



## CTI Route Point Configuration

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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. After 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 that are associated with these applications, refer to the documentation and online help that is included with these applications.

This section describes the following basic procedures:

- [Adding a CTI Route Point, page 43-2](#)
- [Modifying a CTI Route Point, page 43-3](#)
- [Deleting a CTI Route Point, page 43-4](#)
- [Finding CTI Route Points, page 43-5](#)
- [Resetting a CTI Route Point, page 43-6](#)
- [CTI Route Point Configuration Settings, page 43-8](#)
- [Computer Telephony Integration, \*Cisco CallManager System Guide\*](#)

# Adding a CTI Route Point

To add a CTI route point, perform the following procedure.

## 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 43-1](#).
- Step 4** To add the new CTI route point, click **Insert**.

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 47-29.

After 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 43-1](#).

**Figure 43-1** CTI Route Point Configuration Window

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration  
For Cisco IP Telephony Solutions

CISCO SYSTEMS

**CTI Route Point Configuration**

[Add a New CTI Route Point](#)  
[Back to Find/List CTI Route Points](#)

Directory Numbers	
778 778	Line 1 - 53505 in Cisco
778 778	Line 2 - Add DN

Device: AutoAttendant (AutoAttendant Route Point)  
Registration: Registered with Cisco CallManager DLS2-CM166-CM3  
IP Address: 172.28.235.133  
Status: Ready

Copy Update Delete Reset

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**Related Topics**

- [CTI Route Point Configuration](#), page 43-1
- [Modifying a CTI Route Point](#), page 43-3
- [Deleting a CTI Route Point](#), page 43-4
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- [Computer Telephony Integration](#), *Cisco CallManager System Guide*

## Modifying a CTI Route Point

To modify a CTI route point, perform the following steps.

**Procedure**

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- Step 1** Choose **Device > CTI Route Point**.
- The Find/List CTI Route Points window displays.
- Step 2** Enter the search criteria that are needed to locate the CTI route point that 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 chosen CTI route point.
- Step 5** Update the appropriate settings as described in [Table 43-1](#).
- Step 6** To apply the changes, click **Update**.
- The window refreshes to display the new settings.
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**Related Topics**

- [CTI Route Point Configuration, page 43-1](#)
- [Adding a CTI Route Point, page 43-2](#)
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## Deleting a CTI Route Point

To delete a CTI route point, perform the following procedure.

**Procedure**

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- Step 1** Choose **Device > CTI Route Point**.
- The Find/List CTI Route Points window displays.
- Step 2** Specify the search criteria that are needed to locate the CTI route point that 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 that you want to delete and click **Delete Selected**.
  - Delete all 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 that you want to delete from the list to display its current settings and click **Delete**.
- Step 5** To permanently delete the CTI route point, click **OK**.
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**Related Topics**

- [CTI Route Point Configuration](#), page 43-1
- [Adding a CTI Route Point](#), page 43-2
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## Finding CTI Route Points

To find and list CTI route points, perform the following procedure.

**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 criterion.
- 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**.



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**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.

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**Related Topics**

- [CTI Route Point Configuration](#), page 43-1
- [Adding a CTI Route Point](#), page 43-2
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## Resetting a CTI Route Point

To reset a CTI route point, perform the following procedure.

**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 43-2](#).

**Figure 43-2 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	

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- Step 4** Check the check boxes next to the CTI route points that you want to reset. To choose 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

- [CTI Route Point Configuration, page 43-1](#)
- [Adding a CTI Route Point, page 43-2](#)
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# CTI Route Point Configuration Settings

Table 43-1 describes the CTI route point configuration settings.

**Table 43-1 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.
Calling Search Space	Choose a calling search space. The calling search space specifies the collection of partitions that are searched to determine how a collected (originating) number should be routed.
Location	Choose the appropriate location for this route point. The location specifies the total bandwidth that is 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 that is consumed by this route point.

## Related Topics

- [CTI Route Point Configuration, page 43-1](#)
- [Adding a CTI Route Point, page 43-2](#)
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