



Modifying Phones

You can update and delete bulk phone records from the Cisco CallManager database.

Related Topics

- [Creating a Query to Update Phone Records, page 6-1](#)
- [Deleting Phone Records, page 6-3](#)

Creating a Query to Update Phone Records

The administrator can create a query to update a set of records. Create a query requires defining a filter. The administrator can also create multiple queries by clicking either the AND or OR button.

Procedure

To create a query, perform the following steps:

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- Step 1** Choose **Configure > Phones**.
 - Step 2** Click **Update Phones**.
 - Step 3** Define the filter to locate the records you want to update.
 - From the drop-down list box, choose the field to query such as Model, Device Name, and so on.

- b. From the drop-down list box, choose the search criteria such as begins with, contains, is empty, and so on.
- c. In the search field, either choose or enter the value that you want to locate, such as a specific phone model.
- d. Click **Add to Query** to add the defined filter to the query.

**Caution**

The BAT tool applies the changes to all phone records if no filter is defined.

- e. Click **AND** or **OR** to add multiple filters.
- f. Click **View Query Result** to display the records that are going to be affected.

Step 4 Specify the setting you want to update.

- a. Choose a setting from the Set Value list box by clicking the drop-down arrow.
- b. Enter the new value or click the drop-down arrow to choose a value.
- c. Use the arrows to add the specified field and field values to the update box to indicate that these are the fields that will change.
- d. Choose the Reset Devices after update box to reset (power-cycle) the phones as soon as the update completes.

**Note**

Do not choose the Reset Devices after update box if you want to wait and update the phones at a later time.

Step 5 Click **Run** to apply the new updates to the data records.

Updating Lines

Procedure

To update lines, perform the following steps:

Step 1 Choose **Configure > Phones**.

Step 2 Click **Update Lines**.

- Step 3** Define the filter to locate the records in which to update the lines.
- Step 4** Click **Add to Query** to add the defined filter to the query.
- Click **AND** or **OR** to add multiple filters.
 - Click **View Query Result** to display the records that are going to be affected.
- Step 5** Specify the setting you want to update.
- Choose a setting from the Set Value list box by clicking the drop-down arrow.
 - Enter the new value or click the drop-down arrow to choose a value.
 - Use the arrows to add the specified field and field values to the update box to indicate that these are the fields that will change.
 - Choose the Reset Devices after update box to reset (power-cycle) the phones as soon as the update completes.

**Note**

Do not choose the Reset Devices after update box if you want to wait and update the lines at a later time.

- Step 6** Click **Run** to apply the new updates to the data records.
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Deleting Phone Records

You can delete multiple phone records from the Cisco CallManager database using the following procedure.

Procedure

To delete phone records, perform the following procedure:

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- Step 1** Choose **Configure > Phones**.
- Step 2** Click the **Delete Phones** link.
- Step 3** From the drop-down list box, choose the field you want to search, such as MAC address, description, and so on.

- Step 4** From the drop-down list box, choose the search criteria, such as begins with, contains, is empty, and so on.
- Step 5** In the search field, enter the value you want to locate, such as a specific MAC address or phone model.
- Step 6** Click **Add to Query** to add the defined filter to the query.



Caution BAT deletes all phone records if no information is entered into the query text box.

- Step 7** Click **AND** or **OR** to add multiple filters to the query.
- Step 8** Click **View Query Results** to verify the records that are going to be deleted.



Note After the phones are updated in Cisco CallManager, the application generates a log file indicating the number of records updated and the number of records failed, including an error code. For more information on log files, see [Chapter 9, “Troubleshooting.”](#)

- Step 9** Click **Run** to delete the records.
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