

## Call Disconnected As Soon As Agent Answers

<b>Problem Summary</b>	Call disconnected as soon as agent answers.
<b>Error Message</b>	N/A
<b>Possible Cause</b>	There is a codec incompatibility between the phone and the codec capabilities that Unified CVP is sending.
<b>Recommended Action</b>	<p>Do the following:</p> <ol style="list-style-type: none"> <li>1. Find the Region in which the phone resides. In CCMAdmin, check the Device Pool the phone is in and the Region the Device Pool is in.</li> <li>2. In VBAAdmin, do a 'ShowLocationsBasedCAC'. If set to <b>on</b>Gateway, look at the device pool (and subsequently Region) for the originating gateway.</li> </ol> <p>If set to <b>off</b>Gateway, look at the device pool (and subsequently Region) for the Unified CVP H.323 Service.</p> <ol style="list-style-type: none"> <li>1. You now have two regions: the phone region and the originating region. In <b>CCMAdmin &gt; System &gt; Region</b>, check what codec is to be used between those two regions. Both caller and agent need to be able to speak that codec. If they cannot, a transcoding resource needs to be allocated on Unified CM.</li> <li>2. If the originating endpoint is an IOS gateway, most probably the codec is incorrectly configured. IOS gateways can speak both g711 and g729.</li> </ol> <p>On the gateway:conf t voice class codec 1</p> <ol style="list-style-type: none"> <li>1.           codec preference 1 g711ulaw               codec preference 2 g729r8               <b>Note:</b> For outside of North America, it is typically g711alaw.</li> </ol> <p>Assign that voice-class codec to the Unified CVP voip dial-peer</p> <ol style="list-style-type: none"> <li>1. If the originating endpoint is an IP phone (or a call initiated from Cisco Unified Outbound Agent), codec renegotiation is not possible. Either the device region needs to be changed or a transcoding resource needs to be allocated in Unified CM.</li> </ol>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.