



Configuring Cisco IP Phones in Cisco CallManager

Cisco IP Phones are full-featured telephones that can be plugged directly into your IP network. Cisco CallManager supports the following Cisco IP Phones:

- Cisco IP Phone 7900 Family
- Cisco IP Phone 30 VIP
- Cisco IP Phone 12 SP+

The following devices are also configured through the Cisco CallManager Administration phone configuration pages:

- H.323 Clients
- CTI Ports



Note

Devices such as analog phones or fax machines must be connected to a gateway (for example, a Cisco VG200 gateway).

If you are administering a large number of phones at your site, you can use the Bulk Administration Tool (BAT) to perform batch add, modify, and delete operations for Cisco IP Phones instead of manually adding and configuring each phone using Cisco CallManager Administration.

BAT is a plug-in application for Cisco CallManager. If BAT is already installed on your Cisco CallManager system, it can be accessed by opening Cisco CallManager administration and selecting **Application > BAT**.

Refer to the *Bulk Administration Tool Guide for Cisco CallManager* for detailed instructions on configuring BAT to perform batch operations on Cisco IP phones.

Related Topics

The following topics provide information about working with and configuring Cisco IP phones in Cisco CallManager:

- Understanding Cisco IP Phones, page 46-2
- Configuring Cisco IP Phones, page 46-5
- Finding a Phone, page 46-15
- Configuring Phone Features, page 46-16
- Configuring Directory Numbers, page 46-18
- Configuring Phone Button Templates, page 47-1
- Shared Line Appearances, page 46-25

Understanding Cisco IP Phones

The following topics describe the types of phones and other devices that can be configured through the **Device > Phone** area of Cisco CallManager Administration:

- Cisco IP Phone 7900 Family
- Cisco IP Phone 30 VIP
- Cisco IP Phone 12 SP+
- CTI Ports
- H.323 Clients

Cisco IP Phone 7900 Family

Cisco CallManager supports the Cisco IP Phone 7900 family of phones, which include the following models:

- Cisco IP Phone 7960
- Cisco IP Phone 7940

- Cisco IP Phone 7910

Cisco CallManager does not directly control all features on these phones through phone button templates. Refer to the *Cisco IP Phone 7900 Family Administration Guide* and the *Getting Started* publications for individual Cisco IP Phone 7900 Family models for detailed information.

Cisco IP Phone 7960

The Cisco IP Phone model 7960 is a full-featured, six-line business set that supports the following features:

- An information (*i*) button
- Six programmable line or speed dial buttons
- Four fixed buttons for accessing voice mail messages and adjusting phone settings, services, and directories
- Four soft keys for displaying additional call detail and functionality
- A large LCD display that shows call detail and soft key functions
- An internal two-way speakerphone and microphone mute

Cisco IP Phone 7940

The Cisco IP Phone model 7940 is a two-line business set with features similar to the Cisco IP Phone model 7960. These include:

- An information (*i*) button
- Two programmable buttons (these can be configured as two lines or one line and one speed dial)
- Four on-screen mode buttons for accessing voice mail messages and adjusting phone settings, services, and directories
- Four soft keys for displaying additional call detail and functionality
- A large LCD display that shows call detail and soft key functions
- An internal two-way speakerphone and microphone mute

Cisco IP Phone 7910

The Cisco IP Phone 7910 is a single-line, basic feature phone designed primarily for common-use areas with medium telephone traffic such as lobbies or break rooms. It includes the following features:

- Four dedicated feature buttons for Line, Hold, Transfer, and Settings
- Six programmable feature buttons that can be configured through phone button templates in Cisco CallManager

Available features include Call Park, Redial, Speed Dial, Call Pickup, Conference, Forward All, Group Call Pickup, Message Waiting, and Meet-Me Conference.

