



External Route Plan Wizard

The external route plan wizard allows Cisco CallManager administrators to quickly configure external routing to the public switched telephone network (PSTN), to private branch exchanges (PBXs), or to other Cisco CallManager systems.

Refer to the [“Understanding Route Plans”](#) section in *Cisco CallManager System Guide* for more detailed information about how the wizard generates the external route plan.

Use the following topics to set up a route plan with the external route plan wizard:

- [Creating an External Route Plan, page 19-2](#)
- [Setting the Routing Options, page 19-3](#)
- [Providing Tenant Information, page 19-4](#)
- [Entering Location Information, page 19-5](#)
- [Selecting Gateways, page 19-6](#)
- [Providing Gateway Information, page 19-8](#)
- [Generating the External Route Plan, page 19-9](#)
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Creating an External Route Plan

The following procedure describes how to begin to create an external route plan.

Before You Begin

Define all gateways before using the external route plan wizard. Choose **Device > Gateway** in the menu bar to set up new gateways.

Procedure

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- Step 1** Choose **Route Plan > External Route Plan Wizard** in the menu bar.
- Step 2** Click **Next** on the External Route Plan Wizard introduction window to create an external route plan.
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Related Topics

- [Setting the Routing Options, page 19-3](#)
- [Providing Tenant Information, page 19-4](#)
- [Entering Location Information, page 19-5](#)
- [Selecting Gateways, page 19-6](#)
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Setting the Routing Options

The following procedure describes how to set routing options for the external route plan.

Procedure

- Step 1** Check the check boxes for Local call fallback, toll bypass call fallback, long distance call fallback, International call fallback, and Equal access suppression as appropriate.



Note If you choose local call fallback, toll bypass call fallback, long distance call fallback, or international call fallback, the external route plan wizard includes route groups with remote gateways in the associated route lists.

- Step 2** In the “Access code for toll bypass and fallback calls” field, enter the access code for calls that are routed to remote or local gateways. Use only numeric values. (Many systems use 9 for external calls.)

If the access code is entered for toll bypass and fallback calls, that access code is used in the prefix digits entry for route groups associated with those call types.



Note The access code entered in this field applies to the entire dial plan. Cisco CallManager allows only one access code per dial plan.

- Step 3** In the “Access code for extensions served by a connected PBX” field, enter the access code for calls between the Cisco CallManager and the adjacent PBX. (Many systems use 8 for calls to adjacent PBX systems.)

If the access code is entered for the extensions served by a connected PBX, that access code, followed by a dot (.), is appended to the route patterns associated with these extensions.

- Step 4** Click **Next**.
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Related Topics

- [Creating an External Route Plan, page 19-2](#)
- [Providing Tenant Information, page 19-4](#)
- [Entering Location Information, page 19-5](#)
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Providing Tenant Information

The following procedure describes how to add tenant information for the external route plan.

Procedure

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- Step 1** In the Tenant Name field, enter the tenant name. (Generally use the name of the organization for which the route plan is being built.)
-  **Note** Cisco recommends that you use a short tenant name because it is incorporated in the calling search space and partition names.
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- Step 2** In the “Number of physical locations in the entire system” field, enter the number of geographical locations associated with the organization. This field should reflect all Cisco CallManagers in the system that use unique area codes. The default number of locations is two.
- Step 3** Click **Next**.
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Related Topics

- [Creating an External Route Plan, page 19-2](#)
- [Setting the Routing Options, page 19-3](#)
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Entering Location Information

The Location Entry window provides information for the number of locations specified on the Tenant Information window. The following procedure describes how to add location information for the external route plan.

Procedure

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- Step 1** In the Location Name field, enter the name of the location if it differs from the one shown. Ensure each location name is unique for the tenant to which it applies.
- Step 2** In the Local Area Code(s) field, enter the local area codes available at this location. (Local area codes comprise all area codes in the calling area. Cisco CallManager does not consider calls within the calling area to be long-distance calls.)

If your area includes more than one local (toll-free) area code, use commas to separate the area codes in the list. Place the primary local area code first, followed by the secondary and tertiary local area codes.



Note The primary local area code sets prefix digits on local route patterns. Not listing the primary area code in the correct order adversely affects route filter generation.

- Step 3** Enter the 7- or 10-digit number that is the main number for the organization at this location.
- Step 4** Specify the number of digits required for local calls at this location.
The route plan wizard uses this information to determine how many route lists to create for this location. If you select 10-digit or 7-digit dialing, the wizard creates one route list for this location. If you select Metro dialing, the wizard creates two route lists for the location.
- Step 5** Repeat [Step 1](#) through [Step 4](#) to add location information for other locations.
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Related Topics

- [Creating an External Route Plan, page 19-2](#)
- [Setting the Routing Options, page 19-3](#)
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Selecting Gateways

The following procedure describes how to select gateways for the external route plan.



