



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 window. 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, see the “[Adding a Directory Number](#)” section on page 42-27.

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 window. 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 Window

The screenshot shows the 'CTI Route Point Configuration' window in Cisco CallManager Administration. The window has a navigation bar at the top with links: System, Route Plan, Service, Feature, Device, User, Application, Help. The main content area is divided into two sections. On the left, under 'Directory Numbers', there is a table with two rows: 'Line 1 - 53505 in Cisco' and 'Line 2 - Add DN'. On the right, the 'Device' section shows 'AutoAttendant (AutoAttendant Route Point)' with registration details: 'Registered with Cisco CallManager DLS2-CM166-CM3' and 'IP Address: 172.28.235.133'. The status is 'Ready'. At the bottom right, there are buttons for 'Copy', 'Update', 'Delete', and 'Reset'. In the top right corner, there are links: 'Add a New CTI Route Point' and 'Back to Find/List CTI Route Points'. The Cisco Systems logo is in the top right corner of the main content area.

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

Buttons: Copy, Update, Delete, Reset

Links: Add a New CTI Route Point, Back to Find/List CTI Route Points

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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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- [CTI Route Point Configuration Settings, page 37-8](#)
- [Computer Telephony Integration, Cisco CallManager System Guide](#)

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 window displays.
- Step 2** Enter the search criteria needed to locate the CTI route point you want to modify.
- Step 3** Click **Find**.
The window 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 window 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 window 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](#)
- [Finding CTI Route Points, page 37-5](#)
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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 window displays.
- Step 2** Specify the search criteria needed to locate the CTI route point you want to delete.
- Step 3** Click **Find**.
- The window 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 window 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](#)
- [Finding CTI Route Points, page 37-5](#)
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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 window 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 window refreshes to display a list of the CTI route points that match the specified search criteria.

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 window 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 window 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](#)
- [Modifying a CTI Route Point, page 37-3](#)
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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 window displays.





Step 2 Choose the search criteria to use.

Step 3 Click **Find**.

The window 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 Window

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 in the window, 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

- [CTI Route Point Configuration, page 37-1](#)
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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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