



# Working with Phones, IP Telephony Devices, and User Combinations

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BAT allows you to bulk-add or bulk-update large numbers of phones, CTI ports, H.323 clients, Cisco VGC virtual phones, Cisco VGC phones, and user combinations such as phones and users, CTI ports and users, H.323 clients and users, Cisco VGC virtual phones and users, and Cisco VGC phones and users. BAT also allows you to bulk-delete large numbers of phones, CTI ports, H.323 clients, Cisco VGC virtual phones, and Cisco VGC phones.

## Related Topics

- [Adding Phones and Other IP Telephony Devices, page 3-2](#)
- [Creating a BAT Phone Template, page 3-3](#)
- [Creating CSV Files for Phones, IP Telephony Devices, and the User Combinations, page 3-7](#)
- [Validating Phone Records, page 3-22](#)
- [Adding Phones or Other IP Telephony Device to Cisco CallManager, page 3-24](#)
- [Adding Phones and Users or Other IP Telephony Devices to Cisco CallManager, page 3-26](#)
- [Viewing a List of Phones with Dummy MAC Addresses, page 3-37](#)
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## Adding Phones and Other IP Telephony Devices

You can use BAT to add Cisco IP Phones, CTI ports, H.323 clients, Cisco VGC virtual phone, and Cisco VGC phone to the Cisco CallManager database in batches, rather than individually.

BAT can also associate the phones to existing users. BAT also allows you to “Enable CTI Application Use” while you are associating CTI ports to existing users. This ability proves useful if you are adding users who will have applications that require a CTI port, such as Cisco IP SoftPhone.

Use this procedure to add phones, Cisco VGC virtual phones, and Cisco VGC phones to the Cisco CallManager database in bulk:

1. Create a BAT phone template to define common values for a set of phones or IP telephony devices.



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**Note** You can specify services, speed dials, and lines for phones and Cisco VGC phones.

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2. Create a comma separated values (CSV) file to define individual values for each phone or device that you want to add. We recommend that you create the CSV file using the Excel file, **BAT.xlt**.
3. (Optional) If you are inserting a large number of records, you can validate your CSV file against the publisher database and correct any errors before you insert the phones or devices in the Cisco CallManager database.
4. Insert the BAT template and CSV file to add the phones, devices, or phone/user combination to the Cisco CallManager database.
5. Plug in the phones and apply power.
6. (Optional) If you created dummy MAC addresses in the CSV file, use TAPS to update the phones. You must make sure auto-registration is enabled in Cisco CallManager to use this feature.

### Related Topics

- [Chapter 9, “Working with TAPS”](#)
- [Creating a BAT Phone Template, page 3-3](#)
- [Creating CSV Files for Phones, IP Telephony Devices, and the User Combinations, page 3-7](#)
- [Validating Phone Records, page 3-22](#)
- [Adding Phones or Other IP Telephony Device to Cisco CallManager, page 3-24](#)
- [Adding Phones and Users or Other IP Telephony Devices to Cisco CallManager, page 3-26](#)
- Refer to *Cisco CallManager Administration Guide* for Auto-Registration procedures.

## Creating a BAT Phone Template

The BAT phone template and CSV file work together in bulk transactions. Based on the type of phone or device that you want to add in a batch, you can create a template that has features that are common to all the phones or devices in that batch, such as model, device pool, and so on. The system stores these templates, so they are reusable for future bulk transactions. For example, you can configure a template for the Cisco IP Phone 7960 with two lines and another Cisco IP Phone 7960 template with four lines configured. Then, when you need to add a large number of phones with the same configuration, you can reuse the existing template.

The CSV file stores the details for each individual phone, such as its MAC address, description, and so on. See [“Creating CSV Files for Phones, IP Telephony Devices, and the User Combinations” section on page 3-7](#) for more details about CSV files. Because you customize CSV files for each bulk transaction, less likelihood exists that you will reuse them than BAT templates.

You create a phone template by specifying values in the phone template fields. You can also specify lines attributes, Cisco IP Phone services, and speed dials, if applicable. The phone settings for the BAT phone template require similar values to those that you enter when you are adding a phone in Cisco CallManager Administration. However, you must use the BAT phone template when you are performing bulk operations in BAT.

### Prerequisite

Prior to creating the template, make sure phone settings such as device pool, location, calling search space, button template, and softkey templates have already been configured in Cisco CallManager Administration. You cannot create new settings in BAT.

Use this procedure to create the phone template. You can then add lines, services, and speed dials. If you have already created the template but did not add lines, skip to [“Adding or Updating Lines to a BAT Phone Template” section on page 3-5](#).

### Procedure

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- Step 1** Start BAT. (See [Starting BAT, page 1-3](#).)
- Step 2** Choose **Configure > Template > Phone**.
- Step 3** In the Device Information area, enter the settings for the phone model for which you are creating the template. See [“Field Descriptions for Adding a Phone Template” section on page 3-43](#) for more information.
- Step 4** To create the BAT phone template, click **Insert**.
- Step 5** When the status indicates that insert has completed, scroll down to the Line Details area to add line attributes, if applicable. Because you probably do not have any lines created at this point, you have successfully created the template.

If the template does have lines, skip to Step 4 in the [“Adding or Updating Lines to a BAT Phone Template” section on page 3-5](#).

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### Related Topics

- [Adding or Updating Lines to a BAT Phone Template, page 3-5](#)
- [Adding or Updating IP Services to a BAT Phone Template, page 3-6](#)
- [Adding or Updating Speed Dials to a BAT Phone Template, page 3-6](#)
- [Copying a BAT Phone Template, page 3-29](#)

## Adding or Updating Lines to a BAT Phone Template

To add one or more lines to the phones in the BAT template, or to update existing lines, follow this procedure. The button template in use for this BAT template determines the number of lines that you can add or update.

### Procedure

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- Step 1** Start BAT. (See [Starting BAT, page 1-3](#).)
- Step 2** Choose **Configure > Template > Phone**.
- Step 3** From the list of templates, choose the template for which you want to add line(s).
- Step 4** Scroll down to the bottom of the template and click **Add Line**.

A popup window displays.



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**Note** The maximum number of lines that appear for a BAT template depends on model and button template that you chose when you created the BAT phone template.

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- Step 5** Enter or choose the appropriate values for the line settings that are described in “[Field Descriptions for Adding a Line to a BAT template](#)” section on page 3-52. Remember that all phones in this batch will use the settings that you choose for this line. Treat all fields as optional.
  - Step 6** Click **Insert and Close**.  
BAT adds lines to the phone template configuration, and the popup window closes.
  - Step 7** Repeat [Step 4](#) through [Step 6](#) to add settings for any additional lines.
  - Step 8** If you want to add Cisco IP Phone services to the template (Cisco IP Phone models 7960 and 7940 only), skip to [Step 4](#) in the “[Adding or Updating IP Services to a BAT Phone Template](#)” section on page 3-6.
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## Adding or Updating IP Services to a BAT Phone Template

You can subscribe Cisco IP Phone services to the phones. Only Cisco IP Phone models 7960 and 7940 include this feature.

### Procedure

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- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
  - Step 2** Choose **Configure > Template > Phone.**
  - Step 3** From the list of templates, choose the template for which you want to add service(s).
  - Step 4** Click **Subscribe/Unsubscribe Services** in upper, right corner of the window.  
A popup window displays. In this window, you can subscribe to Cisco IP Phone services that are available (only Cisco IP Phone models 7960 and 7940).
  - Step 5** In the Select a Service box, choose a service to which you want all phones to be subscribed. The Service Description box displays details about the service that you choose.
  - Step 6** Click **Continue.**
  - Step 7** Repeat [Step 5](#) and [Step 6](#) to set services for any expansion modules, if applicable.
  - Step 8** In the Service Name field, you can modify the name of the service, if desired.
  - Step 9** Click **Subscribe** to associate these phone services to the phone template.
  - Step 10** Repeat [Step 5](#) through [Step 9](#) to add more services.
  - Step 11** Close the popup window.
  - Step 12** If you want to add speed dials to the template, skip to Step 4 in the [“Adding or Updating Speed Dials to a BAT Phone Template”](#) section on page 3-6.
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## Adding or Updating Speed Dials to a BAT Phone Template

You can add and update speed dial to the BAT phone template.

### Procedure

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- Step 1** You can designate speed dials for phones and Cisco VGC phones if the Phone Button Template has provided speed-dial buttons. Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Template > Phone.**
- Step 3** From the list of templates, choose the template for which you want to add speed dial(s).
- Step 4** Click **Add/Update Speed Dials** in the upper, right corner of the window.
- A popup window displays. In this window, you can designate speed-dial buttons for base Cisco IP Phones and expansion modules. The number of speed-dial buttons that are available for this template depends on the Phone Button Template in use for this BAT template. Expansion module sections only display for Cisco IP Phone 7960.
- Step 5** In the Speed Dial Settings for Base Phone area, enter the number in the **Speed Dial Number** fields, including any access or long-distance codes.
- Step 6** In the **Speed Dial Label** fields, enter a corresponding label for each speed-dial number that you entered.
- Step 7** Repeat [Step 5](#) and [Step 6](#) to set speed dials for any expansion modules, if applicable (Cisco IP Phone 7960 templates only).
- Step 8** Click **Update and Close.**
- BAT inserts the speed-dial buttons to the database, and the popup window closes.
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## Creating CSV Files for Phones, IP Telephony Devices, and the User Combinations

The CSV file contains information for each device. Make sure that all phones and devices in a CSV file are the same model and have the same number of configured lines. For CTI ports and H.323 client, enter device names instead of MAC addresses. You can also enable CTI application usage while you are associating a new CTI port to an existing user.

You can associate the phones to an existing user. To associate more than one phone to an existing user, you need to write the required information in separate records. For example, to associate two new Cisco IP Phone model 7960s to an existing user, you need to write two records in the CSV file, one for each Cisco IP Phone model 7960 but each with the same user ID.

