



Resetting or Restarting Phones

You can reset or restart devices without updating any attributes. Use this procedure if a problem arises, and you must reset or restart the phones with a bulk transaction.

You can choose between two methods to locate phones you want to reset or restart:

- [Using Query to Reset or Restart Phones, page 11-1](#)
- [Using a Custom File to Reset or Restart Phones, page 11-2](#)

Using Query to Reset or Restart Phones

To reset or restart phones by creating a query to locate the phones, use the following procedure.

Procedure

Step 1 Choose **Bulk Administration > Phones > Reset/Restart Phones > Query**.

The Reset/Restart Phones Configuration window displays.

Step 2 From the first Find Phone where drop-down list box, choose one of the following criteria:

- Device Name
- Description
- Directory Number
- Calling Search Space
- Device Pool
- Device Type
- Call Pickup Group
- LSC Status
- Authentication String
- Device Protocol
- Security Profile

From the second Find Phone where drop-down list box, choose one of the following criteria:

- begins with
- contains

- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable.



Tip

To find all Phones that are registered in the database, click **Find** without entering any search text.

Step 4 To further define your query, you can choose **AND** or **OR** to add multiple filters and repeat steps 2 and 3.

Step 5 Click **Find**.

A list of discovered templates displays by:

- Device Name
- Description
- Device Pool
- Device Protocol
- Status
- IP Address

Step 6 From the list of records, click the device name that matches your search criteria.

Step 7 Click one of the following options:

- **Reset**—To reset (power-cycle) the phones
- **Restart**—To reset phones without power-cycling

Step 8 In the Job Information area, enter the Job description.

Step 9 Click the Run Immediately radio button to insert the phone records immediately or, click Run Later to insert the phone records at a later time.

Step 10 Click **Submit** to create a job for inserting the phone records.

Step 11 Use the Job Configuration window to schedule and/or activate this job.

For more information on jobs, see the [Chapter 51, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 54-3.](#)

Additional Topics

See the [“Related Topics” section on page 11-3.](#)

Using a Custom File to Reset or Restart Phones

You can create a custom file of phones that you want to reset or restart by using a text editor. You can use either device names or directory numbers in the custom file.

Before You Begin

1. Create a text file that lists one of these details for the phones that you want to reset or restart:

- Device names
 - Description
 - Directory numbers
2. Put each item on a separate line in the text file.
 3. Upload the file to the first node of Cisco Unified CallManager. See the [“Uploading a File” section on page 2-3](#).

To reset or restart phones by using a custom file, use the following procedure.

Procedure

Step 1 Choose **Bulk Administration > Phones > Reset/Restart Phones > Custom File**.

The Reset/Restart Phones Custom Configuration window displays.

Step 2 In the Update Phones where drop-down list box, choose the type of custom file that you have created from one of the following criteria:

- Device Name (includes MAC addresses)
- Directory Number
- Description

Step 3 In the list of custom files, choose the filename of the custom file for this update.



Caution If no information is entered into the query text box, the system resets or restarts all phones.

Step 4 Click **Find**.

Step 5 Click one of the following:

- **Reset**—To reset (power-cycle) the phones
- **Restart**—To reset phones without power-cycling

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

Step 7 Click the Run Immediately radio button to insert the phone records immediately or, click Run Later to insert the phone records at a later time.

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

Step 9 Use the Job Configuration window to schedule and/or activate this job.

For more information on jobs, see the [Chapter 51, “Scheduling Jobs.”](#)

For information on log files, see [“BAT Log Files” section on page 54-3](#).

Additional Topics

See the [“Related Topics” section on page 11-3](#).

Related Topics

- [Using Query to Reset or Restart Phones, page 11-1](#)

- [Using a Custom File to Reset or Restart Phones, page 11-2](#)