



Managing Phones or Device Profiles

The Cisco Voice Provisioning Tool allows you to find, view, add, update, delete, or reset a phone. You can also find, view, add, update, and delete a device profile. If you want to do so, you can find, view update, delete, or reset multiple phones or device profiles at the same time.

Use the information in this chapter in conjunction with the “[Management Overview](#)” section on [page 2-1](#), which provides descriptive information and important caveats for managing your phones or device profiles.

This chapter contains information on the following topics:

- [Finding and Viewing a Phone or Device Profile, page 4-1](#)
- [Adding a Single Phone or Device Profile, page 4-2](#)
- [Updating a Single Phone or Device Profile, page 4-3](#)
- [Updating Multiple Phones or Device Profiles at the Same Time, page 4-4](#)
- [Configuring IP Phone Services and Lines, page 4-5](#)
- [Deleting a Phone or Device Profile, page 4-14](#)
- [Resetting/Restarting a Phone, page 4-15](#)
- [Obtaining Information on Phone or Device Profile Configuration Settings, page 4-16](#)

Finding and Viewing a Phone or Device Profile

To find and view a phone or device profile, perform the following procedure.

To Find and View a Phone or Device Profile

Step 1 In the Cisco Voice Provisioning Tool, choose **Phones > Manage Phones/Profiles**.



Tip

If many phones, device profiles, and product systems exist, performance degradation may occur. We recommend that you narrow your search before you click Go.

Step 2 In the Phone System drop-down list box, choose the search criteria.

Step 3 If you want to do so, narrow the search criteria for your choices in the drop-down list boxes by choosing additional search parameters, or click **Advanced Search** to expand the search criteria and enter the search information.

Step 4 Click **Go**.



Tip To locate a device profile, see the Device Profile option in the Device Class column.

Step 5 To navigate through the search results, perform the following tasks:

- In the Rows Per Page drop-down list box, choose the number of rows that you want to display.
- In the Page field, enter the page that you want to display, and then click **Go**.
- To go to the last page of results, click the forward double-arrow button.
- To go to the next page of results (for example, to go from page 1 to page 2), click the forward single-arrow button.
- To go to the first page of results, click the backward double-arrow button.
- To go to the preceding page (for example, to go from page 2 to page 1), click the backward single-arrow button.



Tip To sort the columns, click the column header at the top of the table.

Step 6 Perform one of the following tasks:

- If you want to view only one phone or device profile record, click the device name link for the phone or device profile. The phone or device profile record displays. If you want to update a single phone or device profile record after the record displays, see the [“Updating a Single Phone or Device Profile” section on page 4-3](#).
- If you want to update multiple phone or device profile records at the same time, see the [“Updating Multiple Phones or Device Profiles at the Same Time” section on page 4-4](#).
- If you want to delete the phone or device profile record(s), see the [“Deleting a Phone or Device Profile” section on page 4-14](#).
- If you want to reset the phones, see the [“Resetting/Restarting a Phone” section on page 4-15](#).

Adding a Single Phone or Device Profile

To add a single phone or device profile, perform the following procedure.

To Add a Single Phone or Device Profile

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- Step 1** In the Cisco Voice Provisioning Tool, choose **Phones > Add New Phone/Profile**.
- Step 2** If you want to apply a Cisco Voice Provisioning Tool template to the record, choose a template from the VPT Phone or Profile Template drop-down list box.
- Step 3** In the Phone System drop-down list box, choose the Cisco CallManager product system where you want to add the phone or device profile.
- Step 4** In the Device Class drop-down list box, choose **Phone** or **Device Profile**, depending on which option applies.
- Step 5** In the Device Type drop-down list box, choose the phone model that you want to configure for the record.

The phone model that you choose determines the settings that display.

The page refreshes and displays the settings.



Tip To display Basic and Advanced configuration settings at the same time, choose **Shortcuts > Expand All Sections**.

