



# Intercom Additions and Updates

---

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.

- [Update Intercom DNs, on page 1](#)
- [Add Intercom DNs, on page 2](#)
- [Intercom DN Update Field Descriptions, on page 3](#)

## Update Intercom DNs

You can update Intercom DNs for phones or devices.

### Procedure

---

- Step 1** Choose which intercom DN to update. Do one of the following:
- a) Choose **Bulk Administration > Phones > Add/Update Intercom > Update Intercom Directory Numbers** to update Phone intercom directory numbers.
  - b) Choose **Bulk Administration > User Device Profiles > Add/Update Intercom > Update Intercom Directory Numbers** to update User Device Profile intercom directory numbers.
- The **Update Intercom Directory Number** window displays.
- Step 2** From the first **Find and List Intercom Directory Numbers To Update where** drop-down list box, choose one of the following criteria:
- Intercom Directory Number
  - Route Partition
  - Description
- Step 3** From the second **Find and List Intercom Directory Numbers To Update where** drop-down list box, choose one of the following criteria:
- begins with
  - contains
  - ends with

- is exactly
- is empty
- is not empty

**Step 4** 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 5** 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 1](#).

**Step 6** Click **Find**.

A list of discovered Intercom DNs displays by

- Intercom DN Pattern
- Route Partition
- Description

**Step 7** Click **Next**.

The next **Update Intercom Directory Number** window displays.

**Step 8** 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.

---

#### Related Topics

[Intercom DN Update Field Descriptions](#), on page 3

## Add Intercom DNs

You can add Intercom DNs to a Unified Communications Manager server.

#### 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 > Add Intercom Directory Numbers**. The Bulk UDP 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** Choose a method to add Intercom DNs. Do one of the following:
- Click **Run Immediately** to add Intercom DNs immediately.
  - Click **Run Later** to add Intercom DNs at a later time.
- Step 7** To create a job for adding Intercom DNs, click **Submit**.  
To schedule and/or activate this job, use the **Job Configuration** window.

---

#### Related Topics

[BAT Log Files](#)

[Manage Scheduled Jobs](#)

## Intercom DN Update Field Descriptions

The following table provides the field descriptions for updating line details.

**Table 1: Field Description for Updating Intercom DN Details**

Field	Description
Intercom Directory Number Information	
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. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), or angle brackets (<>).
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 <b>Display</b> field.
ASCII Alerting Name	This field provides the same information as the <b>Alerting Name</b> field, but you must limit input to ASCII characters. Devices that do not support Unicode (internationalized) characters display the content of the <b>Alerting Name ASCII</b> field.
Intercom Directory Number Settings	

Field	Description
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 <b>Presence Group Configuration</b> window.</p>