

## Calling party and Cisco Unified CCX do not have common codec

<b>Problem Summary</b>	The calling party hears a fast busy signal when calling into a Cisco Unified CCX application.
<b>Error Message</b>	The Cisco Unified CCX log shows CTIERR_REDIRECT_CALL_PROTOCOL_ERROR or CTIERR_REDIRECT_CALL_MEDIA_CONNECTION_FAILED=0x8ccc0036
<b>Possible Cause</b>	The calling device's codec is possibly incompatible with Cisco Unified CCX.
<b>Recommended Action</b>	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.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.