The CSV file contains duplicates of some values from the BAT template. Values in the CSV file override any values that were set in the BAT phone template. For example, you can set speed-dial buttons and labels in the BAT phone template, as well as in the CSV file. This override feature allows for special configuration in some cases. For example, if you want most of the phones in the bulk-add transaction to be redirected to voice mail, you can set the Call Forward Busy and Call Forward No Answer fields to the voice-mail number. If you want the calls for a few phones in the bulk-add transaction to be redirected to a secretary instead of voice mail for only those phones, you can specify the directory number of the secretary in the Call Forward Busy (CFB) and Call Forward No Answer (CFNA) fields in the CSV file. This allows most of the phones to use the CFB and CFNA values from the BAT phone template, but certain phones use the directory number of the secretary as specified in the CSV file instead.

The CSV file for phones can contain multiple directory numbers depending on whether the BAT phone template in question supports multiple lines.

**Note**

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The number of directory numbers that are entered in the CSV file must equal the number of lines that are configured in the phone template, or an error will result.

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Three ways exist to create a CSV file. You can use the export utility to extract existing records from the directory into a CSV file. You can also create a CSV file by using the Microsoft Excel template called **BAT.xlt** or by following the sample text file that is provided on the phone insert screen. Cisco recommends that, if you are creating new records, you use **BAT.xlt** template because the data is validated automatically when you export to CSV format.

When you use Export Phones with the All Phone detail option, you generate an export file that contains records with information on the phone device, line attributes, and services that are associated with that phone. You can also export phone records with specific details when you have phones that have similar line configurations.

The **BAT.xlt** file provides data file templates with macros, support for multiple phone lines, error checking, and exports the values into a CSV file for the different devices.

For instructions on creating the CSV file, see

- [Creating CSV Files for Phones, IP Telephony Devices, and the User Combinations, page 3-7](#) (recommended method)
- [Creating a Text-Based CSV Text File, page 3-16](#)

## Understanding the BAT.xlt File

The BAT.xlt file simplifies the creation of CSV files. It provides validation and error checking automatically to help reduce configuration errors. The BAT.xlt file provides several tabs (along the bottom edge of the file) that allow you to create CSV files for the various devices and user combinations in BAT.

To use the BAT.xlt file to create a CSV file, first click the tab for the type of device with which you want to work. For example, to add phones and users all at once, click the tab that is marked **Phones-Users**. Each tab specifies the field name, whether it is a required or optional field, and the maximum number of characters that are allowed.

The CSV file works in combination with the BAT template. For example, on the Phone tab in the BAT.xlt file, you can leave Location, Forward Busy Destination, or Call Pickup Group for any record on the CSV file blank, and the values from the BAT phone template will be used for these fields. However, if you specify values in the CSV file for those fields, those values override the values for these fields that were set in the BAT phone template.

## Creating a CSV File for Phones, IP Telephony Devices, and User Combinations Using BAT.xlt

Follow this procedure to create the CSV file for adding phones, IP telephony devices, phones and users, and IP telephony devices and users together. The information that you provide here, in combination with the information that is provided in the BAT template for phones, gets used to add the IP telephony device to the Cisco CallManager database.

## Procedure

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**Step 1** The BAT.xlt file resides on the publisher database server; however, 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 tab for the type of CSV file that you want to add:

- Click the **Phones** tab at the bottom of the spreadsheet to add phones.
- Click the **Phones-Users** tab at the bottom of the spreadsheet to add phones and users all at once.
- Click the **CTI Port** tab at the bottom of the spreadsheet to add CTI ports.
- Click the **CTI Port-Users** tab at the bottom of the spreadsheet to add CTI ports and users all at once.
- Click the **H.323 Client** tab at the bottom of the spreadsheet to add H.323 clients.
- Click the **H.323 Client -Users** tab at the bottom of the spreadsheet to add H.323 clients and users all at once.
- Click the **VGC Virtual Phone** tab at the bottom of the spreadsheet to add Cisco VGC virtual phones.
- Click the **VGC Virtual Phone-Users** tab at the bottom of the spreadsheet to add Cisco VGC virtual phones and users all at once.
- Click the **VGC Phones** tab at the bottom of the spreadsheet to add Cisco VGC phones.
- Click the **VGC Phones-Users** tab at the bottom of the spreadsheet to add Cisco VGC phones and users all at once.
- Click the **Add Lines** tab at the bottom of the spreadsheet to add additional lines to existing phones.

**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.

You must enter 1 for the Number of Phone Lines for a Cisco VGC virtual phone because Cisco CallManager only supports one line for Cisco VGC virtual phones.



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

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If you are creating a phones, Cisco VGC phones, phones-users, or a Cisco VGC phones-users file, in the Number of Speed Dials box, enter the number of speed-dial buttons that are configured on the BAT phone template.



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**Note** The Number of Speed Dials box only displays in the Phone, VGC phone, Phones-Users, or VGC phone-user tabs.

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**Note** The number of speed dials that you specify here cannot exceed 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.

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**Step 6** Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field and whether it is required or optional. If you have multiple devices, several fields will appear multiple times, once for each device.



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

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Provide the following information for the fields that are described in each row of [Table 3-1](#). Because these instructions apply to different tabs, complete only the fields for the tab that you are adding.

**Table 3-1** Field Descriptions in the CSV File

Field	Description
The following fields appear in the user combination tabs:	
First Name	Enter the first name of up to 50 characters for the user to whom this phone will be issued.
Last Name	Enter the last name of up to 50 characters for the user to whom this phone will be issued.
User ID	Enter the user ID for the user to whom this phone will be issued.
Password	<p>Enter the password that the user needs to access the Cisco IP Phone User Options window.</p> <p>Although the password is considered optional in the CSV file, you must provide a password. You can specify the password either on the CSV file or during user insertion in BAT. If you want to apply individual passwords for each user, specify the password in the CSV file. If you want to use a default password that can be used by all users, do not specify the password in the CSV file and instead provide this information when you insert the users in BAT.</p>
Manager	Enter the manager user ID for the user to whom this phone will be issued.
Department	Enter the department number for the user to whom this phone will be issued.
PIN	<p>Enter the personal identification number (PIN) to be used for extension mobility.</p> <p>Although the PIN is considered optional in the CSV file, you must provide a PIN. You can specify the PIN either on the CSV file or during user insertion in BAT. If you want to apply individual PINs for each user, specify the PIN in the CSV file. If you want to use a default PIN that can be used by all users, do not specify the PIN in the CSV and instead provide this information when you insert the users in BAT.</p>

**Table 3-1** Field Descriptions in the CSV File (continued)

Field	Description
User Device Profile	Enter the user device profile for this user. A user device profile specifies basic device information, such as the phone button template, and gets used in connection with the extension mobility feature.
User Locale	<p>Enter the language and country that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco CallManager user windows and phones.</p> <p><b>Note</b> Enter your preferred language first, followed by the country.</p> <p><b>Note</b> If you misspell the language name or country or if you place them in reverse order, the Excel template will still get created successfully, but an error message displays when you attempt to insert the users</p>
The following field appears in the CTI port and H.323 client tabs:	
Device Name	Enter a unique identifier for the CTI port. You can check the <b>Create Dummy MAC Addresses</b> check box to automatically generate unique device identifiers.
The following field appears in the phone, VGC virtual phone, and VGC phone tabs:	
The following field appears in the phones-users tab:	
Controlled MAC Address	Enter the MAC address.
The following fields appear in all the telephony device tabs:	
Description	Enter a description of the phone, such as the MAC address preceded with “SEP;” or something more descriptive such as “Conference Room A” or “John Smith” if the phone is going to be placed in a conference room or given to a specific user.

**Table 3-1** Field Descriptions in the CSV File (continued)

Field	Description
Location	Enter the location. If you provided a location in BAT phone template, you can leave this field blank to use the value in the BAT phone template. A location indicates the remote location that is accessed by using restricted bandwidth connections.
Speed Dial	Enter the complete number, including access or long-distance codes, that you want users to be able to dial when they press the speed-dial button.
Speed Dial Label	(All Phone Types) Enter a description of the speed-dial number; for example, “555-1234,” “Security,” or “Cafeteria.”
For all tabs:	
Directory Number	Enter the directory number for the phone.
Display	Enter the text that you want to appear on the called party phone display, such as the user name (John Smith) or phone location (Conference Room 1). <b>Note</b> The default text is English
Line Text Label	Enter text that identifies this directory number for a line/phone combination. <b>Note</b> The default text is English
Forward Busy Destination	Enter the directory number to which calls should be forwarded when the phone is busy. To use the value that is provided in the BAT phone template, leave this field blank.
Forward No Answer	Enter the directory number to which calls should be forwarded when the phone is not answered. To use the value that is provided in the BAT phone template, leave this field blank.
Call Pickup Group	Enter the number that can be dialed to answer calls to this directory number. To use the value that is provided in the BAT phone template, leave this field blank.

**Table 3-1** Field Descriptions in the CSV File (continued)

Field	Description
User ID	Enter the user ID for the user to whom this phone will be issued.
The following field appears in the Add Lines tab:	
Line Index	Enter a number between 1 and 34 for the line index of a phone.

**Step 7** (Optional) To use the dummy MAC address option, check the **Create Dummy MAC Address** check box.

You must enter the MAC address or use the dummy MAC address option. If you choose the dummy MAC address option, you can update the phones later with the correct MAC address by manually entering this information into Cisco CallManager Administration for each phone or by using the TAPS tool. See [Chapter 9, “Working with TAPS,”](#) for more information about TAPS.

If you are adding CTI ports, the dummy MAC address option provides a unique device name for each CTI port in the form of fake MAC addresses.

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

**tablename#timestamp.txt** (or to your choice of filename)

where “tablename” represents the type of CSV file that you created (such as phones, phones-users), and “timestamp” represents the precise date and time that the file was created.



**Note** If you enter a comma in one of the fields, BAT.xlt encloses that field entry in double quotes when you export to BAT format.

**Step 8** To be accessed 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 the publisher database server.

Using a floppy disk or a mapped network drive, copy the CSV file from C:\XLSDataFiles\ (or the folder that you chose to store the CSV file) to the appropriate C:\BATFiles\ folder on the server that is running the publisher database for Cisco CallManager. For phones or IP telephony devices, you would copy the CSV file to C:\BATFiles\Phones\Insert; for phones and users combination, or other IP Telephony devices and users combination such as CTI port and users or H.323 client and users combination, you would copy the CSV file to C:\BATFiles\PhonesUsers; for users, you would copy the CSV file to C:\BATFiles\Users\Insert Users; for add lines, you would copy the CSV file to C:\BATFiles\Addlines.

