



CTI Route Point Configuration

A computer telephony integration (CTI) route point designates 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. Once you add a CTI route point to Cisco CallManager Administration, information from the RIS Data Collector service displays on the CTI Route Point Configuration pane. When available, the IP address of the device and the name of the Cisco CallManager with which the device registered display.

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 37-2](#)
- [Modifying a CTI Route Point, page 37-3](#)
- [Deleting a CTI Route Point, page 37-4](#)
- [Finding CTI Route Points, page 37-5](#)
- [Resetting a CTI Route Point, page 37-6](#)
- [CTI Route Point Configuration Settings, page 37-8](#)
- [Computer Telephony Integration, *Cisco CallManager System Guide*](#)

Adding a CTI Route Point

Perform the following procedure to add a CTI route point.

Procedure

- Step 1 Choose **Device > CTI Route Point**.
- Step 2 Click the Add a New CTI Route Point link.
- Step 3 Enter the appropriate settings, as defined in [Table 37-1](#).
- Step 4 Click **Insert** to add the new CTI route point.

When prompted to add a directory number for line 1, click either **OK** to add the directory number or **Cancel** to continue without adding a directory number. For instructions on how to add and configure directory numbers, refer to the “[Adding a Directory Number](#)” section on page 42-28.

Once you add a CTI route point to Cisco CallManager Administration, information from the RIS Data Collector service displays on the CTI Route Point Configuration pane. When available, the IP address of the device and the name of the Cisco CallManager with which the device registered display as illustrated in [Figure 37-1](#).

Figure 37-1 CTI Route Point Configuration Pane

The screenshot shows the Cisco CallManager Administration web interface. At the top, there is a navigation menu with links for System, Route Plan, Service, Feature, Device, User, Application, and Help. Below the navigation is a header for 'Cisco CallManager Administration For Cisco IP Telephony Solutions' with the Cisco Systems logo. The main content area is titled 'CTI Route Point Configuration' and includes a link to 'Add a New CTI Route Point' and another link to 'Back to Find/List CTI Route Points'. The configuration details are as follows:

| Directory Numbers | Device: AutoAttendant (AutoAttendant Route Point) |
|--|---|
| <ul style="list-style-type: none"> 778 Line 1 - 53505 in Cisco 778 Line 2 - Add DN | Registration: Registered with Cisco CallManager DLS2-CM166-CM3 IP Address: 172.28.235.133 Status: Ready |
| <input type="button" value="Copy"/> <input type="button" value="Update"/> <input type="button" value="Delete"/> <input type="button" value="Reset"/> | |

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Related Topics

- [CTI Route Point Configuration, page 37-1](#)
- [Modifying a CTI Route Point, page 37-3](#)
- [Deleting a CTI Route Point, page 37-4](#)
- [Finding CTI Route Points, page 37-5](#)
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Modifying a CTI Route Point

Perform the following steps to modify a CTI route point.

Procedure

- Step 1** Choose **Device > CTI Route Point**.
The Find/List CTI Route Points pane displays.
- Step 2** Enter the search criteria needed to locate the CTI route point you want to modify.
- Step 3** Click **Find**.
The pane updates to display a list of CTI route points that match the specified search criteria.
- Step 4** Choose the name of the CTI route point whose settings you want to modify.
The pane refreshes to show the current settings for the selected CTI route point.
- Step 5** Update the appropriate settings as described in [Table 37-1](#).
- Step 6** Click **Update** to apply the changes.
The pane refreshes to display the new settings.
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Related Topics

- [CTI Route Point Configuration, page 37-1](#)
- [Adding a CTI Route Point, page 37-2](#)
- [Deleting a CTI Route Point, page 37-4](#)
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- [CTI Route Point Configuration Settings, page 37-8](#)
- [Computer Telephony Integration, Cisco CallManager System Guide](#)

Deleting a CTI Route Point

Perform the following procedure to delete a CTI route point:

