Phone Resets and Restarts

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

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

Procedure

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.

Related Topics

BAT Log Files

Manage Scheduled 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

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

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

Procedure

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:

   a) Click **Run Immediately** to insert phone records immediately.
   b) 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.

Related Topics
> BAT Log Files
> Manage Scheduled 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.

Procedure

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.

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 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.