



## CHAPTER 14

# Add/Update Intercom

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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



### Note

- For updating Phone intercom directory numbers, choose **Bulk Administration > Phones > Add/Update Intercom DNs > Update Intercom DNs**. The **Update Intercom Directory Number** window displays.
- For updating User Device Profile intercom directory numbers, choose **Bulk Administration > User Device Profiles > Add/Update Intercom DNs > Update Intercom DNs**. The **Update Intercom Directory Number** window displays.

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To Update Intercom DNs, use the following procedure:

### Procedure

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- Step 1** 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 2** From the second **Find Update Intercom Directory Numbers where** drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - ends with

- is exactly
- is empty
- is not empty

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



**Tip** To find all Intercom DNs 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 1 and 2.

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

A list of discovered Intercom DNs displays by

- Intercom DN Pattern
- Route Partition
- Description

**Step 6** Click **Next**. The next **Update Intercom Directory Number** window displays.

**Step 7** Specify the settings that you want to update for all the records that you have defined in your query. You can choose multiple parameters to update. See the “[Field Descriptions for Updating Intercom DNs](#)” section on page 14-3 for descriptions of the parameters.

#### Additional Information

See the “[Related Topics](#)” section on page 14-4.

## Add Intercom DNs

To add Intercom DNs to a Cisco Unified Communications Manager server, use this procedure.

#### 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.

#### Procedure

**Step 1** Choose **Bulk Administration > Phones > Add/Update Intercom DNs > Add Intercom DNs**. The Bulk Intercom DN Insert window displays.

**Step 2** In the File Name drop-down list box, choose the CSV data file that you created for this specific bulk transaction.

**Step 3** In the Phone Template Name drop-down list box, choose the BAT Phone template that you created for this type of bulk transaction.

**Step 4** 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.

**Step 5** In the Job Information area, enter the Job description.

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

- Step 6** To add Intercom DNs immediately, click the Run Immediately radio button or, to add at a later time, click Run Later.
- Step 7** To create a job for adding intercom DNs, click **Submit**.
- Step 8** To schedule and/or activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see the [Chapter 66, “Scheduling Jobs.”](#) For information on log files, see [“BAT Log Files” section on page 66-3.](#)

## Field Descriptions for Updating Intercom DNs

[Table 14-1](#) provides the field descriptions for updating line details.

**Table 14-1** Field Description for Updating Intercom DN Details

Field	Description
<b>Intercom Directory Number Information</b>	
Route Partition	Choose a route partition to which the directory number belongs. <b>Note</b> The directory number can appear in more than one partition.
Description	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.
<b>Intercom Directory Number Settings</b>	

**Table 14-1** Field Description for Updating Intercom DN Details

Field	Description
<b>Intercom Directory Number Information</b>	
Calling Search Space	<p>Choose the calling search space to which this group of phones/ports should belong.</p> <p>A calling search space specifies the collection of route partitions that are searched to determine how a dialed number should be routed.</p>
Presence Group	<p>Used with the Presence feature, the phone that is running SIP or SCCP 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.</p> <p>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.</p> <p>For more information on the Presence feature, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>.</p>

**Additional Information**

See the [“Related Topics”](#) section on page 14-4.

## Related Topics

- [Update Intercom DNs, page 14-1](#)
- [Add Intercom DNs, page 14-2](#)
- [Field Descriptions for Updating Intercom DNs, page 14-3](#)