Manage Phones

Phone Management Overview

This chapter describes how to manage the phones in your network. The topics describe tasks such as adding new phones, moving existing phones to another user, locking phones and resetting phones.

The Cisco IP Phone Administration Guide for your phone model contains configuration information specific to the phone model.

Phone Management Tasks

Procedure

	Command or Action	Purpose
Step 1	Add a New Phone from Template with an End User, on page 2	Add a new phone for an end user and assign a universal device template.
Step 2	Move an Existing Phone, on page 2	Move a configured phone to a different end user.
Step 3	Find an Actively Logged-In Device , on page 3	Search for a specific device or list all devices for which users are actively logged in.
Step 4	Find a Remotely Logged-In Device , on page 4	Search for a specific device or list all devices for which users are logged in remotely.
Step 5	Remotely Lock a Phone, on page 4	Some phones can be locked remotely. When you remotely lock a phone, the phone cannot be used until you unlock it.
Step 6	Reset a Phone to Factory Defaults , on page 5	Reset a phone to its factory settings.

	Command or Action	Purpose
Step 7	Phone Lock/Wipe Report , on page 6	Search for devices that have been remotely locked and/or remotely reset to factory default settings.
Step 8	View LSC Status and Generate a CAPF Report for a Phone, on page 6	Search for LSC expiry status on phones, and also generate a CAPF report.

Add a New Phone from Template with an End User

Perform the following procedure to add a new phone for an end user.

Before you begin

The end user for whom you are adding the phone has a user profile set up that includes a universal device template. Cisco Unified Communications Manager uses the settings from the universal device template to configure the phone.

- End User Management Tasks

Procedure

Step 1	In Cisco Unified CM Administration, choose **User Management** > **User/Phone Add** > **Quick/User Phone Add**.
Step 2	Click **Find** and select the end user for whom you want to add a new phone.
Step 3	Click the **Manage Devices**. The Manage Devices window appears.
Step 4	Click **Add New Phone**. The Add Phone to User popup displays.
Step 5	From the **Product Type** drop-down list, select the phone model.
Step 6	From the **Device Protocol** drop-down list select SIP or SCCP as the protocol.
Step 7	In the **Device Name** text box, enter the device MAC address.
Step 8	From the **Universal Device Template** drop-down list, select a universal device template.
Step 9	If the phone supports expansion modules, enter the number of expansion modules that you want to deploy.
Step 10	If you want to use Extension Mobility to access the phone, check the **In Extension Mobility** check box.
Step 11	Click **Add Phone**. The Add New Phone popup closes. Cisco Unified Communications Manager adds the phone to the user and uses the universal device template to configure the phone.
Step 12	If you want to make additional edits to the phone configuration, click the corresponding Pencil icon to open the phone in the **Phone Configuration** window.

Move an Existing Phone

Perform the following procedure to move a configured phone to an end user.

Procedure

Step 1	In Cisco Unified CM Administration, choose **User Management** > **User/Phone Add** > **Quick/User Phone Add**.
Step 2	Click **Find** and select the user to whom you want to move an existing phone.
Step 3	Click the **Manage Devices** button.
Step 4	Click the **Find a Phone to Move To This User** button.
Step 5	Select the phone that you want to move to this user.
Step 6	Click **Move Selected**.

Find an Actively Logged-In Device

The Cisco Extension Mobility and Cisco Extension Mobility Cross Cluster features keep a record of the devices to which users are actively logged in. For the Cisco Extension Mobility feature, the actively logged-in device report tracks the local phones that are actively logged in by local users; for the Cisco Extension Mobility Cross Cluster feature, the actively logged-in device report tracks the local phones that are actively logged in by remote users.

Unified Communications Manager provides a specific search window for searching for devices to which users are logged in. Follow these steps to search for a specific device or to list all devices for which users are actively logged in.

Procedure

Step 1 Choose **Device** > **Phone**.

Step 2 Select the **Actively Logged In Device Report** from the **Related Links** drop-down list in the upper right corner and click **Go**.

Step 3 To find all actively logged-in device records in the database, ensure the dialog box is empty and proceed to step 4.

To filter or search records:

a) From the first drop-down list, select a search parameter.
b) From the second drop-down list, select a search pattern.
c) 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 criterion or click the **Clear Filter** button to remove all added search criteria.

Step 4 Click **Find**.

All 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.

Step 5 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.

Find a Remotely Logged-In Device

The Cisco Extension Mobility Cross Cluster feature keeps a record of the devices to which users are logged in remotely. The Remotely Logged In Device report tracks the phones that other clusters own but that are actively logged in by local users who are using the EMCC feature.

