

# Telisca products compatibility matrix Cisco Unified Communications Manager 11

Cisco Unified Communications Manager  
CTI integration solution



**Directory**  
Phone Directory  
Jabber UDS Server  
Web Directory  
IPS Popup / Reverse Lookup  
Personal Directory  
H350 Video Conf directory  
Corporate Speed Dials  
ClickNDial

**Alerting**  
Voice Alert  
IPS Pager

**Admin tools**  
Morning Check  
Phone Remote  
Phone Robot  
Provisioning  
Phone Deployment  
CMS Admin & Selfcare  
Extension Mobility Report

**Manager Assistant**  
IP Phone / Jabber Interface

**Productivity tools**  
IPS Phone Config  
IPS Alarm Callback  
IPS Lock  
Wakeup Call  
Missed Call Alerter  
Conference Center  
Busy Alerter Callback  
Desktop Popup  
Finesse Gadgets  
Spark Bot

**Attendant Console / IVR / Group**  
Tannounce  
Line Group Manager  
Silent Monitoring

**Extension Mobility tools**  
TSSO  
Delog / Relog  
Pin & Password Manager

**Recording**  
Call Recording  
Recording Notification

Setup 4.7.0 (IPS Framework & Administration 4.7.0) or higher and telisca CTI Server 2.12.1 or higher are necessary to support CUCM 11.x. Some other applications modules also require to be upgraded.

The following list describes the module versions upgraded or validated to support CUCM 11 & CUCM 11.5. When the application does not require a separate module, the Framework (IPSW) and/or CTI Server (CTI) version is indicated.

Products	Module codes	Versions
IPS Global Directory	IPSGDIR	4.1.2
Web Directory	IPSGDIR	4.1.2
IPS Popup	IPSGDIR	4.1.2
Personal Directory	IPSGDIR	4.1.2
Directory Export	IPSGDIR	4.1.2
Provisioning	IPSGDIR	TBD
Corporate Speed Dials	IPSGDIR	4.1.2
IPS Manager Assistant	IPSW, IPSMA	4.7.1, 3.0.5
IPS Phone Config	IPSW, IPSPCFG	4.7.0, 4.2.8
IPS Lock	IPSW, IPSPCFG	4.7.0, 4.2.8
IPS Alarm Callback	IPALRM	2.1.9
IPS Pager	IPSPAGER	3.1.0
TAnnounce	IPSW, CTI	4.7.0
Busy Alerter	IPSW, CTI	4.7.0, 2.12.1
Recording Notification	IPSW, CTI	4.7.0, 2.12.1
ClickNDial	CLICKNDIAL	2.x
TSSO	TSSO	2.5.0
Missed Calls eMail Alerter	IPSW, CTI	4.7.0, 2.12.1
Voice Alert	CTI	2.12.1
Wake Up Call	CTI	2.12.1
Attendant Console	ATTD, CTI	1.1.0, 2.9.0
Conference Center	CTI	2.12.1
Desktop Popup	CTI	2.12.1
Silent Monitoring	SMON	4.7.0
Delog-Relog	RELOG	4.7.0
Phone Robot	PHNRBT	4.7.0
CUCM Query	CCMQUERY	1.7.0
PIN & Pwd Manager	IPSW, CTI	4.7.0, 2.12.1
Phone Deployment	IPSW, CTI	4.7.0, 2.12.1

*Note: When upgrading to CUCM 11.x, Cisco JTAPI client for Windows 32 bits must be downloaded from CUCM and reinstalled.*