**Step 9** For information on how to read the exported CSV file, click the link to **View Sample File** in the Insert Phones window in BAT (**Configure > Phones**).

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## Creating a Text-Based CSV Text File

If you do not use the BAT.xlt file for data input when you are adding phones, IP telephony devices, and users, you must create the CSV file by using lines of ASCII text with values separated by commas. You do not need to follow the instructions in this section if you created the CSV file by using the BAT.xlt file.



### Note

If you use comma or double quotes as part of string in one of the fields, you must enclose the entire text string with double quotes.

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### Tip

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

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The comma separated values (CSV) file provides a common textual way of providing tabular information. You can create a data file by using any file format, such as Microsoft Notepad or Microsoft Word. Save the CSV file to its respective folder; for example, for phones, this folder would be C:\BATFiles\Phones\ on the server that is running the publisher database for Cisco CallManager.

Use the following procedure to create a CSV text file for phones, IP telephony devices, and user combination.

## Procedure

- Step 1** Open a text editor (such as Microsoft Notepad) or any application that allows you to export or create a CSV file.

Using a separate line for each phone, enter the values for each phone, IP telephony device, or user combination that you want to add to Cisco CallManager. See [Tips for Creating a Text-Based CSV File, page 3-17](#), for detailed information about the formatting that you must use in the text-based CSV file.



**Note** An error occurs upon insertion if any blank lines exist in the CSV file.

- Step 2** Save or copy the file to C:\BATFiles\ (in the folder named for the type of CSV file that you are creating: phones, CTI port-users, and so on) on the server that is running the publisher database for Cisco CallManager.



**Note** You cannot use CSV files that are saved anywhere except in the proper folder under C:\BATFiles\ on the server that is running the publisher database for Cisco CallManager for BAT inserts.

## Tips for Creating a Text-Based CSV File

The following example format and samples show the fields, field length, and whether the field is optional or mandatory.

Some fields that are labeled optional in the CSV file actually become mandatory when certain conditions are met. For example, you must specify password and PIN fields, but they appear as optional in the CSV file because you can specify them in BAT when you insert the CSV file. Directory number, also shown as optional, becomes mandatory if your corresponding phones or phones-users BAT template has one or more lines configured. In that case, directory number becomes mandatory, and the number of directory number fields that you supply in the CSV file must match the number of lines that are configured in the BAT template.

Phones, Cisco VGC virtual phones and Cisco VGC phones

**MAC Address** (Mandatory, 12 characters), **Description** (Optional, up to 50 characters), **Location** (Optional, up to 50 characters), **Directory Number** (Optional, up to 24 numerals and special characters), **Display** (Optional, up to 30 characters), **Line Text Label** (Optional, up to 30 characters), **Forward Busy Destination** (Optional, up to 50 numerals and special characters), **Forward No Answer Destination** (Optional, up to 50 numerals and special characters), **Call Pickup Group** (Optional, up to 50/50 characters), **User ID** (Optional, up to 30 characters), **Speed Dial** (Optional, up to 50 numerals and special characters), **Speed Dial Label** (Optional, up to 30 characters)

#### For example

```
1231123245AB, SEP1231123245AB, Dallas, 9725557154, 9725557154, Mike, 9725557172, 9725557196, 9725557121/TollByPass, johns, 1230000000, Helpdesk
```



#### Note

The MAC address for Cisco VGC phones comprises a combination of the MAC address for the gateway and the port number. Enter the first 10 digits of the MAC address of the Cisco VGC phone and the last two digits of the port to be configured.



#### Note

The MAC address for Cisco VGC virtual phone comprises the first 10 digit of the VGC gateway with the last two digits being 00.

Phones and Users combination, Cisco VGC virtual phones and Users or Cisco VGC phones and Users.

**First Name** (Mandatory, 1 to 50 characters), **Last Name** (Mandatory, 1 to 50 characters), **User ID** (Optional, 1 to 30 characters), **Password** (Optional, up to 20 characters), **Manager** (Optional, up to 30 characters), **Department** (Optional, up to 50 characters), **PIN** (Optional up to 20 numerals), **User Device Profile** (Optional, up to 50 characters), **User Locale** (Optional, up to 50 characters), **MAC Address** (Mandatory, 12 characters), **Description** (Optional, up to 50 characters), **Location** (Optional, up to 50 characters), **Directory Number** (Optional, up to 24 numerals and special characters), **Display** (Optional, up to 30 characters), **Line Text Label** (Optional, up to 30 characters), **Forward Busy Destination** (Optional, up to 50 numerals and special characters), **Forward No Answer Destination** (Optional, up to 50 numerals and special characters), **Call Pickup Group** (Optional, up to 50/50 characters), **Speed Dial** (Optional, up to 50 numerals and special characters), **Speed Dial Label** (Optional, up to 30 characters)

**For example**

John, Smith, johns, abcd, Daviss, 12, 12345, johnProfile, English United States, 1231123245AB, , SEP1231123245AB, Dallas, 9725557154, 9725557154, Mike, 9725557172, 9725557196, 9725557121/TollByPass, 1230000000, Helpdesk

## CTI ports/H.323 Clients

**Device Name**(Mandatory, up to 15 characters for CTI ports and up to 50 characters for H.323 Clients),**Description** (Optional, up to 50 characters),**Location** (Optional, up to 50 characters),**Directory Number** (Optional, up to 24 numerals and special characters),**Display** (Optional, up to 30 characters),**Line Text Label**(Optional, up to 30 characters),**Forward Busy Destination** (Optional, up to 50 numerals and special characters),**Forward No Answer**(Optional, up to 50 numerals and special characters),**Call Pickup Group** (Optional, up to 50/50 characters),**User ID**(Optional, 1 to 30 characters)

**For example**

TAPS port 1, CTI TAPS port 1, Dallas, 9725557154, 9725557154, John Smith, 9725557100, 9725557100, 9725557121/TollByPass, johns

## CTI ports-users and H.323 client-users combinations

**First Name**(Mandatory, 1 to 50 characters),**Last Name**(Mandatory, 1 to 50 characters),**User ID**(Mandatory, 1 to 30 characters),**Password**(Optional, up to 20 characters),**Manager**(Optional, up to 30 characters),**Department**(Optional, up to 50 characters),**PIN**(Optional up to 20 numerals),**User Device Profile**(Optional, up to 50 characters),**User Locale**(Optional, up to 50 characters)**Device Name**(Mandatory, up to 15 characters for CTI ports-users combination and up to 50 characters for H.323client-users combinations),**Description** (Optional, up to 50 characters),**Location** (Optional, up to 50 characters),**Directory Number** (Optional, up to 24 numerals and special characters),**Display** (Optional, up to 30 characters),**Line Text Label**(Optional, up to 30 characters),**Forward Busy Destination** (Optional, up to 50 numerals and special characters),**Forward No Answer**(Optional, up to 50 numerals and special characters),**Call Pickup Group** (Optional, up to 50/50 characters)

**For example**

John, Smith, johns, abc123de, karend, 0012055, 9989, johns, TAPS port 1, CTI TAPS port 1, Dallas, 9725557154, 9725557154, John Smith, 9725557100, 9725557100, 9725557121/TollByPass

## Fields in the Export File that are Generated by Using All Phone Details Option in the Export Utility

The following sample format shows the length and type of fields in the file that is generated by using All Phone Details option in the export utility.



### Caution

Cisco does not recommend editing the file that is generated with the export utility. The system dynamically generates fields, such as Logout time and Login time, that must not be edited at all. The login user ID and Product Specific XML fields have to be accurate to work properly and must not be edited. Use BAT to update the product specific configurations.

<<DEVICE>>**Device Name**(Mandatory, 15 characters),**Description**(Optional, up to 50 characters),**Device Pool** (Mandatory, up to 50 characters),**Calling Search Space**(Optional, up to 24 characters),**AAR Calling Search Space**(Optional, up to 24 characters),**Media Resource Group List**(Mandatory, up to 50 characters),**User Hold Audio Service**(Optional, up to 50 characters),**Network Hold Audio Source**(Optional, up to 50 characters),**Location** (Optional, up to 50 characters),**User Locale**(Optional, up to 50 characters),**Network Locale**(Optional, up to 100 characters),**Phone Button Template**(Mandatory, up to 50 characters),**Expansion Module 1**(Optional, up to 50 characters),**Expansion Module 2**(Optional, up to 50 characters), **Softkey Template**(Optional, up to 50 characters),**Phone Load name**(Optional, up to 32 characters),**Module I load name**(Optional, up to 32 characters),**Module II load name**(Optional, up to 32 characters),**Login user ID**(Optional, 1 to 30 characters)

<<MODEL SPECIFIC>> **Information**(Optional, up to 255 characters),**Directory**(Optional, up to 255 characters),**Messages**(Optional, up to 255 characters),**Services**(Optional, up to 255 characters),**Authentication Server**(Optional, up to 255 characters),**Proxy Server**(Optional, up to 255 characters),**Idle**(Optional, up to 255 characters),**Idle timer**(Optional, up to 5 numerals),**Enable extension mobility**(Optional, boolean),**Logout Profile**(Optional, 1 to 50 characters),**Login User ID**(Optional, 1 to 30 characters),**Logout time**(Written by login service),**Login time**(Written by login service),**Product Specific XML**(Optional)

<<LINE>>**Directory number**(Optional, up to 24 numerals and special characters),**Partition**(Optional, up to 50 characters),**Voice mail Profile**(Optional, up to 50 characters),**Calling Search Space**(Optional, up to 24 characters),**AAR Group**(Optional, up to 20 characters),**User Hold Audio Source**(Optional, up to 50 characters), **Network hold audio source**(Optional, up to 50 characters),**Call**

