



Updating Lines for User Device Profiles

To update line attributes for a specific group of devices or user device profiles, use the Update Lines option. Lines for a phone and a user device profile get updated at the same time when both are part of the query result.



Note

When a phone is deleted from the Cisco Unified CallManager database, the directory number remains in the database. To manage these orphan directory numbers, you can use the Update Lines option to search for unassigned directory numbers and delete or update these directory numbers.

Updating Lines for User Device Profiles

Use the following procedures to update lines for User Device Profiles:

- [Using Query to Update Lines, page 40-1](#)
- [Field Descriptions for Updating Lines, page 40-3](#)

Using Query to Update Lines

To update lines, use the following procedure.

Procedure

Step 1 Choose **Bulk Administration > User Device Profiles > Add/Update Lines > Update Lines**.

The Update Lines Query window displays.



Note

You can update all lines by not specifying a query. Skip to [“Field Descriptions for Updating Lines” section on page 40-3](#).

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

- Directory Number
- Route Pattern
- Line Description

- Calling Search Space (Phone)
- Calling Search Space (Line)
- Device Pool
- Device Description
- Line Position
- Unassigned DN
- Call Pickup Group



Note To locate and delete orphaned directory numbers, use “Unassigned DN.”

Step 3 From the second Find Line where drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 4 In the search field list box, choose or enter the value that you want to locate. For example, you can choose the Line Partition from the list or enter a range of directory numbers.



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

Step 5 To further define your query and to add multiple filters, check the Search Within Results check box, choose **AND** or **OR** from the drop-down box, and repeat steps 2 and 4.

Step 6 To display the records that are going to be affected, click **Find**.

A list of discovered lines displays by:

- Pattern/Directory Number
- Partition
- Description

Step 7 Click **Next**. The Update Lines window shows the type of query that you chose at the top. If you want to change the type of query, click **Back**.

Step 8 Specify the setting that you want to update for all the records that you have defined in your query. You can choose multiple parameters to update. See the “[Field Descriptions for Updating Lines](#)” section on [page 40-3](#) for descriptions of the parameters.

Step 9 In the Job Information area, enter the Job description.

Step 10 Click the Run Immediately radio button to insert lines immediately or, click Run Later to insert at a later time.

Step 11 Click **Submit** to create a job for inserting the phone records.

Step 12 Use the Job Configuration window to schedule and/or activate this job.

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

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



Note If any information for a line record fails, Cisco Unified CallManager Bulk Administration (BAT) does not update that line record.

Additional Topics

See the [“Related Topics” section on page 40-10](#).

Field Descriptions for Updating Lines

Table 40-1 provides the field descriptions for updating line details.

Values that display in some fields display from Cisco Unified CallManager. You must configure these values by using Cisco Unified CallManager Administration. For related procedures, see the [“Related Topics” section on page 40-10](#).

Table 40-1 *Field Descriptions for Updating Line Details*

Field	Description
Directory Number Information	
Route Partition	Choose a route partition to which the directory number belongs. Note The directory number can appear in more than one partition.
Alerting Name	Enter the name that must display during an alert to a shared directory number. For non-shared directory numbers, during alerts, the system uses the name entered in the Display field.
Directory Number Settings	
Voice Mail Profile	Choose this parameter to make the pilot number the same as the directory number for this line. This choice proves useful if you do not have a voice-messaging server that is configured for this phone.
Calling Search Space (Line)	Choose the partitions that are searched for numbers that are called from this directory number. Note Changes cause an update of the Pickup Group Names that are listed in the Call Pickup Group field. The setting applies to all devices that are using this directory number.
Presence Group	