- A two-line LCD display (24 characters per line) that indicates the directory number, call status, date and time
- An internal two-way speakerphone and microphone mute

Cisco IP Phone 12 SP+

The Cisco IP Phone model 12 SP+ offers many of the same features as PBX or plain old telephone service (POTS) telephones. This IP phone includes the following features:

- 12 programmable line and feature buttons
- An LED associated with each of the 12 feature and line buttons to indicate feature and line status
- A two-line LCD display (20 characters per line) for call status and identification
- An internal two-way speakerphone and microphone mute

Cisco IP Phone 30 VIP

The Cisco IP Phone 30 VIP offers many of the same features as PBX or plain old telephone service (POTS) telephones. This IP phone includes the following features:

- 26 programmable line and feature buttons

- An LED associated with each of the 26 feature and line buttons to indicate feature and line status
- A two-line LCD for displaying date and time, calling party name, calling party number, and digits dialed
- An internal two-way speakerphone with microphone mute
- A transfer feature button

CTI Ports

CTI ports are virtual devices that are used by software-based Cisco CallManager applications such as Cisco SoftPhone, Cisco AutoAttendant, and Cisco IP Interactive Voice Response (IVR). CTI ports are configured through the same Cisco CallManager Administration area as phones, but require fewer configuration settings.

- For general instructions on how to configure settings for CTI ports, refer to the “Configuring Cisco IP Phones” section on page 46-5.
- For information on how to configure CTI ports for use with a specific application, such as Cisco SoftPhone, refer to the documentation and online help provided with that application.

H.323 Clients

H.323 clients include Microsoft NetMeeting devices and NetVision Symbol phones. They are configured through the same Cisco CallManager Administration pages as phones, but require fewer configuration settings.

For instructions on how to configure H.323 clients, refer to the “Configuring Cisco IP Phones” section on page 46-5.

Configuring Cisco IP Phones

When connecting a Cisco IP Phone to your IP telephony network, you can choose to allow the phone to auto-register itself with the Cisco CallManager database. By enabling auto-registration, you can automatically add phones to the database.

However, in many cases, you might not want to use auto-registration. For example, auto-registration does not allow you to assign specific directory numbers to a phone. Instead, numbers are assigned sequentially based on the next available number designated in Cisco CallManager.

If you do not use auto-registration, you must manually add phones to the Cisco CallManager database or use the Bulk Administration Tool (BAT). BAT is a plug-in application that enables system administrators to perform batch add, modify, and delete operations on large numbers of Cisco IP Phones. Refer to the *Bulk Administration Tool Guide for Cisco CallManager* for detailed instructions on using BAT.

You can also delete, reset, update, and copy phones from Cisco CallManager.

H.323 clients and CTI ports are also configured in this area of Cisco CallManager Administration, and are covered in the procedures in this section.

Related Topics

- Displaying the MAC Address of a Phone, page 46-6
- Adding a Phone, page 46-7
- Deleting a Phone, page 46-11
- Resetting a Phone, page 46-12
- Updating a Phone, page 46-13
- Copying an Existing Phone, page 46-14

Displaying the MAC Address of a Phone

The Media Access Control (MAC) address is a unique 12-character hexadecimal number that identifies a Cisco IP Phone or other hardware device. It is located on a label on the bottom of the phone (for example, 000B6A409C405 for Cisco IP Phone 7900 Family models or SS-00-0B-64-09-C4-05 for Cisco IP Phone SP 12+ and 30 VIP models). The MAC address is a required field for Cisco IP Phone device configuration. When entering the MAC address in Cisco CallManager fields, do not use spaces or dashes and do not include the "SS" that may precede the MAC address on the label.

To display the MAC address when the phone is powered on:

- Cisco IP Phone 7960 and 7940 models — press **Settings**, use the arrow buttons to highlight the **Network Configuration** menu option, and press the **Select** softkey.
- Cisco IP Phone 7910 — Press **Settings**, use the arrow buttons to locate Network Config options, press **6** on the phone keypad to begin displaying the Network Config options, then use the arrow keys to scroll the Network Config option display to the MAC address.
- Cisco IP Phone 12 SP+ and 30VIP models — press ****** to display the MAC address on the second line of the LCD display.