Unified Communications Manager provides a specific search window for searching for devices to which users are logged in remotely. Follow these steps to search for a specific device or to list all devices for which users are logged in remotely.

Procedure

Step 1   Choose **Device** > **Phone**.

Step 2   Select **Remotely Logged In Device** from the **Related Links** drop-down list in the upper right corner and click **Go**.

Step 3   To find all remotely logged-in device records in the database, ensure the dialog box is empty and proceed to step 4.

To filter or search records:

a)   From the first drop-down list, select a search parameter.
b)   From the second drop-down list, select a search pattern.
c)   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 criterion or click the Clear Filter button to remove all added search criteria.

Step 4   Click **Find**.

All 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.

Step 5   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.

Remotely Lock a Phone

Some phones can be locked remotely. When you remotely lock a phone, the phone cannot be used until you unlock it.

If a phone supports the Remote Lock feature, a **Lock** button appears in the top right hand corner.

Procedure

Step 1	Choose **Device** > **Phone**.
Step 2	From the **Find and List Phones** window, enter search criteria and click **Find** to locate a specific phone.
	A list of phones that match the search criteria displays.
Step 3	Choose the phone for which you want to perform a remote lock.
Step 4	On the **Phone Configuration** window, click **Lock**.
	If the phone is not registered, a popup window displays to inform you that the phone will be locked the next time it is registered. Click **Lock**.
	A **Device Lock/Wipe Status** section appears, with information about the most recent request, whether it is pending, and the most recent acknowledgement.

Reset a Phone to Factory Defaults

Some phones support a remote wipe feature. When you remotely wipe a phone, the operation resets the phone to its factory settings. Everything previously stored on the phone is wiped out.

If a phone supports the remote wipe feature, a **Wipe** button appears in the top right hand corner.

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Caution   This operation cannot be undone. You should only perform this operation when you are sure you want to reset the phone to its factory settings.

Procedure

Step 1	Choose **Device** > **Phone**.
Step 2	In the **Find and List Phones** window, enter search criteria and click **Find** to locate a specific phone.
	A list of phones that match the search criteria displays.
Step 3	Choose the phone for which you want to perform a remote wipe.
Step 4	In the **Phone Configuration** window, click **Wipe**.
	If the phone is not registered, a popup window displays to inform you that the phone will be wiped the next time it is registered. Click **Wipe**.
	A **Device Lock/Wipe Status** section appears, with information about the most recent request, whether it is pending, and the most recent acknowledgment.

Phone Lock/Wipe Report

Unified Communications Manager provides a specific search window for searching for devices which have been remotely locked and/or remotely wiped. Follow these steps to search for a specific device or to list all devices which have been remotely locked and/or remotely wiped.

Procedure

Step 1   Choose **Device** > **Phone**.

The Find and List Phones window displays. Records from an active (prior) query may also display in the window.

Step 2   Select the **Phone Lock/Wipe Report** from the **Related Links** drop-down list in the upper right corner of the window and click **Go**.

Step 3   To find all remotely locked or remotely wiped device records in the database, ensure that the text box is empty; go to Step 4.

To filter or search records for a specific device:

a) From the first drop-down list, select the device operation type(s) to search.
b) From the second drop-down list, select a search parameter.
c) From the third drop-down list, select a search pattern.
d) 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 criterion or click the Clear Filter button to remove all added search criteria.

Step 4   Click **Find**.

All 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.

Step 5   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.

View LSC Status and Generate a CAPF Report for a Phone

Use this procedure to monitor Locally Significant Certificate (LSC) expiry information from within the Cisco Unified Communications Manager interface. The following search filters display the LSC information:

- LSC Expires—Displays the LSC expiry date on the phone.

- LSC Issued By—Displays the name of the issuer which can either be CAPF or third party.

- LSC Issuer Expires By—Displays the expiry date of the issuer.

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Note   The status of **LSC Expires** and **LSC Issuer Expires by** fields are set to "NA" when there is no LSC issued on a new device.

The status of **LSC Expires** and **LSC Issuer Expires by** fields are set to " Unknown" when the LSC is issued to a device before the upgrade to Cisco Unified Communications Manager 11.5(1).

Procedure

Step 1   Choose **Device** > **Phone**.

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

- LSC Expires

- LSC Issued By

- LSC Issuer Expires By

From the second **Find Phone where** drop-down list, choose one of the following criteria:

- is before
- is exactly
- is after
- begins with
- contains
- ends with
- is exactly
- is empty
- is not empty

Step 3   Click **Find**.
A list of discovered phones displays.

Step 4   From the **Related Links** drop-down list, choose the **CAPF Report in File** and click **Go**.
The report gets downloaded.