- Step 6** Wait for the basic configuration settings to display, or choose **Shortcuts > Basic Phone/Profile Configuration**.
- Step 7** Configure basic settings, as described in the following sections:
- [Basic Phone Settings, page 12-3](#)
 - [Basic Device Profile Settings, page 13-3](#)
- Step 8** If you want to apply IP Phone services to the phone or device profile, click the **Add IP Phone Service** button and see the “[Configuring IP Phone Services and Lines](#)” section on page 4-5.
- Step 9** To configure advanced settings, click the **Advanced Phone/Profile Configuration** link or choose **Shortcuts > Advanced Phone/Profile Configuration**; then, use the following sections as a reference when you configure the settings:
- [Advanced Phone Settings, page 12-5](#)
 - [Advanced Device Profile Settings, page 13-3](#)
- Step 10** If you want to configure lines (directory numbers) to the phone or device profile, see the following sections:
- [Configuring a Line, page 4-9](#)
 - [Basic Line Configuration Settings for Phones, page 12-12](#)
 - [Advanced Line Configuration Settings for Phones, page 12-18](#)
 - [Basic Line Configuration Settings for Device Profiles, page 13-5](#)
 - [Advanced Line Configuration Settings for Device Profiles, page 13-13](#)
- Step 11** After you complete the configuration, click the **Save** button or choose **Action > Save**.
- Step 12** For phones only, reset or restart the phone as described in the “[Resetting/Restarting a Phone](#)” section on page 4-15.
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Updating a Single Phone or Device Profile

To update a single phone or device profile, perform the following procedure.

To Update a Single Phone or Device Profile

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- Step 1** Find the phone or the device profile that you want to update, as described in the “[Finding and Viewing a Phone or Device Profile](#)” section on page 4-1.
- Step 2** After you click the phone or device profile in the Manage Phone/Profile search results page and the record displays, update the configuration as described in the following steps.

- Step 3** To apply a VPT template to the phone or device profile, choose the template from the VPT Phone or Profile Template drop-down list box.



Tip To display Basic and Advanced configuration settings at the same time, choose **Shortcuts > Expand All Sections**.

- Step 4** Wait for the basic configuration settings to display, or choose **Shortcuts > Basic Phone/Profile Configuration**.
- Step 5** Configure basic settings, as described in the following sections:
- [Basic Phone Settings, page 12-3](#)
 - [Basic Device Profile Settings, page 13-3](#)
- Step 6** If you want to apply IP Phone services to the phone or device profile, click the **Add IP Phone Service** button and see the [“Configuring IP Phone Services and Lines” section on page 4-5](#).
- Step 7** To configure advanced settings, click the **Advanced Phone/Profile Configuration** link or choose **Shortcuts > Advanced Phone/Profile Configuration**; then, use the following sections as a reference when you configure the settings:
- [Advanced Phone Settings, page 12-5](#)
 - [Advanced Device Profile Settings, page 13-3](#)
- Step 8** If you want to configure lines (directory numbers) for the phone or device profile, see the following sections:
- [Configuring a Line, page 4-9](#)
 - [Basic Line Configuration Settings for Phones, page 12-12](#)
 - [Advanced Line Configuration Settings for Phones, page 12-18](#)
 - [Basic Line Configuration Settings for Device Profiles, page 13-5](#)
 - [Advanced Line Configuration Settings for Device Profiles, page 13-13](#)
- Step 9** After you complete the configuration, click the **Save** button or choose **Action > Save**.
- Step 10** For phones only, reset or restart the phone as described in the [“Resetting/Restarting a Phone” section on page 4-15](#).

Updating Multiple Phones or Device Profiles at the Same Time

To modify multiple phones or device profiles at the same time, perform the following procedure.

To Update Multiple Phones or Device Profiles at the Same Time

- Step 1** Find the phones or device profiles, as described in the [“Finding and Viewing a Phone or Device Profile” section on page 4-1](#).
- Step 2** On the Manage Phone/Profiles search results page, check the check boxes for the multiple phone or device profile records that you want modify.
- Step 3** Click the **Multi-Modify** button or choose **Action > MultiModify Selected**.

The system validates that the phones or the device profiles belong to the same phone system; an error message displays in the GUI if a problem is identified.

The chosen phones or device profiles display on the Manage Phones/Profiles page.

