

Failure to playback audio or video when using RT video phone

<p>Problem Summary</p>	<ul style="list-style-type: none"> • 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, <p style="text-align: center;"><i>and</i></p> <ul style="list-style-type: none"> • 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.
<p>Error Message</p>	<p>None.</p>
<p>Possible Cause</p>	<p>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.</p>
<p>Recommended Action</p>	<p>None.</p>
<p>Release</p>	<p>Release 8.5(1) and 8.5(2).</p>
<p>Associated CDETS #</p>	<p>CSCtk02996.</p>