For more information about displaying additional configuration settings on Cisco IP Phones, refer to the *Cisco IP Phone 7900 Family Administration Guide* and the individual *Getting Started* publications provided with Cisco IP Phones.

Adding a Phone

Before a Cisco IP Phone can be used, you must add the phone to Cisco CallManager.

Procedure

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- Step 1** Open Cisco CallManager Administration.
 - Step 2** Select **Device > Add a Device**.
The Add a New Device page displays.
 - Step 3** Select **Phone** from the Device Type drop-down list box and click **Next**.
The Add a New Phone page displays.
 - Step 4** Select the appropriate phone type (Cisco IP Phone model, H.323 client, or CTI port) from the phone type drop-down list and click **Next**. The Phone Configuration page displays.
 - Once you select a phone type, you cannot modify it.
 - CTI ports are virtual devices used by Cisco CallManager applications such as Cisco SoftPhone and Cisco AutoAttendant

- H.323 clients can be Symbol NetVision phones or Microsoft NetMeeting clients.

Step 5 Enter the appropriate settings as described in Table 46-1.

These settings are not available for all phone types. Only the settings appropriate to the selected phone type will appear on your screen.

Table 46-1 IP Phone Configuration Settings

Field	Description	Usage Notes
Device Information		
MAC Address	Media Access Control (MAC) address that identifies Cisco IP Phones (hardware phones only) Refer to the “Displaying the MAC Address of a Phone” section on page 46-6.	<ul style="list-style-type: none"> • Value must be 12 hexadecimal characters. • This field is only displayed for hardware Cisco IP Phones
Device Name	Identifies software-based telephones.	<ul style="list-style-type: none"> • Value can include 1 to 15 characters, including alphanumeric, dot, dash, or underscores. • Only available for H.323 clients and CTI ports
Description	Clarifies the purpose of the device.	
Load Information	Specifies custom software for a Cisco IP Phone.	The value entered here overrides the default values for this type of device. Refer to the “Setting Device Defaults” section on page 15-1.
Device Pool	Defines sets of common characteristics for devices, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration	The value entered here overrides the default value for this type of device. Refer to the “Setting Device Defaults” section on page 15-1.

Table 46-1 IP Phone Configuration Settings (continued)

Field	Description	Usage Notes
Location	Specifies the remote location accessed using restricted bandwidth connections.	
Calling Search Space	Specifies the collection of Route Partitions searched to determine how a dialed number should be routed.	
Button Template	Determines the configuration of buttons on a phone and identifies which feature (line, speed dial, and so on) is used for each button.	The value entered here overrides the default value for this type of device. Refer to the “Setting Device Defaults” section on page 15-1. Not available for H.323 clients or CTI ports.

H.323 Client-Specific Device Information

Outgoing Caller ID Pattern	Specifies the number to send as Caller ID for outgoing calls.	<p>For example, in North America:</p> <ul style="list-style-type: none"> • NNNXXXX = variable Caller ID, where XXXX is equal to an extension number or directory number (X is a number from 0 to 9) and NNN is the office code. The Central Office (CO) prepends the number with the area code if you do not specify it. • 5555000 = Fixed Caller ID. Use when you want the Corporate number to be sent instead of the exact extension from which the call is placed. The CO appends the number with the area code if you do not specify it.
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Table 46-1 IP Phone Configuration Settings (continued)

