer line 1`	Specifies a line on an ephone that will be answered automatically when the headset button is depressed. • *line-number*—Number of the phone line that should be automatically answered. **Note** Repeat this command to add additional lines.
Step 5	**end** **Example:** `Router(config-ephone)# end`	Returns to privileged EXEC mode.

Verify Headset Auto Answer

Procedure

Step 1 Use the **show running-config** command to verify your configuration. Headset auto answer is listed in the ephone portion of the output.

```
Router# show running-config

    ephone  1
     headset auto-answer line 1
     headset auto-answer line 2
     headset auto-answer line 3
     headset auto-answer line 4
     username "Front Desk"
     mac-address 011F.92B0.BE03
     speed-dial 1 330 label “Billing”
     type 7960 addon 1 7914
     no dnd feature-ring
     keep-conference
     button  1f40 2f41 3f42 4:30
     button  5:405 7m20 8m21 9m22
     button  10m23 11m24 12m25 13m26
     button  14m499 15:1 16m31 17f498
     button  18s500
     night-service bell
```

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

Configuration Example for Headset Auto Answer

Example for Enabling Headset Auto Answer

The following example enables headset auto answer on ephone 3 for line 1 (button 1) and line 4 (button 4).

```
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 enables headset auto answer on ephone 17 for line 2 (button 2), which has overlaid ephone-dns, and line 3 (button 3), which is an overlay rollover line.

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

The following example enables headset auto answer on ephone 25 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
```

Feature Information for Headset Auto Answer

The following table provides release information about the feature or features described in this module. This table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to https://cfnng.cisco.com/. An account on Cisco.com is not required.

Table 1: Feature Information for Headset Auto Answer

Feature Name	Cisco Unified CME Version	Feature Information
Headset Auto Answer	4.0	Headset auto answer was introduced.