



CHAPTER 14

Add/Update Intercom

The Intercom feature allows one user to call another user, and that call automatically gets answered with one-way media from caller to called party, regardless of whether the called party is busy or idle.

You can use the Add/Update Intercom utility to add or update intercoms in bulk to Cisco Unified Communications Manager server. You can perform the following procedures to add or update intercoms:

- [Update Intercom DNs, page 14-1](#)
[Add Intercom DNs, page 14-2](#)

Update Intercom DNs

Procedure

- Step 1** **Bulk Administration > Phones > Add/Update Intercom DNs > Update Intercom DNs. The Update Intercom Directory Number window displays.**
- Step 2** From the first **Find Update Intercom Directory Numbers where** drop-down list box, choose one of the following criteria:
- Intercom Directory Number
 - Route Partition
 - Description
- Step 3** From the second drop-down list box, choose one of the following criteria:
- begins with
 - contains
 - ends with
 - is exactly
 - is empty
 - is not empty
- Step 4** Specify the appropriate search text in the text field, if applicable.

**Tip**

Step 5 To further define your query, you can choose _____ or **OR** _____ **3.**

Step 6

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Step 7 **Next** **Update Intercom Directory Number window displays.**

Step 8

_____ [“Field Descriptions for Updating Intercom DNs”](#)
section on page 14-3 for descriptions of the parameters.

Additional Information

Add Intercom DNs

Before You Begin

- You must have a data file in comma separated value (CSV) format that contains the unique details for the phones or other IP telephony devices.

Upload the data files by choosing the relevant target and function for the transaction.

Choose _____ The Bulk
Intercom DN Insert window displays.

In the File Name drop-down list box, choose the CSV data file that you created for this specific bulk transaction.

In the Phone Template Name drop-down list box, choose the BAT Phone template that you created for this type of bulk transaction.

Check the Override Configuration Settings check box to update the existing phone button template settings with the information that is contained in the file that you want to insert. Consider overriding the configuration settings as optional.

In the Job Information area, enter the Job description.

The default job description for this transaction specifies Insert Intercom DNs.

To add Intercom DNs immediately, click the Run Immediately radio button or, to add at a later time, click Run Later.

To create a job for adding intercom DNs, click **Submit**.

Step 8

Chapter 63, “Scheduling Jobs.”

For information on log files, see “BAT Log Files” section on page 64-3.

Field Descriptions for Updating Intercom DNs

Table 14-1 Field Description for Updating Intercom DN Details

Field	Description
Intercom Directory Number Information	
	Note
	Enter a description that makes the device easy to recognize.
Alerting Name	This name represents the name that displays during an alert to a shared directory number. For non-shared directory numbers, during alerts, the system uses the name that is entered in the Display field.
ASCII Alerting Name	This field provides the same information as the Alerting Name field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the Alerting Name ASCII field.
Intercom Directory Number Settings	
Presence Group	Used with the Presence feature, the SIP or SCCP phone serves as a watcher because it requests status about the presence entity, for example, directory number, that is configured as a BLF speed dial button on the phone. If you want the phone to receive the status of the presence entity, choose a Presence Group that is allowed to view the status of the Presence Group that is applied to the directory number, as indicated in the Presence Group Configuration window. For more information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>

Additional Information

Related Topics

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