

**Cisco Unified IP IVR drops callers when transferring to an extension**

<b>Problem Summary</b>	After Cisco Unified IP IVR transfers a call to an extension, the called party hears a busy signal when taking the call and the caller is dropped.
<b>Error Message</b>	None.
<b>Possible Cause</b>	If a call gets dropped, one potential cause is a codec mismatch between the endpoint and the Cisco Unified CCX Server. The Cisco Unified CCX Server supports either the G.729 or the G.711 protocol, but not both simultaneously. To support these protocols, a transcoder is required.
<b>Recommended Action</b>	Install a transcoder for Cisco Unified IP IVR.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.