

Dialer is unable to reserve an agent with a G.729 phone

Problem Summary	Dialer is unable to reserve an agent with a G.729 phone
Error Message	None.
Possible Cause	Region objects are not configured correctly in Unified CM
Recommended Action	Configure the region objects in Unified CM to transcode G.711 and G.729 regions. Refer to the Unified CM documentation for detailed instructions on how to configure the region objects.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.