- Step 4** Perform one of the following tasks:
- To add more phones or device profiles to the list of phones or device profiles that you want to modify, see [Step 5](#) through [Step 7](#).
 - To remove phones or device profiles from the list of phones or device profiles that you want to modify, see [Step 8](#).
 - To modify the settings for the phones or the device profiles, see [Step 9](#).
- Step 5** To add more phones or device profiles to the list of phones or device profiles that you want to modify, click the **Add More** button.
- Step 6** The search page for managing phones/profiles displays. Click **Go**, and the phones or device profiles that belong to the same phone system display.
- Step 7** Check the check boxes for the phones or device profiles that you want to add, and click the **Add More** button. The complete list of phones display.
- Step 8** To remove a phone or device profile from the list of phones or device profiles that you want to modify, check the check boxes for the phones or device profiles, and click the **Remove** button.
- Step 9** To modify the settings for the phones or device profiles through the wizard, click **Next**.
- Step 10** A list of common settings that you can modify for multiple phones or device profiles displays. Check the check boxes for the settings that you want to edit for all phones or device profiles in the list.
- Step 11** The list of phones or device profiles and the settings that you want to update display. The settings that display in the Current Values table are read only; use these settings as a reference when you make your updates. In the table, you can sort the settings by clicking the column header, or you can drag and drop the vertical and horizontal scroll bars to expand or narrow the column width.
- Step 12** Update the settings, as described in the following sections, and click the **Save** button:
- [Basic Phone Settings, page 12-3](#)
 - [Advanced Phone Settings, page 12-5](#)
 - [Basic Device Profile Settings, page 13-3](#)
 - [Advanced Device Profile Settings, page 13-3](#)
- Step 13** For phones only, reset or restart the phones as described in the [“Resetting/Restarting a Phone” section on page 4-15](#).
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Configuring IP Phone Services and Lines

The Cisco Voice Provisioning Tool allows you to apply configured IP Phone services to phones, device profiles, phone templates, and device profile templates. You can also configure lines for phones and device profiles; if you want to do so, you can configure some line settings for phone and device templates.

This section contains information on the following topics:

- [Subscribing to IP Phone Services, page 4-6](#)
- [Updating a Subscription, page 4-7](#)

- [Unsubscribing to Cisco IP Phone Services, page 4-8](#)
- [Configuring a Line, page 4-9](#)
- [Adding a Line, page 4-9](#)
- [Updating a Line, page 4-10](#)
- [Deleting a Line, page 4-10](#)
- [Applying Internal Caller ID to All Lines on a Phone, page 4-11](#)
- [Configuring a Shared Line Between Devices, page 4-11](#)
- [Viewing Phones or Device Profiles That Share the Same Line, page 4-12](#)
- [Updating a Shared Line, page 4-13](#)
- [Removing Shared Lines Between Devices, page 4-14](#)

Subscribing to IP Phone Services

Cisco IP Phone Services comprise Extensible Markup Language (XML) applications that enable the display of interactive content with text and graphics on Cisco IP Phone. Cisco CallManager provides sample Cisco IP Phone Services applications, but you can also create customized Cisco IP Phone applications for your site.

By using Cisco CallManager Administration, you define and maintain the list of Cisco IP Phone Services to which users can subscribe. After the list of services is configured, you can add services to phones and device profiles by using the Cisco Voice Provisioning Tool, or users can log in to the Cisco CallManager User Options Pages and subscribe to these services for their Cisco IP Phones, as described in *Customizing Your Cisco IP Phone On the Web*. If you want to do so, you can assign these services to speed-dial buttons in Cisco CallManager Administration, so users have one-button access to the services. For information on how to perform these tasks in Cisco CallManager Administration, see the *Cisco CallManager Administration Guide*.

Only those IP Phone services that are configured in Cisco CallManager Administration display in the Cisco Voice Provisioning Tool. For information on configuring Cisco IP Phone Services in Cisco CallManager Administration, see the *Cisco CallManager Administration Guide*.

After the IP Phone services are configured in Cisco CallManager Administration, you can add the service to the phone or device profile by accessing the specific Add or Manage Phone/Profiles configuration page. The tool does not allow you to add or update subscriptions to several phones/device profiles at the same time.



Tip

All phones or device profiles that display in the Cisco Voice Provisioning Tool do not support IP Phone services. If the services configuration pane does not display on the Add or Manage Phone/Profiles page, you cannot add services to the phone/device profile.

After you add the service(s) to the phone and click the Save button, the tool forms a URL by using all of the parameter information that you entered in the configuration. The tool then submits the URL to the phone system that you specified in the Phone System drop-down list box. Do not exceed 512 characters for the URL, which includes the name of the parameters and any special characters. If the URL exceeds 512 characters, the GUI displays an error message.