Field	Description	Usage Notes
Calling Party Selection	Determines what to display if a call to this device is forwarded or transferred.	<ul style="list-style-type: none"> • Originator—send the directory number of the calling device. • First Redirect Number—send the directory number of the redirecting device. • Last Redirect Number—send the directory number of the last device to redirect the call.
Caller ID Presentation	Determines whether the central office transmits or blocks caller ID.	<p>Select Allowed if you want the Central Office to send caller ID.</p> <p>Select Restricted if you do not want the Central Office to send caller ID.</p>
Display IE Delivery	When this box is checked, it enables delivery of the display IE (incoming exclusion) in SETUP and CONNECT messages for the calling and called party name delivery service.	By default, Display IE Delivery is disabled.
Media Termination Point Required	Determines whether or not a Media Termination Point is used to implement features that H.323 does not support (such as hold and transfer).	Used for H.323 devices that do not support the H.245 Empty Capabilities Set message.
Cisco IP Phone - External Data Locations (leave blank to use the default)		
Directory	Specifies the primary and secondary servers from which the phone obtains directory information.	Only used for Cisco IP Phone 7960 and 7940 models.
Information	Specifies the location (UL) of the help text for the information (i) button.	Only used for Cisco IP Phone 7960 and 7940 models.

Table 46-1 IP Phone Configuration Settings (continued)

Field	Description	Usage Notes
Services	Specifies the location (URL) for Cisco IP Phone Services.	Only used for Cisco IP Phone 7960 and 7940 models.
Messages	Specifies the voice mail pilot directory number for messaging.	Only used for Cisco IP Phone 7960 and 7940 models.

- Step 6** Click **Insert**.
- Step 7** Add a directory number to this phone. Refer to the “Adding a Directory Number” section on page 46-19.
- Step 8** You must reset the phone after making changes to apply the new settings. Refer to the “Resetting a Phone” section on page 46-12.

Related Topics

- Resetting a Phone, page 46-12
- Adding a Directory Number, page 46-19
- Deleting a Phone, page 46-11
- Updating a Phone, page 46-13

Deleting a Phone

Perform the following procedure to delete a Cisco IP Phone from Cisco CallManager.

Procedure

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- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **Device > Phone**.
The Find and List Phones page displays.
- Step 3** Enter search criteria to locate a specific phone and click **Find**.

A list of phones that match the search criteria appears.

Step 4 Click the **Delete** icon next to the phone you want to delete.

A message appears verifying that you want to delete the phone.

Step 5 Click **OK**.

Related Topics

- Finding a Phone, page 46-15
- Adding a Phone, page 46-7

Resetting a Phone

Perform the following procedure to reset a Cisco IP Phone using Cisco CallManager.

Before You Begin

If a call is in progress, the phone does not reset until the call is finished.

Procedure

Step 1 Open Cisco CallManager Administration.

Step 2 Select **Device > Phone**.

The Find and List Phones page displays.

Step 3 Enter search criteria to locate a specific phone and click **Find**.

A list of phones that match the search criteria appears.

Step 4 Click the **Reset** button next to the phone you want to reset.

The Reset Device page displays.

Step 5 Click one of the following:

- **Restart Device**—Restarts a device without shutting it down (re-registers the phone with Cisco CallManager).

- **Reset Device**—Shuts down a device and bring it back up (performs a complete shut-down and re-initialization of the phone).
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Related Topics

- Finding a Phone, page 46-15
- Adding a Phone, page 46-7

Updating a Phone

Perform the following procedure to update a Cisco IP Phone from Cisco CallManager.

Procedure

- Step 1** Open Cisco CallManager Administration.
 - Step 2** Select **Device > Phone**.
The Find and List Phones page displays.
 - Step 3** Enter search criteria to locate a specific phone and click **Find**.
A list of phones that match the search criteria appears.
 - Step 4** Select the name of the phone you want to update from the list.
The Phone Configuration page displays.
 - Step 5** Enter desired changes.
 - Step 6** Click **Update**.
 - Step 7** Click **Reset** to reset the phone and apply the new settings.
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Related Topics

- Finding a Phone, page 46-15
- Adding a Phone, page 46-7

Copying an Existing Phone

If you want to manually add several similar phones to the Cisco CallManager database, you can add one and then copy its basic settings to apply to another phone. You must change at least the Media Access Control (MAC) address before inserting the new phone into the database.

Perform the following procedure to copy a phone's settings.