**waiting**(Optional, boolean),**Auto Answer**(Mandatory, up to 50 characters),**Forward all to Voice Mail**(Optional, up to 50 numerals),**Forward all destination**(Optional, up to 50 numerals), **Forward all CSS**(Optional, up to 24 numerals),**Forward Busy to Voice Mail**(Optional, up to 50 numerals),**Forward Busy destination**(Optional, up to 50 numerals),**Forward Busy CSS**(Optional, up to 24 numerals), **Forward No Answer to Voice Mail**(Optional, up to 50 numerals),**Forward No Answer destination**(Optional, up to 50 numerals),**Forward No Answer CSS**(Optional, up to 24 numerals),**Forward on Failure to Voice Mail**(Optional, up to 50 numerals),**Forward on Failure destination**(Optional, up to 50 numerals),**Forward on Failure CSS**(Optional, up to 24 numerals),**Call Pickup Group**(Optional, up to 50/50 characters),**Display**(Optional, for internal Caller ID, up to 30 characters),**External phone mask**(Optional, up to 30 numerals or Xs, where the Xs represents the mask),**Message Waiting Lamp Policy**(Optional, up to 50 characters),**Ring Setting when idle**(Optional, up to 50 characters),**Ring Setting when Active**(Optional, up to 50 characters),**Line Text label**(Optional, up to 30 characters)

<<USER>>**User ID**(Optional, 1 to 30 characters)

<<SPEEDDIALS>>**Speed Dial Number 1**(Optional, up to 50 numerals and special characters),**Speed Dial Label 1**(Optional, up to 30 characters)

<<SERVICES>>**Service Name 1**(Optional, up to 100 characters),**Subscribed Service Name 1**(Optional, up to 50 characters),**Parameter Name 1**(Optional, up to 50 characters),**Parameter Value 1**(Optional, up to 100 characters)

True and False are used for settings with Boolean values.

Always include comma separators, even if a field is blank. Specify Call Pickup Group as either a Directory Number or as Directory Number/Route Partition Name, if the access to the call pickup group is restricted by a route partition. Specify the user ID if the phone is to be associated to a user.



#### Tip

Optional Directory Number fields only apply if you are creating the CSV file for use with a BAT template that has no lines. If lines are configured on the BAT phone template, you must supply an equal number of directory numbers in the CSV file for each device.

**Phone CSV File Examples**

If Forward Busy Destination is 3001 on a phone template, all records in a CSV file that have no value for Forward Busy Destination use 3001.

```
1231123245AB,SEP1231123245AB,Dallas,9725557154,9725557154,John Smith,,
9725557100,9725557121/TollByPass,johns,557200,Cafeteria
```

If the description for a phone is blank

```
1231123245AB,,Dallas,9725557154,9725557154,John Smith,9725557100,
9725557100,9725557121/TollByPass,johns,557200,Cafeteria
```

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

```
1231123245AB,SEP1231123245AB,,johns,557200,Cafeteria
```

If two active lines are required

```
1231123245AB,SEP1231123245AB,Dallas,9725557154,9725557154,John
Smith,9725557100,9725557100,9725557121/TollByPass,9725557155,972555715
5,John Smith,9725557100,9725557100,9725557121/TollByPass,johns,557200,
Cafeteria
```

**Note**


---

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

---

If one line is required and you want to include only the required values and none of the optional values

```
1231123245AB,,,9725557154,,,,,,,,
```

If the option is checked for a dummy MAC address and you want one line

```
,SEP1231123245AB,Dallas,9725557154,9725557154,John Smith,9725557100,
9725557100,9725557121/TollByPass,johns,557200,Cafeteria
```

## Validating Phone Records

Use validate to check that all required fields, such as device pool and locations, are populated in the records in the CSV file. Validate verifies those entries exist on the database. Validate does not verify fields that are stored in the directory, such as User ID. Follow this procedure to validate your CSV phone records.

**Before You Begin**

- You must create a CSV file that contains the phones and other IP telephony devices
- You must create a BAT phone template before you attempt to add phones or IP telephony devices to Cisco CallManager.

**Procedure**

- 
- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Phones**.  
The Insert Phones window displays.
- Step 3** In the File Name field, choose the CSV file that you created for this type of bulk transaction.
- Step 4** Choose the Insert option. Choose the **Specific Details** radio button if you are validating phone records that follow the Default phone CSV template format. Choose the **All Details** radio button if you are validating phone records from a file that was generated with the export utility by using the All Details option.  
Complete Step 5 if you chose the **Specific Details** radio button. Skip to Step 7 if you chose the **All Details** radio button.
- Step 5** In the Phone Template Name field, choose the BAT template that you created for this type of bulk transaction. Skip to step 7.
- Step 6** (Optional) Choose the Model. BAT displays only the models that are currently in the Cisco CallManager database.
- Step 7** Click **Validate** to check the selected CSV file for errors against the publisher database.  
When the transaction completes, Click **View Latest Log File** to see a log file that displays the devices that would not be added and the error code that would be encountered. For more information on log files, see [Chapter 10, “Troubleshooting BAT and TAPS.”](#)
-

# Adding Phones or Other IP Telephony Device to Cisco CallManager

Follow this procedure to bulk-add phones, Cisco VGC phones, CTI ports, or H.323 clients to Cisco CallManager.

## Before You Begin

- You must create a CSV file before you attempt to add phones and other IP telephony devices to Cisco CallManager.
- If you are adding phones or other IP telephony devices, you must create a BAT phone template before you attempt to add phones or IP telephony devices to Cisco CallManager.

## Procedure

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



---

**Note** If you are inserting a file that was generated with the export utility, use the appended suffixes to guide you in choosing a correct phone template with the correct line configuration. The export utility appends a numerical suffix `_n` for each line that is configured on a phone. For example, a file `test_1_3.txt` means that all phone records in this file have lines 1 and 3 configured.

---

- Step 4** Check the **Enable CTI Application Use** check box to enable use of applications such as Cisco IP SoftPhone.
- Step 5** Choose the Insert option. Choose the **Specific Details** radio button if you are inserting phone records that follow the Default phone CSV template format. Choose the **All Details** radio button if you are inserting phone records from a file that was generated with the export utility by using the All Details option.

Phone records that follow the default phone CSV template have uniform line and configuration settings. Phone records that follow the All Phone Details CSV template format can have different line and configuration settings.

See [Table 3-1](#) for information on phone fields that are in the Default phone CSV file.

See [Table 3-1](#), and [Table 3-2](#) for information on phone fields, and [Table 3-3](#) for information on the line fields that are in the generated file when you export with the All Details option.

Complete Step 6 and Step 7 if you chose the **Specific Details** radio button. Skip to Step 8 if you chose the **All Details** radio button.

**Step 6** In the Phone Template Name field, choose the BAT template that you created for this type of bulk transaction.



---

**Note** If you want to insert phones that require different phone templates, you must create separate CSV files. The Line Details link shows how many lines are configured for the chosen template.

---

**Step 7** If you did not enter individual MAC addresses in the CSV file, you must check the **Create Dummy MAC Address** check box. You can update the phones or devices later with the correct MAC address by using TAPS or by manually entering this information into Cisco CallManager Administration for each phone. See [Chapter 9, “Working with TAPS,”](#) for more information about TAPS.

If you are adding CTI ports, the dummy MAC address option provides a unique device name for each CTI port in the form of fake MAC addresses. If you did not provide device names in the CSV file, you must check the **Create Dummy MAC Address** check box.

This field automatically generates fake MAC addresses in the following format: **XXXXXXXXXXXX**

where X represents any 12-character, hexadecimal (0-9 and A-F) number.

- Choose this option only when auto-registration is enabled.
- Choose this option if you do not know the MAC address of the phone that will be assigned to the user. When the phone is plugged in, a MAC address registers for that device.
- Do not choose this option if you supplied MAC addresses or device names in the CSV file.

When phones are given to users, remember to update the phone records with the valid MAC address either by using TAPS or by manually updating in Cisco CallManager Administration. Skip to Step 9.

**Step 8** Choose the Model. BAT displays only the models that are currently in the Cisco CallManager database.

**Step 9** Click **Insert** to insert phone records.

A message displays that advises you of approximately how long it will take to insert the records into the Cisco CallManager database. You can cancel the transaction if you feel that it may cause performance degradation.

**Step 10** Click **OK** to insert the phones or click **Cancel** to cancel the transaction.

If you clicked **OK**, a Transaction Status window displays. Click the **Show Latest Status** button to see the transaction in progress.



---

**Note** If any line information for a phone record fails, BAT does not insert that phone record.

---

When the transaction completes, Click **View Latest Log File** to see a log file that indicates the number of records that were added and the number of records that failed, including an error code. For more information on log files, see [Chapter 10, “Troubleshooting BAT and TAPS.”](#)

---

## Adding Phones and Users or Other IP Telephony Devices to Cisco CallManager

Follow this procedure to bulk-add phones and users or other IP telephony devices and users.

### Before You Begin

- You must create a Phones-Users, CTI Port-Users, H.323 Client-Users, Cisco VGC virtual phone-users, or Cisco VGC phone-users CSV file before you attempt to add phones and users or CTI ports and users to Cisco CallManager.

- If you are adding phones and users or other IP telephony devices and users, you must create a BAT phone template before you attempt to add phones and users or IP telephony devices and users to Cisco CallManager.

### Procedure

- 
- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Phones/Users**.  
The Insert Phones/Users 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 Phone Template Name field, choose the BAT template that you created for this type of bulk transaction.



---

**Note** If you want to insert phones that require different phone templates, you must create separate CSV files. The Line Details link shows how many lines are configured for the chosen template.

---

- Step 5** If you did not enter individual MAC addresses in the CSV file, you must check the Create **Dummy MAC Address** check box. You can update the phones or devices later with the correct MAC address by using TAPS or by manually entering this information into Cisco CallManager Administration for each phone. See [Chapter 9, “Working with TAPS,”](#) for more information about TAPS.

If you are adding CTI ports, the dummy MAC address option provides a unique device name for each CTI port client in the form of fake MAC addresses. If you did not provide device names in the CSV file, you must check the **Create Dummy MAC Address** check box.

This field automatically generates fake MAC addresses in the following format:  
**XXXXXXXXXXXX**

where X represents any 12-character, hexadecimal (0-9 and A-F) number.

- Choose this option only when auto-registration is enabled.
- Choose this option if you do not know the MAC address of the phone that will be assigned to the user. Once the phone is plugged in, a MAC address registers for that device.