To apply IP Phone services to a phone or device profile, perform the following procedure:

To Apply IP Phone Services to a Phone or Device Profile

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- Step 1** Find the device profile or phone that you want to update, as described in the [“Finding and Viewing a Phone or Device Profile”](#) section on page 4-1.
- Step 2** After you click the device profile or phone in the Manage Phone/Profiles search results page and the record displays, click the **Add IP Phone Service** button.
- The Available IP Phone Service window displays a list of available services that you can apply to the device profile or phone. If a service does not display, ensure that you added it to the version of Cisco CallManager Administration that supports the product system.
- Step 3** Choose the service to which you want to subscribe the device profile, and click **Subscribe**. The Service Parameter window for the IP Phone service displays.
- Step 4** After the Service Parameter window displays, enter the following information:
- **Service Display Name**—Enter the name of the service as it will display on the menu of available services in the Cisco IP Phone User Options application. Enter up to 32 characters for the service name. If you want to do so, you can change the service name. If you change the name, it displays in the Subscribed IP Services pane after you click Save in the Service Parameter window.
 - **Service Display Description**—A read-only description explains the purpose of the service. You cannot change this description.
 - **Value for the service parameters** —Default values automatically display in the fields. For information on a parameter, click the Description link.



Tip The GUI displays an asterisk (*) next to all required service parameters.

- Step 5** For device profiles and phones that you do not want to reset/restart immediately, save the entire configuration by clicking the **Save** button or clicking **Action > Save**. The configuration is not saved until you click the Save button or choose Action > Save.
- Step 6** To save the phone configuration and restart the phone immediately, click the **Save and Restart** button.



Tip For the changes to take effect on the phone, you must reset or restart the phone.

Updating a Subscription

To update a subscription for a phone or device profile, perform the following procedure:

To Update a Subscription for a Phone or Device Profile

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- Step 1** Find the device profile or the phone that you want to update, as described in the [“Finding and Viewing a Phone or Device Profile”](#) section on page 4-1.

- Step 2** After you click the device profile in the Manage Phones/Profiles search results page and the record displays, click the Cisco IP Phone Service name, the hyperlink, that displays in the Subscribed IP Services pane.
- The Service Parameter window for the chosen service displays.
- Step 3** Update the configuration, as described in the following bullets:
- **Service Display Name**—Enter the name of the service as it will display on the menu of available services in the Cisco IP Phone User Options application. Enter up to 32 characters for the service name. If you change the name, it displays in the Subscribed IP Services pane after you click Save in the Service Parameter window.
 - **Service Display Description**—A read-only description explains the purpose of the service. You cannot change this description.
 - **Value for the service parameters**—Default values automatically display in the fields. For information on the parameter, click the Description link.

**Tip**

The GUI displays an asterisk (*) next to all required service parameters.

- Step 4** In the Service Parameter window, click **Save**.
- Step 5** For device profiles and phones that you do not want to reset/restart immediately, save the entire configuration by clicking the **Save** button or choosing **Action > Save**. The configuration is not saved until you click the Save button or choose Action > Save.
- Step 6** To save the phone configuration and restart the phone immediately, click the **Save and Restart** button.

**Tip**

For the changes to take effect on the phone, you must reset or restart the phone.

Unsubscribing to Cisco IP Phone Services

To remove the service from a phone or device profile, perform the following procedure.

To Remove IP Phone Services From the Phone or Device Profile

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- Step 1** Find a device profile or phone, as described in the [“Finding and Viewing a Phone or Device Profile” section on page 4-1](#).
- Step 2** After you click the device profile/phone in the Manage Phones/Profiles page and the record displays, scroll to the Subscribed IP Services section on the specific Manage Phone/Profiles <profile name/phone name> configuration page.
- Step 3** Check the check box(es) for the Cisco IP Phone service(s) which you want to remove from the device profile or phone.
- Step 4** Click the **Unsubscribe Selected IP Phone Service** button.
- Step 5** For device profiles and phones that you do not want to reset/restart immediately, save the entire configuration by clicking the **Save** button or clicking **Action > Save**. The configuration is not saved until you click the Save button or choose Action > Save.

Step 6 To save the phone configuration and restart the phone immediately, click the **Save and Restart** button.



Tip

For the changes to take effect on the phone, you must reset or restart the phone.

Configuring a Line



Tip

Line settings take precedence over settings that you configure at the device level (basic and advanced). For example, if you configure the calling search space “building” for the device and the calling search space “campus” for the line, Cisco CallManager uses the line setting, “campus,” to route calls.

The Cisco Voice Provisioning Tool requires that you enter a directory number and choose a partition before the other line settings on the page are enabled. After you save the configuration, the tool sends the information to the Cisco CallManager that you specified in the Phone System drop-down list box.



