



CHAPTER 10

Adding and Updating Lines for Phones

To update line attributes for a specific group of devices or user device profiles, use the Update Lines option. Lines for a phone and a user device profile get updated at the same time when both are part of the query result.



Note

When a phone is deleted from the Cisco Unified Communications Manager database, the directory number remains in the database. To manage these orphan directory numbers, you can use the Update Lines option to search for unassigned directory numbers and delete or update these directory numbers.

You can add lines to a group of existing phones or user device profiles in the Cisco Unified Communications Manager database. When you use the template to add new lines, you cannot change phone services or speed dials. Cisco Unified Communications Manager Bulk Administration (BAT) ignores those fields on the template when you add lines to existing devices.

To update line attributes and add lines and add lines to existing phones or user device profiles, use the following procedures:

- [Using Query to Update Lines, page 10-1](#)
[Adding Lines to Existing Phones and UDPs, page 10-8](#)
[Using the BAT Spreadsheet to Add Lines to Existing phones, page 10-8](#)

Using Query to Update Lines

Procedure

Step 1 **Bulk Administration > Phones > Add/Update Lines > Update Lines** **Bulk Administration > User Device Profiles > Add/Update Lines > Update Lines**



[“Field Descriptions for Updating Lines” section on page 10-3.](#)

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

- Directory Number
- Route Pattern
- Line Description
- Calling Search Space (Phone)
- Calling Search Space (Line)
- Device Pool
- Device Description
- Line Position
- Unassigned DN
- Call Pickup Group



To locate and delete orphaned directory numbers, use “unassigned DN.”

From the second Find Line 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 In the search field list box, choose or enter the value that you want to locate. For example, you can choose the Line Partition from the list or enter a range of directory numbers.



Tip

Find

Step 4

AND OR

[2](#) and [3](#).

Step 5

- Pattern/Directory Number
- Partition
- Description

Step 6

Next

Back

Step 7

Step 8 In the Value field for the checked parameter, enter the new value or choose a value from the list box.

Step 9 In the Job Information area, enter the Job description.

Step 10

Step 11 **Submit** to create a job for inserting the phone records.

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

For more information on jobs, see the [Chapter 63, "Scheduling Jobs."](#)

For information on log files, see ["BAT Log Files" section on page 64-3.](#)

Additional Topics

Field Descriptions for Updating Lines

Table 10-1 Field Descriptions for Updating Line Details

Field	Description
	Note
	Note
	Note
	Note
	Note

Field Descriptions for Updating Line Details (continued)

	Note
	Note
	Note
	Note
	Note
	Note

User Hold Audio Source	Choose the music on hold audio source that plays when the user presses the Hold button or softkey to put a call on hold.
Network Hold Audio Source	Choose the music on hold audio source that plays when the system places a call on hold such as when user transfers a call or initiates a conference or call park.
Auto Answer	Choose this parameter if you want all lines that are updated here to use the auto answer feature. With auto answer, Cisco Unified Communications Manager 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-messaging server that is configured for this phone.
Ring Setting When Idle	Choose the type of ring for an incoming call on a phone.
Ring Setting when Active	Choose the type of ring for an incoming call on a phone, which is used when this phone has another active call on a different line.
Call Pickup Group Name	Choose a Pickup Group Name to specify the call pickup group, which can answer incoming calls to this directory number by dialing the appropriate pickup group 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. Set AAR Group to <None> to prevent rerouting blocked calls.

Target (Destination) MLPP	<p>Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call.</p> <p>Values can include numeric characters, pound(#), and asterisk (*).</p>
MLPP Calling Search Space	<p>From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.</p>
MLPP No Answer Ring Duration	<p>Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to this directory number's alternate party if this directory number and its call forwarding destination have not answered the precedence call.</p> <p>Leave this setting blank to use the value that is set in the Cisco Unified Communications Manager enterprise parameter, Precedence Alternate Party Timeout.</p>
External Phone Number Mask	<p>Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line.</p> <p>You can enter a maximum of 30 numbers and "X" characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.</p>
Maximum Number of Calls	<p>You can configure up to 184 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease.</p> <p>The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2.</p> <p>For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls.</p> <p>Use this field in conjunction with the Busy Trigger field.</p>
Busy Trigger	<p>This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected.</p> <p>Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.</p>



To complete the procedure, go to the [“Using Query to Update Lines”](#) section on page 10-1.

Adding Lines to Existing Phones and UDPs

Before You Begin

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Procedure

Step 1 **Bulk Administration > Phones > Add/Update Lines > Add Lines.**

Step 2

Step 3

existing configuration

Override the

Phone Template

Submit

Using the BAT Spreadsheet to Add Lines to Existing phones

Procedure

Step 1**Step 2****Enable Macros****Add Lines****Export to BAT****Format**

The system saves the file to C:\XLSDataFiles\ or you can use Browse to save your file in another existing folder on your local workstation. The filename is

<tabname>-<timestamp>.txt

where <tabname> represents the type of input file that you created, such as phones, and <timestamp> represents the precise date and time that the file was created.



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.

If you enter a blank row in the spreadsheet, the system treats the empty row as the end of the file. The system does not convert data that is entered after a blank line to the BAT format.

Upload the file to the Cisco Unified Communications Manager server. See the [“Uploading a File”](#) section on page 2-3.



For information on how to read the exported CSV data file, click the link to **View Sample File**

Field Descriptions for Adding Lines by Using the BAT Spreadsheet

Field	Description
	Note

Related Topics

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