



Adding Phone and User Combinations

You can add combinations of multiple phones and users to the Cisco CallManager database using the following procedures.

Related Topics

- [Chapter 4, “TAPS for Administrators”](#)
- [Chapter 4, “TAPS for Installers and Users”](#)
- [Chapter 5, “Creating the CSV File for Phones”](#)
- [Chapter 7, “Creating the CSV File for Users”](#)
- [Chapter 5, “Adding Phones to Cisco CallManager”](#)
- [Chapter 7, “Adding Users to Cisco CallManager”](#)


Creating the CSV File for Phone and User Combinations

To add phone and user combinations into the Cisco CallManager, you must create a CSV file.

Using the Phone-User Tab in BAT.xlt

Follow this procedure to quickly import batches of phone and user combinations.

Procedure

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- Step 1** Open BAT.xlt to add phone-user combinations.
- Step 2** Choose the **Phones-Users** sheet tab.
- Step 3** Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field.
-  **Note** The system treats blank rows in the spreadsheet as “End of File” and discards subsequent records.
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- Step 4** Enter the number of lines in the **Number of Phone Lines** box that equals the number of directory numbers.
- Step 5** Check the **Create Dummy MAC Address** box to use the dummy MAC address option.
You must enter the MAC address or use the dummy MAC address option (the MAC address updates when a phone is plugged in).
- Step 6** Click **Export to BAT Format** to transfer the data from the BAT Excel spreadsheet into a CSV file.
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CSV String Formats for Phone and User Combinations

The following example format shows the field length and string types followed by an example of a CSV file for phones and users.

```
First Name (String[50] MANDATORY),Last Name (String[50]
MANDATORY),User ID (String[30] MANDATORY),Manager (String[30]
OPTIONAL),MAC Address (String[12] MANDATORY),Description (String[50]
OPTIONAL),Location (String[50] OPTIONAL),Directory Number (String[15]
MANDATORY),Display (String[30] OPTIONAL),Forward Busy Destination
(String[15] OPTIONAL),Call Pickup Group (String[15/50] OPTIONAL)
```



Note The Manager is the UserID of an existing user in the USER Directory.

Example

```
John,Smith,johns,Daviss,1231123245AB,SEP1231123245AB,Dallas,9728437154
,9728437154,9728437172,9728437121/TollByPass
```

The actual file does not contain field names (displayed in the first line). Ensure delimiters are specified even if a field is blank. Specify Call Pickup Group either as a Directory Number or as Directory Number/Route Partition Name, if the access to the call pickup group is restricted by a Route Partition.

Refer to the following examples and sample CSV records when creating CSV files.

Examples

If the description for a phone is blank

```
John,Smith,johns,Daviss,1231123245AB,,Dallas,9728437154,9728437154,972
8437172,9728437121/TollByPass
```

If the selected phone template supports a maximum of six lines and no active line is required:

```
John,Smith,johns,Daviss,1231123245AB,SEP1231123245AB,Dallas
```

If no active line is required and the description is also blank

```
John,Smith,johns,Daviss,1231123245AB,SEP1231123245AB,
```

If two active lines are required

```
John,Smith,johns,Daviss,1231123245AB,SEP1231123245AB,Dallas,9728437154
,9728437154,9728437172,9728437121/TollByPass,9728437155,9728437155,972
8437133,9728437112/TollByPass
```



Note

For the MAC Address, enter MAC Address values or check the option for creating dummy MAC addresses.

If the option for a dummy MAC address is checked

```
John,Smith,johns,Daviss,1231123245AB,,Dallas,9728437154,9728437154,972
8437172,9728437121/TollByPass
```

Creating an Optional CSV Text File for Phones-Users

If you do not use the BAT.xlt for data input for phones and users, follow this optional procedure to create lines of ASCII text with values separated by commas.



Tips

Use the BAT.xlt file to input data because data validation is performed on that file.

Procedure

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- Step 1** Open a text editor or any application that allows you to export or create a CSV file.
- Step 2** Using a separate line for each phone, enter the following values for each phone and user combination you want to add to Cisco CallManager:

```
First Name,Last Name,User ID,Manager,MAC
Address,Description,Location,Directory Number,Display,Forward Busy
Destination,Call Pickup Group
```

You must enter the Name, User ID, and MAC address or use the dummy MAC address option on the Insert Phones/Users page (the MAC address updates when a phone is plugged in). Other fields may remain empty, but you must include the comma separators.

If the dummy MAC address option is checked, the following example shows a sample CSV record:

```
John,Smith,johns,Daviss,,SEP1231123245AB,9728437154
```

- Step 3** Save the file to C:\BATFiles\PhonesUsers on the Cisco CallManager server.



Note

You cannot use CSV files saved anywhere else for BAT inserts.

Adding Phone and User Combinations to Cisco CallManager

Follow this procedure to add several phone and user combinations to Cisco CallManager.

Before You Begin

You must create a CSV file before you add phones and users to Cisco CallManager.

Procedure

- Step 1** Choose **Configure > Phones/Users**.
- Step 2** If you are adding phones, choose the phone template.
- Step 3** Click **Insert**.
- Step 4** Click **View Log File** to view the results.



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