

## Call Disconnected as Soon as Agent Answers

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|---------------------------|---|
| <b>Problem Summary</b>    | As soon as the agent answers, the call drops.   |
| <b>Error Message</b>      | None  |
| <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 CCMAAdmin, check the Device Pool the phone is in and the Region the Device Pool is in.</li> <li>2. In VBAdmin, do a           <ul style="list-style-type: none"> <li>'ShowLocationsBasedCAC'. If set to <b>on</b>, look at the device pool and Region for the originating gateway. If set to <b>off</b>, look at the device pool and Region for the Unified CVP H.323 Service.</li> </ul> </li> </ol> <ol style="list-style-type: none"> <li>1. There are two regions: the phone region and the originating region. In <b>CCMAAdmin &gt;System &gt; Region</b>, check what codec is being used between those two regions. Both caller and agent need to be using the same codec. If are not, then a transcoding resource needs to be allocated on Unified CM.</li> <li>2. If the originating endpoint is an IOS gateway, the codec may be incorrectly configured. IOS gateways can be configured for both g711 and g729.</li> </ol> <p>On the gateway:type: conf t type: voice class codec 1 codec preference 1 g711ulaw codec preference 2 g729r8 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, then 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.   |