



# CHAPTER 11

## Resetting or Restarting Phones

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You can reset or restart devices without updating any attributes. Use this procedure if a problem arises, and you must reset or restart the phones with a bulk transaction.

You can choose between two methods to locate phones you want to reset or restart:

- [Using Query to Reset or Restart Phones, page 11-1](#)
- [Using a Custom File to Reset or Restart Phones, page 11-2](#)

### Using Query to Reset or Restart Phones

To reset or restart phones by creating a query to locate the phones, use the following procedure.

#### Procedure

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**Step 1** Choose **Bulk Administration > Phones > Reset/Restart Phones > Query**.

The Reset/Restart Phones 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

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, you can choose **AND** or **OR** to add multiple filters and repeat steps 2 and 3.

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

A list of discovered templates displays by:

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

**Step 6** From the list of records, click the device name that matches your search criteria.

**Step 7** Click one of the following options:

- **Reset**—To reset (power-cycle) the phones
- **Restart**—To reset phones without power-cycling

**Step 8** In the Job Information area, enter the Job description.

**Step 9** Click the Run Immediately radio button to insert the phone records immediately or, click Run Later to insert the phone records at a later time.

**Step 10** Click **Submit** to create a job for inserting the phone records.

**Step 11** 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

See the [“Related Topics” section on page 11-3.](#)

## Using a Custom File to Reset or Restart Phones

You can create a custom file of phones that you want to reset or restart by using a text editor. You can use either device names or directory numbers in the custom file.


#### Before You Begin

1. Create a text file that lists one of these details for the phones that you want to reset or restart:

- Device names
  - Description
  - Directory numbers
2. Put each item on a separate line in the text file.
  3. Upload the file to the first node of Cisco Unified Communications Manager. See the [“Uploading a File” section on page 2-3](#).

To reset or restart phones by using a custom file, use the following procedure.

### Procedure

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- Step 1** Choose **Bulk Administration > Phones > Reset/Restart Phones > Custom File**.
- The Reset/Restart Phones Custom Configuration window displays.
- Step 2** In the Update 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 update.
-  **Caution** If no information is entered into the query text box, the system resets or restarts all phones.
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- Step 4** Click **Find**.
- Step 5** Click one of the following:
- **Reset**—To reset (power-cycle) the phones
  - **Restart**—To reset phones without power-cycling
- Step 6** In the Job Information area, enter the Job description.
- Step 7** Click the Run Immediately radio button to insert the phone records immediately or, click Run Later to insert the phone records at a later time.
- Step 8** Click **Submit** to create a job for inserting the phone records.
- Step 9** 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](#).
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### Additional Topics

See the [“Related Topics” section on page 11-3](#).

## Related Topics

- [Using Query to Reset or Restart Phones, page 11-1](#)

- [Using a Custom File to Reset or Restart Phones, page 11-2](#)