



## Phone Deletions

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This chapter provides information to delete a group of phones or other IP telephony devices from the Cisco Unified Communications Manager database. You can locate existing phone records that you want to delete using either a query or a custom file. You can also search for and delete unassigned directory numbers.

- [Delete Phones Using Query, on page 1](#)
- [Delete Phones Using Custom File, on page 3](#)
- [Delete Unassigned Directory Numbers, on page 4](#)

## Delete Phones Using Query

Create a query to locate phone records for deletion.



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**Caution** The delete action is final. You cannot retrieve deleted records.

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### Procedure

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- Step 1** Choose Bulk Administration > Phones > Delete Phones > Query.  
The Bulk Phones Delete Configuration window displays.
- Step 2** From the first Find Phone 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
  - Unassigned DN

- Last Registered
- Last Active

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 and to add multiple filters, check the Search Within Results check box, choose AND or OR from the drop-down box, repeat [Step 2, on page 1](#) and [Step 3, on page 2](#).

**Step 5** Click Find.

A list of discovered phones displays by

- Device Name
- Description
- Device Pool
- Device Protocol
- Status
- Last Registered
- Last Active
- Unified CM
- IP Address

**Step 6** In the Job Information area, enter the Job description.

**Step 7** Choose a deletion method. Do one of the following:

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

**Caution** If you do not enter any information in the query text box, the system deletes all phone records. The delete action is final. You cannot retrieve deleted records.

**Step 8** Click Submit to create a job for deleting the phone records.

**Note** Make sure you browse the entire list of displayed results before submitting the job.

To schedule and/or activate this job, use the Job Configuration window.

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### Related Topics

[BAT Log Files](#)

[Manage Scheduled Jobs](#)

## Delete Phones Using Custom File

You can create a custom file of phones that you want to delete using a text editor. You can have MAC addresses and device names in the same custom file, but you cannot have directory numbers in the same file. You need to create separate files—one file that contains the device names and MAC addresses and another file that contains the directory numbers.



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**Note** Do not use the insert or export transaction files that are created with bat.xlt for the delete transaction. Instead, you must create a custom file with details of the phone records that need to be deleted. Use only this file for the delete transaction.

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**Caution** The delete action is final. You cannot retrieve deleted records.

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### Before you begin

1. Create a text file that lists one of these details on separate lines for each phone that you want to delete:
  - Device names
  - Description
  - Directory numbers



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**Note** Enter values for device name, description, or directory number in the custom delete file. You do not need to include a header in the custom delete file.

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2. Upload the custom file to Unified Communications Manager server.

### Procedure

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- Step 1** Choose Bulk Administration > Phones > Delete Phones > Custom File. The Bulk Phones Delete Configuration window displays.
- Step 2** In the Delete 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 delete.
- Step 4** Click Find. A list of phones matching your search criteria display.

**Step 5** In the Job Information area, enter the Job description.

**Step 6** Choose a deletion method. Do one of the following:

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

**Caution** The delete action is final. You cannot retrieve deleted records.

**Step 7** Click Submit to create a job for deleting the phone records.  
To schedule and/or activate this job, use the Job Configuration window.

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### Related Topics

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

## Delete Unassigned Directory Numbers

Delete unassigned directory numbers for phone records that you locate using query.




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**Caution** The delete action is final. You cannot retrieve deleted unassigned directory numbers.

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### Procedure

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**Step 1** Choose Bulk Administration > Phones > Delete Phones > Delete Unassigned DN.  
The Delete Unassigned Directory Numbers window displays.

**Step 2** From the first Delete Bulk Unassigned Directory Number where drop-down list box, choose one of the following criteria:

- Pattern
- Description
- Route Partition

From the second Delete Bulk Unassigned Directory Number 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.

**Step 4** Click Find.

A list of discovered phones displays by the following criteria:

- Pattern
- Description
- Partition

**Tip** To find all unassigned directory numbers that are registered in the database, click Find without entering any search text.

**Step 5** In the Job Information area, enter the Job description.

The default description is Delete Unassigned DN - Query.

**Step 6** Choose a deletion method. Do one of the following:

- a) Click Run Immediately to delete the unassigned directory numbers immediately.
- b) Click Run Later to delete the phone records at a later time.

**Caution** The delete action is final. You cannot retrieve deleted unassigned directory numbers.

**Step 7** Click Submit to create a job for deleting the phone records.

**Note** Make sure you browse the entire list of displayed results before submitting the job.

To schedule and/or activate this job, use the Job Configuration window.

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#### Related Topics

[BAT Log Files](#)

[Manage Scheduled Jobs](#)

