



Working with User Device Profiles

The User Device Profiles (UDP) option in BAT allows you to bulk-add or bulk-delete large numbers of user device profiles. This chapter describes the options for managing user device profiles.

Used in conjunction with the extension mobility feature, UDP contains attributes such as device profile name, description, phone template, expansion modules, directory numbers, subscribed services, forward busy destination, forward no answer destination, call pickup group, and speed-dial information.

The following topics explain user device profiles in more detail:

- [Configuring User Device Profiles, page 5-1](#)
- [Creating a Template for Inserting User Device Profiles, page 5-2](#)
- [Inserting User Device Profiles, page 5-9](#)
- [Deleting User Device Profiles, page 5-11](#)
- [Field Descriptions for Adding a Line to a UDP Template, page 5-13](#)

Configuring User Device Profiles

Use the following sections to create templates, create CSV files, insert UDPs, and delete UDPs:

- [Creating a Template for Inserting User Device Profiles, page 5-2](#)
- [Inserting User Device Profiles, page 5-9](#)
- [Deleting User Device Profiles, page 5-11](#)

- [Field Descriptions for Adding a Line to a UDP Template, page 5-13](#)

Creating a Template for Inserting User Device Profiles

This topic describes how to create a template to add user device profiles in bulk.

Procedure

- Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)
- Step 2** Choose **Configure > Template > User Device Profile**.
- Step 3** Enter a unique name in the User Device Profile Name field. This name can comprise up to 50 characters in length.
- Step 4** To specify the audio source played when a user initiates a hold action, choose the audio source from the list that displays in the User Hold Audio Source drop-down list.

If you do not choose an audio source, Cisco CallManager uses the audio source defined in the device pool or the system default if the device pool does not specify an audio source ID.



Note

You define audio sources in the Music On Hold Audio Source Configuration window in Cisco CallManager Administration. Consult the *Cisco CallManager Administration Guide* for details.

- Step 5** From the phone button template list, choose a phone button template.
- Step 6** You can configure one or two expansion modules for this device profile by choosing phone buttons from the expansion module drop-down lists in the expansion module fields.



Note

You can view a phone button list at any time by choosing the View button list link next to the phone button template fields. A separate dialog box pops up, displaying the phone buttons for that particular expansion module.

- Step 7** In the Login User ID field, enter a valid login user ID.



Note If the user device profile is used as a logout profile, specify the login user ID that will be associated with the phone. After the user logs out from this user device profile, the phone will automatically log in to this login user ID.



Note You can obtain help in finding a valid login user ID by choosing the Select Login User ID link below the Login User ID field. A separate dialog box pops up. In the Login User ID field, enter the first few characters of the login user ID that you want to use, and all login user IDs that match the pattern that you entered will display in the Selected login user ID field. Choose the desired ID and click OK.

- Step 8** Click **Insert**.
- Step 9** A dialog box appears asking you to scroll down to insert lines. Click **OK** and scroll down.
- Step 10** Depending on how many lines you selected in your template, you will see links to add lines. Click **Add Line 1** or **Add Line 2** as appropriate.
- The Directory Number Configuration window displays. For information on configuring directory numbers, see [Configuring Directory Numbers](#) topic.
- Step 11** Enter or choose the appropriate values for the line settings described in [“Field Descriptions for Adding a Line to a UDP Template”](#) section on page 5-13.
- Step 12** Click **Insert**.
- No further prompts appear. You have successfully inserted a template for adding user device profiles.

Related Topics

- [Configuring User Device Profiles, page 5-1](#)
- [Creating a CSV File for User Device Profiles, page 5-4](#)
- [Creating a Text-Based CSV File for User Device Profile, page 5-7](#)
- [Inserting User Device Profiles, page 5-9](#)
- [Deleting User Device Profiles, page 5-11](#)

Creating a CSV File for User Device Profiles

Follow this procedure to create the CSV file for inserting user device profiles. Use the information that you provide here, in combination with the information provided in the BAT template for user device profiles, to add the user device profiles to the Cisco CallManager database.

