



## Phone Resets and Restarts

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This chapter provides information to 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 locate phones that you want to reset using either a query or a custom file.

- [Reset or Restart Phone Using Query, page 1](#)
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- [Wipe or Lock Phones Using Query, page 4](#)
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## Reset or Restart Phone Using Query

You can create a query to locate phones that you want to reset or restart.

### 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 Phones 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
- Common Device Configuration

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 [Step 2, on page 1](#) and [Step 3, on page 2](#).

**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
- Apply Config—To reset only the settings that have changed since the last reset

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

**Step 9** Choose an insert method. Do one of the following:

- a) Click **Run Immediately** to insert phone records immediately.
- b) Click **Run Later** to insert phone records at a later time.

**Step 10** To create a job for inserting the phone records, click **Submit**. To schedule this job, activate this job, or both, use the **Job Configuration** window.

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### Related Topics

[BAT Log Files](#)

[Manage Scheduling Jobs](#)

## Reset or Restart Phone Using Custom File

You can create a custom file of phones that you want to reset or restart 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



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**Note** Put each item on a separate line in the text file.

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- 2 Upload the file to the first node of Cisco Unified Communications Manager.

### 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
  - Directory Number
  - Description
- Step 3** In the list of custom files, choose the filename of the custom file for this update and then click **Find**.  
**Caution** If no information is entered into the query text box, the system resets or restarts all phones.
- Step 4** Click one of the following
  - Reset—To reset (power-cycle) the phones
  - Restart—To reset phones without power-cycling
  - Apply Config—To reset only the settings that have changed since the last reset

- Step 5** In the **Job Information** area, enter the Job description.
- Step 6** Choose an insert method. Do one of the following:
- Click **Run Immediately** to insert phone records immediately.
  - Click **Run Later** to insert phone records at a later time.
- Step 7** To create a job for inserting the phone records, click **Submit**.  
To schedule and/or activate this job, use the **Job Configuration** window.
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### Related Topics

- [BAT Log Files](#)
- [Manage Scheduling Jobs](#)
- [Upload File to Server](#)

## Wipe or Lock Phones Using Query

You can create a query to locate phones that you want to wipe and/or lock.



### Caution

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

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### Procedure

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- Step 1** Choose **Bulk Administration > Phones > Wipe and Lock Phones > Query**.  
The **Wipe and Lock Phones Configuration** window displays.
- Step 2** From the first **Find Phones 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
  - Common Device Configuration

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 [Step 2](#) and [Step 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:

- Lock—To lock the phones
- Wipe—To wipe the phones
- Wipe and Lock—To wipe and lock the phones

**Note** If a phone does not support the functionality you have chosen, the transaction will fail for that phone. It will also fail if the functionality has already been requested for the phone.

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

**Step 9** Choose an insert method. Do one of the following:

- a) Click **Run Immediately** to wipe or lock phones immediately.
- b) Click **Run Later** to wipe or lock phones at a later time.

**Step 10** To create a job for locking and/or wiping the phones, click **Submit**.  
To schedule and/or activate this job, use the **Job Configuration** window.

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# Wipe or Lock Phones Using Custom File

You can create a custom file of phones that you want to wipe and/or lock using a text editor. You can use either device names or directory numbers in the custom file.

## Before You Begin



### Caution

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

1 Create a text file that lists one of these details for the phones that you want to wipe and/or lock:

- Device names
- Description
- Directory numbers



### Note

Put each item on a separate line in the text file.

2 Upload the file to the first node of Cisco Unified Communications Manager.

## Procedure

**Step 1** Choose **Bulk Administration > Phones > Wipe and Lock Phones > Custom File**. The **Wipe and Lock Phones 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
- Directory Number
- Description

**Step 3** In the list of custom files, choose the filename of the custom file for this update and then click **Find**.

**Caution** If no information is entered into the query text box, the system wipes or locks all phones.

**Step 4** Click one of the following:

- Lock—To lock the phones
- Wipe—To wipe the phones
- Wipe and Lock—To wipe and lock the phones

**Note** If a phone does not support the functionality you have chosen, the transaction will fail for that phone. It will also fail if the functionality has already been requested for the phone.

- Step 5** In the **Job Information** area, enter the Job description.
- Step 6** Choose an insert method. Do one of the following:
- a) Click **Run Immediately** to wipe or lock phones immediately.
  - b) Click **Run Later** to wipe or lock phones at a later time.
- Step 7** To create a job for locking and/or wiping the phones, click **Submit**.  
To schedule and/or activate this job, use the **Job Configuration** window.
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