



CTI Supported Devices

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CTI Supported Devices

The following table provides information about CTI supported devices.

Table legend:

s: supported, N: not supported, NA: Not Applicable.

Table 1: CTI Supported Device Matrix

Device/Phone model	SCCP	SIP	Comments
Analog Phone	s	N	Limitations for this device described in the JTAPI Developers Guide 4.1(3)
Cisco 12 S	s	N	End of Software Maintenance Release 2001
Cisco Unified IP Phone 3911	NA	NA	Not a CTI supported device
Cisco Unified IP Phone 6901	s	s	SIP requires firmware 9.1(1)
Cisco Unified IP Phone 6911	s	s	SIP requires firmware 9.1(1)
Cisco Unified IP Phone 6921	s	s	phoneSetDisplay() interface is not supported. SIP requires firmware 9.1(1)
Cisco Unified IP Phone 6941	s	s	phoneSetDisplay() interface is not supported. SIP requires firmware 9.1(1)
Cisco Unified IP Phone 6945	s	s	phoneSetDisplay() interface is not supported. SIP requires firmware 9.1(1)

Device/Phone model	SCCP	SIP	Comments
Cisco Unified IP Phone 6961	s	s	phoneSetDisplay() interface is not supported. SIP requires firmware 9.1(1)
Cisco Unified IP Phone 7821	s	s	
Cisco Unified IP Phone 7841	s	s	
Cisco Unified IP Phone 7906	s	s	
Cisco Unified IP Phone 7911	s	s	
Cisco Unified IP Phone 7914 Sidecar	s	N	End of Software Maintenance Release 2010
Cisco Unified IP Phone 7915 Sidecar	s	s	
Cisco Unified IP Phone 7916 Sidecar	s	s	
Cisco Unified IP Phone 7921	s	N	
Cisco Unified IP Phone 7925 and 7925-EX	s	N	
Cisco Unified IP Phone 7931	s	N	CTI supported only if rollover is disabled. Starting 7.1 this device is supported when corresponding role is added to user.
Cisco Unified IP Phone 7936	s	N	End of Software Maintenance Release 2011
Cisco Unified IP Phone 7937	s	N	
Cisco Unified IP Phone 7940	s	N	End of Software Maintenance Release 2011
Cisco Unified IP Phone 7941	s	s	
Cisco Unified IP Phone 7941G-GE	s	s	End of Software Maintenance Release 2009
Cisco Unified IP Phone 7942	s	s	
Cisco Unified IP Phone 7945	s	s	
Cisco Unified IP Phone 7960	s	N	End of Software Maintenance Release 2011
Cisco Unified IP Phone 7961	s	s	

Device/Phone model	SCCP	SIP	Comments
Cisco Unified IP Phone 7961G-GE	s	s	End of Software Maintenance Release 2009
Cisco Unified IP Phone 7962	s	s	
Cisco Unified IP Phone 7965	s	s	
Cisco Unified IP Phone 7970	s	s	End of Software Maintenance Release 2009
Cisco Unified IP Phone 7971	s	s	End of Software Maintenance Release 2009
Cisco Unified IP Phone 7975	s	s	
Cisco Unified IP Phone 7985	s	N	End of Software Maintenance Release 2011
Cisco Unified IP Phone 8811	N	s	8811 phones are CTI controlled
Cisco Unified IP Phone 8941	s	N	
Cisco Unified IP Phone 8945	s	N	
Cisco Unified IP Phone 8961	N	s	phoneSetDisplay() interface is not supported
Cisco Unified IP Phone 9951	N	s	phoneSetDisplay() interface is not supported
Cisco Unified IP Phone 9971	N	s	phoneSetDisplay() interface is not supported
Cisco ATA 186	s	N	For details on the limitations of this device, see http://www.cisco.com/cisco/en/products/voice/ata/186/ata186.html#ES
Cisco Cius	N	s	CTI support added in 8.5(1). phoneSetDisplay() interface is not supported. XSI interface is not supported. Silent Monitoring/Recording is not supported.
Cisco IP Communicator	s	s	
Cisco Unified Personal Communicator -Softphone Mode	s	s	CTI support added in 8.5(1)

Device/Phone model	SCCP	SIP	Comments
Cisco Unified Personal Communicator -Remote Desktop Control Mode	NA	NA	Refer to the device model under remote control to determine CTI support. Click-to-Answer requires device speakerphone support.
Cisco Unified Communications Integration for Microsoft Office Communicator/Lync -Softphone Mode	N	s	CTI support added in 8.5(2)
Cisco Unified Communications Integration for Microsoft Office Communicator/Lync -Remote Desktop Control Mode	NA	NA	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	NA	NA	Not a CTI supported device
Cisco Web Communicator for Quad -Remote Desktop Control Mode	NA	NA	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	NA	NA	Not a CTI supported device
Cisco Unified Communications Integration for WebEx Connect -Remote Desktop Control Mode	NA	NA	Refer to the device model under remote control to determine CTI support. Click-to-Answer requires device speakerphone support.
Cisco VGC Phone	s	N	
VG224	NA	NA	Not a CTI supported device
VG248	s	N	For details on the limitations of this device, see www.cisco.com/c/en/us/products/voice/vgc248/128441729
CTI Port	NA	NA	CTI supported virtual device
CTI Route Point	NA	NA	CTI supported virtual device
CTI Route Point (Pilot)	NA	NA	CTI supported virtual device
ISDN BRI Phone	NA	NA	Not a CTI supported device

Device/Phone model	SCCP	SIP	Comments
Cisco Spark remote device	—	—	Not supported by CTI

