

## Call between two RT phones is not recorded

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| <b>Problem Summary</b>    | When a call is established between two RT phones (89XX and 99XX family), the call is not recorded by Unified MCP.   |
| <b>Error Message</b>      | State of the recorded conversation is ERROR.  |
| <b>Possible Cause</b>     | When a call is established between two RT phones (89XX and 99XX family), G722 codec is negotiated for the call. If G722 is disabled using service parameters, however, the 2 RT phones negotiate iSAC codec by default (Low Loss). Cisco MediaSense does not support G722 or iSAC codecs. Consequently, the call is not recorded.             |
| <b>Recommended Action</b> | <ol style="list-style-type: none"> <li>1. Make sure to set up G729 codec for both of the RT phones OR</li> <li>2. Install Unified CM 8.5(1)SU1 software update which allows you to disable iSAC codec for recording enabled devices AND disable iSAC codec for recording enabled devices using the Unified CM Administration page.</li> </ol> |
| <b>Release</b>            | Release 8.5(1), Release 8.5(2), and Release 8.5(3).   |
| <b>Associated CDETS #</b> | None.   |