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How to Set Up CTI Ports On CallManager

Document ID: 6157

Introduction

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Introduction

You need to add a Computer Telephony Integration (CTI) port for each active voice line that you intend to use on a Cisco IP SoftPhone. The CTI port is actually a virtual device that allows you to create a virtual line.

Note: If you configure multiple lines per CTI port, only one line per CTI port can be in use at a time. Media can only be terminated per device, not per line.

Note: If users only use Cisco IP SoftPhone to control their Cisco IP Phone, you do not need to add a CTI port.

This document is part of a document set. Consult the index for this set titled Installing and Configuring Cisco IP SoftPhone for information on each of these documents.

This document explains how to create a CTI port. Refer to Installing and Configuring Cisco IP SoftPhone for an overview on how to configure Cisco IP SoftPhones.

This document uses the Default Device Pool. In addition, the Owner User ID, all Calling Search Spaces (CSS) are set to <None>, all Media Resource Group Lists are set to <None>, all Hold Media Sources are set to <None>, all Locations are set to <None>, and all multilink point-to-point (MLPP) Information is not configured. Make sure to adapt the values of these fields to your topology as required.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager Administration
- Microsoft Windows 2000 Terminal Services

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager version 4.1 (revision .91 or later)
- Cisco CallManager 4.0 requires Cisco IP SoftPhone version 1.3(3) or later
- Windows 95, Windows 98, Windows NT 4.0 (SP4 or later), or Windows 2000

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

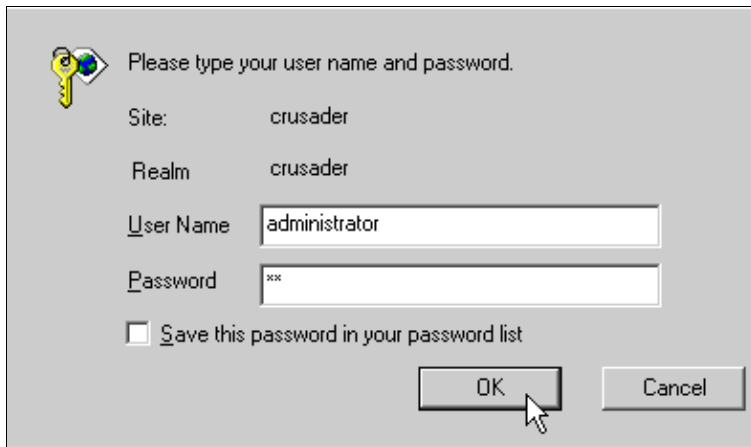
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Log in and Open Cisco CallManager Administration

Complete these steps:

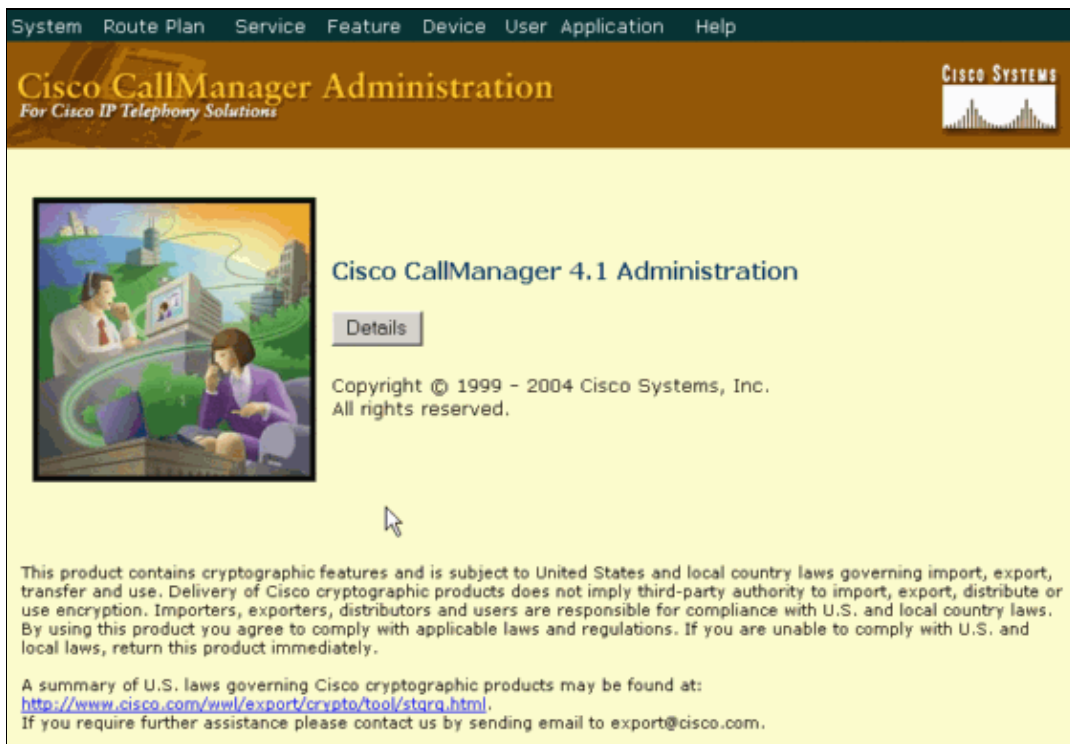
1. Log in as an Administrator on the Cisco CallManager Server.

