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Video Does Not Work

Problem: Video does not work, but audio does.

Solution: Try pressing the hold button and then the resume button on the phone. This can sometimes clear up transient problems related to video.

Possible Cause: The meeting scheduler cannot host video meetings, so video is not enabled for the meeting.

Solution: Check the video usage setting in the user profile of the meeting scheduler.

Possible Cause: In Cisco Unified Communications Manager, the DTMF signaling method for the SIP trunk to Cisco Unified MeetingPlace is configured to use [RFC 2833](#).

Solution: Set the DTMF signaling method field to **No Preference**.

Problem: Your MCU blade is offline.

Solution: Open your Media Server administration page. Select **Resource Management > MCU**. The status of the blade should be ?online? and ?connected.? If it is not, select the desired MCU link. Ensure the radio button **Online** has been selected.

Possible Cause: The prefixes from the MCU to the Media Server are not synchronized.

Solution: Synchronize the prefixes from MCU to Media Server.

Possible Cause: Your call was set up using an audio-only prefix.

Solution: Ensure that the call is set up using a video prefix.

Possible Cause: The video rate is not set properly.

Solution: Make sure the video rate in the administration global settings is set properly. Sign in to the Administration Center. Select **System Configuration > Meeting Configuration > Global Settings > Global Video Mode**. Set the standard rate to 384 kbps maximum. Set the high rate to 2 Mbps maximum.

Possible Cause: MTP is enabled on the trunk from the CUCM to the Cisco MeetingPlace application server.

Solution: Make sure you disable MTP on the trunk from CUCM to the Cisco MeetingPlace application server.

Problem: A video conference call drops after 20 seconds. There is no video or audio on during that time. The SIP B2BUA log from the infocap shows that Cisco Unified Communications Manager send TIAS with a negative value, [.INFO] [..MESSAGE] b=TIAS:-1000. This is because the "Video Call Bandwidth" field was set to "None" in the Region setting.

Solution: Set the correct value for the "Video Call Bandwidth" field.

Related Topics

- [How to Configure User Profiles](#)
- "Configuring Cisco Unified Communications Manager 6.x or a Later Release: SIP Trunk to Cisco Unified MeetingPlace" in [Configuring Call Control for Cisco Unified MeetingPlace](#)

Poor Video Quality

Problem: The video has a pixelated image or poor quality.

Possible Cause: Network issues are causing packet loss between the endpoint and Cisco Unified MeetingPlace.

Solution: Check the network for and correct any packet loss or excessive bandwidth utilization along the path between the video endpoint and Cisco Unified MeetingPlace.

Possible Cause: (CSCso95109) The input stream is from the Cisco Unified IP Phone 7985. This potentially affects all video calls with Cisco Unified MeetingPlace when the Cisco Unified MeetingPlace global video mode is set to "standard rate" (384kb).

Solution: In the Administration Center, set the global video mode field to **High rate**.

Solution: For full compatibility with Cisco Unified MeetingPlace, upgrade the Cisco Unified IP Phone 7985 to application load 4.1(7) or later.

Related Topics

- See the "Network Management" chapter and the "Call Admission Control, QoS, and Bandwidth" section in the "Cisco Unified MeetingPlace Integration" chapter of the *Cisco Unified Communications Solution Reference Network Design (SRND)* that applies to your version of Cisco Unified Communications Manager at <http://www.cisco.com/go/designzone>.
- See [Planning the Capacity of your Cisco Unified MeetingPlace System](#).