Procedure

- Step 1** Choose **Device > CTI Route Point**.
- The Find/List CTI Route Points pane displays.
- Step 2** Specify the search criteria needed to locate the CTI route point you want to delete.
- Step 3** Click **Find**.
- The pane refreshes to display a list of the CTI route points that match the specified search criteria.
- Step 4** Perform one of the following actions:
- Check the check boxes next to the CTI route points you want to delete and click **Delete Selected**.
 - Delete all of the CTI route points on the pane by checking the check box in the matching records title bar and clicking **Delete Selected**.
 - Choose the name of the CTI route point you want to delete from the list to display its current settings and click **Delete**.
- Step 5** Click **OK** to permanently delete the CTI route point.
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Related Topics

- [CTI Route Point Configuration, page 37-1](#)
- [Adding a CTI Route Point, page 37-2](#)
- [Modifying a CTI Route Point, page 37-3](#)
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Finding CTI Route Points

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

Procedure

Step 1 Choose **Device > CTI Route Point**.

The Find and List Route Points pane displays.

Step 2 Choose the search criteria to use. To list all items, do not enter any search text, or use "Device Name is not empty" as the search criteria.

Step 3 Click **Find**.

The pane refreshes to display a list of the CTI route points that match the specified search criteria. This pane also lists the total number of CTI route points and panes.

Step 4 To view the next set of CTI route points, click **Next**.



Note

You can delete or reset multiple CTI route points from the Find and List Route Points pane by checking the check boxes next to the appropriate CTI route points and clicking **Delete Selected** to delete the CTI route points or clicking **Reset Selected** to reset the CTI route points. You can choose all CTI route points on the pane by checking the check box in the matching records title bar.

Related Topics

- [CTI Route Point Configuration, page 37-1](#)
- [Adding a CTI Route Point, page 37-2](#)
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Resetting a CTI Route Point

Perform the following procedure to reset a CTI route point.

Procedure

Step 1 Choose **Device > CTI Route Point**.

The Find and List CTI Route Points pane displays.

Step 2 Choose the search criteria to use.

Step 3 Click **Find**.

The pane displays a list of CTI route points that match the search criteria as illustrated in [Figure 37-2](#).

Figure 37-2 Find and List CTI Route Points Configuration Pane

Matching record(s) 1 to 2 of 2
Real-time Information Service returned information for 2 of 2 devices listed below.

| <input type="checkbox"/> | Device Name | Description | Device Pool | Status | IP Address | Copy |
|--------------------------|----------------|---------------------------|-------------|----------------|----------------|------|
| <input type="checkbox"/> | AutoAttendant | AutoAttendant Route Point | cm231 | DLS2-CM166-CM3 | 172.28.235.133 | |
| <input type="checkbox"/> | TAPSRoutePoint | TAPSRoutePoint | Default | DLS2-CM166-CM1 | 172.28.235.131 | |

Delete Selected Reset Selected First Previous Next Last Page 1 of 1

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- Step 4** Check the check boxes next to the CTI route points you want to reset. To select all CTI route points on the pane, check the check box in the matching records title bar.
- Step 5** Click **Reset Selected**.
The Reset Device dialog displays.
- Step 6** Click one of the following items:
- **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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CTI Route Point Configuration Settings

Table 37-1 describes the CTI route point configuration settings.

Table 37-1 CTI Route Point Configuration Settings

| Field | Description |
|----------------------|---|
| Device Name | Enter unique identifier for this device, from 1 to 15 characters, including alphanumeric, dot, dash, or underscores. |
| Description | Enter a descriptive name for the CTI route point. |
| Device Pool | Choose the name of a Device Pool. The device pool specifies the collection of properties for this device including CallManager Group, Date/Time Group, Region, and Calling Search Space for auto-registration. |
| Location | Choose the appropriate location for this route point. The location specifies the total bandwidth available for calls to and from this location. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth consumed by this route point. |
| Calling Search Space | Choose a calling search space. The calling search space specifies the collection of partitions searched to determine how a collected (originating) number should be routed. |

Related Topics

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