Tip

You do not configure the extension number or the partition in VPT phone or device profile templates. If you apply a template to a phone or device profile, make sure that you configure the extension number or the partition on the specific Add or Manage Phone/Device Profile configuration page.

If you add multiple lines at the same time and then save the information, be aware that the tool may identify that some line configuration succeeds and other line configuration fails. If a failure occurs, the tool continues to save the remaining configuration before it displays an error message.

For information on line support in Cisco CallManager Administration, including shared line restrictions and interactions, see the *Cisco CallManager System Guide*.

Adding a Line

To add a line to a device profile or phone, perform the following procedure:

To Add a Line to a Phone or Device Profile

- Step 1** Find the device profile or phone that you want to update, as described in the [“Finding and Viewing a Phone or Device Profile”](#) section on page 4-1.
- Step 2** After you click the device profile/phone in the Manage Phones/Profiles search results page and the record displays, click the applicable line hyperlink (for example, Line 1 or Line 2), and see the following sections to configure basic and advanced line settings:
- [Basic Line Configuration Settings for Phones](#), page 12-12
 - [Advanced Line Configuration Settings for Phones](#), page 12-18

- [Basic Line Configuration Settings for Device Profiles, page 13-5](#)
- [Advanced Line Configuration Settings for Device Profiles, page 13-13](#)

Step 3 After you configure the line(s), click the **Save** button or choose **Action > Save**.

Updating a Line

To update a line for a device profile or phone, perform the following procedure:

To Update a Line for a Phone or Device Profile

- Step 1** Find the device profile or phone that you want to update, as described in the [“Finding and Viewing a Phone or Device Profile” section on page 4-1](#).
- Step 2** After you click the device profile/phone in the Manage Phone/Profiles search results page and the record displays, click the applicable line hyperlink.
- Step 3** To update lines for the device profile or phone, see the following sections:
- [Basic Line Configuration Settings for Device Profiles, page 13-5](#)
 - [Advanced Line Configuration Settings for Device Profiles, page 13-13](#)
 - [Basic Line Configuration Settings for Device Profiles, page 13-5](#)
 - [Advanced Line Configuration Settings for Device Profiles, page 13-13](#)
- Step 4** After you update the configuration for the line(s), click the **Save** button or choose **Action > Save**.
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Deleting a Line

To delete a line for a device profile or phone, perform the following procedure:

To Delete a Line for a Phone or Device Profile

- Step 1** Find the device profile or phone that you want to update, as described in the [“Finding and Viewing a Phone or Device Profile” section on page 4-1](#).
- Step 2** After you click the device profile/phone in the Manage Phones/Device Profiles search results page and the record displays, click the applicable line hyperlink.
- Step 3** Click the **Unassign Line** button.
- Step 4** Depending on what you want to accomplish, click one of the following buttons:
- **Unassign**—Disassociates/removes the line from the device profile but does not delete the line from the Cisco CallManager database.
 - **Delete**—Disassociates/removes the line from the device profile and deletes the line from the Cisco CallManager database.
 - **Cancel**—Takes no action.

- Step 5** The dialog box describes whether the action proved successful. Click **Close**.
- Step 6** Click the **Save** button or choose **Action > Save**.
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Applying Internal Caller ID to All Lines on a Phone

**Tip**

The following procedure does not apply for device profiles.

To apply internal caller ID to all lines on a phone, perform the following procedure.

To Apply Internal Caller ID to All Lines on a Phone

- Step 1** Find the phone where you want to apply the Internal Caller ID to other lines, as described in the [“Finding and Viewing a Phone or Device Profile”](#) section on page 4-1.
- Step 2** After you click the phone record in the Manage Phone/Profiles search results page and the record displays, enter the appropriate information for the Display (Internal Caller ID) setting that displays.

**Tip**

Leave this field blank to have Cisco CallManager display the extension. To have the system display a name, enter a maximum of 30 alphanumeric characters. Typically, use the user name or the directory number (if using the directory number, the person receiving the call may not receive the proper identity of the caller).

