



APPENDIX E

CTI Supported Devices

Table E-1 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>

Table legend:

✔: supported, ✘: not supported, NA: Not Applicable.

Table E-1 CTI Supported Device Matrix

Device/Phone Model	SCCP	SIP	Comments
Analog Phone	✔	✘	You can find information on the limitations of this device in <i>Cisco JTAPI Developer Guide for Cisco Unified CallManager 4.1(3)</i> .
Cisco 12 S	✔	✘	End of Software Maintenance Release 2001
Cisco 12 SP	✔	✘	End of Software Maintenance Release 2001
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.
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







Table E-1 CTI Supported Device Matrix (continued)

Device/Phone Model	SCCP	SIP	Comments
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 7920	✓	✗	End of Software Maintenance Release 2008
Cisco 7921	✓	✗	
Cisco 7925 & 7925-EX	✓	✗	
Cisco 7931	✓	✓	CTI supported only if rollover is disabled. Starting with release 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

Table E-1 CTI Supported Device Matrix (continued)

Device/Phone Model	SCCP	SIP	Comments
Cisco 7975	✓	✓	
Cisco 7985	✓	✗	End of Software Maintenance Release 2011
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 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	✗	✓	CTI support added in release 9.0(1)
Cisco Jabber for Windows - Extend & Connect Mode	—	—	Requires Unified CM 9.0(1) and Jabber for Windows 9.1
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	✗	✓	CTI support added in release 8.6(1)
Cisco Jabber for Mac - 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 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.

Table E-1 CTI Supported Device Matrix (continued)

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			
VG248			You can find information on the limitations of this device in <i>Cisco JTAPI Developer Guide for Cisco Unified CallManager 4.1(3)</i> .
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.