Table 40-1 *Field Descriptions for Updating Line Details (continued)*

Field	Description
AAR Group	Choose the automated alternate routing (AAR) group for this device. The AAR group provides the prefix digits that are used to route calls that are otherwise blocked due to insufficient bandwidth. Set AAR Group to <None> to prevent rerouting blocked calls.
User Hold Audio Source	Choose the music on hold audio source that plays when the user presses the Hold button or softkey to put a call on hold.
Network Hold Audio Source	Choose the music on hold audio source that plays when the system places a call on hold such as when user transfers a call or initiates a conference or call park.
Auto Answer	Choose this parameter if you want all lines that are updated here to use the auto answer feature. With auto answer, Cisco Unified CallManager automatically answers calls when a headset is in use. A zip tone plays to alert the user that an incoming call connected.
Call Forward and Call Pickup Settings	
Calling Search Space Forward All	Choose the calling search space to use when a call is forwarded to the specified destination. Note This setting applies to all devices that are using this directory number.
Forward All Destination	Enter the directory number to which all calls are forwarded. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward All to Voice Mail	Check this check box to forward all calls to the number that you chose in the voice-messaging profile. Checking this check box makes the values in the Forward All Destination field and Calling Search Space check box not relevant.
Calling Search Space Forward Busy External	Choose the calling search space to use when a call from an external number is forwarded to the specified destination. Note This setting applies to all devices that are using this directory number.
Calling Search Space Forward Busy Internal	Choose the calling search space to use when a call from an internal number is forwarded to the specified destination. Note This setting applies to all devices that are using this directory number.

Table 40-1 *Field Descriptions for Updating Line Details (continued)*

Field	Description
Forward Busy Destination External	Enter the directory number to which a call that is coming from an external number is forwarded when the line is in use. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy Destination Internal	Enter the directory number to which a call that is coming from an internal number is forwarded when the line is in use. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward Busy to Voice Mail External	Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the line is in use. Checking this check box makes the values in the Forward Busy Destination field and Calling Search Space check box not relevant.
Forward Busy to Voice Mail Internal	Check this check box to forward calls from an internal number to the number that you chose in the voice-messaging profile when the line is in use. Checking this check box makes the values in the Forward Busy Destination field and Calling Search Space check box are not relevant.
Calling Search Space Forward No Answer External	Choose the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system. Note This setting applies to all devices that are using this directory number.
Calling Search Space Forward No Answer Internal	Choose the calling search space to use a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system. Note This setting applies to all devices that are using this directory number.
Forward No Answer Destination External	Enter the directory number to which a call that is coming from an external number is forwarded when the phone is not answered. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.

Table 40-1 *Field Descriptions for Updating Line Details (continued)*

Field	Description
Forward No Answer Destination Internal	Enter the directory number to which a call that is coming from an internal number is forwarded when the phone is not answered. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Answer to Voice Mail External	Check this check box to forward unanswered calls from an external number to the number that you chose in the voice-messaging profile. Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.
Forward No Answer to Voice Mail Internal	Check this check box to forward unanswered calls from an internal number to the number that you chose in the voice-messaging profile. Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.
Calling Search Space Forward No Coverage External	Choose the calling search space to use when a call from an external number is forwarded to the specified destination. The setting displays only if it is configured in the system. Note This setting applies to all devices that are using this directory number.
Calling Search Space Forward No Coverage Internal	Choose the calling search space to use when a call from an internal number is forwarded to the specified destination. The setting displays only if it is configured in the system. Note This setting applies to all devices that are using this directory number.
Forward No Coverage Destination External	Enter the directory number to which a call that is coming from an external number is forwarded when the phone does not have coverage. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.

Table 40-1 *Field Descriptions for Updating Line Details (continued)*

Field	Description
Forward No Coverage Destination Internal	Enter the directory number to which a call that is coming from an internal number is forwarded when the phone does not have coverage. Note This setting applies to any dialable phone number, including an outside destination unless restricted, and to all devices that are using this directory number.
Forward No Coverage to Voice Mail External	Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the phone does not have coverage. Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.
Forward No Coverage to Voice Mail Internal	Check this check box to forward calls from an external number to the number that you chose in the voice-messaging profile when the phone does not have coverage. Checking this check box makes the values in the Forward No Answer Destination field and Calling Search Space check box are not relevant.
Calling Search Space Forward on CTI Failure External/Internal	(CTI ports only) Choose the calling search space to use when a call from an internal or external call is forwarded to the specified destination. The setting appears only if it is configured in the system. Note This setting applies to all devices that are using this directory number.
Forward on CTI Failure Destination External/Internal	(CTI ports only) Enter the directory number to which a call coming from an internal or an external number should be forwarded when a phone or CTI application fails.
Forward on CTI Failure to Voice Mail External/Internal	(CTI ports only) Check this check box to forward failed calls from external or internal numbers to the number that you chose in the voice-messaging profile.
Call Forward No Answer Ring Duration	Enter the number of seconds (between 1 and 300) to allow the call to ring, before forwarding the call to the destination number entered in the Forward No Answer Destination field. Note Leave this field blank to use the value that is set in the Cisco Unified CallManager service parameter, Forward No Answer Timer.
Call Pickup Group	Choose a pickup group to specify the call pickup group, which can answer incoming calls to this directory number by dialing the appropriate pickup group number.