- Do not choose this option if you supplied MAC addresses or device names in the CSV file.

When phones are assigned to users, remember to update the phone records with the valid MAC address either by using TAPS or by manually updating in Cisco CallManager Administration.

Check the **Enable Authentication Proxy Rights** check box if you want all users that are added in this transaction to be able to log on to a phone on behalf of someone else. Users who have authentication proxy rights enabled are considered “super users” or “admin users” who act as the single point of authentication through which all users connect for extension mobility. You will need to do further configuration in Application Administration on the Cisco CRA server.

**Step 6** Check the **Enable CTI Application Use** check box to enable use of applications such as Cisco IP SoftPhone.

**Step 7** (Optional) In the User Default Values area, provide the following information if you have not already done so in the CSV file:

- Password—Enter the password that users should provide when they are logging on to the Cisco IP Phone User Options window. You should only specify a value here when you want to specify the default password for access to the Cisco IP Phone User Options window and when you have not already specified individual passwords for each user in the CSV file. Password values specified in the CSV file take precedence over any values that you enter here.
- Confirm Password—Reenter the password.
- PIN—Enter the PIN that users should provide when they log in to a Cisco IP Phone model 7960 or 7940 for extension mobility. You should only specify a value here when you want to specify the default PIN for extension mobility and when you have not already specified individual PINs for each user in the CSV file. PIN values that are specified in the CSV file take precedence over any values that you enter here.
- Confirm PIN—Reenter the PIN.
- User Locale—Choose the language and country set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and what language displays in the Cisco CallManager user windows and phones.
- User Device Profile—Enter the user device profile for this user and device. The User Device Profile must exist in Cisco CallManager Administration for the Cisco CallManager database to accept this record.

**Step 8** Click **Insert**.

A message displays that advises you of approximately how long it will take to insert the records to the Cisco CallManager database. You can cancel the transaction if you feel that it may cause performance degradation.

**Step 9** Click **OK** to insert the phones and users or click **Cancel** to cancel the transaction.

If you clicked **OK**, a Transaction Status window displays. You can click the **Show Latest Status** button to see the transaction in progress.



---

**Note** If any line information for a phone record fails, BAT does not insert that phone record.

---

When the transaction completes, click **View Latest Log File** to see a log file that indicates the number of records that were added and the number of records that failed, including an error code. For more information on log files, see [Chapter 10, “Troubleshooting BAT and TAPS.”](#)

---

**Related Topics**

- [Creating CSV Files for Phones, IP Telephony Devices, and the User Combinations, page 3-7](#)
- [Adding Lines to Existing Phones, page 3-31](#)
- [Updating Phones, page 3-32](#)

## Copying a BAT Phone Template

You can copy the properties of a phone template into a new phone template. This action proves useful when you have similar bulk-add transactions and only a few details need to be changed.



---

**Note** The template that you want to create from the original must be the same device type, such as Cisco IP Phone model 7960. You cannot change device type in the copy of the template.

---

Use the following procedure to copy an existing BAT phone template.

### Procedure

---

- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Template > Phone**.  
The Phone Template Configuration window displays.
- Step 3** In the Phone Templates column on the left, click on the template that you want to copy.  
The chosen template details display in the Phone Template Configuration window.
- Step 4** Verify that this is the template that you want to copy and click **Copy**.  
The template reproduces and creates a copy. The copy duplicates all the values that were specified in the original template.
- Step 5** In the Phone Template Name field, enter a new template name.
- Step 6** Update the fields as needed for the new template.
- Step 7** Click **Insert**.  
The template that is added to BAT displays in the Phone Templates column on the left.
- Step 8** Click Add Line to provide line attributes, if applicable. See the [“Adding or Updating Lines to a BAT Phone Template” section on page 3-5](#) for more information. You can also define services and speed-dial buttons.
- 

### Related Topics

- [Adding Phones and Other IP Telephony Devices, page 3-2](#)
- [Adding or Updating IP Services to a BAT Phone Template, page 3-6](#)
- [Adding or Updating Speed Dials to a BAT Phone Template, page 3-6](#)

# Adding Lines to Existing Phones

You can add lines to existing phones in the Cisco CallManager database when you configure phones for assistants and managers in Cisco IPMA. You can also use this feature to override phone settings.

**Note**

You change phone services or speed dials by using this feature. BAT ignores those fields on the template when you add lines to existing phones.

Use the following procedure to add lines or to existing phones or to modify existing phone settings.

**Before You Begin**

You must create a CSV file before you attempt to add lines. Cisco recommends that you create the CSV file by using the Excel file, **BAT.xlt**.

**Procedure**

- 
- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Phones**.
- Click the **Add Lines** link in upper, right corner of the window.
- The Add Lines page displays.
- Step 3** In the File Name field, choose the CSV file that you created for this type of bulk transaction.
- Step 4** Check the **Override the existing configuration** check box if you are changing the phone settings for an existing phone.
- Step 5** If you want to add lines, click the radio button for **Phone Template**. If you want to add lines to a User Device Profile, click the radio button for **User Device Profile Template**.
- Step 6** In the Template Name field, choose the CSV file that you created for this type of bulk transaction.
- Step 7** Click **Add**.

A message displays that advises you of approximately how long it will take to add the records to the Cisco CallManager database. You can cancel the transaction if you feel that it may cause performance degradation.

**Step 8** When the transaction completes, check the Status message. BAT displays a status completed or failed message.

You can click the **View Latest Log File** link to display the log file that BAT generated. The log file displays the number of lines that were successfully added. For more information on log files, see [Chapter 10, “Troubleshooting BAT and TAPS.”](#)

---

## Updating Phones

You can bulk-update phone records and Cisco VGC phone records in the Cisco CallManager database. This action proves useful when you want to change one of the settings for many similar phones, such as device pool or calling search space.

You can create a query to update a set of phone records, or you can update the phones in the Cisco CallManager database by first creating a custom file with a list of phones that will be updated. Creating a query requires defining a filter. You can also create complex queries by clicking either the **AND** or the **OR** button. To update phones by using a custom file, you first create a custom file with a list of phones to be updated. The custom file comprises a simple text file that contains a list of MAC addresses, device names, or directory numbers with each record on a separate line. BAT ignores additional fields after the MAC address or directory number. Save the file in the C:\BATFiles\phones\query\update\ folder. You can choose the in Custom file option as part of your search criteria when you select a query based on the device name or directory number.



### Note

You can have MAC addresses and device names in the same file. If you want to update phones by using both MAC addresses and directory numbers, you need to create separate files - one file that contains all MAC addresses and one file that contains all directory numbers.

---

**Note**


You can reset or restart devices without updating any attributes. This action may prove useful if a problem should arise, and you must reset or restart the phones in bulk.

**Note**

While updating services, you can subscribe to only one service at a time.

Use the following procedure to create a query.

**Procedure**

- Step 1** Start BAT. (See [Starting BAT, page 1-3](#).)
  - Step 2** Choose **Configure > Phones**.
  - Step 3** Click the **Update Phones** link in upper, right corner of the window.  
The Update Phones window displays. To locate the records that you want to update, define the filter.
-  **Caution** If no filter is defined, BAT applies the changes to all phone records.
- Step 4** In the first drop-down list box, choose the field to query such as Model or Device Name, and so on.
  - Step 5** In the second drop-down list box, choose the search criteria such as begins with, contains, is empty, and so on.
  - Step 6** In the search field/list box, either choose or enter the value that you want to locate, such as a specific phone model.  
BAT displays only the models that are currently in the Cisco CallManager database.
  - Step 7** Click **Add To Query** to add the defined filter to the query. Click **AND** or **OR** to add multiple filters and repeat [Step 4](#) through [Step 6](#) to further define your query.



---

**Note** You cannot perform multiple queries when Directory Number is used in the first drop-down list box; that is, **AND** or **OR** do not act as valid operators with Directory Number.

---

If you make a mistake, click the **Clear Query** button to remove the query; then, return to Step 3 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 have defined in your query.
- Step 9** In the Parameter list box, choose a setting from the list box. Refer to [Table 3-5](#) for field descriptions of parameters that you might encounter. If you only want to reset or restart devices, leave this field blank and proceed to [Step 12](#).
- Step 10** In the Value field, enter the new value or choose a value from the list box. If you only want to reset or restart devices, leave this field blank and skip to [Step 12](#).
- Step 11** Click the arrow that is pointing toward the Set Values box to add the specified parameter and value to the Set Value box. Values in the Set Value box will be applied to the records that you have defined in your query. You can remove values by choosing the value that you want to remove from the Set Values box and clicking the arrow facing the Value field. You can choose multiple parameters to update. Repeat Step 9 and Step 10 to add more parameters.
- Step 12** Check the **Reset devices** check box to reset (power-cycle) the phones or check the **Restart devices** check box if you want to reset phones without power-cycling. You can also reset and restart the devices without adding any attributes.



---

**Note** If you want to reset or restart the devices at a later time, do not check either check box. When you click update, the records update with the specified parameters; however, no changes take effect until you reset or restart the devices.

---

**Step 13** Click **Update** to apply the updates to the records.

---

#### Related Topics

- [Adding Phones and Other IP Telephony Devices, page 3-2](#)
- [Updating Lines, page 3-35](#)
- [Deleting Phones, page 3-39](#)
- [Viewing a List of Phones with Dummy MAC Addresses, page 3-37](#)
- [Field Descriptions for Update Phones, page 3-57](#)

## Updating Lines

You can use BAT to bulk-update line attributes for a select group of devices.



#### Note

You can use the Update Lines window to query lines for user device profiles. Lines for a phone and user device profile get updated at the same time when both are part of the query result.

---

Use the following procedure to update lines.

#### Procedure

---

**Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))

**Step 2** Choose **Configure > Phones**.

**Step 3** Click the **Update Lines** link in the upper, right corner of the window.

The Update Lines window displays. To locate the records that you want to update, define the filter.



#### Caution

If no filter is defined, BAT applies the changes to all lines.

