



CHAPTER 7

Updating Phones

To update phone settings, such as changing or adding the device pool or calling search space for a group of similar phones, use the Update Phones option. You can locate the existing phone records by these two methods:

- [Using Query to Update Phones, page 7-1](#)
- [Using a Custom File to Update Phones, page 7-2](#)

Using Query to Update Phones

To create a query to locate phones to update, use the following procedure.

Procedure

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

The Update Phones Query window displays.



Note You can update all phones by not specifying a query and clicking **Find**. Skip to the [“Choosing the Update Parameters”](#) section on page 7-3.

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
- Location
- Phone Load Name

- 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 and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat steps 2 and 3.

Step 5 Click **Find**.

A list of discovered phones displays.

The Update Phones window displays the details of the phones that you choose.

To complete the procedure for updating phones, continue to the [“Choosing the Update Parameters” section on page 7-3](#).

Using a Custom File to Update Phones

To create a custom file to search for phones to update, use the following procedure.

Before You Begin

1. Identify the devices that you need to update.
2. Create a text file that lists one of these options on a separate line
 - MAC addresses and device names
 - Directory numbers



Note You can have MAC addresses and device names in the same custom file, but directory numbers must be in a separate custom file.

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

To update phones by using a list of phones in a custom file, use the following procedure.

Procedure

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- Step 1** Choose **Bulk Administration > Phones > Update Phones > Use Custom File**.
The Update 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.
- Step 4** Click **Find**.
If the query results are not what you expected, you can change the custom file selections.
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To complete the procedure for updating phones, continue to the [“Choosing the Update Parameters” section on page 7-3](#).

Choosing the Update Parameters

After you have defined the query or custom file to search for phones, use this procedure to choose parameters and define values for updating phones.

Procedure

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- Step 1** In the Update Phones Query window, click **Next**. The Update Phones shows the type of query that you chose. If you want to change the type of query, click **Back**.
- Step 2** Choose the “Logout Users before Update” check box to log out the users prior to the update. You can also use this option to bulk log out users if no fields are chosen.
- Step 3** Specify the setting that you want to update for all the records that you have defined in your query or custom file. You can choose multiple parameters to update. See the [“Field Descriptions for Updating Phones” section on page 7-4](#) for descriptions of parameters.
- Step 4** In the Value field for the checked parameter, enter the new value or choose a value from the list box.
- Step 5** In the Reset/Restart Phones area, check one of the following choices:
- **Don’t Reset/Restart devices**—To reset/restart devices at a later time.
 - **Reset devices**—To reset (power-cycle) the phones
 - **Restart devices**—To reset phones without power-cycling
- Step 6** Update the required phone parameters. See [Table 7-1](#) lists the field descriptions for updating phones.
- Step 7** Click **Submit** to create a job for updating the records.
- Step 8** Use the Job Scheduler option in the Bulk Administration main menu to schedule and activate this job.
For more information on Jobs, see [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 7-11](#).

Field Descriptions for Updating Phones

[Table 7-1](#) provides descriptions for all possible fields that display when you are updating phones. Some device types do not require all the phone settings. For related procedures, see the [“Related Topics” section on page 7-11](#).

Values that appear in some fields display from Cisco Unified Communications Manager. You must configure these values by using Cisco Unified Communications Manager Administration.

Table 7-1 *Field Descriptions for Update Phones*

Field	Description
Description	Enter a description that makes the device easy to recognize.
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 Unified Communications Manager group, and calling search space for auto-registration.
Phone Button Template	Choose the appropriate phone button template. The phone button template determines the configuration of buttons on a phone and identifies which feature (line, speed dial, and so on) is used for each button. Cisco Unified Communications Manager does not make this field available for H.323 clients or CTI ports.
Softkey Template	Choose the softkey template to be used for all phones in this group.
Calling Search Space	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	Choose the appropriate calling search space for the device to use when it performs automated alternate routing (AAR). The AAR calling search space specifies the collection of route partitions that are searched to determine how to route a collected (originating) number that is otherwise blocked due to insufficient bandwidth.

Table 7-1 *Field Descriptions for Update Phones (continued)*

Field	Description
Media Resource Group List	<p>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>
User Hold Audio Source	<p>Choose the user-hold audio source for this group of phones or ports.</p> <p>The user-hold audio source plays music when a user places a call on hold.</p>
Network Hold Audio Source	<p>Choose the network hold audio source that this group of IP phones or CTI ports should use.</p> <p>The network-hold audio source plays music when the system places a call on hold, such as when the user transfers or parks a call.</p>
Location	<p>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>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 Unified Communications Manager user windows and phones.</p>
Network Locale	<p>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>
Built in Bridge	<p>Enable or disable the built-in conference bridge for the barge feature by using the Built In Bridge drop-down list box (choose <i>On</i>, <i>Off</i>, or <i>Default</i>).</p> <p>For more configuration information, refer to the Barge and Privacy Features in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Privacy	<p>For each phone that wants Privacy, choose <i>On</i> in the Privacy drop-down list box.</p> <p>For more configuration information, refer to Barge and Privacy Features in the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Owner User ID	Enter a user ID for the primary phone user.