Note

Gateways used by existing route groups are not available for selection on this window.

Procedure

- Step 1** Check the check boxes for all the gateways associated with this route plan in all locations.
- Step 2** Click **Select All** if you want to include all the gateways defined in the system.
- Step 3** Click **Select None** if you have selected several gateways and want to deselect all of your selections.



Note You must select at least one gateway before continuing with this procedure.

- Step 4** Click **Next**.
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Related Topics

- [Creating an External Route Plan, page 19-2](#)
- [Setting the Routing Options, page 19-3](#)
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Providing Gateway Information

The following procedure describes how to add gateway information for the gateways in the external route plan.

Procedure

- Step 1** In the “Location of the gateway” drop-down list box, choose the gateway location.
- Step 2** In the “Type of carrier to which the gateway is connected” drop-down list box, choose the type of connection for this gateway.
- Step 3** Specify the calling number that will be sent to the adjacent switch when a call is routed through this gateway.
- Step 4** Check the Discard dialed access code... check box if this gateway connects to a PBX that does not require the Cisco CallManager access code.
- Step 5** Enter the range of directory numbers or extension numbers associated with the adjacent PBX. Use commas to separate multiple entries. Use X wildcard characters to specify ranges of digits. For example, if the PBX serves extensions numbered 8000 through 8999 and 9000 through 9999, enter 8XXX,9XXX to create route patterns for the identified directory number ranges.



Note If you provide directory number ranges, the wizard generates one route list for each unique range (route pattern) you enter. If you provide an access code for the directory number ranges and do not check the Discard dialed access code... check box, the wizard generates one route list for each unique range (route pattern) you enter and precedes each route list with the access code and a dot (.).

- Step 6** Click **Next**.
 - Step 7** Repeat [Step 1](#) through [Step 6](#) to add gateway information for the additional gateways.
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Related Topics

- [Creating an External Route Plan, page 19-2](#)
- [Setting the Routing Options, page 19-3](#)

- [Providing Tenant Information, page 19-4](#)
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Generating the External Route Plan

Perform one of the following actions:

- Click **Next** to generate the external route plan.



Note

The wizard can take several minutes to generate the external route plan, depending on the complexity of the route plan and the system load. Do not start additional processes that would further load the system during this time.

- Click **Cancel** to prevent the external route plan wizard from generating this route plan.



Note

If you click **Cancel**, Cisco CallManager discards all data associated with the current route plan. You cannot undo this action cannot be undone. You must reenter the information.

Related Topics

- [Creating an External Route Plan, page 19-2](#)
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Confirming the External Route Plan

The following procedure describes how to confirm an external route plan.

Procedure

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- Step 1** Check the external route plan wizard status report to ensure that the route plan contains the proper elements.
- Step 2** Click **Next** to complete the external route plan.



Note Cisco strongly recommends that you print the status report for future reference.

If you determine that the external route plan is incorrect based on the information shown in the status report, proceed to the final window of the external route plan wizard. The final window allows you to delete the entire route plan, if needed.

Related Topics

- [Creating an External Route Plan, page 19-2](#)
- [Setting the Routing Options, page 19-3](#)
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Finishing the External Route Plan

Perform one of the following actions:

- If the information shown on the external route plan wizard status report is correct, click **Finish** to complete the external route plan.
- If the information shown on the status report is incorrect, click **Delete External Route Plan** to remove all data generated by the external route plan wizard.



Warning

Clicking “Delete External Route Plan” deletes all data that the external route plan wizard generated. You cannot undo this action. You must reenter all external route plan information.

Related Topics

- [Creating an External Route Plan, page 19-2](#)
- [Setting the Routing Options, page 19-3](#)
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Deleting an External Route Plan

The following procedure describes how to delete an external route plan.

If any element generated by the external route plan wizard is being used in the system (for example, if Cisco IP phones belong to a generated partition), the delete function fails. If generated elements are used, you must move the system components that are using those elements to non-generated elements before using the delete function.



Warning

This procedure deletes all data that the external route plan wizard generated. You cannot undo this action. You must reenter all external route plan information.

Procedure

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- Step 1** Choose **Route Plan > External Route Plan Wizard** in the menu bar.
- Step 2** To remove all data generated by the external route plan wizard, click **Delete External Route Plan**.
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Related Topics

- [Creating an External Route Plan, page 19-2](#)
- [Setting the Routing Options, page 19-3](#)
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