---

- Step 4** In the first drop-down list box, choose the field to query such as Device Pool, Phone Calling Search Space, Directory Number, Line Number, or Line Partition. Line Number designates the actual line number on the phone, such as line 1 or line 2. It does not specify the directory number that is associated with the line.
- Step 5** In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.
- Step 6** In the search field/list box, either choose or enter the value that you want to locate, such as a specific calling search space.
- Step 7** Click **Add To Query** to add the defined filter to the query. You can click **AND** or **OR** to add multiple filters and repeat [Step 4](#) through [Step 7](#) to further define your query.
- If you make a mistake, click **Clear Query** to remove the query; then, return to [Step 4](#) and restart.
- 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 have defined in your query.
- Step 9** In the Parameter list box, choose a setting from the list box.
- See [Table 3-4](#) for descriptions of the parameters.
- Step 10** In the Value field, enter the new value or choose a value from the list box.
- Step 11** Click the arrow that is pointing toward the Set Values box to add the specified parameter and value to the Set Value box. Values in the Set Value box will be applied to the records that you have defined in your query. You can remove values by choosing the value that you want to remove from the Set Values box and clicking the arrow facing the Value field.
- You can choose multiple parameters to update. Repeat Steps 9 and 10 to add more parameters.
- Step 12** Click **Update** to update the lines and restart the affected phones.
- A message displays that advises you of approximately how long it will take to update the records in the Cisco CallManager database and that the phones with the affected lines restart automatically. Restarting the phone causes any active calls to be dropped. You can cancel the transaction or click **OK** to continue.
- Step 13** When the transaction completes, check the Status message. BAT displays a status completed or failed message.

You can click the **View Latest Log File** link to display the log file that BAT generated. The log file displays the number of successful phone updates and the number of failed phone updates, including an error code. For more information on log files, see [Chapter 10, “Troubleshooting BAT and TAPS.”](#)

---

#### Related Topics

- [Adding Phones and Other IP Telephony Devices, page 3-2](#)
- [Updating Phones, page 3-32](#)
- [Deleting Phones, page 3-39](#)
- [Field Descriptions for Updating Lines, page 3-55](#)

## Viewing a List of Phones with Dummy MAC Addresses

You can use BAT to view a list of all phones that use a dummy MAC address. The following steps tell you how to search for phones with dummy MAC addresses, but you can modify these procedures and use them to help you find phones by using any of the following search criteria.

Use the following procedure to generate a list of phones that are using dummy MAC addresses.

#### Procedure

---

- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Phones**.
- Step 3** Click the **Update Phones** link in the upper, right corner of the window.  
The Update Phones window displays.
- Step 4** In the first drop-down list box, choose **Device Name**.
- Step 5** In the second drop-down list box, choose **begins with**.
- Step 6** All phones that are added with a dummy MAC address have device names that begin with BAT. In the field, enter **BAT**.

**Step 7** Click **Add To Query**.

**Step 8** Click **View Query Results**.

The window displays all phone records that were added to the Cisco CallManager database by using a dummy MAC address. You can print the list by right-clicking inside the window and choosing **Print** or by using the keyboard shortcut **Ctrl + P**.

---

## Viewing a List of Devices

You can use BAT to view a list of all devices by using any search criteria. The following steps tell you how to search for devices.

Use the following procedure to generate a list of devices.

### Procedure

---

**Step 1** Start BAT. (See [Starting BAT, page 1-3](#).)

**Step 2** Choose **Configure > Phones**.

**Step 3** Click the **Update Phones** link in the upper, right corner of the window.

The Update Phones window displays.

In the first drop-down list box, choose **Device Name** or your preferred search criterion.

**Step 4** In the second drop-down list box, choose **begins with** or your preferred search criterion.

**Step 5** In the field, enter any necessary information or leave it blank.

**Step 6** Click **Add To Query**.

**Step 7** Click **View Query Results**.

The window displays all phone records that were added to the Cisco CallManager database by using the search criteria that you specified. You can print the list by right-clicking inside the window and choosing **Print** or by using the keyboard shortcut **Ctrl + P**.

---

# Deleting Phones

Use these procedures to bulk-delete phones and other IP telephony devices from the Cisco CallManager database. You can delete phones by using a query to generate a list of phones with common parameters by following the procedure for deleting phones, or you can delete phones from the Cisco CallManager database by first creating a custom file with a list of phones that are to be deleted.

To delete phones by using a custom file, you first create a custom file with a list of phones to be deleted. The custom file comprises a simple text file that contains a list of MAC addresses, device names, or directory numbers with each record on a separate line. BAT ignores additional fields after the MAC address or directory number. Save the file in the C:\BATFiles\phones\query\delete folder. You can then choose the in Custom file option as part of your search criteria.

**Note**

---

You can have MAC addresses and device names in the same file. If you want to delete phones by using both MAC addresses and directory numbers, you need to create separate files - one file containing all MAC addresses and one file containing all directory numbers.

---

**Note**

---

You cannot delete phones with shared lines by using a custom file.

---

## Procedure for Deleting Phones

---

- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Phones**.
- Step 3** Click the **Delete Phones** link in the upper, right corner of the window.  
The Delete Phones window displays.
- Step 4** In the first drop-down list box, choose the field to query such as Model or Device Name.
- Step 5** In the second drop-down list box, choose the search criteria such as begins with, contains, or is empty.
- Step 6** In the search field/list box, either choose or enter the value that you want to locate, such as a specific phone model.

BAT displays only the models that are currently in the Cisco CallManager database.

- Step 7** Click **Add To Query** to add the defined filter to the query. You can click **AND** or **OR** to add multiple filters and repeat [Step 4](#) through [Step 7](#) to further define your query.



---

**Note** You cannot perform multiple queries when Directory Number is used in the first drop-down list box; that is, **AND** or **OR** do not act as valid operators with Directory Number.

---

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

- Step 8** Click **View Query Result** to verify the records that are going to be deleted.



---

**Caution** If no information is entered into the query text box, the system deletes all phone records.

---

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

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

After the phones are deleted, BAT generates a log file that indicates the number of records that were deleted and the number of records that failed, including an error code. For more information on log files, see [Chapter 10, “Troubleshooting BAT and TAPS.”](#)

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#### Related Topics

- [Adding Phones and Other IP Telephony Devices, page 3-2](#)
- [Updating Phones, page 3-32](#)
- [Updating Lines, page 3-35](#)

# Deleting Templates

You can delete BAT templates when you no longer require them. Use this procedure to delete a template.

## Procedure

---

- Step 1** Start BAT. (See [Starting BAT, page 1-3.](#))
- Step 2** Choose **Configure > Template > *the type of template you want to delete***, such as Phone or VG200 Gateway.  
The Template Configuration window displays.
- Step 3** In the Templates column on the left, click the template that you want to delete.  
The chosen template details display in the Template Configuration window.
- Step 4** Verify that this is the template that you want to delete and click **Delete**.  
A message displays that asks you to confirm the delete operation.

- Step 5** Click **OK** to delete the template or click **Cancel** to cancel the delete operation without deleting the template.

The template gets deleted from BAT and can no longer be used in bulk transactions.

---

## Field Descriptions

The following sections provide descriptions for fields that you may encounter while adding or updating values.

### Field Descriptions for Adding a BAT Phone Template

[Table 3-2](#) describes the fields that you may encounter when you are adding a BAT phone template.

**Note**

Values appear in the Device Type, Device Pool, Calling Search Space, Media Resource Group List, User Hold Audio Source, Network Hold Audio Source, Location, Phone Button Template, and Phone Load Name fields. Use Cisco CallManager Administration to configure these values in the system.

---

**Table 3-2** Field Descriptions for Adding a Phone Template

Field	Description
Phone Template Name	Enter a name for this BAT template, up to 50 alphanumeric characters. This name identifies the unique phone template that is used only in BAT; for example, BAT 7960.
Device Type	Choose CTI port or the type of Cisco IP Phone.  <b>Note</b> BAT does not support Cisco IP Phone models 12S or 12SP.  After you choose the device type, BAT refreshes the window and displays the fields that apply to the chosen device type.
Device Pool	Choose the device pool to which this group of phones/ports should belong.  A 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.
Calling Search Space	For this optional field, choose the calling search space to which this group of phones/ports should belong.  A calling search space specifies the collection of Route Partitions that are searched to determine how a dialed number should be routed.
AAR Calling Search Space	For this optional field, choose the automated alternate routing (AAR) Calling Search Space to which this group of phones should belong.
Media Resource Group List	For this optional field, choose the media resource group list (MRGL) to which this group of phones/ports should belong.  An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources from among the available ones according to the priority order that is defined in the MRGL.

**Table 3-2** Field Descriptions for Adding a Phone Template (continued)

Field	Description
User Hold Audio Source	<p>For this optional field, choose the user hold audio source that this group of IP phones or CTI ports should utilize.</p> <p>The user hold audio source specifies the audio source from which music is played when a user places a call on hold.</p>
Network Hold Audio Source	<p>For this optional field, choose the network hold audio source that this group of IP phones or CTI ports should utilize.</p> <p>The network hold audio source specifies the audio source from which music is played when the system places a call on hold, such as when the user transfers or parks a call.</p>
Location	<p>For this optional field, choose the location to which this group of phones/ports should belong.</p> <p>A location indicates the remote location that is accessed by using restricted bandwidth connections.</p>
User Locale	<p>For this optional field, choose the country and language set that you want to associate with this user.</p> <p>This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco CallManager user windows and phones.</p> <p><b>Note</b> User Locale only applies when Cisco IP Phones models 7940 and 7960 are used.</p>
Network Locale	<p>For this optional field, choose the network locale that you want to associate with this user.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when communicating with the PSTN and other networks in a specific geographical area.</p> <p><b>Note</b> Network Locale only applies when Cisco IP Phones models 7940 and 7960 are used.</p>

**Table 3-2** *Field Descriptions for Adding a Phone Template (continued)*

Field	Description
<p>In the Phone Button Template and Expansion Module Template Information area, enter the settings for the phone model for which you are creating the template.</p> <p><b>Note</b> Values appear in the Phone Button Template and Expansion Module fields. Use Cisco CallManager Administration to configure these templates in the system.</p>	
Phone Button Template	<p>Choose the button template to be used for all phones in this group. This field does not apply if you chose CTI Ports in the Model field.</p> <p>Button templates determine the configuration of buttons on a phone and identify which feature (line, speed dial) that each button designates.</p>
Expansion Module 1	For this optional field (Cisco IP Phone model 7960 only), choose the button template to be used for the first expansion module.
Expansion Module 2	For this optional field (Cisco IP Phone model 7960 only), choose the button template to be used for the second expansion module.
<p>In the Softkey Template Information area, enter the softkey template name that defines the type of softkeys.</p> <p>Softkey Template field only applies when Cisco IP Phones model 7940 and 7960 are used.</p>	
Softkey Template	Choose the softkey template to be used for all phones in this group.
<p>In the Firmware Load Information area, enter the settings for the phone model for which you are creating the template, or leave the fields blank to use the default values.</p>	
Phone Load Name	This optional field does not apply for CTI ports. Be aware that any value that is entered in this field overrides the default value for the chosen model and specifies the custom software for a Cisco IP Phone. Enter the custom phone load, if applicable.

