Unified CM Silent Monitoring Recording Supported Device Matrix

Last update 09/10/2013

Device/Phone Model	SCCP	SIP	Device-based (built-in-bridge) RTP-Unencrypted Media	Device-based (built-in-bridge) sRTP - Encrypted Media	Gateway-based RTP-Unencrypted Media	Automatic Recording	Silent Selective Recording	User Selective Recording (available in UCM 9.0 or later)	Remarks
Analog Phone	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 12 S	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 12 SP	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 30 SP+	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 3905	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device

Device/Phone Model	SCCP	SIP	Device-based (built-in-bridge) RTP- Unencrypted Media	Device-based (built-in-bridge) sRTP - Encrypted Media	Gateway-based RTP- Unencrypted Media	Automatic Recording	Silent Selective Recording	User Selective Recording (available in UCM 9.0 or later)	Remarks
Cisco 3911	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 6901	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 6911	XX	XX	Requires UCM 7.1(3) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	Yes	CUCM 7.1(3) requires Dec 2009 firmware update 8.5(4)
Cisco 6921	XX	XX	Requires UCM 7.1(3) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	Yes	CUCM 7.1(3) requires Dec 2009 firmware update 8.5(4)
Cisco 6941	XX	XX	Requires UCM 7.1(3) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	Yes	CUCM 7.1(3) requires Dec 2009 firmware update 8.5(4)

Device/Phone Model	SCCP	SIP	Device-based (built-in-bridge) RTP-Unencrypted Media	Device-based (built-in-bridge) sRTP - Encrypted Media	Gateway-based RTP-Unencrypted Media	Automatic Recording	Silent Selective Recording	User Selective Recording (available in UCM 9.0 or later)	Remarks
Cisco 6945	XX	XX	Requires UCM 7.1(3) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	Yes	Requires firmware 9.1(2) or later. SIP support in 9.2(1) in July 2011.
Cisco 6961	XX	XX	Requires UCM 7.1(3) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	Yes	CUCM 7.1(3) requires Dec 2009 firmware update 8.5(4)
Cisco 7902	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 7905	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 7906	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	

Device/Phone Model	SCCP	SIP	Device-based (built-in-bridge) RTP-Unencrypted Media	Device-based (built-in-bridge) sRTP - Encrypted Media	Gateway-based RTP-Unencrypted Media	Automatic Recording	Silent Selective Recording	User Selective Recording (available in UCM 9.0 or later)	Remarks
Cisco 7910	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 7911	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco 7912	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 7914 Sidecar	XX		Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	End of Software Maintenance Release 2010
Cisco 7915 Sidecar	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	

Device/Phone Model	SCCP	SIP	Device-based (built-in-bridge) RTP-Unencrypted Media	Device-based (built-in-bridge) sRTP - Encrypted Media	Gateway-based RTP-Unencrypted Media	Automatic Recording	Silent Selective Recording	User Selective Recording (available in UCM 9.0 or later)	Remarks
Cisco 7916 Sidecar	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco CKEM Sidecar		XX	Requires UCM 7.1(3) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco 7920	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 7921	XX		Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	CUCM 6.0(1) requires Aug 2008 firmware update
Cisco 7925 & 7925-EX	XX		Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	

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Cisco 7926	XX		Requires UCM 7.0(1) or later	Requires UCM 7.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco 7931	XX		Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco 7935	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 7936	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 7937	XX		Requires UCM 6.0(1) or later	No	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	Requires March 2010 firmware update 1.4(1)

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Cisco 7940	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco 7941	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco 7941G-GE	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	End of Software Maintenance Release 2009
Cisco 7942	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	

Device/Phone Model	SCCP	SIP	Device-based (built-in-bridge) RTP-Unencrypted Media	Device-based (built-in-bridge) sRTP - Encrypted Media	Gateway-based RTP-Unencrypted Media	Automatic Recording	Silent Selective Recording	User Selective Recording (available in UCM 9.0 or later)	Remarks
Cisco 7945	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco 7960	NA	NA	NA	NA	NA	NA	NA	Not a supported device	Not a supported device
Cisco 7961	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco 7961G-GE	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	End of Software Maintenance Release 2009

Device/Phone Model	SCCP	SIP	Device-based (built-in-bridge) RTP-Unencrypted Media	Device-based (built-in-bridge) sRTP - Encrypted Media	Gateway-based RTP-Unencrypted Media	Automatic Recording	Silent Selective Recording	User Selective Recording (available in UCM 9.0 or later)	Remarks
Cisco 7962	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco 7965	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco 7970	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	End of Software Maintenance Release 2009
Cisco 7971	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	End of Software Maintenance Release 2009

Device/Phone Model	SCCP	SIP	Device-based (built-in-bridge) RTP- Unencrypted Media	Device-based (built-in-bridge) sRTP - Encrypted Media	Gateway-based RTP- Unencrypted Media	Automatic Recording	Silent Selective Recording	User Selective Recording (available in UCM 9.0 or later)	Remarks
Cisco 7975	XX	XX	Requires UCM 6.0(1) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco 7985	NA	NA	NA	NA	NA	NA	NA	Not a supported device	Not a supported device
Cisco 8831		XX	Requires SIP firmware 9.3(2)	Requires SIP firmware 9.3(2)	Requires UCM 10.0(1) or later	Yes	Yes	SIP, Device-based only	
Cisco 8941	XX	XX	Requires UCM 7.1(5) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	Yes	Requires firmware 9.1(2) or later. SIP support in 9.2(1) in July 2011.