Table 7-1 Field Descriptions for Update Phones (continued)

Field	Description
Phone Load Name	Enter the custom phone load, if applicable. Note Any value that is entered in this field overrides the default value for the chosen model and specifies the custom software for a Cisco Unified IP Phone.
Ignore Presentation Indicators	Check this check box if the system must ignore presentation indicators.
Retry Video Call as Audio	Check this check box to retry a video call as an audio call.
Allow Control of Device from CTI	Check this check box to allow CTI to control and monitor this device. If the associated directory number specifies a shared line, the check box should be enabled as long as at least one associated device specifies a combination of device type and protocol that CTI supports.
Protocol Specific Information	
Packet Capture Mode	From the drop-down list box, choose the mode that you want to set for signal packet capture: None—Choose None if you do not want to specify a mode. Real-Time Mode—Use this mode for real-time signal packet capture. Batch Processing Mode—Use this mode for batch processing signal packet capture mode.
Packet Capture Duration	Enter the time for packet capture in minutes. You can enter a maximum duration of 300 minutes. The default duration specifies 60 minutes.
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. Tip For more information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> .

Table 7-1 *Field Descriptions for Update Phones (continued)*

Field	Description
Device Security Profile	<p>For SCCP and SIP phones, choose the security profile that you want to apply to the device.</p> <p>All phones require that you apply a security profile. If the phone does not support security, choose a nonsecure profile.</p> <p>Tip The CAPF settings that are configured in the profile relate to the Certificate Authority Proxy Function settings that display in the phone Configuration window. If you want to manage manufacture-installed certificates (MICs) or locally significant certificates (LSC), you must configure the CAPF settings in the profile and in the phone Configuration window.</p>
SUBSCRIBE Calling Search Space	<p>Used with the Presence feature, the SUBSCRIBE Calling Search Space determines how Cisco Unified Communications Manager routes the subscription requests that come from the phone. From the drop-down list box, choose the calling search space that you want to use for this purpose.</p> <p>Tip For more information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>
Unattended Port	Check this check box to indicate an unattended port on this device.
Require DTMF Reception	For SIP and SCCP phones, check this check box to require DTMF reception for this phone.
External Data Locations Information	
Information	Enter the help text URL for the information button .
Directory	Enter the URL of the directory server.
Messages	Enter the voice-messaging access pilot number.
Services	Enter the URL for the services menu.
Authentication Server	<p>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 Cisco Unified IP Phones that require authentication will not function. Leave this field blank to accept the default setting.</p> <p>By default, this URL accesses a Cisco Unified IP Phone User Options window that was configured during installation.</p>

Table 7-1 Field Descriptions for Update Phones (continued)

Field	Description
Proxy Server	<p>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>Leave this field blank to accept the default setting.</p>
Idle	Enter the URL to display on the Cisco Unified 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.
Idle Timer	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.
Extension Information	
Extension Mobility	<p>Choose 0-Off if you want to disable this feature or choose 1-On to enable this feature.</p> <p>Extension mobility allows a user to log in and out of a Cisco IP Phone. Refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> for more information about extension mobility.</p>
IP Services1	Use Cisco Unified Communications Manager Administration to choose any services that have been configured.
IP Services2	<p>Use Cisco Unified Communications Manager Administration to choose any services that have been configured.</p> <p>Using Cisco Unified Communications Manager Bulk Administration (BAT), you cannot update more than 2 IP services in one transaction.</p>
Certification Authority Proxy Function (CAPF) Information (These parameters display only for devices with the capability to support authentication or encryption.)	
Certificate Operation	<p>From the drop-down list box, choose the Certification Operation that you want to perform from the following options:</p> <ul style="list-style-type: none"> • No Pending Operation—No pending Certification Operation lists for this device. Choosing this option disables the remaining CAPF fields. • Install/Upgrade—Install or upgrade a Certification Operation. • Delete—Delete a Certification Operation • Troubleshoot—Troubleshoot a Certification Operation.