Enter your User Name and Password, then click **OK**.





A screenshot of a Windows-style login dialog box. The dialog has a title bar and a key icon in the top-left corner. The text inside reads: "Please type your user name and password." Below this, there are two labels: "Site:" and "Realm:", both with the value "crusader" next to them. There are two input fields: "User Name" containing the text "administrator" and "Password" containing three asterisks "xxx". At the bottom left, there is a checkbox labeled "Save this password in your password list" which is currently unchecked. At the bottom right, there are two buttons: "OK" and "Cancel". A mouse cursor is pointing at the "OK" button.

2. In order to get the Administration screen to come up, enter the URL **http://servername/ccmadmin**, where servername is either the name or IP address of your Cisco CallManager system.



Select and Add a New Device

Complete these steps:

1. **Note:** Cisco IP SoftPhones use CTI Ports  to link into Cisco CallManager. It is a common error to mistakenly configure a CTI Route Point  instead. Select **Device > Add a New Device**.

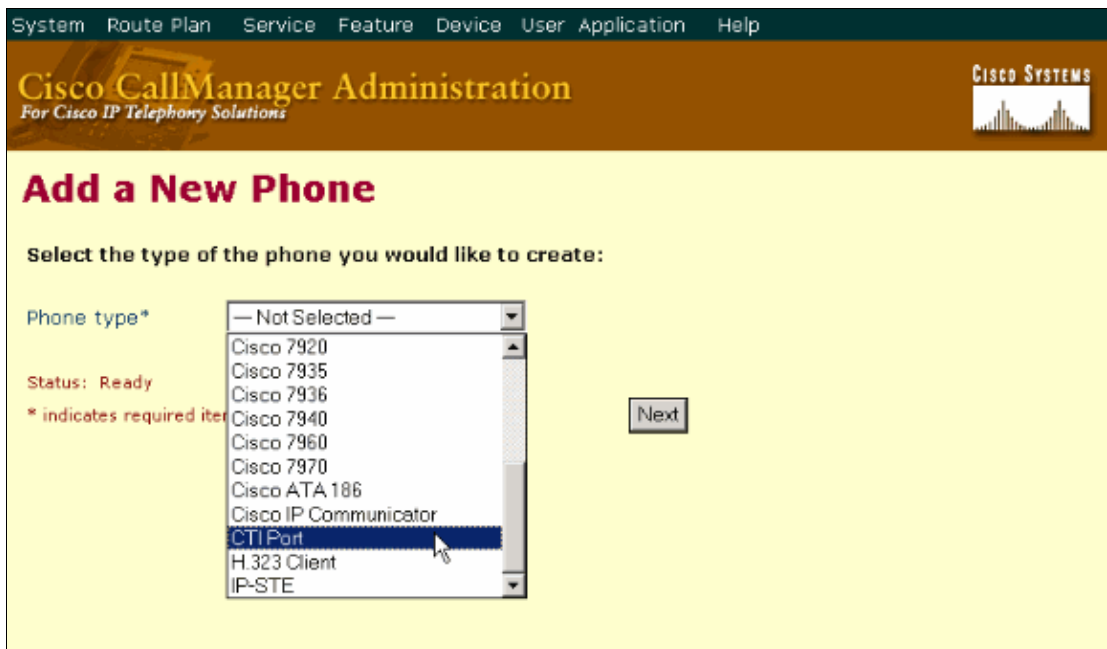


- The Add a New Device window appears.
2. Select **Phone** from the Device Type drop-down menu and click **Next**.



