

## Garbled Prompts or Voice

<b>Problem Summary</b>	Garbled prompts or voice
<b>Error Message</b>	N/A
<b>Possible Cause</b>	There is a PIX firewall between the gateway and Unified CVP or between gateway and Unified CM.
<b>Recommended Action</b>	PIX firewalls can sometimes cause issues where the prompts or voice communications become garbled. In an attempt to determine if the firewall is the issue, try to temporarily circumvent the firewall to see if that resolves the issue. If it does appear to be a firewall issue, then review PIX Firewall documentation for additional information.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	Another possibility is that there is a latency issue in the network that is causing IP phone jitter or bad quality prompts.
<b>Recommended Action</b>	The network should be analyzed to determine if jitter conditions are present. If jitter is detected, then the IP packets are getting delayed somewhere on the network.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.