CTI Supported Devices

The following table provides information about CTI supported devices.

You can see the latest list of Cisco CTI Supported Devices at http://developer.cisco.com/web/jtapi/wikidocs

CTI Supported Devices Table

Table legend:

✅ : supported, ❌ : not supported, NA: Not Applicable.

Table 1: CTI Supported Device Matrix

Device/Phone model	SCCP	SIP	Comments
Analog Phone	✅	❌	You can find information on the limitations of this device in Cisco JTAPI Developer Guide for Cisco Unified CallManager 4.1(3) .
Cisco 30 SP+	✅	❌	End of Software Maintenance Release 2001
Cisco 6901	✅	✅	SIP devices require firmware update 9.1(1) available on Cisco.com
Cisco 6911	✅	✅	SIP devices require firmware update 9.1(1) available on Cisco.com
Cisco 6921	✅	✅	PhoneSetDisplay() interface is not supported. SIP devices require firmware update 9.1(1) available on Cisco.com.

Device/Phone model	SCCP	SIP	Comments
Cisco 6941	✓	✓	PhoneSetDisplay() interface is not supported. SIP devices require firmware update 9.1(1) available on Cisco.com.
Cisco 6945	✓	✓	PhoneSetDisplay() interface is not supported. SIP devices require firmware update 9.1(1) available on Cisco.com.
Cisco 6961	✓	✓	PhoneSetDisplay() interface is not supported. SIP devices require firmware update 9.1(1) available on Cisco.com.
Cisco 7906	✓	✓	
Cisco 7911	✓	✓	
Cisco 7914 Sidecar	✓	✗	End of Software Maintenance Release 2010
Cisco 7915 Sidecar	✓	✓	
Cisco 7916 Sidecar	✓	✓	
Cisco CKEM Sidecar	✗	✓	
Cisco 7921	✓	✗	
Cisco 7925 & 7925-EX	✓	✗	
Cisco 7931	✓	✗	CTI supported only if rollover is disabled. Starting withrelease 7.1 this device is supported when corresponding role is added to user.
Cisco 7936	✓	✗	End of Software Maintenance Release 2011
Cisco 7937	✓	✗	
Cisco 7940	✓	✗	End of Software Maintenance Release 2011
Cisco 7941	✓	✓	
Cisco 7941G-GE	✓	✓	End of Software Maintenance Release 2009

Device/Phone model	SCCP	SIP	Comments
Cisco 7942	✓	✓	
Cisco 7945	✓	✓	
Cisco 7960	✓	✗	End of Software Maintenance Release 2011
Cisco 7961	✓	✓	
Cisco 7961G-GE	✓	✓	End of Software Maintenance Release 2009
Cisco 7962	✓	✓	
Cisco 7965	✓	✓	
Cisco 7970	✓	✓	End of Software Maintenance Release 2009
Cisco 7971	✓	✓	End of Software Maintenance Release 2009
Cisco 7975	✓	✓	
Cisco 7985	✓	✗	End of Software Maintenance Release 2011
Cisco 8811	✗	✓	8811 phones are CTI controlled
Cisco 8941	✓	✗	
Cisco 8945	✓	✗	
Cisco 8961	✗	✓	phoneSetDisplay() interface is not supported
Cisco 9951	✗	✓	phoneSetDisplay() interface is not supported
Cisco 9971	✗	✓	phoneSetDisplay() interface is not supported
Cisco ATA 186	✓	✗	You can find information on the limitations of this device in Cisco JTAPI Developer Guide for Cisco Unified CallManager 4.1(3) .

Device/Phone model	SCCP	SIP	Comments
Cisco Cius	❌	✅	CTI support added in release 8.5(1) phoneSetDisplay() interface is not supported XSI interface is not supported. Silent Monitoring/Recording is not supported
Cisco IP Communicator	✅	✅	CTI support added in release 7.1(2)
Cisco Jabber for Windows (Softphone Mode)	❌	✅	Requires Jabber 9.0
Cisco Jabber for Windows (Extend/Connect Mode)	❌	❌	Supports **CTI**. Requires CUCM 9.1(1a) and Jabber 9.1(2)
Cisco Jabber for Windows (Remote Desktop Control Mode)	—	—	Refer to the device model under remote control to determine CTI support. Click-to-Answer requires device speakerphone support.
Cisco Jabber for Mac (Softphone Mode)	❌	✅	Requires CUCM 8.6(1)
Cisco Jabber for iPhone & iPad	❌	✅	Support for CTI event monitoring added in CUCM 12.5 su1 for WiFi mode only. Does not support invoking call control/feature requests. See Release Notes for details
Cisco Jabber for Android	❌	✅	Support for CTI event monitoring added in CUCM 12.5 su1 for WiFi mode only. Does not support invoking call control/feature requests. See Release Notes for details
Cisco Unified Personal Communicator - Softphone Mode	✅	✅	CTI support added in release 8.5(1)
Cisco Unified Personal Communicator - Remote Desktop Control Mode	—	—	Refer to the device model under remote control to determine CTI support. Click-to-Answer requires device speakerphone support.

Device/Phone model	SCCP	SIP	Comments
Cisco Unified Communicator Integration for Microsoft Office Communicator/Lync - Softphone Mode	❌	✅	CTI support added in release 8.5(2)
Cisco Unified Communicator Integration for Microsoft Office Communicator/Lync - Remote Desktop Control Mode	—	—	Refer to the device model under remote control to determine CTI support. Click-to-Answer requires device speakerphone support.
Cisco Web Communicator for Quad - Softphone Mode	—	—	Not a CTI supported device.
Cisco Web Communicator for Quad - Remote Desktop Control Mode	—	—	Refer to the device model under remote control to determine CTI support. Click-to-Answer requires device speakerphone support.
Cisco Unified Communications Integration for Webex Connect - Softphone Mode	—	—	Not a CTI supported device.
Cisco Unified Communications Integration for Webex Connect - Remote Desktop Control Mode	—	—	Refer to the device model under remote control to determine CTI support. Click-to-Answer requires device speakerphone support.
Cisco VGC Phone	✅	❌	
VG224	—	—	Not a CTI supported device.
VG248	✅	❌	You can find information on the limitations of this device in Cisco JTAPI Developer Guide for Cisco Unified CallManager 4.1(3) .
CTI Port	—	—	CTI supported device that does not use SCCP or SIP.
CTI Remote Device	—	—	CTI supported device that does not use SCCP or SIP.
CTI Route Point	—	—	CTI supported device that does not use SCCP or SIP.

Device/Phone model	SCCP	SIP	Comments
CTI Route Point (Pilot Point)	—	—	CTI supported device that does not use SCCP or SIP.
ISDN BRI Phone	—	—	Not a CTI supported device.
Cisco Spark remote device	—	—	Not supported by CTI