

Calling party and Cisco Unified CCX do not have common codec

Problem Summary	The calling party hears a fast busy signal when calling into a Cisco Unified CCX application.
Error Message	The Cisco Unified CCX log shows CTIERR_REDIRECT_CALL_PROTOCOL_ERROR or CTIERR_REDIRECT_CALL_MEDIA_CONNECTION_FAILED=0x8ccc0036
Possible Cause	The calling device's codec is possibly incompatible with Cisco Unified CCX.
Recommended Action	Use the transcoding service on Cisco Unified CM or ensure that the calling device is using G.711 or G729, depending on what is configured on the Cisco Unified CCX server.
Release	Release 7.0(1)
Associated CDETS #	None.