The Add a New Phone screen appears.

3. Select **CTI Port** from the Phone Type drop down menu.



4. Click **Next**.

The Phone Configuration window appears.

Enter Phone Configuration Settings

Complete these steps:

1. Enter the Device Name.

The Description is filled in automatically at the same time. **Default** is selected for the **Device Pool**. Make sure to set this to an appropriate value for your environment. Click **Insert**.

The screenshot shows the Cisco CallManager Administration web interface. At the top, there is a navigation menu with items: System, Route Plan, Service, Feature, Device, User, Application, and Help. Below the menu is the Cisco CallManager Administration logo and the Cisco Systems logo. The main heading is "Phone Configuration". On the right side, there are two links: "Add a new phone" and "Back to Find/List Phones".

On the left side, there is a sidebar with a section titled "Directory Numbers". Below this title, it says "Lines can be added after the new phone is inserted in the database." A mouse cursor is pointing at this text.

The main content area is titled "Phone: New" and shows "Status: Ready". Below this is an "Insert" button. The configuration is for a "Phone Configuration (Model = CTI Port)".

The "Device Information" section includes the following fields:

- Device Name*: IPSoftphonePort
- Description: IPSoftPhone Port
- Owner User ID: (empty) (Select User ID)
- Device Pool*: Default (View details)
- Calling Search Space: < None >
- AAR Calling Search Space: < None >
- Media Resource Group List: < None >
- User Hold Audio Source: < None >
- Network Hold Audio Source: < None >
- Location: < None >

The "Multilevel Precedence and Preemption (MLPP) Information" section includes the following fields:

- MLPP Domain: (empty) (e.g., "0000FF")
- MLPP Indication: Not available on this device
- MLPP Preemption: Not available on this device

At the bottom left, there is a note: "* indicates a required item." At the bottom right, there are two links: "Back to top of page" and "Back to Find/List Phones".

A popup message reports the operation is a success and prompts you to enter further information on lines associated with the CTI port.

2. This brings up the Directory Number Configuration window.

For this example, the directory number 2200 is chosen. All other values are left at default values.

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

Directory Number Configuration [Configure Device \(IPSoftphonePort\)](#)

Associated With

Directory Number: New
 Status: Ready
 Note: Any update to this Directory Number automatically resets the associated devices

Directory Number

Directory Number*

Partition

Directory Number Settings

Voice Mail Profile
(Choose <None> to use default)

Calling Search Space

AAR Group

User Hold Audio Source

Network Hold Audio Source

Auto Answer Not available on this device.

Call Forward and Pickup Settings

	Voice Mail	Coverage/ Destination	Calling Search Space
Forward All	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="< None >"/>
Forward Busy Internal	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="< None >"/>
Forward Busy External	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="< None >"/>
Forward No Answer Internal	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="< None >"/>
Forward No Answer External	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="< None >"/>

3. Click **Add** and **OK**.

The Phone Configuration window displays.

The screenshot shows the Cisco CallManager Administration web interface. At the top, there is a navigation menu with options: System, Route Plan, Service, Feature, Device, User, Application, and Help. The main header displays 'Cisco CallManager Administration' and 'For Cisco IP Telephony Solutions'. The page title is 'Phone Configuration'. On the right, there are links: 'Add a new phone', 'Dependency Records', and 'Back to Find/List Phones'. The left sidebar shows 'Directory Numbers' and 'Base Phone' with two lines: 'Line 1 - 2200' and 'Line 2 - Add new DN'. The main content area shows 'Phone: IPSoftphonePort (IPSoftPhone Port)' with 'Registration: Unknown' and 'IP Address:'. The status is 'Ready'. There are buttons for 'Copy', 'Update', 'Delete', and 'Reset Phone'. Below this is the 'Phone Configuration (Model = CTI Port)' section, which includes 'Device Information' with fields for Device Name, Description, Owner User ID, Device Pool, Calling Search Space, AAR Calling Search Space, Media Resource Group List, User Hold Audio Source, Network Hold Audio Source, and Location. The 'Multilevel Precedence and Preemption (MLPP) Information' section shows MLPP Domain, MLPP Indication, and MLPP Preemption.

4. Click **Update** and reset the phone to make sure the CTI port is properly initialized.

You have now completed this task. Return to the index page.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- **Voice Technology Support**
 - **Voice and IP Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support & Documentation – Cisco Systems**
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