



Configuring CTI Route Points

A Cisco Telephony Integration (CTI) route point is a virtual device that can receive multiple simultaneous calls for application-controlled redirection.

For first-party call control, you must add a CTI port for each active voice line. Applications that use CTI route points and CTI ports include Cisco SoftPhone, Cisco IP Auto Attendant, and Cisco IP Interactive Voice Response System.

For detailed instructions on how to configure CTI route points and CTI ports associated with these applications, refer to the documentation and online help included with these applications.

This section describes the following basic procedures:

- Adding a CTI Route Point, page 42-2
- Modifying a CTI Route Point, page 42-3
- Deleting a CTI Route Point, page 42-4
- Finding and Listing CTI Route Points, page 42-5
- Resetting a CTI Route Point, page 42-6

Adding a CTI Route Point

Perform the following procedure to add a CTI route point.

Procedure

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- Step 1** Open Cisco CallManager Administration.
 - Step 2** Select **Device > CTI Route Point**.
 - Step 3** Click the Add a New CTI Route Point link.
 - Step 4** Enter the appropriate settings, as defined in Table 42-1.

Table 42-1 *CTI Route Point Configuration Settings*

| Field | Description | Usage Notes |
|----------------------|--|--|
| Device Name | Unique identifier for this device. | <ul style="list-style-type: none"> • This field is required. • Enter from 1 to 15 characters, including alphanumeric, dot, dash, or underscores. |
| Description | Descriptive name for the CTI route point. | |
| Device Pool | Specifies the collection of properties for this device including CallManager Group, Date/Time Group, Region, and Calling Search Space for auto-registration. | Select the name of a Device Pool from the drop-down list box. |
| Location | Specifies the remote location accessed using restricted bandwidth connections. | Select the name of a location from the drop-down list box. |
| Calling Search Space | Specifies the collection of route partitions searched to determine how a collected (originating) number should be routed. | Select a calling search space from the drop-down list box. |

Step 5 Click **Insert** to add the new CTI route point.

The page refreshes to display the information entered for the new CTI route point, and the list on the left side of the page displays an icon that you can click to begin adding lines to the route point.

For instructions on how to add and configure lines (directory numbers), refer to the “Adding a Directory Number” section on page 46-19

Related Topics

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Modifying a CTI Route Point

Perform the following steps to modify a CTI route point:

Procedure

- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **Device > CTI Route Point**. The Find/List CTI Route Points page displays.
- Step 3** Specify the search criteria needed to locate the CTI route point you want to delete.
- Step 4** Click **Find**. The page updates to display a list of CTI route points that match the specified search criteria.
- Step 5** Click on the name of the CTI route point whose settings you want to modify.
The page refreshes to show the current settings for the selected CTI route point.
- Step 6** Make the desired changes to the configuration settings.
Refer to Table 42-1 on page 42-2 for detailed descriptions of CTI route point configuration settings.

- Step 7** Click **Update** to apply the changes. The page refreshes to display the new settings.
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Related Topics

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Deleting a CTI Route Point

Perform the following procedure to delete a CTI route point:

Procedure

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- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **Device > CTI Route Point**. The Find/List CTI Route Points page displays.
- Step 3** Specify the search criteria needed to locate the CTI route point you want to delete.
- Step 4** Click **Find**. The page refreshes to display a list of the CTI route points that match the specified search criteria.
- Step 5** Click the Delete icon for the CTI route point in the list that you want to delete.
You can also click on the name of the CTI route point you want to delete from the list to display its current settings and then click **Delete**.
A confirmation dialog displays.
- Step 6** Click **OK** to permanently delete the CTI route point.
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Related Topics

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Finding and Listing CTI Route Points

Perform the following procedure to find and list CTI route points.

Procedure

- Step 1** Open Cisco CallManager.
- Step 2** Select **Device > CTI Route Point**.
The Find and List Route Points page displays.
- Step 3** Select the search criteria to use. To list all items, click Find without entering any search text, or use "Device Name is not empty" as the search criteria.
- Step 4** Click **Find**.
The first 20 CTI route points that match the search criteria are listed.
The total number of CTI route points and pages are also listed on this page.
- Step 5** To view the next set of CTI route points, click **Next**.
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Related Topics

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Resetting a CTI Route Point

Perform the following procedure to reset a CTI route point:

Procedure

- Step 1** Open Cisco CallManager.
- Step 2** Select **Device > CTI Route Point**.
The Find and List CTI Route Points page displays.
- Step 3** Select the search criteria to use.
- Step 4** Click **Find**.
The CTI route points that match the search criteria are listed.
- Step 5** Click the Reset icon for the CTI route point you want to reset.
The Reset Device dialog is displayed.
- Step 6** Click one of the following:
- **Restart Device**—Restarts a device without shutting it down.
 - **Reset Device**—Shuts down a device and brings it back up.
 - **Close**—Closes the Reset Device dialog without performing any action.
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Related Topics

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