Procedure

- Step 1** Open Cisco CallManager Administration.
 - Step 2** Select **Device > Phone**.
The Find and List Phones page displays.
 - Step 3** Enter search criteria to locate a specific phone and click **Find**.
A list of phones that match the search criteria appears.
 - Step 4** Click on the Copy icon for the phone whose settings you want to copy.
The Phone Configuration page displays.
 - Step 5** Enter the MAC address of the new phone.
 - Step 6** Enter additional desired changes.
 - Step 7** Click **Insert**.
Once it is added, you can add and configure lines for the new phone.
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Related Topics

- Adding a Directory Number, page 46-19
- Finding a Phone, page 46-15
- Adding a Phone, page 46-7

Finding a Phone

Because you might have thousands of Cisco IP Phones in your network, Cisco CallManager enables you to search for phones based on specified criteria.

Follow these steps to search for a specific Cisco IP Phone in the Cisco CallManager database.

Procedure

Step 1 Open Cisco CallManager Administration.

Step 2 Select **Device > Phone**.

The Find and List Phones page displays.

Step 3 Select one of the following options from list of fields:

- Device Name
- Description
- Directory Number
- Calling Search Space
- Device Pool

Step 4 Select one of the following options from the list of patterns:

- begins with
- contains
- ends with
- is exactly
- exists
- is empty

Step 5 Enter the item to search for in the **Find** field.

Step 6 Click **Find**.

A list of the first 20 discovered devices appears. The devices in the list are sorted by the field you selected in Step 3.

The total number of devices and pages are also listed on this page.

Step 7 To view the next set of discovered devices, click **Next**.

Related Topics

- Tips for Finding a Phone, page 46-16
- Configuring Cisco IP Phones, page 46-5

Tips for Finding a Phone

Searching by Calling Search Space or Device Pool

If you select calling search space or device pool, the options available in the database display. You can select one of these options from the drop-down list box below the Find button.

Finding All Phones in the Database

To find all phones registered in the database, select Device Name from the list of fields, select “is not empty” from the list of patterns, then click **Find**.



Note

Analog phones and fax machines connected to gateways (such as a Cisco VG200) are not included in this list. Only phones configured in Cisco CallManager Administration are listed here.

Related Topics

- Finding a Phone, page 46-15

Configuring Phone Features

Cisco CallManager enables you to configure these phone features on Cisco IP Phones: call waiting, call forward, call park, and call pickup.

Related Topics

- Configuring Call Waiting, page 46-17
- Configuring Call Forward, page 46-17

- Configuring Call Park, page 46-17
- Configuring Call Pickup, page 46-18

Configuring Call Waiting

Call waiting lets users receive a second incoming call on the same line without disconnecting the first call. When the second call arrives, the user hears a brief call waiting indicator tone.

Call waiting is configured on the Configure a Directory Number web page in Cisco CallManager Administration.

Related Topics

- Adding a Directory Number, page 46-19

Configuring Call Forward

Call forward is a phone feature that allows a user to configure a Cisco IP Phone so that all calls destined for it ring another phone. There are three types of call forward:

- Call forward all—Forwards all calls.
- Call forward busy—Forwards calls only when the line is in use.
- Call forward no answer—Forwards calls when the phone is not answered after four rings.

Call waiting is configured on the Configure a Directory Number web page in Cisco CallManager Administration.

Related Topics

- Adding a Directory Number, page 46-19

Configuring Call Park

Call park allows a user to place a call on hold so that anyone connected to the Cisco CallManager system can retrieve it.

For example, if a user is on an active call at extension 1000, they can park the call to a call park extension such as 1234. Anyone connected to the system can then dial 1234 to retrieve the call.

To use call park, the call park extension (in this case, 1234) must be added in Cisco CallManager Administration. The call park extension is added when configuring phone features in Cisco CallManager Administration.

Related Topics

- Configuring Call Park, page 39-1

Configuring Call Pickup

Call pickup allows you to use your phone to answer another ringing phone in your designated call pickup group.