Procedure

Step 1 The BAT.xlt file resides on the Publisher database server. However, because you need Microsoft Excel to open BAT.xlt and you normally would not have Microsoft Excel running on the Publisher database server, you must copy the file from the Publisher database server to the local machine on which you plan to work.

Using a floppy disk or a mapped network drive, open the path C:\CiscoWebs\BAT\ExcelTemplate\ on the Publisher database server and copy the file **BAT.xlt** to a local machine where Microsoft Excel is installed.

Step 2 Double-click **BAT.xlt**.

Step 3 When prompted, click **Enable Macros**.

Step 4 Click the **User Device Profiles** tab at the bottom of the spreadsheet to add user device profiles.

Step 5 Scroll to the right side of the template until you see the **Number of Phone Lines** box. In that box, enter the number of lines that equals the number of directory numbers. For values other than 1, enter in the appropriate value for the appropriate number of lines and click anywhere in a column. The screen then refreshes to match the value that you entered. For example, if you enter two lines, the screen refreshes to display additional columns where appropriate.



Note The number of lines that you specify here must match the number of lines that are configured in the BAT user device profile template, or an error will result when you attempt to insert a BAT user device profile template and CSV with mismatched number of lines.

Step 6 In the **Number of Speed Dials** box, enter the number of speed dials that are configured on the BAT phone template. For values other than 1, enter in the appropriate value for the appropriate number of speed dials and click anywhere in

a column. The screen then refreshes to match the value that you entered. For example, if you enter two speed dials, the screen refreshes to display two more columns, Speed Dial Number 2 and Speed Dial Label 2.



Note The number of speed dials that you specify here must match the number of speed dials that are configured in the BAT template, or an error will result when you attempt to insert the BAT phone template and CSV file.

Step 7 Complete all mandatory fields and any relevant optional fields. Each column heading specifies the maximum length of the field and whether it is required or optional. If you have multiple user device profiles, several fields will appear multiple times, once for each device.



Note The system treats blank rows in the spreadsheet as “End of File” and discards subsequent records.

In each row, provide the following information:

- In the Device Profile Name field, enter a unique name of the user device profile.
- In the Description field, enter something descriptive. For text, use anything that will describe this particular user device profile.
- In the Login User ID field, enter a valid user ID, which is usually found in the DC directory, for the user to whom this user device profile will be issued.
- In the Directory Number 1 field, enter the directory number that is associated to the user device profile.
- In the Display 1 field, use the user name or the directory number. Leave this field blank to have the system display the extension.
- In the Forward Busy Destination1 field, enter the directory number to which a call is forwarded when the line is in use.
- In the Forward No Answer 1 field, enter the directory number to which a call is forwarded when the line is unanswered.
- In the Call Pickup Group 1 field, enter the directory number that can be dialed to answer calls placed to directory number that is assigned to this user device profile.

- In the Speed Dial Number 1 field, enter the directory number that can be dialed when the user presses the speed-dial button.
- In the Speed Dial Label 1 field, enter the alphanumeric characters that will appear next to the speed-dial button.

Step 8 Click **Export to BAT Format** to transfer the data from the BAT Excel spreadsheet into a CSV file.

The system saves the file to **C:\XLSDataFiles** (or to your choice of another existing folder) as

tabname#timestamp.txt

where “tabname” represents the type of CSV file that you created (such as user device profiles), and “timestamp” represents the precise date and time that the file was created.

Step 9 To be accessible by BAT, the CSV file must reside on the Publisher database server. However, you normally would not have Microsoft Excel running on the Publisher database server. So, this step assumes that you have saved the CSV file to the local machine (not the Publisher database server). In that case, you must copy the file to Publisher database server.

Using a floppy disk or a mapped network drive, copy the CSV file from C:\XLSDataFiles\ to the appropriate C:\BATFiles\ folder on the server running the Publisher database for Cisco CallManager. For user device profiles, you would copy the CSV file to C:\BATFiles\User Device Profiles\.

For information on how to read the exported CSV file, click the link to View Sample File in the Insert User Device Profiles window in BAT (Configure > User Device Profiles).