Table 7-1 Field Descriptions for Update Phones (continued)

Field	Description
Generate Unique Authentication Device for Each Device	Check this check box, if needed
Authentication String	If Authentication Mode is By Authentication String, enter the Authentication String. Alternately, to get a system-generated string, click Generate String .
Operation Completes By	Enter the date by which the Certification Operation will complete. The date format specifies YYYY: MM: DD: HH. The default completion date specifies 10 days from the current system date.
MultiLevel Precedence and Preemption (MLPP) Information	
MLPP Indication	<p>If available, this setting specifies whether a device that is capable of playing precedence tones will use the capability when it places an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to this device from the following options:</p> <ul style="list-style-type: none"> • Default—This device inherits its MLPP indication setting from its device pool. • Off—This device does not send indication of an MLPP precedence call. • On—This device does send indication of an MLPP precedence call. <p>Note Do not configure a device with the following combination of settings: MLPP Indication is set to <i>Off</i> while MLPP Preemption is set to <i>Forceful</i>.</p>
MLPP Preemption	<p>If available, this setting specifies whether a device that is capable of preempting calls in progress will use the capability when it places an MLPP precedence call.</p> <p>From the drop-down list box, choose a setting to assign to this device from the following options:</p> <ul style="list-style-type: none"> • Default—This device inherits its MLPP preemption setting from its device pool. • Disabled—This device does not preempt calls in progress when it places an MLPP precedence call. • Forceful—This device preempts calls in progress when it places an MLPP precedence call. <p>Note Do not configure a device with the following combination of settings: MLPP Indication is set to <i>Off</i> while MLPP Preemption is set to <i>Forceful</i>.</p>
MLPP Domain (e.g., "0000FF")	Enter a hexadecimal value for the MLPP domain associated with this device. Must be blank or a value between 0 and FFFFFFFF.
Do Not Disturb (DND)	
Do Not Disturb	Check this check box if you want DND to be enabled.

Table 7-1 Field Descriptions for Update Phones (continued)

Field	Description
DND Option	From the drop-down list box, choose a DND option from the following options: <ul style="list-style-type: none"> • None • Ringer Off
DND Incoming Call Alert	From the drop-down list box, choose one of the following options: <ul style="list-style-type: none"> • None • Disable • Flash Only • Beep Only
Secure Shell Information	
Secure Shell User	Enter a user ID for the secure shell user. If the phone you are configuring does not support secure shell access, this field does not display. Cisco Technical Assistance Center (TAC) uses secure shell for troubleshooting. Contact TAC for further assistance.
Secure Shell Password	Enter the password for a secure shell user. If the phone you are configuring does not support secure shell access, this field does not display. Contact TAC for further assistance.
Assign IP Phone Services	
Add All Services From This Template	From the drop-down list box, choose the template that contains list of services that you want to update the phones with. You can click the Edit IP Phone Service link to update the subscribed Cisco IP Phones services on the template.
Remove Duplicate	Check this check box to remove duplicate IP Phone Services. If you check this check box, the system removes the duplicate service subscriptions from phones and user device profiles. The IP system deletes Services based on the IP Service name.
Product Specific Information	
Device Security Mode	From the drop-down list box, choose the mode that you want to set for the device: Use System Default—The phone uses the value that you specified for the enterprise parameter, Device Security Mode. Non-secure—No security features exist for the phone. A TCP connection opens to Cisco Unified Communications Manager. Authenticated—Cisco Unified Communications Manager provides integrity and authentication for the phone. A TLS connection that uses NULL/SHA opens. Encrypted—Cisco Unified Communications Manager provides integrity, authentication, and encryption for the phone. A TLS connection that uses AES128/SHA opens This field applies only if the phone model supports authentication or encryption.

Table 7-1 *Field Descriptions for Update Phones (continued)*

Field	Description
Remove Duplicate IP Services from all Phones and Device Profiles	Check this check box to remove duplicate IP Phone Services. If you check this check box, the system removes the duplicate service subscriptions from phones and user device profiles. The IP system deletes Services based on the IP Service name.
Disable SpeakerPhone	Check this check box to disable the speakerphone.
Disable Speakerphone and Headset	Check this check box to disable the speakerphone and headset
Forwarding Delay	Use this field to enable or disable forwarding delay. Choose enable when you want the port to wait a few seconds before forwarding a call.
PC Port	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 by using the port labeled “10/100 PC” on the back of the phone.
Setting Access	Use this field to choose whether the user has access to phone settings. The options include Enabled and Disable.
Gratuitous ARP	Choose Enabled or Disabled to control gratuitous ARP.
PC Voice VLAN Access	Choose Enabled or Disabled to control access to a PC voice VLAN.
Video Capabilities	Choose Enabled or Disabled to control video capabilities access.
Auto Line Select	Choose Enabled or Disabled to allow automatic line selection on the phone.
Web Access	Choose Enabled or Disabled to allow web access on the phone.

**Note**

To complete the procedure, go to [“Choosing the Update Parameters”](#) section on page 7-3.

Related Topics

- [Using Query to Update Phones](#), page 7-1
- [Using a Custom File to Update Phones](#), page 7-2
- [Choosing the Update Parameters](#), page 7-3
- [Field Descriptions for Updating Phones](#), page 7-4