**Table 3-2** *Field Descriptions for Adding a Phone Template (continued)*

<b>Field</b>	<b>Description</b>
Expansion Module 1 Load Name	(Cisco IP Phone model 7960 only) Enter the firmware load for the first Cisco IP Phone Expansion Module 7914, if applicable. Leave this field blank to use the default load.
Expansion Module 2 Load Name	For this optional field. (Cisco IP Phone model 7960 only), enter the firmware load for the second Cisco IP Phone Expansion Module 7914, if applicable. Leave this field blank to use the default load.
<p>In the Cisco IP Phone - External Data Locations area, enter the settings for the phone model for which you are creating the template or leave the fields blank to use the default values. This area displays only if you are configuring Cisco IP Phone models 7935, 7940 or 7960. Skip these fields if you are configuring this template for any other phone model.</p>	
Information	For this optional field, enter the help text URL for the information button for only Cisco IP Phone models 7935, 7940 and 7960.
Directory	For this optional field that applies only to Cisco IP Phone models 7935, 7940 and 7960, enter the URL of the directory server.
Messages	For this optional field that applies only to Cisco IP Phone models 7935, 7940 and 7960 only, enter the voice-mail access pilot number.
Services	For this optional field that applies only to Cisco IP Phone models 7935, 7940 and 7960, enter the URL for the services menu.
Authentication Server	<p>For this optional field, enter the URL that the phone uses to validate requests that are made to the phones web server. If you do not provide an authentication URL, the advanced features on the Cisco IP Phone models 7935, 7940 and 7960 that require authentication will not function. Leave this field blank to accept the default setting.</p> <p>By default, this URL accesses a Cisco IP Phone User Options window that was configured during installation.</p>

**Table 3-2** *Field Descriptions for Adding a Phone Template (continued)*

Field	Description
Proxy Server	<p>For this optional field, enter the host and port (for example, proxy.cisco.com:80) that are used to proxy HTTP requests for access to non-local host addresses from the phones HTTP client.</p> <p>If the phone receives a URL such as www.cisco.com in a service and the phone is not configured in the cisco.com domain, the phone uses the proxy server to access the URL. If the phone is configured in the cisco.com domain, the phone accesses the URL without using the proxy because it is in the same domain as the URL.</p> <p>If you do not configure this URL, the phone attempts to connect directly to the URL. Leave this field blank to accept the default setting.</p>
Idle	<p>For this optional field, enter the URL to display on the Cisco IP Phone window when the phone has not been used for the time that is specified in the Idle Time field. For example, you can display a logo on the window when the phone has not been used for 5 minutes. Leave this field blank to use the default value.</p> <p>Only Cisco IP Phone models 7935, 7940 and 7960 use this field.</p>
Idle Timer	<p>For this optional field, enter the seconds that you want to elapse before the phone displays the URL that is specified in the Idle field. Leave this field blank to use the default value.</p> <p>Only Cisco IP Phone models 7935, 7940 and 7960 use this field.</p>

In the Extension Mobility (Device Profile) Information area, enter the settings for the phone model for which you are creating the template or leave the fields blank to use the default values. This area displays only if you are configuring Cisco IP Phone models 7960 or 7940. Skip these fields if you are configuring this template for any other phone model.

**Table 3-2** Field Descriptions for Adding a Phone Template (continued)

Field	Description
Enable Extension Mobility Feature	For this optional box, check this check box if you want to enable the extension mobility feature. Extension mobility allows a user to log in and out of a Cisco IP Phone model 7960 or 7940. Refer to the <i>Cisco CallManager Features and Services Guide</i> for more information about extension mobility.
Log Out Profile	<p>For this optional field, choose the profile that a phone should load when a user logs out. You must configure log out profiles in Cisco CallManager Administration.</p> <p>Choosing &lt;Use Current Device Settings&gt; creates an autogenerated device profile as the default device profile.</p> <p>If you choose &lt;Select a User Device Profile&gt;, you can then assign a user device profile that has already been defined; this user device profile becomes the default device profile for this device.</p> <p>If a user device profile is chosen as the default device profile, that user device profile is loaded onto the device when the device is logged out (when no user is logged in).</p>
<p>In the Product Specific Configuration area, enter the settings for the phone model for which you are creating the template or leave the fields blank to use the default values. This area displays only if you are configuring Cisco IP Phone models 7960, 7940, 7935, or 7910. Skip these fields if you are configuring this template for any other phone model.</p>	
Forwarding Delay	For this mandatory field (Cisco IP Phone models 7960 or 7940 only), check the Enabled check box if you want the port to wait a few seconds prior to forwarding a call.
PC Port	Use this mandatory field to disable or enable the PC port on phones that have internal switches. Use the port labeled “10/100 PC” on the back of the phone to connect a PC or workstation to the phone, so they can share a single network connection.

**Table 3-2** *Field Descriptions for Adding a Phone Template (continued)*

<b>Field</b>	<b>Description</b>
Setting Access	Use this field to choose whether the user has access to phone settings. The options include Enabled and Disabled. .
Disable Speakerphone	For this optional box (Cisco IP Phone models 7960 or 7940 only), check this check box to disable the speakerphone functionality for all phones that are added using this BAT template.
Disable Speakerphone and Headset	For this optional box (Cisco IP Phone models 7960 or 7940 only), check this check box to disable the speakerphone and headset functionality for all phones that are added using this BAT template.
<p>In the H.323Information area, enter the settings for the H.323 client for which you are creating the template or leave the fields blank to use the default values. This area displays only if you are configuring an H.323 client.</p>	
Outgoing Caller ID Pattern	For this optional field, enter the pattern that you want to use for the outgoing caller ID, from 0 to 24 digits.
Calling Party Selection	<p>Choose one of the following options to specify which directory number is sent:</p> <ul style="list-style-type: none"> <li>• Originator—Send the directory number of the calling device.</li> <li>• First Redirect Number—Send the directory number of the redirecting device.</li> <li>• Last Redirect Number—Send the directory number of the last device to redirect the call.</li> <li>• First Redirect Number(external)—Send the directory number of the redirecting device.</li> <li>• Last Redirect Number(external)—Send the directory number of the last device to redirect the call.</li> </ul>

**Table 3-2** *Field Descriptions for Adding a Phone Template (continued)*

Field	Description
Caller ID Presentation	<p>Choose whether the central office transmits or blocks caller ID:</p> <ul style="list-style-type: none"> <li>• Choose Allowed if you want the central office to send caller ID.</li> <li>• Choose Restricted if you do not want the central office to send caller ID.</li> <li>• Default displays the Caller ID unless the caller ID was restricted in a previous level in the call stream.</li> </ul>
Display IE Delivery	<p>Check the check box to enable delivery of the display IE in SETUP and CONNECT messages for the calling and called party name delivery service.</p>
Redirecting Number IE delivery—Outbound	<p>Check this check box to include the Redirecting Number IE in the outgoing SETUP message from the Cisco CallManager to indicate the first redirecting number and the redirecting reason of the call when the call is forwarded.</p> <p>Uncheck the check box to exclude the first redirecting number and the redirecting reason from the outgoing SETUP message.</p> <p>Use Redirecting Number IE for voice-mail integration only. If your configured voice-mail system supports Redirecting Number IE, check the check box.</p> <p>By default, the check box gets checked for H.323 intercluster trunks, and the check box remains unchecked for the H.323 gateway.</p>

**Table 3-2** *Field Descriptions for Adding a Phone Template (continued)*

<b>Field</b>	<b>Description</b>
Redirecting Number IE delivery—Inbound	<p>Check this check box to accept the Redirecting Number IE in the incoming SETUP message to the Cisco CallManager.</p> <p>Uncheck the check box to exclude the Redirecting Number IE in the incoming SETUP message to the Cisco CallManager.</p> <p>Use Redirecting Number IE for voice-mail integration only. If your configured voice-mail system supports Redirecting Number IE, check the check box.</p> <p>By default, the check box gets checked for H.323 intercluster trunks, and the check box remains unchecked for the H.323 gateway.</p>
Media Termination Point Required	<p>If you want a media termination point to implement features that H.323 does not support (such as hold and transfer), check the check box.</p> <p>Use this check box only for H.323 clients and H.323 devices that do not support the H.245 Empty Capabilities Set message.</p>

## Field Descriptions for Adding a Line to a BAT Phone Template

[Table 3-3](#) describes the optional fields for adding line details on a BAT phone template.

**Table 3-3** Field Descriptions for Adding a Line to a BAT template

Field	Description
<b>Directory Number</b>	
Partition	Choose a partition. A partition indicates the route partition to which the directory number belongs.  <b>Note</b> The directory number can appear in more than one partition; however, make sure the directory number and Partition combination is unique.
<b>Directory Number Settings</b>	
Voice Mail Profile	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.
Calling Search Space	This field contains a collection of partitions that are searched for numbers that are called from this directory number.  <b>Note</b> Changes cause an update of the numbers that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. An AAR group setting of None specifies that no rerouting of blocked calls will be attempted.
User Hold Audio Source	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).
Network Hold Audio Source	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).

