

## Failure to playback audio or video when using RT video phone

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| <b>Problem Summary</b>    | <ul style="list-style-type: none"> <li>You use the startRecording API to record video and audio on a RT Video phone (995X and 997X) <i>or</i> you call the Route Pattern configured for the Route List/SIP trunk from the RT Video phone,</li> </ul> <p><i>and</i></p> <ul style="list-style-type: none"> <li>You perform the pauseRecording/resumeRecording operation while recording. When you playback this recording, you may not be able to view the video after the resumeRecording operation.</li> </ul> |
| <b>Error Message</b>      | None.   |
| <b>Possible Cause</b>     | This is a RT video phone (995X or 997X) limitation. RT video phones do not send the IDR frames regularly. An IDR frame is a reference point for subsequent frames. To provide a good quality picture IDR frames must be produced on a regular basis. After the pauseRecording operation, if the Cisco MediaSense Media Service does not receive next IDR frame, it is unable to record the video after the resumeRecording operation.   |
| <b>Recommended Action</b> | None.   |
| <b>Release</b>            | Release 8.5(1) and 8.5(2).  |
| <b>Associated CDETS #</b> | CSCtk02996.   |