



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 the *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 27-2](#)
- [Setting the Routing Options, page 27-2](#)
- [Providing Tenant Information, page 27-4](#)
- [Entering Location Information, page 27-5](#)
- [Selecting Gateways, page 27-6](#)
- [Providing Gateway Information, page 27-7](#)
- [Generating the External Route Plan, page 27-9](#)
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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 you use the external route plan wizard. To set up new gateways, choose **Device > Gateway** in Cisco CallManager Administration.

Procedure

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- Step 1** Choose **Route Plan > External Route Plan Wizard**.
- Step 2** To create an external route plan, click **Next** in the External Route Plan Wizard introduction window.
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Related Topics

- [Setting the Routing Options, page 27-2](#)
- [Providing Tenant Information, page 27-4](#)
- [Entering Location Information, page 27-5](#)
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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/hunt 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, Cisco CallManager uses that access code in the prefix digits entry for route groups that are 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 that are served by a connected PBX field, enter the access code for calls between Cisco CallManager and the adjacent PBX. (Many systems use 8 for calls to adjacent PBX systems.)

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

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

- [Creating an External Route Plan, page 27-2](#)
- [Providing Tenant Information, page 27-4](#)
- [Entering Location Information, page 27-5](#)

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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 the calling search space and partition names incorporate it.

- Step 2** In the Number of physical locations in the entire system field, enter the number of geographical locations that are associated with the organization. This field should reflect all Cisco CallManagers in the system that use unique area codes. The default number specifies two locations.

- Step 3** Click **Next**.
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Related Topics

- [Creating an External Route Plan, page 27-2](#)
- [Setting the Routing Options, page 27-2](#)
- [Entering Location Information, page 27-5](#)
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Entering Location Information

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

Procedure

- 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. Use only alphanumeric characters for the location name.
- Step 2** In the Local Area Code(s) field, enter the local area codes that are 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 that are 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 choose 10-digit or 7-digit dialing, the wizard creates one route list for this location. If you choose 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 27-2](#)
- [Setting the Routing Options, page 27-2](#)
- [Providing Tenant Information, page 27-4](#)
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Selecting Gateways

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



Note

You cannot choose gateways that are used by existing route groups in this window.

Procedure

- Step 1** Check the check boxes for all the gateways that are associated with this route plan in all locations.

Step 2 If you want to include all the gateways that are defined in the system, click **Select All**.

Step 3 If you have selected several gateways and want to deselect all of your selections, click **Select None**.



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

Step 4 Click **Next**.

Related Topics

- [Creating an External Route Plan, page 27-2](#)
- [Setting the Routing Options, page 27-2](#)
- [Providing Tenant Information, page 27-4](#)
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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 that are 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) that 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) that you enter and precedes each route list with the access code and a dot (.).

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

- [Creating an External Route Plan, page 27-2](#)
- [Setting the Routing Options, page 27-2](#)
- [Providing Tenant Information, page 27-4](#)
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Generating the External Route Plan

Perform one of the following actions:

- To generate the external route plan, click **Next**.

**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.

- To prevent the external route plan wizard from generating this route plan, click **Cancel**.

**Note**

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

Related Topics

- [Creating an External Route Plan, page 27-2](#)
- [Setting the Routing Options, page 27-2](#)
- [Providing Tenant Information, page 27-4](#)
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Confirming the External Route Plan

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

Procedure

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



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

If you determine that the external route plan is incorrect based on the information that is 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 27-2](#)
- [Setting the Routing Options, page 27-2](#)
- [Providing Tenant Information, page 27-4](#)
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Finishing the External Route Plan

Perform one of the following actions:

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



Caution

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 27-2](#)
- [Setting the Routing Options, page 27-2](#)
- [Providing Tenant Information, page 27-4](#)
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Deleting an External Route Plan

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

If the system is using any element that was generated by the external route plan wizard (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.

**Caution**

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**.
- Step 2** To remove all data that was generated by the external route plan wizard, click **Delete External Route Plan**.
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Related Topics

- [Creating an External Route Plan, page 27-2](#)
- [Setting the Routing Options, page 27-2](#)
- [Providing Tenant Information, page 27-4](#)
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