Device/Phone Model	SCCP	SIP	Device-based (built-in-bridge) RTP-Unencrypted Media	Device-based (built-in-bridge) sRTP - Encrypted Media	Gateway-based RTP-Unencrypted Media	Automatic Recording	Silent Selective Recording	User Selective Recording (available in UCM 9.0 or later)	Remarks
Cisco 8945	XX	XX	Requires UCM 7.1(5) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	Yes	Requires firmware 9.1(2) or later. SIP support in 9.2(1) in July 2011.
Cisco 8961		XX	Requires UCM 7.1(3) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	Yes	CUCM 8.0(1) requires March 2010 firmware update 9.0(2)
Cisco 9951		XX	Requires UCM 7.1(3) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	Yes	CUCM 8.0(1) requires March 2010 firmware update 9.0(2) CUCM 10.0(1) requires firmware update 9.4.1

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Cisco 9971		XX	Requires UCM 7.1(3) or later	Requires UCM 8.0(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	Yes	CUCM 8.0(1) requires March 2010 firmware update 9.0(2) CUCM 10.0(1) requires firmware update 9.4.1
Cisco DX650		XX	Requires UCM 7.1(3) or later	Requires UCM 8.5(1) or later	Requires UCM 10.0(1) or later	Yes	Yes	Yes	CUCM 10.0(1) requires firmware update 10.1.1
Cisco E20	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco EX60	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device

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Cisco EX90	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco CTS 500	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco CTS 500-32	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco CTS (all other device models)	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco ATA 186	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco ATA 187	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device

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Cisco ATA 188	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco IP Communicator	XX	XX	Requires CIPC v7.0(1) or later	No	Requires UCM 10.0(1) or later	Yes	Yes	SCCP, Yes SIP, Device-based only	
Cisco Jabber for Windows - Softphone Mode		XX	Requires Jabber for Windows 9.2 or later	Requires Jabber for Windows 9.2 or later	Requires UCM 10.0(1) or later	Yes	Yes	No	
Cisco Jabber for Windows - Extend/Connect Mode	NA	NA	NA	NA	Requires Jabber for Windows 9.2 or later and UCM 10.0(1) or later	Yes	Yes	No	

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Cisco Jabber for Windows - Remote Desktop Control Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.
Cisco Jabber for Mac - Softphone Mode		XX	Requires Jabber for Mac 9.2 or later	Requires Jabber for Mac 9.2 or later	Requires UCM 10.0(1) or later	Yes	Yes	No	
Cisco Jabber for Mac - Remote Desktop Control Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.

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Cisco Jabber for iPad (Wifi-only)	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes	No	
Cisco Jabber for iPhone	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes	No	
Cisco Jabber for Android	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes	No	
Cisco Unified Personal Communicator - Softphone Mode	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Cisco Unified Personal Communicator - Remote Desktop Control Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.

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Cisco Unified Communications Integration for Microsoft Office Communicator/Lync - Softphone Modes	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes	No	
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 support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.
Cisco Unified Communications for RTX (CUCRTX) - Softphone Mode	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes	No	

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Cisco Unified Communications for RTX (CUCRTX) - Remote Desktop Control Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.
Cisco Web Communicator for Wx Social - Softphone Mode	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes	No	
Cisco Web Communicator for Wx Social - Remote Desktop Control Mode	NA	NA	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.

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Cisco Unified Communications Integration for WebEx Connect - Softphone Mode	NA	NA	NA	NA	NA	NA	NA	NA	Not a 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 support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.	Refer to the device model under remote control to determine support.
Cisco VGC Phone	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
VG224	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device

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VG248	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
CTI Port	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes	Yes	
CTI Remote Device (Extend & Connect)	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes	Yes	
CTI Route Point	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
CTI Route Point (Pilot Point)	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
ISDN BRI Phone	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device

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Carrier Integrated Mobile	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes		
IMS Client	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes		
Mobile Communicator	NA	NA	NA	NA	NA	NA	NA	NA	Not a supported device
Nokia S60	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes	Yes via DTMF	
Remote Destination Profile (Single Number Reach)	NA	NA	NA	NA	Requires UCM 10.0(1) or later	Yes	Yes	Yes via DTMF	