



## Deleting Phones

---

Use these procedures to delete a group of phones or other IP telephony devices from the Cisco Unified CallManager database.

You can locate existing phone records by these two methods:

- [Using Query to Delete Phones, page 8-1.](#)
- [Using a Custom File to Delete Phones, page 8-3](#)

### Using Query to Delete Phones

Use the following procedure to delete phones by creating a query to locate the phone records.

#### Procedure

---

**Step 1** Choose **Bulk Administration > Phones > Delete Phones > Query.**

The Bulk Phones Delete Configuration window displays.

**Step 2** From the first Find Phone where drop-down list box, choose one of the following criteria:

- Device Name
- Description
- Directory Number
- Calling Search Space
- Device Pool
- Device Type
- Call Pickup Group
- LSC Status
- Authentication String
- Device Protocol
- Security Profile
- Unassigned DN

From the second Find Phone where drop-down list box, choose one of the following criteria:

- begins with

- contains
- is exactly
- ends with
- is empty
- is not empty

**Step 3** Specify the appropriate search text, if applicable.



**Tip** To find all Phones that are registered in the database, click **Find** without entering any search text.

**Step 4** To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, repeat steps 2 and 3.

**Step 5** Click **Find**.

A list of discovered phones displays by:

- Device Name
- Description
- Device Pool
- Device Protocol
- Status
- IP Address

**Step 6** In the Job Information area, enter the Job description.

**Step 7** Click the Run Immediately radio button to delete phone records immediately or, click Run Later to delete the phone records at a later time.

**Step 8** Click **Submit** to create a job for deleting the phone records.



**Note** Make sure to browse the entire list of displayed results before submitting the job.

**Step 9** Use the Job Configuration window to schedule and/or activate this job.

For more information on jobs, see the [Chapter 52, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 57-17.](#)



**Caution**

If you do not enter any information in the query text box, the system deletes all phone records. Because the delete action is final, you cannot retrieve deleted records.

**Additional Topics**

See the [“Related Topics” section on page 8-4.](#)

# Using a Custom File to Delete Phones

You can create a custom file of phones that you want to delete by using a text editor. You can have MAC addresses and device names in the same custom file, but you cannot have directory numbers in the same file. You need to create separate files—one file that contains the device names and MAC addresses and another file that contains the directory numbers.

## Before You Begin

1. Create a text file that lists one of these details for the phones that you want to delete:
  - Device names and MAC addresses
  - Description
  - Directory numbers
2. Put each item on a separate line in the text file.
3. Upload the custom file to Cisco Unified CallManager server. For more details on uploading files, see the [“Uploading a File” section on page 2-3](#).

To delete phones that are listed in a custom file, use the following procedure.

## Procedure

- 
- Step 1** Choose **Bulk Administration > Phones > Delete Phones > Custom File**.  
The Bulk Phones Delete Configuration window displays.
  - Step 2** In the Delete Phones where drop-down list box, choose the type of custom file that you have created from one of the following criteria:
    - Device Name (includes MAC addresses)
    - Directory Number
    - Description
  - Step 3** In the list of custom files, choose the filename of the custom file for this delete.
  - Step 4** Click **Find**. A list of phones matching your search criteria display.
  - Step 5** In the Job Information area, enter the Job description.
  - Step 6** Click the Run Immediately radio button to delete phone records immediately or, click Run Later to delete the phone records at a later time.
  - Step 7** Click **Submit** to create a job for deleting the phone records.
  - Step 8** Use the Job Configuration window to schedule and/or activate this job.  
For more information on jobs, see the [Chapter 52, “Scheduling Jobs.”](#)  
For information on log files, see [“BAT Log Files” section on page 57-17](#).
- 

## Additional Topics

See the [“Related Topics” section on page 8-4](#).

## Related Topics

- [Using Query to Delete Phones, page 8-1](#)
- [Using a Custom File to Delete Phones, page 8-3](#)