

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

<b>Problem Summary</b>	Dialer is unable to reserve an agent with a G.729 phone
<b>Error Message</b>	None.
<b>Possible Cause</b>	Region objects are not configured correctly in Unified CM
<b>Recommended Action</b>	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.
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.