

Calling party and Cisco Unified CCX do not have common codec

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| 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. |