**Table 3-3** Field Descriptions for Adding a Line to a BAT template (continued)

Field	Description
Call Waiting	The choice that you make in this field applies to all devices that are 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	(Cisco IP Phone models 7960 or 7940 only) The choice that you make in this field applies to all phones using this directory number and specifies whether this directory number uses Auto Answer with handset or Auto Answer with speakerphone.
<b>Call Forward and Pickup Settings</b>	
Forward All Destination	This field indicates the directory number to which all calls are forwarded.  <b>Note</b> Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.
Forward All Calling Search Space	This optional field setting applies to all devices using this directory number and indicates the calling search space to use when you are forwarding to the specified destination.
Voice Mail	Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.  If you check this box, the forward all destination field and forward all calling search space box have no relevance.
Forward Busy Destination	This field indicates the directory number to which a call is forwarded when the line is in use.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.

**Table 3-3** Field Descriptions for Adding a Line to a BAT template (continued)

Field	Description
Forward Busy Calling Search Space	This setting applies to all devices that are using this directory number and indicates the calling search space to use when you are forwarding to the specified destination.
Forward No Answer Destination	This field indicates the directory number to which a call is forwarded when the phone is not answered.  <b>Note</b> Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.
Forward No Answer Calling Search Space	This setting applies to all devices that are using this directory number and indicates the calling search space to use when you are forwarding to the specified destination. The setting appears only if it is configured in the system.
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.
<b>Line Settings for This Phone</b>	
External Phone Number Mask	This setting indicates the phone number (or mask) that is used to send Caller ID information when a call is placed from this line. This setting uses a maximum of 30 numbers and “X” characters; the X characters must appear at the end of the pattern.
Message Waiting Indicator Policy	This field indicates how the Message Waiting Indicator behaves for the device. You can have the MWI always come on, never come on, or use the system policy, as defined in Cisco CallManager Administration.
Ring Setting When Idle	This setting designates the type of ring for an incoming call on a phone.

**Table 3-3** Field Descriptions for Adding a Line to a BAT template (continued)

Field	Description
Ring Setting When Active	This setting designates the type of ring for an incoming call on a phone that is busy.
Line Text Label	Use this field only if you do not want the directory number to be shown on the line appearance. Enter text that identifies this directory number for a line/phone combination.

## Field Descriptions for Updating Lines

Table 3-4 provides the optional field descriptions for updating line details.

**Table 3-4** Field Descriptions for Updating Line Details

Field	Description
Line Partition	Choose a partition. A partition indicates the route partition to which the directory number belongs.  <b>Note</b> The directory number can appear in more than one partition; however, make sure the directory number and partition combination is unique.
Calling Search Space Forward All	This optional field applies to all devices that are using this directory number and indicates the calling search space to use when you are forwarding to the specified destination.
Calling Search Space Forward Busy	This setting applies to all devices that are using this directory number and indicates the calling search space to use when you are forwarding to the specified destination.
Calling Search Space Forward No Answer	This setting applies to all devices that are using this directory number and indicates the calling search space to use when you are forwarding to the specified destination. The setting appears only if it is configured in the system.

**Table 3-4** Field Descriptions for Updating Line Details (continued)

Field	Description
Calling Search Space Forward on Failure	(CTI ports only) This setting applies to all devices that are using this directory number and indicates the calling search space to use when you are forwarding to the specified destination. The setting appears only if it is configured in the system.
Forward All Destination	This field indicates the directory number to which all calls are forwarded.  <b>Note</b> Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.
Forward Busy Destination	This field indicates the directory number to which a call is forwarded when the line is in use.  <b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.
Forward No Answer Destination	This field indicates the directory number to which a call is forwarded when the phone is not answered.  <b>Note</b> Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.
Forward on Failure Destination	(CTI ports only) Enter the directory number to which a call should be forwarded when a phone or CTI application fails.
User Hold Audio Source	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).
Network Hold Audio Source	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).

**Table 3-4** *Field Descriptions for Updating Line Details (continued)*

Field	Description
Auto Answer	(Cisco IP Phone models 7960 or 7940 only) Choose this parameter if you want all lines that are updated here to use the auto answer feature. With auto answer, Cisco CallManager automatically answers calls when a headset is in use. A zip tone plays to alert the user that an incoming call connected.
Voice Mail Profile	Choose this parameter to make the pilot number the same as the directory number for this line. This choice proves useful if you do not have a voice-mail server that is configured for this phone.
Calling Search Space (Line)	This field contains a collection of partitions that are searched for numbers that are called from this directory number.  <b>Note</b> Changes cause an update of the numbers that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
Ring Setting	This setting designates the type of ring for an incoming call on a phone.

## Field Descriptions for Update Phones

[Table 3-5](#) describes the fields that you may encounter when updating phones.



### Note

Values appear in the Device Type, Device Pool, Calling Search Space, Media Resource Group List, User Hold Audio Source, Network Hold Audio Source, Location, Phone Button Template, and Phone Load Name fields. Use Cisco CallManager Administration to configure these values in the system.

**Table 3-5** *Field Descriptions for Update Phones*

<b>Field</b>	<b>Description</b>
Description	This optional field allows you to enter a description, so you can recognize the device.
Phone Load Name	This optional field does not apply for CTI ports. Be aware that any value that is entered in this field overrides the default value for the chosen model and specifies the custom software for a Cisco IP Phone. Enter the custom phone load, if applicable.
Device Pool	Choose the device pool to which this group of phones/ports should belong.  A 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.
Calling Search Space	For this optional field, choose the calling search space to which this group of phones/ports should belong.  A calling search space specifies the collection of route partitions that are searched to determine how a dialed number should be routed.
Location	For this optional field, choose the location to which this group of phones/ports should belong.  A location indicates the remote location that is accessed by using restricted bandwidth connections.
Information	This optional field applies only to Cisco IP Phone models 7960 and 7940. Enter the help text URL for the information button.
Directory	This optional field applies only to Cisco IP Phone models 7960 and 7940. Enter the URL of the directory server.
Messages	This optional field applies only to Cisco IP Phone models 7960 and 7940. Enter the voice-mail access pilot number.

**Table 3-5** *Field Descriptions for Update Phones (continued)*

<b>Field</b>	<b>Description</b>
Services	This optional field applies only to Cisco IP Phone models 7960 and 7940. Enter the URL for the services menu.
Authentication Server	<p>For this optional field, enter the URL that the phone uses to validate requests that are made to the phones web server. If you do not provide an authentication URL, the advanced features on the 7960 and 7940 that require authentication will not function. Leave this field blank to accept the default setting.</p> <p>By default, this URL accesses a Cisco IP Phone User Options window that was configured during installation.</p>
Proxy Server	<p>For this optional field, enter the host and port (for example, proxy.cisco.com:80) that are used to proxy HTTP requests for access to non-local host addresses from the phones HTTP client.</p> <p>If the phone receives a URL such as www.cisco.com in a service and the phone is not configured in the cisco.com domain, the phone uses the proxy server to access the URL. If the phone is configured in the cisco.com domain, the phone accesses the URL without using the proxy because it is in the same domain as the URL.</p> <p>If you do not configure this URL, the phone attempts to connect directly to the URL. Leave this field blank to accept the default setting.</p>
Idle	<p>For this optional field, enter the URL to display on the Cisco IP Phone window when the phone has not been used for the time that is specified in the Idle Time field. For example, you can display a logo on the window when the phone has not been used for 5 minutes. Leave this field blank to use the default value.</p> <p>Only Cisco IP Phone models 7960 and 7940 use this field.</p>

**Table 3-5** *Field Descriptions for Update Phones (continued)*

<b>Field</b>	<b>Description</b>
Idle Timer	<p>For this optional field, enter the seconds that you want to elapse before the phone displays the URL that is specified in the Idle field. Leave this field blank to use the default value.</p> <p>Only Cisco IP Phone models 7960 and 7940 use this field.</p>
User Hold Audio Source	<p>For this optional field, choose the user hold audio source that this group of IP phones or CTI ports should utilize.</p> <p>The user hold audio source specifies the audio source from which music is played when a user places a call on hold.</p>
Network Hold Audio Source	<p>For this optional field, choose the network hold audio source that this group of IP phones or CTI ports should utilize.</p> <p>The network hold audio source specifies the audio source from which music is played when the system places a call on hold, such as when the user transfers or parks a call.</p>
Media Resource Group List	<p>For this optional field, choose the media resource group list (MRGL) to which this group of phones/ports should belong.</p> <p>An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources among the available ones according to the priority order that is defined in the MRGL.</p>
Extension Mobility	<p>For this optional field, choose 0 if you want to disable this feature or choose 1 to enable this feature.</p> <p>Extension mobility allows a user to log in and out of a Cisco IP Phone model 7960 or 7940. Refer to the <i>Cisco CallManager Features and Services Guide</i> for more information about extension mobility.</p>

**Table 3-5** *Field Descriptions for Update Phones (continued)*

Field	Description
User Locale	<p>For this optional field, choose the country and language set that you want to associate with this user.</p> <p>This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco CallManager user windows and phones.</p> <p><b>Note</b> User Locale only applies when Cisco IP Phones 7940 and 7960 are used.</p>
Network Locale	<p>For this optional field, choose the network locale that you want to associate with this user.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when they are communicating with the PSTN and other networks in a specific geographical area.</p> <p><b>Note</b> Network Locale only applies when Cisco IP Phone models 7940 and 7960 are used.</p>
IP Services	<p>This optional field only applies for Cisco IP Phone models 7960 and 7940; use Cisco CallManager Administration to choose any services that have been configured.</p>
Forwarding Delay	<p>Use this field to enable or disable forwarding delay. Choose enable when you want the port to wait a few seconds prior to forwarding a call.</p>
PC Port	<p>Use this field to enable or disable the PC port on phones that have internal switches. Users can connect a PC or workstation to the phone using the port labeled “10/100 PC” on the back of the phone.</p>
Setting Access	<p>Use this field to choose whether the user has access to phone settings. The options include Enabled and Disable.</p>

**Table 3-5** *Field Descriptions for Update Phones (continued)*

<b>Field</b>	<b>Description</b>
Disable Speakerphone	Use this field to enable or disable the speakerphone functionality for all phones that are added using this BAT template.
Disable Speakerphone and Headset	Use this field to enable or disable the speakerphone and headset functionality for all phones that are added using this BAT template.