- Step 3** To apply this configuration, click the **Apply to All Lines** button.
- Clicking this button copies the configuration to all lines for this phone.
- Step 4** Click the **Save** button or choose **Action > Save**.
-

Configuring a Shared Line Between Devices

You can set up one or more lines to create a shared line appearance. Cisco CallManager considers a directory number to be a shared line if it appears on more than one device in the same partition. For example, if directory number 9600 on phone A is in the partition called Dallas and on phone B is in the partition called Texas, that directory number is not a shared line appearance. (The directory number 9600 for phone A and phone B must be in the same partition, for example, Dallas.)

To review shared line interactions and restrictions for Cisco CallManager, see the *Cisco CallManager System Guide*.

To configure the same directory number/line for multiple phones or device profiles that exist in the same partition, perform the following procedure.

To Configure a Shared Line Between Devices

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- Step 1** Find the phone or device profile where you want to create a shared line, as described in the [“Finding and Viewing a Phone or Device Profile”](#) section on page 4-1.
- Step 2** After you click the phone/device profile in the Manage Phone/Profiles search results page and the record displays, click the line hyperlink to display the line configuration settings.
- Step 3** After the line configuration page displays, enter the same directory number in the Extension Number field that exists for the other device/device profile that will share the line.
- Step 4** Choose the same partition where the other (sharing) device/device profile exists.
- Step 5** If you want to share the line, click **OK** after the confirmation dialog box displays.

After the phone or device profile configuration page refreshes, the following updates display in the GUI:

- The line hyperlink indicates that the line is shared by more than one device/device profile; for example, the GUI displays Line 1: ext. 1234 (Shared Line).
- The View Shared Lines button displays on the page. For information on viewing shared lines, see the [“Viewing Phones or Device Profiles That Share the Same Line”](#) section on page 4-12.
- The page categorizes the line settings into shared settings, non-shared settings, and propagated settings.

Shared settings apply to all devices that share the line; if you configure or update the setting for one device, you configure the setting for all devices that share the line.

Non-shared settings affect only the line for the device that is currently displayed in the GUI.

Propagated settings normally affect only the current line, but if you choose to do so, you can propagate the configuration to other devices that share the line.

Viewing Phones or Device Profiles That Share the Same Line

To view all devices that share the same line, perform the following procedure.

To View Phones or Device Profiles That Share the Same Line

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- Step 1** Find a phone/device profile that uses a shared line, as described in the [“Finding and Viewing a Phone or Device Profile”](#) section on page 4-1.
- Step 2** After you click the phone/device profile in the Manage Phone/Profile search results page and the record displays, click the line hyperlink for a line that is shared.
- Step 3** After the line configuration page displays, click the **View Shared Lines** button.
A window displays a list of all devices that share the line.
- Step 4** After you view the list, close the window.
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Updating a Shared Line

After you configure a shared line for phones/device profiles, line configuration settings are placed in the following categories:

- **Shared Settings**—Configuration updates apply to all devices that share the line; if you configure or update the setting for one device, you configure the setting for all devices that share the line.
- **Non-shared Settings**—Configuration updates affect only the line for the device that is currently displayed in the GUI.
- **Propagated Settings**—Updates normally affect only the current line, but if you choose to do so, you can propagate the configuration to other devices that share the line.

If the phone supports the configuration settings, you can propagate the following settings for shared lines between devices:

- Display (Internal Caller ID)
- Line Text Label
- External Phone Number Mask
- Message Waiting Lamp Policy
- Ring Setting (Phone Idle)
- Ring Setting (Phone Active)

**Tip**

For information on these settings, see the [“Advanced Line Configuration Settings for Phones” section on page 12-18](#).

To update a shared line, perform the following procedure.

To Update a Shared Line

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- Step 1** Find the phone/device profile where you want to update a shared line, as described in the [“Finding and Viewing a Phone or Device Profile” section on page 4-1](#).
- Step 2** After you click the phone/device profile in the Manage Phone/Profiles search results page and the record displays, click the line hyperlink to display the line configuration settings. The hyperlink contains the phrase “(Shared Line).”
- Step 3** Update the shared, non-shared, or propagated settings, as described in the following sections:
- [Basic Line Configuration Settings for Device Profiles, page 13-5](#)
 - [Advanced Line Configuration Settings for Device Profiles, page 13-13](#)
 - [Basic Line Configuration Settings for Device Profiles, page 13-5](#)
 - [Advanced Line Configuration Settings for Device Profiles, page 13-13](#)
- Step 4** To propagate a setting to all devices that share the line, check the **Propagate Setting** check box in the Propagate Settings section. The settings are propagated only after you save the configuration.
- Step 5** Click the **Save** button or choose **Action > Save**.
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Removing Shared Lines Between Devices

To remove a shared line between devices, perform the following procedure.

To Remove Shared Lines Between Devices

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- Step 1** Find a phone/device profile that shares the line that you want to remove, as described in the [“Finding and Viewing a Phone or Device Profile”](#) section on page 4-1.
 - Step 2** After you click the phone/device profile in the Manage Phone/Profiles search results page and the record displays, click the line hyperlink that indicates the line is shared, as indicated by the phrase “(Shared Line).”
 - Step 3** After the line configuration page displays, enter a different directory number and/or choose a different partition so that the devices do not share the settings. If you do not want the device to share the line with any other devices, ensure that you enter a directory number that does not exist in the Cisco CallManager database.
 - Step 4** After the confirmation dialog box displays, click **Cancel** to indicate that you want to remove the shared line.

After the page refreshes, the following updates occur in the GUI:

- The link hyperlink no longer contains the phrase “(Shared Line).”
 - The View Shared Lines button no longer displays in the GUI.
 - The line settings are categorized into basic and advanced settings (as opposed to shared, non-shared, and propagated settings, as with shared lines).
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Deleting a Phone or Device Profile

All lines that are associated with a phone or device profile are deleted when you delete the phone/device profile, unless the line is configured as a shared line. If the line is shared with another phone/device profile, you can delete the chosen phone/device profile, but you cannot delete the line because the other phone/device profile uses it.

From the Manage Phone/Profiles Search Results Page

The following procedure allows you to delete one or more phones or device profiles at the same time.

If the tool fails to delete the information for a single phone or device profile in the list, the operation does not stop; the tool attempts to delete the other phones/device profiles and the related phone configuration. After the tool attempts to delete the phone information, the tool displays any errors that occurred.

To Delete a One or More Phones or Device Profiles

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- Step 1** Find the phone(s) or device profile(s) that you want to delete, as described in the [“Finding and Viewing a Phone or Device Profile”](#) section on page 4-1.
 - Step 2** On the Manage Phone/Profiles search results page, check the check box(es) next to the Device Name link(s).

**Tip**

The Delete button appears disabled until you check the check box(es) next to the Device Name link(s).

Step 3 Click the **Delete** button or choose **Action > Delete Selected**.

Step 4 When the confirmation dialog box displays, click **OK**.

To Delete a Phone or Device Profile From a Specific Manage Phone/Profile <phone name/device profile name> Configuration Page

**Timesaver**

To delete the phone or device profile from a specific Manage Phone/Profile <phone name/device profile> page, click the **Delete** button or choose **Action > Delete Phone/Profile**.

Resetting/Restarting a Phone

**Tip**

The following information applies for phones only.

When you add or update a phone record, you must reset or restart the phone for the changes to take effect. Resetting or restarting a phone does not save the settings that you configure. Before you reset or restart a phone, always save the data in the Cisco Voice Provisioning Tool so that the phone receives the latest configuration information.

The following procedure allows you to reset or restart one or more phone at the same time.

To Reset One or Multiple Phones

Step 1 Find the phone(s) that you want to reset/restart, as described in the [“Finding and Viewing a Phone or Device Profile”](#) section on page 4-1.

Step 2 On the Manage Phones/Profiles search results page, check the check box(es) next to the Device Name link(s).

Step 3 Click the **Reset/Restart** button or choose **Action > Reset/Restart**.

Step 4 After the confirmation dialog box displays, click one of the following buttons:

- **Reset the Phone**—Shuts down the chosen devices and brings them back up (performs a complete shutdown and reinitialization of the phones).
- **Restart the Phone**—Restarts the chosen devices without shutting them down (reregisters the phones with Cisco CallManager).

**Timesaver****To Reset a Phone From a Specific Manage Phone/Profile <phone name> Configuration Page**

To reset or restart the phone from a specific Manage Phone/Profile <phone name> configuration page, click the **Reset/Restart** button. Resetting the phone shuts down the chosen devices and brings them back up (performs a complete shutdown and reinitialization of the phones). Restarting the phone restarts the chosen devices without shutting them down (reregisters the phones with Cisco CallManager).

Obtaining Information on Phone or Device Profile Configuration Settings

For information on settings that you configure for phones, see the [“Phone Configuration Settings” section on page 12-1](#).

For information on settings that you configure for device profiles, see the [“Device Profile Configuration Settings” section on page 13-1](#).