



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 in 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 44-2](#)
- [Modifying a CTI Route Point, page 44-3](#)
- [Deleting a CTI Route Point, page 44-4](#)
- [Finding CTI Route Points, page 44-5](#)
- [Resetting a CTI Route Point, page 44-6](#)
- [CTI Route Point Configuration Settings, page 44-8](#)
- [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 44-1](#).
- 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 48-30.

Once you add a CTI route point to Cisco CallManager Administration, information from the RIS Data Collector service displays in 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 44-1](#).

Figure 44-1 CTI Route Point Configuration Window

The screenshot shows the Cisco CallManager Administration interface for CTI Route Point Configuration. The top navigation bar includes System, Route Plan, Service, Feature, Device, User, Application, and Help. The main header reads 'Cisco CallManager Administration For Cisco IP Telephony Solutions' with the Cisco Systems logo. The title of the window is 'CTI Route Point Configuration'. On the right side, there are two links: 'Add a New CTI Route Point' and 'Back to Find/List CTI Route Points'. The main content area is divided into two sections. The left section, titled 'Directory Numbers', contains a table with two rows: 'Line 1 - 53505 in Cisco' and 'Line 2 - Add DN'. The right section displays device information: 'Device: AutoAttendant (AutoAttendant Route Point)', 'Registration: Registered with Cisco CallManager DLS2-CM166-CM3', and 'IP Address: 172.28.235.133'. Below this information, the status is 'Ready'. At the bottom of the configuration area, there are four buttons: 'Copy', 'Update', 'Delete', and 'Reset'. A vertical ID number '58948' is visible on the right edge of the screenshot.

Related Topics

- [CTI Route Point Configuration](#), page 44-1
- [Modifying a CTI Route Point](#), page 44-3
- [Deleting a CTI Route Point](#), page 44-4
- [Finding CTI Route Points](#), page 44-5
- [Resetting a CTI Route Point](#), page 44-6
- [CTI Route Point Configuration Settings](#), page 44-8
- [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 44-1](#).
- 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 44-1](#)
- [Adding a CTI Route Point, page 44-2](#)
- [Deleting a CTI Route Point, page 44-4](#)
- [Finding CTI Route Points, page 44-5](#)
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- [CTI Route Point Configuration Settings, page 44-8](#)
- [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 in 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 44-1
- [Adding a CTI Route Point](#), page 44-2
- [Modifying a CTI Route Point](#), page 44-3
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- [Computer Telephony Integration](#), *Cisco CallManager System Guide*

Finding CTI Route Points

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

Procedure

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- 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 in the window by checking the check box in the matching records title bar.

Related Topics

- [CTI Route Point Configuration](#), page 44-1
- [Adding a CTI Route Point](#), page 44-2
- [Modifying a CTI Route Point](#), page 44-3
- [Deleting a CTI Route Point](#), page 44-4
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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 44-2](#).

Figure 44-2 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**.
The Reset Device dialog displays.
- Step 6** Click one of the following buttons:
- **Restart**—Restarts a device without shutting it down.
 - **Reset**—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 44-1 describes the CTI route point configuration settings.

Table 44-1 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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