You configure call pickup when configuring phone features in Cisco CallManager. Refer to the “Call Pickup Configuration” section on page 40-1 for details.

However, when adding a directory line, you can indicate the call pickup group. The call pick up group indicates a number that can be dialed to answer calls to this directory number (in the specified partition). See the “Adding a Directory Number” section on page 46-19 for details.

Related Topics

- Adding a Directory Number, page 46-19
- Call Pickup Configuration, page 40-1

Configuring Directory Numbers

Using Cisco CallManager, you can configure and modify directory lines assigned to specific phones. These sections provide instructions for working with directory lines.

This area of Cisco CallManager Administration is where you perform tasks such as adding or removing directory lines, configuring call forward, call pickup, and call waiting, setting the display text that appears on the called party’s phone when a call is placed from a line, and disabling ring on a line.

Related Topics

- Adding a Directory Number, page 46-19
- Deleting a Directory Number, page 46-23
- Updating a Directory Number, page 46-24
- Shared Line Appearances, page 46-25

Adding a Directory Number

Follow these instructions to add a directory line to a specific phone.

Before You Begin

You must add a Cisco IP Phone to Cisco CallManager before adding a directory line. See the “Adding a Phone” section on page 46-7 for details.

Procedure

- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **Device > Phone**.
The Find and List Phones page displays.
- Step 3** Enter search criteria to locate a specific phone.
A list of discovered devices appears.
- Step 4** Select **Device Name**.
The Phone Configuration page displays, with the lines listed on the left side.
- Step 5** Select an unassigned line (Line 1, Line 2, and so on).
The Configure a Directory Number page displays in a separate window.
- Step 6** Enter the appropriate settings as described in Table 46-2.

Table 46-2 *Directory Line Configuration Settings*

Field	Description	Usage Notes
Directory Number		
Directory Number	Indicates a dialable phone number. If the words Shared Line appear in red next to the directory number, the directory number appears on more than one device in the same partition. Refer to the “Shared Line Appearances” section on page 46-25 for more information.	<ul style="list-style-type: none"> • Values can include a maximum of 50 numeric characters except for (.) and (@). • Can appear in more than one partition. • Unique in combination with partition.
Partition	Indicates the route partition to which the directory number belongs.	<ul style="list-style-type: none"> • Unique in combination with the Directory Number.
Directory Number Settings		
Calling Search Space	Collection of partitions that are searched for numbers called from this directory number.	<ul style="list-style-type: none"> • Changes cause update of the numbers listed in the Call Pickup Group field. • Applies to all devices using this directory number.
Call Waiting	Specifies whether this directory number uses call waiting when a line is busy (On), responds with a busy signal (Off), or uses the system-wide default setting (Default).	Applies to all devices using this directory number.
Call Forward and Pickup Settings		
Call Pickup Group	Indicates a number that can be dialed to answer calls to this directory number (in the specified partition).	

Table 46-2 Directory Line Configuration Settings (continued)

Field	Description	Usage Notes
Forward All	Indicates the directory number to which all calls are forwarded.	<ul style="list-style-type: none"> Any dialable phone number, including an outside destination. Applies to all devices using this directory number.
Forward Busy	Indicates the directory number that a call is forwarded to when the line is in use.	<ul style="list-style-type: none"> Any dialable phone number, including an outside destination. Applies to all devices using this directory number.
Forward No Answer	Indicates the directory number that a call is forwarded to when no one answers after four rings.	<ul style="list-style-type: none"> Any dialable phone number, including an outside destination. Applies to all devices using this directory number.
Calling Search Space	<p>Indicates the Calling Search Space to use when forwarding to the specified destination.</p> <p>Calling Search Space can be configured for Forward All, Forward Busy, and Forward No Answer directory numbers.</p>	<ul style="list-style-type: none"> Applies to all devices using this directory number.
Line Settings for this Phone		
Display	Indicates text that appears on the called party's phone when a call is placed from this line.	<ul style="list-style-type: none"> Leave this field blank to have the system display the extension. Maximum of 30 alphanumeric characters. Typically use the user's name or the directory number. Applies only to the current device.