Related Topics

- [Configuring User Device Profiles, page 5-1](#)
- [Understanding the BAT.xlt File, page 3-8](#)
- [Creating a Template for Inserting User Device Profiles, page 5-2](#)
- [Creating a Text-Based CSV File for User Device Profile, page 5-7](#)
- [Inserting User Device Profiles, page 5-9](#)
- [Deleting User Device Profiles, page 5-11](#)

Creating a Text-Based CSV File for User Device Profile

If you do not use the BAT.xlt file for data input when adding user device profiles, you must create the comma separated values (CSV) file using lines of ASCII text with values separated by commas.

If you created the CSV file using the BAT.xlt file, you can skip the follow instructions in this section.



Tips

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

The CSV file provides a common textual way of providing tabular information. You can create a data file using any file format, such as Microsoft Notepad, Microsoft Word, and so on. Save the CSV file to C:\BATFiles\User Device Profiles\ on the server running the Publisher database for Cisco CallManager.

Procedure

To create a CSV text file for users, perform the following steps:

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- Step 1** Open Notepad to create the CSV file.
- Step 2** Using a separate line for each user device profile, enter the values for each user device profile that you want to add to Cisco CallManager. See [Tips for Creating a Text-Based CSV File, page 5-8](#), for detailed information about the formatting that you must use in the text-based CSV file.
- Step 3** Save the file C:\BATFiles\User Device Profiles\ on the Publisher server.



Note

You cannot use UDP CSV files saved anywhere besides C:\BATFiles\User Device Profiles\ on the Publisher server.

Related Topics

- [Configuring User Device Profiles, page 5-1](#)
- [Creating a CSV File for User Device Profiles, page 5-4](#)
- [Understanding the BAT.xlt File, page 3-8](#)

- [Inserting User Device Profiles](#), page 5-9
- [Deleting User Device Profiles](#), page 5-11
- [Tips for Creating a Text-Based CSV File](#), page 5-8
- [Tips for Creating a Text-Based CSV File with Two Lines and Two Speed Dials](#), page 5-9

Tips for Creating a Text-Based CSV File

The following example format shows the field length and string types of a CSV file for user device profiles. To view an online example, choose **Configure > User Device Profiles**; then, click **View Sample File**.

User Device Profile Name(Mandatory, 1 to 50 characters),**Description**(Optional, 1 to 50 characters),**Login UserID**(Optional, 4 to 30 characters),**Directory Number**(Optional, up to 50 numerals),**Display**(Optional, for internal Caller ID, up to 30 characters),**Forward Busy Destination**(Optional, up to 50 numerals),**Forward No Answer Destination**(Optional, up to 50 numerals),**Call Pickup Group**(Optional, up to 50/50 characters),**Speed Dial Number**(Optional, up to 50 numerals)**Speed Dial Label**(optional, up to 30 characters)

Example

```
John Profile,John's
Profile,Johns,9725557154,9725557154,9725557172,9725557196,9725557121/TollByPass,1230000000,Helpdesk
```

Example

You must specify delimiters even if a field is blank. The following example shows the correct format for not specifying a Display setting:

```
John Profile,John's
Profile,Johns,9725557154,,9725557172,9725557196,9725557121/TollByPass,
1230000000,Helpdesk
```

Example

If it is a 0-line profiles and only mandatory fields are added, use the following example:

```
John Profile,,
```

Example

If only the mandatory fields are completed and you want to associate the user device profile to only one directory number, use this format:

```
John Profile,,,9725557154,,,,
```

Tips for Creating a Text-Based CSV File with Two Lines and Two Speed Dials

The following example format shows the field length and string types of a CSV file for user device profiles with two lines.

