

Call Disconnected As Soon As Agent Answers

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| Problem Summary | Call disconnected as soon as agent answers. |
| Error Message | N/A |
| Possible Cause | There is a codec incompatibility between the phone and the codec capabilities that Unified CVP is sending. |
| Recommended Action | <p>Do the following:</p> <ol style="list-style-type: none"> 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. 2. In VBAAdmin, do a 'ShowLocationsBasedCAC'. If set to onGateway, look at the device pool (and subsequently Region) for the originating gateway. <p>If set to offGateway, look at the device pool (and subsequently Region) for the Unified CVP H.323 Service.</p> <ol style="list-style-type: none"> 1. You now have two regions: the phone region and the originating region. In CCMAdmin > System > Region, 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. 2. If the originating endpoint is an IOS gateway, most probably the codec is incorrectly configured. IOS gateways can speak both g711 and g729. <p>On the gateway:conf t voice class codec 1</p> <ol style="list-style-type: none"> 1. codec preference 1 g711ulaw codec preference 2 g729r8 Note: For outside of North America, it is typically g711alaw. <p>Assign that voice-class codec to the Unified CVP voip dial-peer</p> <ol style="list-style-type: none"> 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. |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |