



# Working with Phones, CTI Ports, and User Combinations

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BAT allows you to bulk-add, bulk-update, or bulk-delete large numbers of phones, CTI ports, and user combinations such as phones and users or CTI ports and users.

## Related Topics

- [Adding Phones or CTI Ports, page 3-2](#)
- [Creating a BAT Phone Template, page 3-3](#)
- [Creating CSV Files for Phones, Phones and Users, CTI Ports, and CTI Ports and Users, page 3-7](#)
- [Adding Phones or CTI Ports to Cisco CallManager, page 3-18](#)
- [Adding Phones and Users or CTI Ports and Users to Cisco CallManager, page 3-20](#)
- [Viewing a List of Phones with Dummy MAC Addresses, page 3-29](#)
- [Updating Phone Records, page 3-25](#)
- [Deleting Phones, page 3-31](#)
- [Deleting Templates, page 3-32](#)
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# Adding Phones or CTI Ports

You can use BAT to add Cisco IP phones to the Cisco CallManager database in batches, rather than individually.

BAT can also associate the phones to existing users. BAT also allows you to “Enable CTI Application Use” while associating CTI ports to existing users. This ability proves useful if you are adding users who will have applications that require a CTI port, such as Cisco IP SoftPhone.

To add phones to the Cisco CallManager database in bulk, you must perform these steps:

1. Create a BAT phone template to define common values for a set of phones. You can specify services, speed dials, and lines.
2. Create a comma separated values (CSV) file to define individual values for each phone that you want to add. We recommend that you create the CSV file using the Excel file, **BAT.xls**.
3. Insert the BAT template and CSV file to add the phones or phone/user combination to the Cisco CallManager database.
4. Plug in the phones and apply power.
5. (Optional) Update the phones using TAPS if you created dummy MAC addresses in the CSV file. You must make sure auto-registration is enabled in Cisco CallManager to use this feature.

## Related Topics

- [Chapter 7, “Working With TAPS”](#)
- [Creating a BAT Phone Template, page 3-3](#)
- [Creating CSV Files for Phones, Phones and Users, CTI Ports, and CTI Ports and Users, page 3-7](#)
- [Adding Phones or CTI Ports to Cisco CallManager, page 3-18](#)
- [Adding Phones and Users or CTI Ports and Users to Cisco CallManager, page 3-20](#)

## Creating a BAT Phone Template

The BAT phone template and CSV file work together in bulk transactions. Based on the type of phone that you want to add in a batch, you can create a template that has features that are common to all the phones in that batch, such as model, device pool, and so on. The system stores these templates, so they are reusable for future bulk transactions. For example, you can configure a template for the Cisco IP Phone 7960 with two lines and another Cisco IP Phone 7960 template with four lines configured. Then, when you need to add a large number of phones with the same configuration, you can reuse the existing template.

The CSV file stores the details for each individual phone, such as its MAC address, description, and so on. See “[Creating CSV Files for Phones, Phones and Users, CTI Ports, and CTI Ports and Users](#)” section on page 3-7 for more details about CSV files. Because you customize CSV files for each bulk transaction, less likelihood exists that you will reuse them than BAT templates.

You create a phone template by specifying values in the phone template fields. You can also specify lines attributes, Cisco IP phone services, and speed dials, if applicable. The phone settings for the BAT phone template require similar values to those that you enter when adding a phone in Cisco CallManager Administration. However, you must use the BAT phone template when performing bulk operations in BAT.

### Prerequisite

Prior to creating the template, make sure phone settings such as device pool, location, calling search space, and button template have already been configured in Cisco CallManager Administration. You cannot create new settings in BAT.

To create the phone template, perform the following steps. You can then add lines, services, and speed dials. If you have already created the template but did not add lines, skip to [Adding or Updating Lines to a BAT Phone Template, page 3-4](#).

### Procedure

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- Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)
  - Step 2** Choose **Configure > Template > Phone**.
  - Step 3** In the Device Information area, enter the settings for the phone model for which you are creating the template. See [Field Descriptions for Adding a Phone Template, page 3-34](#), for more information.

- Step 4** To create the BAT phone template, click **Insert**.
- Step 5** Click **Insert**.
- Step 6** Once the status indicates the insert completed, scroll down to the Line Details area to add line attributes, if applicable. Because you probably do not have any lines created at this point, you have successfully created the template.

If the template does have lines, skip to Step 4 in the [“Adding or Updating Lines to a BAT Phone Template”](#) section on page 3-4.

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### Related Topics

- [Adding or Updating Lines to a BAT Phone Template, page 3-4](#)
- [Adding or Updating Services to a BAT Phone Template, page 3-5](#)
- [Adding or Updating Speed Dials to a BAT Phone Template, page 3-6](#)
- [Creating CSV Files for Phones, Phones and Users, CTI Ports, and CTI Ports and Users, page 3-7](#)
- [Copying a BAT Phone Template, page 3-23](#)

## Adding or Updating Lines to a BAT Phone Template

To add one or more lines to the phones in the BAT template, or to update existing lines, follow this procedure. The button template in use for this BAT template determines the number of lines that you can add or update.

### Procedure

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- Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)
- Step 2** Choose **Configure > Template > Phone**.
- Step 3** From the list of templates, choose the template for which you want to add line(s).
- Step 4** Scroll down to the bottom of the template and click **Add Line**.  
A popup window displays.



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**Note** The maximum number of lines that appear for a BAT template depends on model and button template you chose when creating the BAT phone template.

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- Step 5** Enter or choose the appropriate values for the line settings described in [Field Descriptions for Adding a Line to a BAT Phone Template, page 3-41](#). Remember that all phones in this batch will use the settings that you choose for this line. All fields are optional.
- Step 6** Click **Insert and Close**.  
BAT adds lines to the phone template configuration, and the popup window closes.
- Step 7** Repeat [Step 4](#) through [Step 6](#) to add settings for any additional lines.
- Step 8** If you want to add Cisco IP phone services to the template (Cisco IP Phone models 7960 and 7940 only), skip to [Step 4](#) in the “[Adding or Updating Services to a BAT Phone Template](#)” section on [page 3-5](#).
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## Adding or Updating Services to a BAT Phone Template

You can subscribe Cisco IP phone services to the phones. Only Cisco IP Phone models 7960 and 7940 include this feature.

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- Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)
- Step 2** Choose **Configure > Template > Phone**.
- Step 3** From the list of templates, choose the template for which you want to add service(s).
- Step 4** Click **Subscribe/Unsubscribe Services** in upper, right corner of the window.  
A popup window displays. In this window, you can subscribe to Cisco IP phone services. Only for Cisco IP Phone models 7960 and 7940 provide services.
- Step 5** In the **Select a Service** box, choose a service to which you want all phones to be subscribed. The Service Description box displays details about the service that you selected.

- Step 6** Click **Continue**.
  - Step 7** Repeat [Step 5](#) and [Step 6](#) to set services for any expansion modules, if applicable.
  - Step 8** In the Service Name field, you can modify the name of the service, if desired.
  - Step 9** Click **Subscribe** to associate these phone services to the phone template.
  - Step 10** Repeat Steps 5 through 8 to add more services.
  - Step 11** Close the popup window.
  - Step 12** If you want to add speed dials to the template, skip to Step 4 in the [“Adding or Updating Speed Dials to a BAT Phone Template”](#) section on page 3-6.
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## Adding or Updating Speed Dials to a BAT Phone Template

You can designate speed dials for the phones if the Phone Button Template has provided speed-dial buttons.

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- Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)
- Step 2** Choose **Configure > Template > Phone**.
- Step 3** From the list of templates, choose the template for which you want to add speed dial(s).
- Step 4** Click **Add/Update Speed Dials** in the upper, right corner of the window.  
A popup window displays. In this window, you can designate speed-dial buttons for base Cisco IP phones and expansion modules. The number of speed-dial buttons available for this template depends on the Phone Button Template in use for this BAT template. Expansion module sections only display for Cisco IP Phone 7960.
- Step 5** In the Speed Dial Settings for Base Phone area, enter the number in the **Speed Dial Number** fields, including any access or long-distance codes.
- Step 6** In the **Speed Dial Label** fields, enter a corresponding label for each speed-dial number that you entered.

- Step 7** Repeat [Step 5](#) and [Step 6](#) to set speed dials for any expansion modules, if applicable (Cisco IP Phone 7960 templates only).
- Step 8** Click **Update and Close**.
- BAT inserts the speed-dial buttons to the database, and the popup window closes.
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## Creating CSV Files for Phones, Phones and Users, CTI Ports, and CTI Ports and Users

The CSV file for phones or CTI ports contains information about each phone or port as a record. Make sure all phones in a CSV file are the same model and have the same number of configured lines. For CTI ports, enter device names instead of MAC addresses. You can also enable CTI application usage while associating a new CTI port to an existing user.

You can associate the phones to an existing user. To associate more than one phone to an existing user, you need to write the required information in separate records. For example, to associate two new Cisco IP Phone 7960s to an existing user, you need to write two records in the CSV file, one for each Cisco IP Phone 7960 but each with the same user ID.

The CSV file contains duplicates of some of the values from the BAT template. Values in the CSV file override any values set in the BAT phone template. For example, you can set speed-dial buttons and labels in the BAT phone template, as well as in the CSV file. This override feature allows for special configuration in some cases. For example, if you want most of the phones in the bulk-add transaction to be redirected to voice mail, you can set the Call Forward Busy and Call Forward No Answer fields to the voice-mail number. If you want the call for a few phones in the bulk-add transaction to be redirected to a secretary instead of voice mail for only those phones, you can specify the directory number of the secretary in the Call Forward Busy (CFB) and Call Forward No Answer (CFNA) fields in the CSV file. This allows most of the phones to use the CFB and CFNA values from the BAT phone template, but select phones use the directory number of the secretary as specified in the CSV file instead.

The CSV file for phones can contain multiple directory numbers depending on whether the BAT phone template in question supports multiple lines.

**Note**

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The number of directory numbers entered in the CSV file must equal the number of lines configured in the phone template, or an error will result.

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You can create a CSV file two ways. You can use the Microsoft Excel template called **BAT.xlt** or create the CSV using a sample text file. Cisco recommends you use the BAT.xlt template because the data is validated automatically when you export to CSV format.

The **BAT.xlt** file provides data file templates with macros, support for multiple phone lines, and error checking, and exports the values into CSV files for phones, users, CTI ports, phone/user combinations, CTI port/user combinations, Cisco VG200 gateways, and FXS ports on Cisco Catalyst 6000 analog interface modules.

For instructions on creating the CSV file, see

- [Creating CSV Files for Phones, Phones and Users, CTI Ports, and CTI Ports and Users, page 3-7](#) (recommended method)
- [Creating a Text-Based CSV Text File, page 3-13](#)

## Understanding the BAT.xlt File

The BAT.xlt file simplifies the creation of CSV files. It provides validation and error checking automatically to help reduce configuration errors. The BAT.xlt file provides several tabs (along the bottom edge of the file) that allow you to create CSV files for the various devices and user combinations in BAT.

To use the BAT.xlt file to create a CSV file, first click the tab for the type of device with which you want to work. For example, to add phones and users all at once, click the tab marked **Phones-Users**. Each tab specifies the field name, whether it is a required or optional field, and the maximum number of characters allowed.

The CSV file works in combination with the BAT template. For example, on the Phone tab in the BAT.xlt file, you can leave Location, Forward Busy Destination, or Call Pickup Group for any record on the CSV file blank, and the values from the BAT phone template will be used for these fields. However, if you specify values in the CSV file for those fields, those values override the values for these fields that were set in the BAT phone template.

## Creating a CSV File for Phones, Phones/Users, CTI Ports-Users, or CTI Ports Using BAT.xlt

Follow this procedure to create the CSV file for adding phones or phones and users together. The information that you provide here, in combination with the information provided in the BAT template for phones, is used to add the Cisco IP phones to the Cisco CallManager database.

### Procedure

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**Step 1** The BAT.xlt file resides on the Publisher database server. However, you normally would not have Microsoft Excel running on the Publisher database server. You must copy the file from the Publisher database server to the local machine on which you plan to work.

Using a floppy disk or a mapped network drive, open the path C:\CiscoWebs\BAT\ExcelTemplate on the Publisher database server and copy the file **BAT.xlt** to a local machine where Microsoft Excel is installed.

**Step 2** Double-click **BAT.xlt**.

**Step 3** When prompted, click **Enable Macros**.

**Step 4** Click the tab for the type of CSV file that you want to add.

- Click the **Phones** tab at the bottom of the spreadsheet to add phones.
- Click the **Phones-Users** tab at the bottom of the spreadsheet to add phones and users all at once.
- Click the **CTI Port** tab at the bottom of the spreadsheet to add CTI ports.
- Click the **CTI Port-Users** tab at the bottom of the spreadsheet to add CTI ports and users all at once.

**Step 5** Scroll to the right side of the template until you see the **Number of Phone Lines** box. In that box, enter the number of lines that equals to the number of directory numbers.



**Note** The number of lines that you specify here must match the number of lines configured in the BAT template, or an error will result when you attempt to insert a BAT phone template and CSV with mismatched number of lines.

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- Step 6** If you are creating a Phones or Phones-Users file, in the **Number of Speed Dials** box, enter the number of speed-dial buttons that are configured on the BAT phone template. This check box does not display on the CTI Port and CTI Port-Users tabs.




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**Note** The number of speed dials that you specify here cannot exceed the number of speed dials configured in the BAT template, or an error will result when you attempt to insert the BAT phone template and CSV file.

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- Step 7** Complete all mandatory fields and any relevant optional fields. Each column heading specifies the length of the field and whether it is required or optional. If you have multiple devices, several fields will appear multiple times, once for each device.




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**Note** The system treats blank rows in the spreadsheet as “End of File” and discards subsequent records.

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In each row, provide the following information. Because these instructions apply to four different tabs, complete only the fields for the tab that you are adding. You can determine which fields apply because each field is prefaced with the name of the tab in the BAT.xlt file (such as Phones or CTI-Users), “All” to indicate a field common to all tabs under discussion, “All Phone Types” to indicate those fields that display on both the Phones and the Phones-User tabs, or “All CTI Types” for those fields that display on both the CTI Port and CTI Port-Users tabs.

- (Phones-Users, CTI Port-Users) In the First Name field, enter the first name up to 50 characters, of the user to whom this phone will be issued.
- (Phones-Users, CTI Port-Users) In the Last Name field, enter the last name up to 50 characters, of the user to whom this phone will be issued.
- (Phones-Users, CTI Port-Users) In the User ID field, enter the user ID for the user to whom this phone will be issued.
- (Phones-Users, CTI Port-Users) In the Password field, enter the password that the user needs to access the Cisco IP Phone User Options web page.

Although considered optional in the CSV file, you must provide a password. You can specify the password either on the CSV file or during user insertion in BAT. If you want to apply individual passwords for each user, specify the

password in the CSV file. If you want to use a default password that can be used by all users, do not specify the password in the CSV file and instead provide this information when you insert the users in BAT.

- (Phones-Users, CTI Port-Users) In the Manager field, enter manager's user ID for the user to whom this phone will be issued.
- (Phones-Users, CTI Port-Users) In the Department field, enter the department number for the user to whom this phone will be issued.
- (Phones-Users, CTI Port-Users) In the PIN field, enter the personal identification number (PIN) to be used for extension mobility.

Although considered optional in the CSV file, you must provide a PIN. You can specify the PIN either on the CSV file or during user insertion in BAT. If you want to apply individual PINs for each user, specify the PIN in the CSV file. If you want to use a default PIN that can be used by all users, do not specify the PIN in the CSV and instead provide this information when you insert the users in BAT.

- (Phones-Users, CTI Port-Users) In the User Device Profile, enter the user device profile for this user. A user device profile specifies basic device information, such as the phone button template, and is used in connection with the extension mobility feature.
- (Phones-Users, CTI Port-Users) In the User Locale field, enter the language and country that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which language displays in the Cisco CallManager user windows and phones.

Enter your preferred language first, followed by the country.

- (All CTI Types) In the Device Name field, enter a unique identifier for the CTI port. You can check the Create Dummy MAC Addresses check box to automatically generate unique device identifiers.
- (All Phone Types, CTI Port) In the MAC Address field, enter the MAC address.
- (All) In the Description field, enter a description of the phone, such as the MAC address preceded with "SEP;" or something more descriptive like "Conference Room A" or "John Smith" if the phone is going to be placed in a conference room or given to a specific user.

- (All) In the Location field, enter the location. If you provided a location in BAT phone template, you can leave this field blank to use the value in the BAT phone template. A location indicates the remote location accessed using restricted bandwidth connections.
- (All) In the Directory Number field, enter the directory number for the phone.
- (All) In the Display field, enter the text that you want to appear on the called party phone display, such as the user name (John Smith) or phone location (Conference Room 1).
- (All) In the Forward Busy Destination field, enter the directory number to which calls should be forwarded when the phone is busy. To use the value provided in the BAT phone template, leave this field blank.
- (All) In the Forward No Answer Destination field, enter the directory number to which calls should be forwarded when the phone is not answered. To use the value provided in the BAT phone template, leave this field blank.
- (All) In the Call Pickup Group field, enter the number that can be dialed to answer calls to this directory number. To use the value provided in the BAT phone template, leave this field blank.
- (All) In the User ID field, enter the user ID for the user to whom this phone will be issued.
- (All Phone Types) In the Speed Dial field, enter the complete number, including access or long-distance codes, that you want users to be able to dial by pressing the speed-dial button.
- (All Phone Types) In the Speed Dial Label field, enter a description of the speed-dial number; for example, “555-1234,” “Security,” or “Cafeteria.”

**Step 8** (Optional) To use the dummy MAC address option, check the Create Dummy MAC Address check box.

You must enter the MAC address or use the dummy MAC address option. If you choose the dummy MAC address option, you can update the phones later with the correct MAC address by manually entering this information into Cisco CallManager Administration for each phone or by using the TAPS tool. See [Chapter 7, “Working With TAPS”](#), for more information about TAPS.

If you are adding CTI ports, the dummy MAC address option provides a unique device name for each CTI port in the form of fake MAC addresses.

**Step 9** Click **Export to BAT Format** to transfer the data from the BAT Excel spreadsheet into a CSV file.

The system saves the file to **C:\XLSDDataFiles** (or to your choice of another existing folder) as

**tablename#timestamp.txt**

where “tablename” represents the type of CSV file that you created (such as phones, phones-users), and “timestamp” represents the precise date and time that the file was created.

**Step 10** To be accessed by BAT, the CSV file must reside on the Publisher database server. However, you normally would not have Microsoft Excel running on the Publisher database server. So this step assumes that you have saved the CSV file to the local machine (not the Publisher database server). In that case, you must copy the file to Publisher database server.

Using a floppy disk or a mapped network drive, copy the CSV file from C:\XLSDDataFiles\ to the appropriate C:\BATFiles\ folder on the server running the Publisher database for Cisco CallManager. For phones or CTI ports, you would copy the CSV file to C:\BATFiles\Phones; for phones and users combination, or CTI ports and users combination, you would copy the CSV file to C:\BATFiles\PhonesUsers; for users, you would copy the CSV file to C:\BATFiles\Users\Insert Users.

**Step 11** For information on how to read the exported CSV file, click the link to **View Sample File** in the Insert Phones window in BAT (**Configure > Phones**).

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## Creating a Text-Based CSV Text File

If you do not use the BAT.xlt file for data input when adding phones, phones and users, CTI ports, or CTI ports and users, you must create the CSV file using lines of ASCII text with values separated by commas. You do not need to follow the instructions in this section if you created the CSV file using the BAT.xlt file.



### Tips

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Use the **BAT.xlt** file to input data because data validation is performed on that file.

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The comma separated values (CSV) file provides a common textual way of providing tabular information. You can create a data file using any file format, such as Microsoft Notepad, Microsoft Word, and so on. Save the CSV file to its respective folder, such as for phones this folder would be C:\BATFiles\Phones\, on the server running the Publisher database for Cisco CallManager.

### Procedure

To create a CSV text file for phones, phones/users combination, CTI ports, or CTI ports/users combination, perform the following steps:

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**Step 1** Open a text editor (such as Notepad) or any application that allows you to export or create a CSV file.

**Step 2** Using a separate line for each phone, enter the values for each phone, CTI port, or user combination that you want to add to Cisco CallManager. See [Tips for Creating a Text-Based CSV File, page 3-14](#), for detailed information about the formatting that you must use in the text-based CSV file.




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**Note** An error occurs upon insertion if any blank lines exist in the CSV file.

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**Step 3** Save or copy the file to C:\BATFiles\ (in the folder named for the type of CSV file that you are creating: phones, CTI port-users, and so on) on the server running the Publisher database for Cisco CallManager.




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**Note** You cannot use CSV files saved anywhere except in the proper folder under C:\BATFiles\ on the server running the Publisher database for Cisco CallManager for BAT inserts.

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## Tips for Creating a Text-Based CSV File

The following example format and samples show the fields, field length, and whether the field is optional or mandatory.

Some fields labeled optional in the CSV file actually become mandatory when certain conditions are met. For example, you must specify password and PIN fields, but they appear as optional in the CSV file because you can specify them

in BAT when you insert the CSV file. Directory number, also shown as optional, becomes mandatory if your corresponding phones or phones-users BAT template has one or more lines configured. In that case, directory number becomes mandatory, and the number of directory number fields that you supply in the CSV file must match the number of lines configured in the BAT template.

Phones only:

**MAC Address**(Mandatory, 12 characters),**Description** (Optional, up to 50 characters),**Location** (Optional, up to 50 characters),**Directory Number** (Optional, up to 50 numerals),**Display** (Optional, up to 30 characters),**Forward Busy Destination** (Optional, up to 50 numerals and special characters),**Forward No Answer Destination**(Optional, up to 50 numerals and special characters),**Call Pickup Group** (Optional, up to 50/50 characters),**User ID** (Optional, up to 30 characters),**Speed Dial** (Optional, up to 50 numerals and special characters),**Speed Dial Label**(Optional, up to 30 characters)

For example:

```
1231123245AB,SEP1231123245AB,Dallas,9725557154,John Smith,
9725557100,9725557100,9725557121/TollByPass,johns,557200,Cafeteria
```

Phones and Users combination:

**First Name**(Mandatory, 1 to 50 characters),**Last Name**(Mandatory, 1 to 50 characters),**User ID**(Optional, 1 to 30 characters),**Password**(Optional, up to 20 characters),**Manager**(Optional, up to 30 characters),**Department**(Optional, up to 50 characters),**PIN**(Optional up to 20 numerals),**User Device Profile**(Optional, up to 50 characters),**User Locale**(Optional, up to 50 characters),**MAC Address** (Mandatory, 12 characters),**Description** (Optional, up to 50 characters),**Location** (Optional, up to 50 characters),**Directory Number** (Optional, up to 50 numerals),**Display** (Optional, up to 30 characters),**Forward Busy Destination** (Optional, up to 50 numerals and special characters),**Forward No Answer Destination**(Optional, up to 50 numerals and special characters),**Call Pickup Group** (Optional, up to 50/50 characters),**Speed Dial** (Optional, up to 50 numerals and special characters),**Speed Dial Label**(Optional, up to 30 characters)

For example:

```
John,Smith,johns,abc123de,karend,0012055,9989,johns,English United
States,1231123245AB,SEP1231123245AB,Dallas,9725557154,John Smith,97255
57100,9725557100,9725557121/TollByPass,557200,Cafeteria
```

CTI ports:

**Device Name**(Mandatory, up to 15 characters),**Description** (Optional, up to 50 characters),**Location** (Optional, up to 50 characters),**Directory Number** (Optional, up to 50 numerals),**Display** (Optional, up to 30 characters),**Forward Busy Destination** (Optional, up to 50 numerals and special characters),**Forward No Answer**(Optional, up to 50 numerals and special characters),**Call Pickup Group** (Optional, up to 50/50 characters),**User ID**(Optional, 1 to 30 characters)

For example:

```
TAPS port 1,CTI TAPS port 1,Dallas,9725557154,John Smith,
9725557100,9725557100,9725557121/TollByPass
```

CTI ports and users combination:

**First Name**(Mandatory, 1 to 50 characters),**Last Name**(Mandatory, 1 to 50 characters),**User ID**(Mandatory, 1 to 30 characters),**Password**(Optional, 4 to 20 characters),**Manager**(Optional, up to 30 characters),**Department**(Optional, up to 50 characters),**PIN**(Optional up to 20 numerals),**User Device Profile**(Optional, up to 50 characters),**User Locale**(Optional, up to 50 characters)**Device Name**(Mandatory, up to 15 characters),**Description** (Optional, up to 50 characters),**Location** (Optional, up to 50 characters),**Directory Number** (Optional, up to 50 numerals),**Display** (Optional, up to 30 characters),**Forward Busy Destination** (Optional, up to 50 numerals and special characters),**Forward No Answer**(Optional, up to 50 numerals and special characters),**Call Pickup Group** (Optional, up to 50/50 characters)

For example:

```
John,Smith,johns,abc123de,karend,0012055,9989,johns,TAPS port 1,
CTI TAPS port 1,Dallas,9725557154,John Smith,9725557100,
9725557100,9725557121/TollByPass
```

Always include comma separators, even if a field is blank. Specify Call Pickup Group as either a Directory Number or as Directory Number/Route Partition Name, if the access to the call pickup group is restricted by a Route Partition. Specify the user ID if the phone is to be associated to a user.

Refer to the following examples and sample CSV records when creating CSV files. The examples apply for phones CSV files, but the same principles apply to all CSV file formats.

**Tip**

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You must specify PIN and Password values, either on the CSV file or when you add the users to Cisco CallManager. If you want to apply individual PINs or passwords for each user, specify the PIN and password information in the CSV file. If you want to use a default PIN and password that can be used by all users, do not specify PIN or password values in the CSV and instead provide this information when you use BAT to add the users to Cisco CallManager.

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**Tip**

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Optional Directory Number fields only apply if you are creating the CSV file for use with a BAT template that has no lines. If lines are configured on the BAT phone template, you must supply an equal number of directory numbers in the CSV file for each device.

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**Phone CSV File Examples**

If Forward Busy Destination is 3001 on a phone template, all records in a CSV file that have no value for Forward Busy Destination use 3001.

```
1231123245AB,SEP1231123245AB,Dallas,9725557154,John Smith,,  
9725557100,9725557121/TollByPass,johns,557200,Cafeteria
```

If the description for a phone is blank

```
1231123245AB,,Dallas,9725557154,John Smith,9725557100,  
9725557100,9725557121/TollByPass,johns,557200,Cafeteria
```

If no active line is required and the location is also blank

```
1231123245AB,SEP1231123245AB,,557200,Cafeteria
```

If two active lines are required

```
1231123245AB,SEP1231123245AB,Dallas,9725557154,John  
Smith,9725557100,9725557100,9725557121/TollByPass,9725557155,  
John Smith,9725557100,9725557100,9725557121/TollByPass,johns,557200,  
Cafeteria
```

**Note**


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For the MAC Address, enter MAC address values or check the option for creating dummy MAC addresses.

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If one line is required and you want to include only the required values and none of the optional values

```
1231123245AB,,,9725557154,,,,,
```

If the option is checked for a dummy MAC address and you want one line

```
,SEP1231123245AB,Dallas,9725557154,John Smith,9725557100,
9725557100,9725557121/TollByPass,johns,557200,Cafeteria
```

## Adding Phones or CTI Ports to Cisco CallManager

Follow this procedure to bulk-add phones or CTI ports to Cisco CallManager.

### Before You Begin

- You must create a CSV file before you attempt to add phones or CTI ports to Cisco CallManager.
- If you are adding phones, you must create a BAT phone template before you attempt to add phones to Cisco CallManager.

### Procedure

---

- Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)
- Step 2** Choose **Configure > Phones**.  
The Insert Phones window displays.
- Step 3** In the File Name field, choose the CSV file that you created for this type of bulk transaction.
- Step 4** In the Phone Template Name field, choose the BAT template that you created for this type of bulk transaction.



---

**Note** If you want to insert phones that require different phone templates, you must create separate CSV files. The Line Details link shows how many lines are configured for the selected template.

---

**Step 5** If you did not enter individual MAC addresses in the CSV file, you must check the **Create Dummy MAC Address** check box. You can update the phones or devices later with the correct MAC address by using TAPS or by manually entering this information into Cisco CallManager Administration for each phone. See [Chapter 7, “Working With TAPS”](#), for more information about TAPS.

If you are adding CTI ports, the dummy MAC address option provides a unique device name for each CTI port in the form of fake MAC addresses. If you did not provide device names in the CSV file, you must check the **Create Dummy MAC Address** check box.

This field automatically generates fake MAC addresses in the following format: **XXXXXXXXXXXX**

where X is any 12-character, hexadecimal (0-9 and A-F) number.

- Choose this option only when auto-registration is enabled.
- Choose this option if you do not know the MAC address of the phone that will be assigned to the user. Once the phone is plugged in, a MAC address registers for that device.
- Do not choose this option if you supplied MAC addresses or device names in the CSV file.

When phones are given to users, remember to update the phone records with the valid MAC address either by using TAPS or by manually updating in Cisco CallManager Administration.

**Step 6** Check the **Enable CTI Application Use** check box to enable use of applications such as Cisco IP SoftPhone.

**Step 7** Click **Insert**.

A message displays advising you of approximately how long it will take to insert the records to the Cisco CallManager database. You can cancel the transaction if you feel that it may cause performance degradation.

**Step 8** Click **OK** to insert the phones or click **Cancel** to cancel the transaction.

If you clicked OK, a Transaction Status window displays. You can click the **Show Latest Status** button to see the transaction in progress.



---

**Note** If any line information for a phone record fails, BAT does not insert that phone record.

---

When the transaction completes, you can click **View Latest Log File** to see a log file indicating the number of records added and the number of records failed, including an error code. For more information on log files, see [Chapter 8, “Troubleshooting BAT and TAPS”](#).

---

## Adding Phones and Users or CTI Ports and Users to Cisco CallManager

Follow this procedure to bulk-add phones and users or CTI ports and users to Cisco CallManager.

### Before You Begin

- You must create a Phones-Users or CTI Port-Users CSV file before you attempt to add phones and users or CTI ports and users to Cisco CallManager.
- If you are adding phones and users, you must create a BAT phone template before you attempt to add phones and users to Cisco CallManager.

### Procedure

---

- Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)
- Step 2** Choose **Configure > Phones/Users**.  
The Insert Phones/Users window displays.
- Step 3** In the File Name field, choose the CSV file that you created for this type of bulk transaction.
- Step 4** In the Phone Template Name field, choose the BAT template that you created for this type of bulk transaction.



---

**Note** If you want to insert phones that require different phone templates, you must create separate CSV files. The Line Details link shows how many lines are configured for the selected template.

---

**Step 5** If you did not enter individual MAC addresses in the CSV file, you must check the **Create Dummy MAC Address** check box. You can update the phones or devices later with the correct MAC address by using TAPS or by manually entering this information into Cisco CallManager Administration for each phone. See [Chapter 7, “Working With TAPS”](#), for more information about TAPS.

If you are adding CTI ports, the dummy MAC address option provides a unique device name for each CTI port in the form of fake MAC addresses. If you did not provide device names in the CSV file, you must check the **Create Dummy MAC Address** check box.

This field automatically generates fake MAC addresses in the following format: **XXXXXXXXXXXX**

where X is any 12-character, hexadecimal (0-9 and A-F) number.

- Choose this option only when auto-registration is enabled.
- Choose this option if you do not know the MAC address of the phone that will be assigned to the user. Once the phone is plugged in, a MAC address registers for that device.
- Do not choose this option if you supplied MAC addresses or device names in the CSV file.

When phones are assigned to users, remember to update the phone records with the valid MAC address either by using TAPS or by manually updating in Cisco CallManager Administration.

Check the **Enable Authentication Proxy Rights** check box if you want all users added in this transaction to be able to log on to a phone on behalf of someone else. Users with authentication proxy rights enabled are considered “super users” or “admin users” who act as the single point of authentication through which all users connect for extension mobility. You will need to do further configuration in Application Administration on the Cisco CRA server.

**Step 6** Check the **Enable CTI Application Use** check box to enable use of applications such as Cisco IP SoftPhone.

**Step 7** (Optional) In the User Default Values area, provide the following information if you have not already done so in the CSV file.

- **Password**—Enter the password that users should provide when logging on to the Cisco IP Phone User Options web page. You should only specify a value here when you want to specify the default password for access to the Cisco IP Phone User Options web page and when you have not already specified individual passwords for each user in the CSV file. Password values specified in the CSV file take precedence over any values that you enter here.
- **Confirm Password**—Reenter the password.
- **PIN**—Enter the PIN that users should provide when logging in to a Cisco IP Phone 7960 or 7940 for extension mobility. You should only specify a value here when you want to specify the default PIN for extension mobility and when you have not already specified individual PINs for each user in the CSV file. PIN values specified in the CSV file take precedence over any values that you enter here.
- **Confirm PIN**—Reenter the PIN.
- **User Locale**—Select the language and country set that you want to associate with this user. Your choice determines which cultural-dependent attributes exist for this user and which what language displays in the Cisco CallManager user windows and phones.
- **User Device Profile**—Enter the user device profile for this user and device. The User Device Profile must exist in Cisco CallManager Administration for the Cisco CallManager database to accept this record.

**Step 8** Click **Insert**.

A message displays advising you of approximately how long it will take to insert the records to the Cisco CallManager database. You can cancel the transaction if you feel it may cause performance degradation.

- Step 9** Click **OK** to insert the phones and users or click **Cancel** to cancel the transaction. If you clicked OK, a Transaction Status window displays. You can click the **Show Latest Status** button to see the transaction in progress.



---

**Note** If any line information for a phone record fails, BAT does not insert that phone record.

---

When the transaction completes, you can click **View Latest Log File** to see a log file indicating the number of records added and the number of records failed, including an error code. For more information on log files, see [Chapter 8, “Troubleshooting BAT and TAPS”](#).

---

#### Related Topics

- [Creating CSV Files for Phones, Phones and Users, CTI Ports, and CTI Ports and Users, page 3-7](#)
- [Updating Phone Records, page 3-25](#)

## Copying a BAT Phone Template

You can copy the properties of a phone template into a new phone template. This action proves useful when you have similar bulk-add transactions and only a few details need to be changed.



---

**Note** The template that you want to create from the original must be the same device type, such as Cisco IP Phone 7960. You cannot change device type in the copy of the template.

---

**Procedure**

To copy an existing BAT phone template, perform the following steps:

- 
- Step 1** Start BAT. (See [Starting BAT, page 1-4.](#))
- Step 2** Choose **Configure >Template > Phones**.  
The Phone Template Configuration window displays.
- Step 3** In the Phone Templates column on the left, click on the template that you want to copy.  
The selected template details display in the Phone Template Configuration window.
- Step 4** Verify that this is the template that you want to copy and click **Copy**.  
The template reproduces to create a copy. The copy duplicates all the values that were specified in the original template.
- Step 5** In the Phone Template Name field, enter a new template name.
- Step 6** Update the fields as needed for the new template.
- Step 7** Click **Insert**.  
The template added to BAT displays in the Phone Templates column on the left.
- Step 8** Click Add Line to provide line attributes, if applicable. See the [“Adding or Updating Lines to a BAT Phone Template” section on page 3-4](#) for more information. You can also define services and speed-dial buttons.
- 

**Related Topics**

- [Adding Phones or CTI Ports, page 3-2](#)
- [Adding or Updating Services to a BAT Phone Template, page 3-5](#)
- [Adding or Updating Speed Dials to a BAT Phone Template, page 3-6](#)

# Updating Phone Records

You can bulk-update phone records in the Cisco CallManager database. This action proves useful when you want to change one of the settings for many similar phones, such as device pool or calling search space.

You can create a query to update a set of phone records. Creating a query requires defining a filter. You can also create complex queries by clicking either the AND or the OR button.

**Note**

---

You can reset or restart devices without updating any attributes. This action may prove useful if a problem should arise, and you must reset or restart the phones in bulk.

---

**Note**

---

While updating services, only one service can be subscribed to at a time.

---

**Procedure**

To create a query, perform the following steps:

- 
- Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)
- Step 2** Choose **Configure > Phones** and click to **Update Phones** link in upper, right corner of the window.
- The Update Phones window displays. To locate the records that you want to update, define the filter.
- Caution**  If no filter is defined, BAT applies the changes to all phone records.
- 
- Step 3** In the first drop-down list box, choose the field to query such as Model, Device Name, and so on.
- Step 4** In the second drop-down list box, choose the search criteria such as begins with, contains, is empty, and so on.
- Step 5** In the search field/list box, either choose or enter the value that you want to locate, such as a specific phone model.

- Step 6** Click **Add To Query** to add the defined filter to the query. Click **AND** or **OR** to add multiple filters and repeat [Step 2](#) through [Step 5](#) to further define your query.

**Note**

---

You cannot perform multiple queries when Directory Number is used in the first drop-down list box; i.e., **AND** or **OR** are not valid operators with Directory Number

---

If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 3](#) and start over.

- Step 7** Click **View Query Result** to display the records that are going to be affected. Specify the setting that you want to update for all the records that you have defined in your query.
- Step 8** In the Parameter list box, choose a setting from the list box. Refer to [Table 3-4](#) for field descriptions of parameters that you might encounter. If you only want to reset or restart devices, leave this field blank and skip to [Step 11](#).
- Step 9** In the Value field, enter the new value or choose a value from the list box. If you only want to reset or restart devices, leave this field blank and skip to [Step 11](#).
- Step 10** Click the arrow pointing toward the Set Values box to add the specified parameter and value to the Set Value box. Values in the Set Value box will be applied to the records that you have defined in your query. You can remove values by choosing the value that you want to remove from the Set Values box and clicking the arrow facing the Value field. You can choose multiple parameters to update. Repeat Steps 7 through 10 to add more parameters.
- Step 11** Check the **Reset devices** check box to reset (power-cycle) the phones or check the **Restart devices** box if you want to reset phones without power-cycling. You can also reset and restart the devices without adding any attributes.

**Note**

If you want to reset or restart the devices at a later time, do not check either check box. When you click Run, the records update with the specified parameters; however, no changes take effect until you reset or restart the devices.

**Step 12** Click **Run** to apply the updates to the records.

---

**Related Topics**

- [Adding Phones or CTI Ports, page 3-2](#)
- [Updating Lines, page 3-27](#)
- [Deleting Phones, page 3-31](#)
- [Viewing a List of Phones with Dummy MAC Addresses, page 3-29](#)
- [Field Descriptions for Update Phones, page 3-47](#)

## Updating Lines

You can use BAT to bulk-update line attributes for a select group of devices.

**Note**

You can use the Update Lines window to query lines for user device profiles.

**Procedure**

To update lines, perform the following steps:

---

- Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)
- Step 2** Choose **Configure > Phones** and click the **Update Lines** link in the upper, right corner of the window.

The Update Lines window displays. To locate the records that you want to update, define the filter.

**Caution**

If no filter is defined, BAT applies the changes to all lines.

- Step 3** In the first drop-down list box, choose the field to query such as Device Pool, Phone Calling Search Space, Directory Number, Line Number, or Line Partition. Line Number designates the actual line number on the phone, such as line 1 or line 2. It does not specify the directory number associated with the line.
- Step 4** In the second drop-down list box, choose the search criteria such as begins with, contains, is empty, and so on.
- Step 5** In the search field/list box, either choose or enter the value that you want to locate, such as a specific calling search space.
- Step 6** Click **Add To Query** to add the defined filter to the query. You can click **AND** or **OR** to add multiple filters and repeat [Step 3](#) through [Step 6](#) to further define your query.
- If you make a mistake, click **Clear Query** to remove the query; then, return to [Step 3](#) and start over.
- Step 7** Click **View Query Result** to display the records that are going to be affected.
- Specify the setting that you want to update for all the records that you have defined in your query.
- Step 8** In the Parameter list box, choose a setting from the list box.
- See [Table 3-3](#) for descriptions of the parameters.
- Step 9** In the Value field, enter the new value or choose a value from the list box.
- Step 10** Click the arrow pointing toward the Set Values box to add the specified parameter and value to the Set Value box. Values in the Set Value box will be applied to the records that you have defined in your query. You can remove values by choosing the value that you want to remove from the Set Values box and clicking the arrow facing the Value field.
- You can choose multiple parameters to update. Repeat Steps 8 through 10 to add more parameters.

**Step 11** Click **Run** to update the lines and restart the affected phones.

A message displays advising you of approximately how long it will take to update the records in the Cisco CallManager database and that the phones with the affected lines restart automatically. Restarting the phone cause any active calls to be dropped. You can cancel the transaction or click **OK** to continue.

#### Related Topics

- [Adding Phones or CTI Ports, page 3-2](#)
  - [Updating Phone Records, page 3-25](#)
  - [Deleting Phones, page 3-31](#)
  - [Field Descriptions for Updating Lines, page 3-45](#)
- 

## Viewing a List of Phones with Dummy MAC Addresses

You can use BAT to view a list of all phones using a dummy MAC address. The following steps tell you how to search for phones with dummy MAC addresses, but you can modify these procedures and use them to help you find phones using any of the search criteria provided below.

#### Procedure

Use the following steps to generate a list of phones using dummy MAC addresses.

---

- Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)
- Step 2** Choose **Configure > Phones** and then click **Update Phones** link in the upper, right corner of the window.
- The Update Phones window displays.
- Step 3** In the first drop-down list box, choose **Device Name**.
- Step 4** In the second drop-down list box, choose **begins with**.
- Step 5** All phones added with a dummy MAC address have device names that begin with BAT. In the field, enter **BAT**.

**Step 6** Click **Add To Query**.

**Step 7** Click **View Query Results**.

The window displays all phone records that were added to the Cisco CallManager database using a dummy MAC address. You can print the list by right-clicking inside the window and choosing **Print** or by using the keyboard shortcut **Ctrl + P**.

## Viewing a List of Devices

You can use BAT to view a list of all devices using any search criteria. The following steps tell you how to search for devices.

### Procedure

Use the following steps to generate a list of devices.

---

**Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)

**Step 2** Choose **Configure > Phones** and then click **Update Phones** link in the upper, right corner of the window.

The Update Phones window displays.

In the first drop-down list box, choose **Device Name**, or your preferred search criterion.

**Step 3** In the second drop-down list box, choose **begins with**, or your preferred search criterion.

**Step 4** In the field, enter any necessary information, or leave it blank.

**Step 5** Click **Add To Query**.

**Step 6** Click **View Query Results**.

The window displays all phone records that were added to the Cisco CallManager database using the search criteria that you specified. You can print the list by right-clicking inside the window and choosing **Print** or by using the keyboard shortcut **Ctrl + P**.

# Deleting Phones

You can bulk-delete phones from the Cisco CallManager database using the following procedure.

## Procedure

---

- Step 1** Start BAT. (See [Starting BAT, page 1-4.](#))
- Step 2** Choose **Configure > Phones** and then click the **Delete Phones** link in the upper, right corner of the window.  
The Delete Phones window displays.
- Step 3** In the first drop-down list box, choose the field to query such as Model, Device Name, and so on.
- Step 4** In the second drop-down list box, choose the search criteria such as begins with, contains, is empty, and so on.
- Step 5** In the search field/list box, either choose or enter the value that you want to locate, such as a specific phone model.
- Step 6** Click **Add To Query** to add the defined filter to the query. You can click **AND** or **OR** to add multiple filters and repeat [Step 3](#) through [Step 6](#) to further define your query.



---

**Note** You cannot perform multiple queries when Directory Number is used in the first drop-down list box; i.e., **AND** or **OR** are not valid operators with Directory Number.

---

If you make a mistake, click the **Clear Query** button to remove the query; then, return to [Step 3](#) and start over.

**Step 7** Click **View Query Result** to verify the records that are going to be deleted.

**Caution**


---

If no information is entered into the query text box, the system deletes all phone records.

---

**Step 8** Click **Run** to delete the records.

A message displays advising you of approximately how long it will take to delete the records from the Cisco CallManager database. You can cancel the transaction or click **OK** to continue.

After the phones are deleted, BAT generates a log file indicating the number of records deleted and the number of records failed, including an error code. For more information on log files, see [Chapter 8, “Troubleshooting BAT and TAPS”](#).

---

**Related Topics**

- [Adding Phones or CTI Ports, page 3-2](#)
- [Updating Phone Records, page 3-25](#)
- [Updating Lines, page 3-27](#)

## Deleting Templates

You can delete BAT templates when you no longer require them.

**Procedure**

To delete a template, perform the following steps:

---

**Step 1** Start BAT. (See [Starting BAT, page 1-4](#).)

**Step 2** Choose **Configure > Template > *the type of template you want to delete, such as Phone or VG200 Gateway***.

The Template Configuration window displays.

**Step 3** In the Templates column on the left, click on the template that you want to delete.

The selected template details display in the Template Configuration window.

- Step 4** Verify that this is the template that you want to delete and click **Delete**.  
A message displays asking you to confirm the delete operation.
- Step 5** Click **OK** to delete the template or click Cancel to cancel the delete operation without deleting the template.  
The template is deleted from BAT and can no longer be used in bulk transactions.
-

# Field Descriptions

The following sections provide descriptions for fields that you may encounter while adding or updating values.

## Field Descriptions for Adding a BAT Phone Template

Table 3-1 describes the fields that you may encounter when adding a BAT phone template.


**Note**

Values appear in the Device Type, Device Pool, Calling Search Space, Media Resource Group List, User Hold Audio Source, Network Hold Audio Source, Location, Phone Button Template, and Phone Load Name fields. Configure these values in the system through Cisco CallManager Administration.

**Table 3-1** Field Descriptions for Adding a Phone Template

Field	Description
Phone Template Name	Enter a name for this BAT template, up to 50 alphanumeric characters. This name identifies the unique phone template used only in BAT; for example, BAT 7960.
Device Type	Choose CTI port or the type of Cisco IP phone.  <b>Note</b> BAT does not support Cisco IP Phone models 12S or 12SP.  After you choose the device type, BAT refreshes the window and displays the fields that apply to the chosen device type.
Device Pool	Choose the device pool to which this group of phones/ports should belong.  A device pool defines sets of common characteristics for devices, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration.

**Table 3-1** *Field Descriptions for Adding a Phone Template (continued)*

Field	Description
Calling Search Space	<p>For this optional field, 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>
Media Resource Group List	<p>For this optional field, choose the media resource group list (MRGL) to which this group of phones/ports should belong.</p> <p>An MRGL specifies a list of prioritized media resource groups. An application can select required media resources from among the available ones according to the priority order defined in the MRGL.</p>
User Hold Audio Source	<p>For this optional field, choose the user hold audio source that this group of phones/ports should utilize.</p> <p>The user hold audio source specifies the audio source from which music is played when a user places a call on hold.</p>
Network Hold Audio Source	<p>For this optional field, choose the network hold audio source that this group of phones/ports should utilize.</p> <p>The network hold audio source specifies the audio source from which music is played when the system places a call on hold, such as when the user transfers or parks a call.</p>
Location	<p>For this optional field, choose the location to which this group of phones/ports should belong.</p> <p>A location indicates the remote location accessed using restricted bandwidth connections.</p>

Table 3-1 Field Descriptions for Adding a Phone Template (continued)

Field	Description
User Locale	<p>For this optional field, choose the country and language set that you want to associate with this user.</p> <p>This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco CallManager user windows and phones.</p> <p> <b>Note</b> User Locale only applies when using Cisco IP Phones 7940 and 7960.</p>
Network Locale	<p>For this optional field, choose the network locale that you want to associate with this user.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when communicating with the PSTN and other networks in a specific geographical area.</p> <p> <b>Note</b> Network Locale only applies when using Cisco IP Phones 7940 and 7960.</p>
<p>In the Phone Button Template and Expansion Module Template Information area, enter the settings for the phone model for which you are creating the template.</p>	
<p><b>Note</b> Values appear in the Phone Button Template and Expansion Module fields. Configure these templates in the system through Cisco CallManager Administration.</p>	
Phone Button Template	<p>Choose the button template to be used for all phones in this group. This field does not apply if you chose CTI Ports in the Model field.</p> <p>Button templates determine the configuration of buttons on a phone and identify which feature (line, speed dial, and so on) that each button designates.</p>

**Table 3-1** Field Descriptions for Adding a Phone Template (continued)

Field	Description
Expansion Module 1	For this optional field (Cisco IP Phone 7960 only), choose the button template to be used for the first expansion module.
Expansion Module 2	For this optional field (Cisco IP Phone 7960 only), choose the button template to be used for the second expansion module.
In the Firmware Load Information area, enter the settings for the phone model for which you are creating the template, or leave the fields blank to use the default values.	
Phone Load Name	This optional field does not apply for CTI ports. Be aware that any value entered in this field overrides the default value for the selected model and specifies the custom software for a Cisco IP phone. Enter the custom phone load, if applicable.
Expansion Module 1 Load Name	(Cisco IP Phone 7960 only) Enter the firmware load for the first Cisco IP Phone Expansion Module 7914, if applicable. Leave this field blank to use the default load.
Expansion Module 2 Load Name	This is an optional field. (Cisco IP Phone 7960 only) Enter the firmware load for the second Cisco IP Phone Expansion Module 7914, if applicable. Leave this field blank to use the default load.
In the Cisco IP Phone - External Data Locations area, enter the settings for the phone model for which you are creating the template or leave the fields blank to use the default values. This area displays only if you are configuring Cisco IP Phone models 7960 or 7940. Skip these fields if you are configuring this template for any other phone model.	
Information	For this optional field, enter the help text URL for the information button for Cisco IP Phone models 7960 and 7940 only.
Directory	For this optional field that applies only to Cisco IP Phone models 7960 and 7940, enter the URL of the directory server.

**Table 3-1** *Field Descriptions for Adding a Phone Template (continued)*

Field	Description
Messages	For this is an optional field that applies only to Cisco IP Phone models 7960 and 7940, enter the voice mail access pilot number.
Services	For this optional field that applies only to Cisco IP Phone models 7960 and 7940, enter the URL for the services menu.
Authentication Server	<p>For this optional field, enter the URL that the phone uses to validate requests made to the phones web server. If you do not provide an authentication URL, the advanced features on the 7960 and 7940 that require authentication will not function. Leave this field blank to accept the default setting.</p> <p>By default, this URL accesses a Cisco IP Phone User Options web page configured during installation.</p>
Proxy Server	<p>For this optional field, enter the host and port (for example, proxy.cisco.com:80) used to proxy HTTP requests for access to non-local host addresses from the phones HTTP client.</p> <p>If the phone receives a URL such as www.cisco.com in a service and the phone is not configured in the cisco.com domain, the phone uses the proxy server to access the URL. If the phone is configured in the cisco.com domain, the phone accesses the URL without using the proxy because it is in the same domain as the URL.</p> <p>If you do not configure this URL, the phone attempts to connect directly to the URL. Leave this field blank to accept the default setting.</p>

**Table 3-1** Field Descriptions for Adding a Phone Template (continued)

Field	Description
Idle	<p>For this optional field, enter the URL to display on the Cisco IP phone window when the phone has not been used for the time specified in the Idle Time field. For example, you can display a logo on the window when the phone has not been used for 5 minutes. Leave this field blank to use the default value.</p> <p>Only Cisco IP Phone models 7960 and 7940 use this field.</p>
Idle Timer	<p>For this optional field, enter the seconds that you want to elapse before the phone displays the URL specified in the Idle field. Leave this field blank to use the default value.</p> <p>Only Cisco IP Phone models 7960 and 7940 use this field.</p>
<p>In the Extension Mobility (Device Profile) Information area, enter the settings for the phone model for which you are creating the template or leave the fields blank to use the default values. This area displays only if you are configuring Cisco IP Phone models 7960 or 7940. Skip these fields if you are configuring this template for any other phone model.</p>	
Enable Extension Mobility Feature	<p>For this optional box, check this check box if you want to enable the extension mobility feature. Extension mobility allows a user to log in and out of a Cisco IP Phone model 7960 or 7940. See the <i>Cisco CallManager Administration System Guide</i> for more information about extension mobility.</p>

**Table 3-1** Field Descriptions for Adding a Phone Template (continued)

Field	Description
Log Out Profile	<p>For this optional field, choose the profile a phone should load when a user logs out. You must configure log out profiles in Cisco CallManager Administration.</p> <p>Choosing &lt;Use Current Device Settings&gt; creates an autogenerated device profile as the default device profile.</p> <p>If you choose &lt;Select a User Device Profile&gt;, you can then assign a user device profile that has already been defined; this user device profile becomes the default device profile for this device.</p> <p>If a user device profile is chosen as the default device profile, that user device profile is loaded onto the device when the device is logged out (when no user is logged in).</p>
<p>In the Product Specific Configuration area, enter the settings for the phone model for which you are creating the template or leave the fields blank to use the default values. This area displays only if you are configuring Cisco IP Phone models 7960, 7940, 7935, or 7910. Skip these fields if you are configuring this template for any other phone model.</p>	
Forwarding Delay	<p>For this mandatory field (Cisco IP Phone models 7960 or 7940 only), check Enabled check box if you want the port to wait a few seconds prior to forwarding a call.</p>
PC Port	<p>Use this mandatory field to disable or enable the PC port on phones that have internal switches. The port is labeled "10/100 PC" on the back of the phone and is used to connect a PC or workstation to the phone so that they can share a single network connection.</p>

**Table 3-1** Field Descriptions for Adding a Phone Template (continued)

Field	Description
Disable Speakerphone	For this optional box (Cisco IP Phone models 7960 or 7940 only), check this check box to disable the speakerphone functionality for all phones that are added using this BAT template.
Disable Speakerphone and Headset	For this optional box (Cisco IP Phone models 7960 or 7940 only), check this check box to disable the speakerphone and headset functionality for all phones that are added using this BAT template.

## Field Descriptions for Adding a Line to a BAT Phone Template

Table 3-2 describes the optional fields for adding line details on a BAT phone template.

All fields are optional.

**Table 3-2** Field Descriptions for Adding a Line to a BAT Phone Template

Field	Description
Directory Number	
Partition	Choose a partition. A partition indicates the route partition to which the directory number belongs.  <b>Note</b> The directory number can appear in more than one partition; however, make sure the directory number and Partition combination is unique.
Directory Number Settings	
Voice Mail Profile	Choose this parameter to make the pilot number the same as the directory number for this line. This action proves useful if you do not have a voice mail server configured for this phone.

Table 3-2 Field Descriptions for Adding a Line to a BAT Phone Template (continued)

Field	Description
Calling Search Space	<p>This field contains a collection of partitions that are searched for numbers that are called from this directory number.</p> <p><b>Note</b> Changes cause an update of the numbers listed in the Call Pickup Group field. The setting applies to all devices using this directory number.</p>
User Hold Audio Source	<p>This field specifies the music on hold audio source to be played when the user places a call on hold (presses the Hold button or soft key).</p>
Network Hold Audio Source	<p>This field specifies the music on hold audio source to be played when the system places a call on hold (such as when user transfers a call or initiates a conference or call park).</p>
Call Waiting	<p>The choice that you make in this field applies to all devices using this directory number and specifies whether this directory number uses call waiting when a line is busy (On), responds with a busy signal (Off), or uses the system-wide default setting (Default).</p>
Auto Answer	<p>(Not used for CTI ports) The choice that you make in this field applies to all devices using this directory number and specifies whether this directory number uses Auto Answer with handset or Auto Answer with speakerphone.</p>
Call Forward and Pickup Settings	
Voice Mail	<p>Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.</p> <p>If you choose this box, the forward all destination field and forward all calling search space box have no relevance.</p>

**Table 3-2** Field Descriptions for Adding a Line to a BAT Phone Template (continued)

Field	Description
Forward All Destination	<p>This field indicates the directory number to which all calls are forwarded.</p> <p><b>Note</b> Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.</p>
Forward All Calling Search Space	<p>This is an optional field. This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination.</p>
Voice Mail	<p>Check this check box if you want calls to forward to the number that you chose in the voice-mail profile.</p> <p>If you select this box, the forward all destination field and forward all calling search space box are irrelevant.</p>
Forward Busy Destination	<p>This field indicates the directory number to which a call is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.</p>
Forward Busy Calling Search Space	<p>This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination.</p>
Voice Mail	<p>Check this box if you want calls to forward to the number you selected in the voice mail profile.</p> <p>If you select this box, the forward all destination field and forward all calling search space box are irrelevant.</p>

**Table 3-2** Field Descriptions for Adding a Line to a BAT Phone Template (continued)

Field	Description
Forward No Answer Destination	<p>This field indicates the directory number to which a call is forwarded when the phone is not answered.</p> <p><b>Note</b> Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.</p>
Forward No Answer Calling Search Space	<p>This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination. The setting appears only if configured in the system.</p>
Call Pickup Group	<p>This field indicates a number that can be dialed to answer calls to this directory number (in the specified partition); for example, 3003/Partition1.</p>
Line Settings for this Phone	
External Phone Number Mask	<p>This setting indicates the phone number (or mask) used to send Caller ID information when a call is placed from this line. This setting uses a maximum of 30 number and “X” characters; the X characters must appear at the end of the pattern.</p>
Message Waiting Lamp Policy	<p>This field indicates how the Message Waiting Lamp behaves for the device. You can have the MWI always light, never light, or use the system policy, as defined in Cisco CallManager Administration.</p>
Disable ring on this line	<p>This setting applies only to the current device and stops the phone from ringing to indicate incoming calls. CTI ports do not have this setting.</p>

## Field Descriptions for Updating Lines

Table 3-3 provides the optional field descriptions for updating line details.

**Table 3-3** Field Descriptions for Updating Line Details

Field	Description
Line Partition	<p>Choose a partition. A partition indicates the route partition to which the directory number belongs.</p> <p><b>Note</b> The directory number can appear in more than one partition; however, make sure the directory number and Partition combination is unique.</p>
Calling Search Space Forward All	This optional field applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination.
Calling Search Space Forward Busy	This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination.
Calling Search Space Forward No Answer	This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination. The setting appears only if configured in the system.
Calling Search Space Forward on Failure	(CTI ports only) This setting applies to all devices using this directory number and indicates the calling search space to use when forwarding to the specified destination. The setting appears only if configured in the system.
Forward All Destination	<p>This field indicates the directory number to which all calls are forwarded.</p> <p><b>Note</b> Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.</p>

**Table 3-3** Field Descriptions for Updating Line Details (continued)

Field	Description
Forward Busy Destination	<p>This field indicates the directory number to which a call is forwarded when the line is in use.</p> <p><b>Note</b> This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.</p>
Forward No Answer Destination	<p>This field indicates the directory number to which a call is forwarded when the phone is not answered.</p> <p><b>Note</b> Setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices using this directory number.</p>
Forward on Failure Destination	<p>(CTI ports only) Enter the directory number to which a call should be forwarded when a phone or CTI application fails.</p>
User Hold Audio Source	<p>This field specifies the music on hold audio source to be played when the user places a call on hold (presses the Hold button or soft key).</p>
Network Hold Audio Source	<p>This field specifies the music on hold audio source to be played when the system places a call on hold (such as when user transfers a call or initiates a conference or call park).</p>
Auto Answer	<p>(Not used for CTI ports) Choose this parameter if you want all lines updated here to use the auto answer feature. With auto answer, Cisco CallManager automatically answers calls when a headset is in use. A zip tone plays to alert the user that an incoming call has connected.</p>
Voice Mail Profile	<p>Choose this parameter to make the pilot number the same as the directory number for this line. This is useful if you do not have a voice mail server configured for this phone.</p>

**Table 3-3** Field Descriptions for Updating Line Details (continued)

Field	Description
Calling Search Space (Line)	<p>This field contains a collection of partitions that are searched for numbers that are called from this directory number.</p> <p><b>Note</b> Changes cause an update of the numbers listed in the Call Pickup Group field. The setting applies to all devices using this directory number.</p>
Disable Ring	This setting applies only to the current device and stops the phone from ringing to indicate incoming calls. CTI ports do not have this setting.

## Field Descriptions for Update Phones

Table 3-4 describes the fields that you may encounter when updating phones.



**Note**

Values appear in the Device Type, Device Pool, Calling Search Space, Media Resource Group List, User Hold Audio Source, Network Hold Audio Source, Location, Phone Button Template, and Phone Load Name fields. Configure these values in the system through Cisco CallManager Administration.

**Table 3-4** Field Descriptions for Update Phones

Field	Description
Description	This optional field allows you to enter a description so that you can recognize the device.
Phone Load Name	This optional field does not apply for CTI ports. Be aware that any value entered in this field overrides the default value for the chosen model and specifies the custom software for a Cisco IP phone. Enter the custom phone load, if applicable.

**Table 3-4** Field Descriptions for Update Phones (continued)

Field	Description
Device Pool	<p>Choose the device pool to which this group of phones/ports should belong.</p> <p>A device pool defines sets of common characteristics for devices, such as region, date/time group, Cisco CallManager group, and calling search space for auto-registration.</p>
Calling Search Space	<p>For this is an optional field, 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>
Location	<p>For this is an optional field, choose the location to which this group of phones/ports should belong.</p> <p>A location indicates the remote location that is accessed using restricted bandwidth connections.</p>
Information	<p>For this optional field, enter the help text URL for the information button for Cisco IP Phone models 7960 and 7940 only.</p>
Directory	<p>This optional field applies only to Cisco IP Phone models 7960 and 7940. Enter the URL of the directory server.</p>
Messages	<p>This optional field applies only to Cisco IP Phone models 7960 and 7940. Enter the voice mail access pilot number.</p>
Services	<p>This optional field applies only to Cisco IP Phone models 7960 and 7940. Enter the URL for the services menu.</p>

**Table 3-4** Field Descriptions for Update Phones (continued)

Field	Description
Authentication Server	<p>For this optional field, enter the URL that the phone uses to validate requests made to the phones web server. If you do not provide an authentication URL, the advanced features on the 7960 and 7940 that require authentication will not function. Leave this field blank to accept the default setting.</p> <p>By default, this URL accesses a Cisco IP Phone User Options web page configured during installation.</p>
Proxy Server	<p>For this optional field, enter the host and port (for example, proxy.cisco.com:80) used to proxy HTTP requests for access to non-local host addresses from the phones HTTP client.</p> <p>If the phone receives a URL such as www.cisco.com in a service and the phone is not configured in the cisco.com domain, the phone uses the proxy server to access the URL. If the phone is configured in the cisco.com domain, the phone accesses the URL without using the proxy because it is in the same domain as the URL.</p> <p>If you do not configure this URL, the phone attempts to connect directly to the URL. Leave this field blank to accept the default setting.</p>
Idle	<p>For this optional field, enter the URL to display on the Cisco IP phone window when the phone has not been used for the time specified in the Idle Time field. For example, you can display a logo on the window when the phone has not been used for 5 minutes. Leave this field blank to use the default value.</p> <p>Only Cisco IP Phone models 7960 and 7940 use this field.</p>

**Table 3-4** Field Descriptions for Update Phones (continued)

Field	Description
Idle Timer	<p>For this optional field, enter the seconds that you want to elapse before the phone displays the URL specified in the Idle field. Leave this field blank to use the default value.</p> <p>Only Cisco IP Phone models 7960 and 7940 use this field.</p>
User Hold Audio Source	<p>For this optional field, choose the user hold audio source that this group of phones/ports should utilize.</p> <p>The user hold audio source specifies the audio source from which music is played when a user places a call on hold.</p>
Network Hold Audio Source	<p>For this optional field, choose the network hold audio source that this group of phones/ports should utilize.</p> <p>The network hold audio source specifies the audio source from which music is played when the system places a call on hold, such as when the user transfers or parks a call.</p>
Media Resource Group List	<p>For this optional field, choose the media resource group list (MRGL) to which this group of phones/ports should belong.</p> <p>An MRGL specifies a list of prioritized media resource groups. An application can choose required media resources among the available ones according to the priority order defined in the MRGL.</p>

Table 3-4 Field Descriptions for Update Phones (continued)

Field	Description
Extension Mobility	<p>For this optional field, choose 0 if you want to disable this feature or choose 1 to enable this feature.</p> <p>Extension mobility allows a user to log in and out of a Cisco IP Phone model 7960 or 7940. See the <i>Cisco CallManager Administration System Guide</i> for more information about extension mobility.</p>
User Locale	<p>For this optional field, choose the country and language set that you want to associate with this user.</p> <p>This choice determines which cultural-dependent attributes exist for this user and which language displays for the user in the Cisco CallManager user windows and phones.</p> <p></p> <p><b>Note</b> User Locale only applies when using Cisco IP Phones 7940 and 7960.</p>
Network Locale	<p>For this optional field, choose the network locale that you want to associate with this user.</p> <p>The Network Locale comprises a set of tones and cadences that Cisco gateways and phones use when communicating with the PSTN and other networks in a specific geographical area.</p> <p></p> <p><b>Note</b> Network Locale only applies when using Cisco IP Phones 7940 and 7960.</p>
IP Services	<p>This optional field is only valid for Cisco IP Phone 7960 and 7940, choose from any of the services that have been configured from Cisco CallManager Administration.</p>

■ Field Descriptions