



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. 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 41-2](#)
- [Modifying a CTI Route Point, page 41-3](#)
- [Deleting a CTI Route Point, page 41-4](#)
- [Finding CTI Route Points, page 41-5](#)
- [Resetting a CTI Route Point, page 41-7](#)
- [CTI Route Point Configuration Settings, page 41-8](#)
- [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 41-1](#).
- 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 45-30.

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 41-1](#).

Figure 41-1 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 'System', 'Route Plan', 'Service', 'Feature', 'Device', 'User', 'Application', and 'Help'. Below the navigation bar is the Cisco CallManager Administration logo and 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 a link to 'Back to Find/List CTI Route Points'. The configuration details are as follows:

Directory Numbers	Device: AutoAttendant (AutoAttendant Route Point)
798 Line 1 - 53505 in Cisco	Registration: Registered with Cisco CallManager DLS2-CM166-CM3
798 Line 2 - Add DN	IP Address: 172.28.235.133
	Status: Ready

At the bottom of the configuration area are buttons for 'Copy', 'Update', 'Delete', and 'Reset'. The window ID '58948' is visible on the right side.

Related Topics

- [CTI Route Point Configuration](#), page 41-1
- [Modifying a CTI Route Point](#), page 41-3
- [Deleting a CTI Route Point](#), page 41-4
- [Finding CTI Route Points](#), page 41-5
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- [CTI Route Point Configuration Settings](#), page 41-8
- [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 41-1](#).
- 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 41-1](#)
- [Adding a CTI Route Point, page 41-2](#)
- [Deleting a CTI Route Point, page 41-4](#)
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Deleting a CTI Route Point

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

Before You Begin

You cannot delete a CTI route point that is assigned to one or more directory numbers. To find out which directory numbers are using the CTI route point, click the **Dependency Records** link from the CTI Route Point Configuration window. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-1](#). If you try to delete a CTI route point that is in use, Cisco CallManager displays an error message. Before deleting a CTI route point that is currently in use, you must perform either or both of the following tasks:

- Assign a different CTI route point to any directory numbers that are using the CTI route point that you want to delete. See the [“Updating a Directory Number” section on page 45-31](#).
- Delete the directory numbers that are using the CTI route point that you want to delete. See the [“Deleting a Directory Number” section on page 45-33](#).

Procedure

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**.

Related Topics

- [CTI Route Point Configuration, page 41-1](#)
- [Adding a CTI Route Point, page 41-2](#)
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Finding CTI Route Points

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

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 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**.



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 41-1](#)
- [Adding a CTI Route Point, page 41-2](#)
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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 41-2](#).

Figure 41-2 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

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.

Related Topics

- [CTI Route Point Configuration, page 41-1](#)
- [Adding a CTI Route Point, page 41-2](#)
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CTI Route Point Configuration Settings

Table 41-1 describes the CTI route point configuration settings.

Table 41-1 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

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