User Device Profile Name(Mandatory, 1 to 50 characters),**Description**(Optional, 1 to 50 characters),**Login UserID**(Optional, 4 to 30 characters),**Directory Number1**(Optional, up to 50 numerals),**Display1**(Optional, for internal Caller ID, up to 30 characters),**Forward Busy Destination1**(Optional, up to 50 numerals),**Forward No Answer Destination1**(Optional, up to 50 numerals),**Call Pickup Group1**(Optional, up to 50/50 characters),**Directory Number2**(Optional, up to 50 numerals),**Display2**(Optional, for internal Caller ID, up to 30 characters),**Forward Busy Destination2**(Optional, up to 50 numerals),**Forward No Answer Destination2**(Optional, up to 50 numerals),**Call Pickup Group2**(Optional, up to 50/50 characters),**Speed Dial Number1**(Optional, up to 50 numerals),**Speed Dial Label1**(optional, up to 30 characters),**Speed Dial Number2**(Optional, up to 50 numerals),**Speed Dial Label2**(optional, up to 30 characters)

Example

```
John Profile,John's
Profile,Johns,9725557154,9725557154,9725557172,9725557196,9725557121/T
ollByPass,9725557154,9725557154,9725557172,9725557196,9725557121/To11B
yPass,1230000000,1234000000,Receptionist,Helpdesk
```

Inserting User Device Profiles

The following sections describe how to insert user device profiles in bulk.

Before you begin...

- You must create a CSV file before you attempt to insert user device profiles to Cisco CallManager.

- If you are inserting user device profiles, you must create a BAT user device profile template before you attempt to add phones to Cisco CallManager. Refer to [“Creating a Template for Inserting User Device Profiles”](#) section on page 5-2.

Procedure

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- Step 1** Start BAT. (See [Starting BAT](#), page 1-4.)
- Step 2** Choose **Configure > User Device Profiles**.
The Insert User Device Profiles window displays.
- Step 3** In the File Name field, choose the CSV file that you created for this type of bulk transaction.
- Step 4** In the User Device Profile Template Name field, choose the BAT template that you created for this type of bulk transaction.
- Step 5** Click **Insert**.

A window appears and displays estimated amount of the time for the insertion to complete. If you want to proceed, click **OK**.



Note You may want to insert the UDP during nonpeak hours because this may adversely affect call processing.

A window displays to show you the Total Number Of Records, Records Passed, and Records Failed.

If your CSV files are inconsistent with your template, you will receive a window that alerts you of an error. You must fix the inconsistency in order to insert the UDP.

- Step 6** To check the status of your insertion, read the status line, which is located above the Insert button. If the status indicates you inserted UDP successfully, you are finished with this operation. If the status bar displays a failure, click **View Latest Log File** to display a window that will you determine where the operation failed.



Note You may need to read the release notes for the Bulk Administration Tool for this release to determine why the operation failed.


Related Topics

- [Configuring User Device Profiles, page 5-1](#)
- [Creating a CSV File for User Device Profiles, page 5-4](#)
- [Understanding the BAT.xlt File, page 3-8](#)
- [Deleting User Device Profiles, page 5-11](#)
- [Tips for Creating a Text-Based CSV File, page 5-8](#)
- [Tips for Creating a Text-Based CSV File with Two Lines and Two Speed Dials, page 5-9](#)

Deleting User Device Profiles

Follow this procedure to bulk-delete user device profiles from Cisco CallManager.

Procedure

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- Step 1** Start BAT. (See [Starting BAT, page 1-4.](#))
- Step 2** Choose **Configure > Users Device Profiles**.
The Insert User Device Profiles window displays.
- Step 3** In the right corner of the window, click **Delete User Device Profiles**.
The Delete User Device Profiles window displays. To locate the user device profiles that you want to delete, define the filter.
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Caution If you do not define a filter, BAT deletes all user device profiles.
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- Step 4** In the first drop-down list box, choose a field to query such as Device Name or Description.
- Step 5** In the second drop-down list box, choose contains, is exactly, not equal to, begins with, ends with, is empty, or is not empty.
- Step 6** In the third box, which is the search field/list box, either choose or enter the value that you want to locate, such as a specific user.
- Step 7** Click **Add To Query** button to add the defined filter to the query.

If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 4](#) and start over.

Step 8 Click **View Query Result** to display the records that are going to be affected. Specify the setting that you want to update for all the records that you defined in your query.

