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

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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 12 S	⊘	⊗	End of Software Maintenance Release 2001
Cisco 12 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

Device/Phone model	SCCP	SIP	Comments
Cisco 6921	✅	✅	PhoneSetDisplay() interface is not supported. SIP devices require firmware update 9.1(1) available on Cisco.com.
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 7902	✅	❌	End of Software Maintenance Release 2007
Cisco 7905	✅	❌	End of Software Maintenance Release 2007
Cisco 7906	✅	✅	
Cisco 7910	✅	❌	End of Software Maintenance Release 2007
Cisco 7911	✅	✅	
Cisco 7912	✅	❌	End of Software Maintenance Release 2007
Cisco 7914 Sidecar	✅	❌	End of Software Maintenance Release 2010
Cisco 7915 Sidecar	✅	✅	
Cisco 7916 Sidecar	✅	✅	
Cisco CKEM Sidecar	❌	✅	
Cisco 7920	✅	❌	End of Software Maintenance Release 2008
Cisco 7921	✅	❌	
Cisco 7925 & 7925-EX	✅	❌	

Device/Phone model	SCCP	SIP	Comments
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 7935	✅	❌	End of Software Maintenance Release 2005
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
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

Device/Phone model	SCCP	SIP	Comments
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) .
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 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.
Cisco Unified Communicator Integration for Microsoft Office Communicator/Lync - Softphone Mode	❌	✅	CTI support added in release 8.5(2)

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