Table 40-1 *Field Descriptions for Updating Line Details (continued)*

Field	Description
MLPP Alternate Party Settings	
Target (Destination) MLPP	Enter the number to which MLPP precedence calls should be directed if this directory number receives a precedence call and neither this number nor its call forward destination answers the precedence call. Values can include numeric characters, pound(#), and asterisk (*).
MLPP Calling Search Space	From the drop-down list box, choose the calling search space to associate with the alternate party target (destination) number.
MLPP No Answer Ring Duration	Enter the number of seconds (between 4 and 30) after which an MLPP precedence call will be directed to this directory number's alternate party if this directory number and its call forwarding destination have not answered the precedence call. Leave this setting blank to use the value that is set in the Cisco Unified CallManager enterprise parameter, Precedence Alternate Party Timeout.
Line null on Device null	
Display (Internal Caller ID)	Use this field only if you do not want the directory number to show on the line appearance. Enter text that identifies this directory number for a line/phone combination. Suggested entries include boss's name, department's name, or other appropriate information to identify multiple directory numbers to secretary/assistant who monitors multiple directory numbers.
Line Text Label	Enter text that identifies this directory number for a line/phone combination. Note The default language specifies English
External Phone Number Mask	Enter the phone number (or mask) that is sent for Caller ID information when a call is placed from this line. You can enter a maximum of 30 numbers and "X" characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.

Table 40-1 **Field Descriptions for Updating Line Details (continued)**

Field	Description
Message Waiting Lamp Policy	Use this field to configure the handset lamp illumination policy. Choose one of the following options: • Use System Policy (The directory number refers to the service parameter “Message Waiting Lamp Policy” setting.) • Light and Prompt • Prompt Only • Light Only • None Setting applies only to the current device unless you check the check box at right (called Update Shared Device Settings) and click the Propagate selected button. (The check box at right displays only if other devices share this directory number)
Ring Setting When Idle	Choose the type of ring for an incoming call on a phone.
Ring Setting when Active	Choose the type of ring for an incoming call on a phone, which is used when this phone has another active call on a different line.
Multiple Call/Call Waiting Settings	
Maximum Number of Calls	You can configure up to 184 calls for a line on a device in a cluster, with the limiting factor being the device. As you configure the number of calls for one line, the calls available for another line decrease. The default specifies 4. If the phone does not allow multiple calls for each line, the default specifies 2. For CTI route points, you can configure up to 10,000 calls for each port. The default specifies 5000 calls. Use this field in conjunction with the Busy Trigger field.
Busy Trigger	This setting, which works in conjunction with Maximum Number of Calls and Call Forward Busy, determines the maximum number of calls to be presented at the line. If maximum number of calls is set for 50 and the busy trigger is set to 40, then incoming call 41 gets rejected with a busy cause (and will get forwarded if Call Forward Busy is set). If this line is shared, all the lines must be busy before incoming calls get rejected. Use this field in conjunction with Maximum Number of Calls for CTI route points. The default specifies 4500 calls.
Forwarded Call Information Display	

Table 40-1 *Field Descriptions for Updating Line Details (continued)*

Field	Description
Caller Name	Check this check box to include the caller's name in the display when a forwarded call is received. Default leaves this check box checked.
Caller Number	Check this check box to include the caller's number in the display when receiving a forwarded call.
Redirected Number	Check this check box to include the redirected number in the display when receiving a forwarded call.
Dialed Number	Check this check box to include the dialed number in the display when a forwarded call is received. The default setting leaves this check box checked.

**Note**

To complete the procedure, go to the [“Using Query to Update Lines”](#) section on page 40-1.

Related Topics

- [Using Query to Update Lines](#), page 40-1
- [Field Descriptions for Updating Lines](#), page 40-3
- [Scheduling Jobs](#), page 51-1
- [BAT Log Files](#), page 54-3