Step 9 Click **Run** to delete the chosen user device profiles.

A message displays advising you of approximately how long it will take to delete the records in the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.

If the deletion fails, click **View Latest Log File** to display a window that will help you determine where the operation failed.

Related Topics

- [Configuring User Device Profiles, page 5-1](#)
- [Creating a CSV File for User Device Profiles, page 5-4](#)
- [Understanding the BAT.xlt File, page 3-8](#)
- [Inserting User Device Profiles, page 5-9](#)
- [Tips for Creating a Text-Based CSV File, page 5-8](#)
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Field Descriptions for Adding a Line to a UDP Template

Table 5-1 describes the optional fields for adding line details to UDP template.

All fields are optional.

Table 5-1 Field Descriptions for Adding a Line to a UDP Template

Field	Description
Directory Number	
Partition	<p>Choose a partition. A partition indicates the route partition to which the directory number belongs.</p> <p>Note The directory number can appear in more than one partition; however, make sure the directory number and Partition combination is unique.</p>
Directory Number Settings	
Voice Mail Profile	<p>Choose this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice mail server configured for this phone.</p>
Calling Search Space	<p>This field contains a collection of partitions that are searched for numbers that are called from this directory number.</p> <p>Note Changes cause an update of the numbers listed in the Call Pickup Group field. The setting applies to all devices using this directory number.</p>
User Hold Audio Source	<p>This field specifies the music on hold audio source to be played when the user places a call on hold (presses the Hold button or soft key).</p>
Network Hold Audio Source	<p>This field specifies the music on hold audio source to be played when the system places a call on hold (such as when user transfers a call or initiates a conference or call park).</p>

Table 5-1 Field Descriptions for Adding a Line to a UDP Template (continued)

Field	Description
Call Waiting	The choice that you make in this field applies to all devices using this directory number and 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).
Auto Answer	(Not used for CTI ports) The choice that you make in this field applies to all devices using this directory number and specifies whether this directory number uses Auto Answer with handset or Auto Answer with speakerphone.
Call Forward and Pickup Settings	
Voice Mail	<p>Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.</p> <p>If you choose this box, the forward all destination field and forward all calling search space box have no relevance.</p>
Forward All Destination	<p>This field indicates the directory number to which all calls are forwarded.</p> <p>Note Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.</p>
Forward All Calling Search Space	This is an optional field. This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination.

Table 5-1 Field Descriptions for Adding a Line to a UDP Template (continued)

Field	Description
Voice Mail	<p>Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.</p> <p>If you select this box, the forward all destination field and forward all calling search space box are irrelevant.</p>
Forward Busy Destination	<p>This field indicates the directory number to which a call is forwarded when the line is in use.</p> <p>Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.</p>
Forward Busy Calling Search Space	<p>This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination.</p>
Voice Mail	<p>Check this box if you want calls to forward to the number you selected in the voice mail profile.</p> <p>If you select this box, the forward all destination field and forward all calling search space box are irrelevant.</p>
Forward No Answer Destination	<p>This field indicates the directory number to which a call is forwarded when the phone is not answered.</p> <p>Note Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.</p>
Forward No Answer Calling Search Space	<p>This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination. The setting appears only if configured in the system.</p>

Table 5-1 Field Descriptions for Adding a Line to a UDP Template (continued)

Field	Description
Call Pickup Group	This field indicates a number that can be dialed to answer calls to this directory number (in the specified partition); for example, 3003/Partition1.
Line Settings for this Phone	
External Phone Number Mask	This setting indicates the phone number (or mask) used to send Caller ID information when a call is placed from this line. This setting uses a maximum of 30 number and “X” characters; the X characters must appear at the end of the pattern.
Message Waiting Lamp Policy	This field indicates how the Message Waiting Lamp behaves for the device. You can have the MWI always light, never light, or use the system policy, as defined in Cisco CallManager Administration.
Disable ring on this line	This setting applies only to the current device and stops the phone from ringing to indicate incoming calls. CTI ports do not have this setting.