



# CHAPTER 23

## Line Appearance

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A line appearance is the linkage of a line to a device. The end user is now linked to a line appearance rather than a line.

The system did not provide detailed presence information about relationships such as shared lines to Cisco Unified Presence previously, which led to inaccurate or incomplete presence state. The Line Appearance feature provides detailed information on multiple line appearances associated with a user.

You can use the Line Appearance menu in BAT to view, export, and update line appearances:

- [Viewing Line Appearances](#)
- [Exporting Line Appearances](#)
- [Updating Line Appearances](#)

## Viewing Line Appearances

Because you might have several records, Cisco Unified Communications Manager lets you locate specific records on the basis of specific criteria. Use the following procedure to locate specific line appearances.



### Note

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During your work in a browser session, the cookies on the client machine store your find/list search preferences. If you navigate to other menu items and return to this menu item, or if you close the browser and then reopen a new browser window, the system retains your Cisco Unified Communications Manager search preferences until you modify your search.

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To find and view line appearances, use the following procedure.

### Procedure

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**Step 1** Choose **Bulk Administration > Users > Line Appearance > Export Line Appearance**.

The Export Users Query window displays.

**Step 2** To find all records in the database, ensure the dialog box is empty; go to [Step 3](#).

To filter or search records

- From the first drop-down list box, select a search parameter.
- From the second drop-down list box, choose a search pattern.

- Specify the appropriate search text, if applicable.



**Note** To add additional search criteria click the + button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the – button to remove the last added criteria or click the **Clear Filter** button to remove all added search criteria.

**Step 3** Click **Find**.

All or matching records display. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.



**Note** You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking **Delete Selected**. You can delete all configurable records for this selection by clicking **Select All** and then clicking **Delete Selected**.

**Step 4** From the list of records that display, click the link for the record that you want to view.



**Note** To reverse the sort order, click the up or down arrow, if available, in the list header.

The window displays the item that you choose.

## Exporting Line Appearances

After you have selected line appearance items to export, use the following procedure to export the line appearances.

### Before You Begin

1. Create a text file that lists details of the line appearance that you want to export.
2. Upload the custom file into Cisco Unified Communications Manager first node. See [“Uploading a File” section on page 2-3](#).
3. Find the records you want to export. See [Viewing Line Appearances, page 23-1](#).

To export line appearances, use the following procedure.

### Procedure

- Step 1** After you have located the items to export, click Next. The Export Line Appearance Configuration window displays.
- Step 2** In the In Custom File field, enter the filename for the custom file.
- Step 3** In the File Format drop-down list box, choose the file format. Be aware that the Line Appearance Format is available by default.
- Step 4** Check one or more of the following check boxes:
- Export line appearances for Cisco Unified Presence users only—The export operation will only get performed on Cisco Unified Presence users.
  - Export line appearances for all the primary extensions—Line appearances for all devices that share a line to which a user is associated will get exported.

- Export line appearances for the devices associated—Line appearances for all the lines that share a device to which a user is associated will be exported.
- Step 5** In the Job Information area, enter the Job description.
- Step 6** To export line appearances immediately, click the Run Immediately radio button. Click Run Later to export them at a later time.
- Step 7** To create a job for exporting line appearances, click **Submit**.
- Step 8** To schedule and activate this job, use the Job Scheduler option in the Bulk Administration main menu. For more information on jobs, see [Chapter 67, “Scheduling Jobs.”](#)
- Step 9** For information on log files, see [“BAT Log Files” section on page 68-3](#). The log file displays the number of users that were updated and the number of records that failed, including an error code.
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#### Additional Topics

See the [“Related Topics” section on page 23-4](#).

## Updating Line Appearances

#### Before You Begin

1. Create a text file that lists the following details for the line appearances that you want to update:
  - User ID
  - Device
  - Directory numbers
  - Partition (optional)
2. Put each item on a separate line in the text file.
3. Upload the custom file to Cisco Unified Communications Manager server. For more details on uploading files, see the [“Uploading a File” section on page 2-3](#).

To update line appearances that are listed in a custom file, use the following procedure.

#### Procedure

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- Step 1** Choose **Bulk Administration > Users > Line Appearance>Update Line Appearance**.
- The Update Line Appearance Configuration window displays.
- Step 2** From the File Name drop-down list box, choose the name of the custom file.
- Step 3** If you want to update the line appearance for Cisco Unified Presence users only, check the Update line appearance for CUP users only check box.
- Step 4** In the Job Information area, enter the Job description.
- Step 5** To update line appearances immediately, click the Run Immediately radio button. Click Run Later to update them at a later time.
- Step 6** To create a job for updating the line appearances, click **Submit**.
- Step 7** To schedule and/or activate this job, use the Job Configuration window.

For more information on jobs, see [Chapter 67, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 68-3.](#)

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#### **Additional Topics**

See the [“Related Topics” section on page 23-4.](#)

## **Related Topics**

- [Exporting Line Appearances, page 23-2](#)
- [Updating Line Appearances, page 23-3](#)