Table 46-2 Directory Line Configuration Settings (continued)

Field	Description	Usage Notes
Label	<p>Indicates the text for the line button on this phone.</p> <ul style="list-style-type: none"> • Cisco IP Phone 7960—The text is displayed on the LCD. • Other Cisco IP Phones—The text is not displayed but could be used when printing button templates. 	Applies only to the current device.
Disable ring on this line	Stops the phone from ringing to indicate incoming calls.	Applies only to the current device.
External Phone Number Mask	Indicates phone number (or mask) used to send Caller ID information when placing a call from this line.	Maximum of 30 number and “X” characters. The X characters must appear at the end of the pattern.

Step 7 Click **Update**.

Step 8 Click **Reset Devices**.

Related Topics

- Finding a Phone, page 46-15
- Adding a Phone, page 46-7
- Deleting a Directory Number, page 46-23
- Updating a Directory Number, page 46-24

Deleting a Directory Number

Perform the following procedure to delete a directory number from a specific phone.

Procedure

- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **Device > Phone**.
The Find and List Phones page displays.
- Step 3** Enter the search criteria to locate a specific phone and click **Find**.
A list of discovered devices appears.
- Step 4** Select a **Device Name**.
The Phone Configuration page displays, with the lines listed on the left side.
- Step 5** Select the line you want to delete.
The Directory Number configuration page displays.
- Step 6** Click **Delete**.
A message appears verifying that you want to delete the line.
- Step 7** Click **OK**.
The Phone Configuration page displays with the line deleted.
- Step 8** Click **Reset**.
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Related Topics

- Finding a Phone, page 46-15
- Adding a Directory Number, page 46-19
- Updating a Directory Number, page 46-24

Updating a Directory Number

Follow these instructions to update a directory number assigned to a specific phone.

Procedure

- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **Device > Phone**.
The Find and List Phones page displays.
- Step 3** Enter search criteria to locate a specific phone.
A list of phones that match the search criteria appears.
- Step 4** Select the name of the phone to update.
The Phone Configuration page displays, with the lines listed on the left side.
- Step 5** Select the line you want to update.
The Directory Number Configuration page displays.
- Step 6** Enter the desired changes.
- Step 7** Click **Update**.
- Step 8** Click **Reset Devices**.
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Related Topics

- Finding a Phone, page 46-15
- Adding a Phone, page 46-7
- Adding a Directory Number, page 46-19
- Deleting a Directory Number, page 46-23

Shared Line Appearances

In a Cisco CallManager system, a directory number (line) is considered to be a shared line if it appears on more than one device in the same partition. This is referred to as a shared line appearance.

For example, a shared line can be set up so that a directory number appears on line 1 of a manager's phone and also on line 2 of their assistant's phone. Another example of a shared line would be a single incoming 800 number that is set up to appear as line 2 on every sales representative's phone in an office.

The following notes and tips apply to using shared line appearances with Cisco CallManager:

- You create a shared line appearance by assigning the same directory number and partition to different lines on different devices.
- If a line will be shared with other devices, the words Shared Line are displayed in red next to the directory number in the Configure a Line Number page in Cisco CallManager Administration.
- If you change the Calling Search Space, Call Waiting, or Call Forward and Pickup settings on any device that uses the shared line, the changes are applied to all devices that use that shared line.
- To stop sharing a line appearance on a device:
 - If the shared line is not line 1, change the directory number or partition number for the line and update the device.
 - If the shared line is line 1, you must first delete the line from the device, and then re-add the line with a new directory number or partition.
- In the case of a shared line appearance, Delete will remove the directory number only on the current device. Other devices are not affected.
- Do not use shared line appearances on any phone that will be used with Cisco WebAttendant.

Related Topics

- Adding a Directory Number, page 46-19
- Deleting a Directory Number, page 46-23
- Updating a Directory Number, page 46-24

