## telisca products compatibility matrix Cisco Unified Communications Manager 14

## 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** 

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Setup 6 and 7 have been tested with CUCM 14. The minimum version of setup required varies depending of telisca application.

The following list shows the SETUP versions validated or **developed** to support CUCM 14.

telisca applications	Minimum Sotur Vorsion
Clabel Divertery	Setup Version
Global Directory	6.1.3
IPS Manager Assistant	6.1
IPS Phone Config	7.3
IPS Lock	7.3
IPS Alarm Callback	6.1
IPS Pager	6.1
TAnnounce	7.3
Attendant Console	7.3
Busy Alerter	7.3
telisca Recording	<b>4</b> <sup>(1)</sup>
Recording Notification	7.3
Voice Alert	7.3
Morning Check	7.3
ClickNDial	2.4 <sup>(2)</sup>
TSSO	6.1
Missed Calls eMail Alerter	7.3
Silent Monitoring	7.3
UCCX Agent	7.3
Video Collaboration Endpoints Suite	7.1
Wake Up Call	6.1
Conference Center	6.1
Desktop Popup	6.1
Delog-Relog	6.1
Phone Robot	6.1
Phone Remote	6.1
PIN & Pwd Manager	6.1

1) Recording Setup version

2) ClickNDial Setup version

*Note: Since CUCM 12.5, Cisco has changed the way the External Call Control Profiles requests the URL. It was creating an issue with some telisca applications.* 

We have found a workaround by adding a parameter to the URL (ex: /?do=TANNCE), for:

- IPS Manager Assistant (when filtering by ECCP)
- TAnnounce (to change the calling number)
- Recording Notification (to redirect calls)
- Busy Alerter Callback (in ECCP mode)

We provide a workaround by adding a ReWriteURL module to IIS (which is installed automatically by Setup 6.1.3 and above), for:

- IPS Global Directory Reverse Lookup
- IPS Lock

## Note: When upgrading to CUCM 14:

- Cisco JTAPI client must be upgraded, this can be done using telisca Setup,

- New CUCM version must be checked and saved from IPS Administration, Global Config menu in CUCM Config screen.