- Trouble Using Endpoints
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Trouble Using Endpoints

Symptom: A video endpoint is not sending out-of-band DTMF correctly. Non-Cisco endpoints can call into the system, but the system ignores any user inputs from the keypad.

Possible Cause: Some third-party endpoints do not support out-of-band DTMF relay (H.245 alphanumeric signaling). Such signaling is part of the SIP and H.323 standards, but many endpoints simply generate voice-band or RFC2833 tones when digits are pressed. These endpoints indicate their support status during signaling negotiations with Cisco Unified MeetingPlace Express.

Solution: Verify the calling endpoint supports either H.245 DTMF relay (for H.323 endpoints) or RFC2833 or KPML (for SIP endpoints).

Symptom: A video endpoint gets no video or only gets one-way video.

Possible Cause: The video endpoint does not support escalation to video via the H.323 Terminal Capabilities Set or SIP Reinvite update after the voice call is established. This can result in either partial or complete lack of video reception after connecting to a meeting.

Solution: Check with the endpoint vendor for a firmware update.

Possible Cause: Meeting characteristics do no match the capabilities of the endpoint. This can happen if the endpoint negotiates a video bit rate lower than the meeting minimum.

Solution: Schedule a new meeting with a compatible video codec or bit rate, or adjust the terminal bit rate.

Symptom: A video endpoint gets connected with voice, but loses video after a meeting to meeting transfer.

Possible Cause: The video endpoint does not support changes to video capabilities via H.323 Terminal Capabilities Set or SIP Reinvite message after the voice call is established.

Solution: Check with the endpoint vendor for a firmware update.

Symptom: A video endpoint gets no video reception upon a joining meeting.

Possible Cause: Meeting characteristics do not match the capabilities of the endpoint. This can happen if the endpoint negotiates a video bit rate lower than the meeting minimum. In this case, the endpoint will not get video reception because the video type used to create the meeting specified a rate higher than the rate the endpoint is capable of joining.

This control allows the administrator the ability to prevent low bitrate video endpoints from slowing down the entire meeting.

Solution: Reconfigure the endpoint to support a higher bit rate.

Possible Cause: The meeting is configured for a video codec (such as H.264), and the endpoint does not support it.

Solution: Create a new meeting with the compatible video type.

Possible Cause: The Cisco Unified Communications Manager gateway or trunk definition has the **MTP required** checkbox selected.

Solution: Uncheck the checkbox if possible. See the Configuring Cisco Unified Communications Manager: Adding the Gateway and Route Pattern and Table: Fields for Adding a New Trunk to Cisco Unified Communications Manager for more information about MTP.

Poor Video Quality

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

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

Solution: Check the network statistics on the endpoint and on the Cisco Unified MeetingPlace Express media statistics report. Check the network for packet loss or excessive bandwidth utilization along the path and correct it.

Related Topics

- About This Page: Media Statistics Reports