

# Codec Support FAQ

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## Contents

### Introduction

What codecs does the Cisco TAPI service provider (TSP) support?

What codecs are supported by Cisco CallManager 4.x?

What codecs are supported by Cisco Unified Communications Manager (CallManager) 5.x and 6.x?

What codecs does Cisco Customer Response Applications (CRA) support?

What codecs does Cisco Unity Support?

What codecs does the Cisco CallManager Music On Hold (MOH) server support?

What codecs does the Cisco Conference Connection support?

What codecs does the Cisco CallManager Software Conference Bridge support?

What codecs does the Personal Assistant support?

Do Cisco 7940 and Cisco 7960 IP Phones support G.729 Annex B when running SIP load?

How do you play out voice mails over a Personal Digital Assistant (PDA)?

What codecs are supported by Cisco Unified Mobility Advantage?

### Related Information

## Introduction

This Frequently Asked Questions (FAQ) document clarifies the codec support for some of the most common IP Telephony Server solutions and provides a consolidation of codec support information in one location.

Refer to Cisco Technical Tips Conventions for more information on document conventions.

### Q. What codecs does the Cisco TAPI service provider (TSP) support?

A. The Cisco WAVE driver included with the Cisco TSP only supports G.711.

### Q. What codecs are supported by Cisco CallManager 4.x?

A. Cisco CallManager 4.x supports these codecs:

- ◆ G.711 a-law and u-law.
- ◆ G.723 (only supported by the IP phones VIP30 and SP12+).
- ◆ Automated bandwidth selection.
- ◆ G.723.1.
- ◆ G.729 Annex A and Annex B.
- ◆ Global System for Mobile Communications (GSM)–Enhanced Full Rate (EFR) and Full Rate (FR).
- ◆ Wideband audio – proprietary 16-bit resolution and 16 kHz sampled audio.

### Q. What codecs are supported by Cisco Unified Communications Manager (CallManager) 5.x and 6.x?

A. Cisco Unified Communications Manager 5.x supports the codecs supported by CallManager 4.x and these codecs:

- ◆ G.722
- ◆ G.722.1
- ◆ G.728

Cisco Unified Communications Manager 6.x supports the codecs supported by CallManager 4.x and these codecs:

- ◆ G.722
- ◆ G.722.1
- ◆ G.728
- ◆ iLBC
- ◆ Advanced Audio CODEC (AAC) for use with Cisco TelePresence devices

## **Q. What codecs does Cisco Customer Response Applications (CRA) support?**

A. These codecs are supported by the associated CRA version:

- ◆ CRA 2.2.x only supports G.711 u-law.
- ◆ Customer Response Solution (CRS) releases up to and including 3.0(2) support G.711 encoding only (a-law and u-law).
- ◆ CRS release 3.1(x) also supports G.729 Annex A (G.729A) encoding.
  - ◇ Any CRS 3.1(x) system can have either G.711 or G.729 Annex A (G.729A), but not both.
  - ◇ Any CRS 3.1(x) system installed that wishes to change to the other encoding must perform a reinstall of the entire system.
- ◆ Automatic Speech Recognition (ASR)/Text-to-Speech (TTS) does not work with G.729 Annex A (G.729A) codec. The G.729 Annex A (G.729A) and ASR/TTS are mutually exclusive.

## **Q. What codecs does Cisco Unity Support?**

A. These audio codecs are supported for use with all versions of Cisco Unity:

- ◆ G.711 u-law and a-law.
- ◆ G.729 Annex A (G.729A) at 20 ms packetization rate ONLY. Cisco Unity TAPI Service Provider (TSP) 7.0.3 and later supports g.729a from 10 ms up to 60 ms packetization rate.
- ◆ Intel Dialogic OKI ADPCM 8 kHz.
- ◆ Intel Dialogic OKI ADPCM 6 kHz.
- ◆ GSM 6.10.

In addition, the G.726 codec is supported for use with a Cisco Unity version 4.0(1) or later system that runs Microsoft Exchange and uses the Voice Profile for Internet Messaging (VPIM) networking option.

## **Q. What codecs does the Cisco CallManager Music On Hold (MOH) server support?**

A. These audio codecs are supported by the Cisco CallManager MOH server:

- ◆ G.711 u-law.
- ◆ G.711 a-law.
- ◆ G.729 Annex A (G.729A).

- ◆ Wideband – uncompressed (proprietary 16-bit resolution and 16 kHz sampled audio).

### **Q. What codecs does the Cisco Conference Connection support?**

A. Cisco Conference Connection supports G.711 u-law only. You must use a transcoder if you use any other codec.

### **Q. What codecs does the Cisco CallManager Software Conference Bridge support?**

A. Cisco CallManager Software Conference Bridge supports only G.711 a-law and G.711 u-law.

### **Q. What codecs does the Personal Assistant support?**

A. Only G.711 u-law is currently supported.

### **Q. Do Cisco 7940 and Cisco 7960 IP Phones support G.729 Annex B when running SIP load?**

A. No, Cisco 7940 and Cisco 7960 IP Phones do not support G.729 Annex B when running SIP load. If you need to use 7940 or 7960 IP Phones that run SIP instead of SCCP for some particular reason, you can use a hardware transcoder to support G.729 Annex B out the H.323 trunk.

### **Q. How do you play out voice mails over a Personal Digital Assistant (PDA)?**

A. In order to allow your voice mails to be played over the PDA, you can change the record format in unity. You can do this via **Tools Depot > Audio Management Tools > Set Record format**. This will allow you to change it to **gsm 6.10**. A restart is required to have this take effect.

### **Q. What codecs are supported by Cisco Unified Mobility Advantage?**

A. Cisco Unified Mobility Advantage supports voice messages stored in the G.711 and GSM 6.10 audio formats.

## **Related Information**

- **Understanding Transcoding and Conference Bridging Using a Catalyst 6000 WS-X6608-T1/E1 Blade**
- **Cisco Conferencing and Transcoding Feature for Voice Gateway**
- **Cisco VG200: Cisco IP Telephony Voice Gateway Data Sheet**
- **White Paper: Audio Codecs and Cisco Unity (All Versions of Cisco Unity)**
- **Codec Calculator (registered customers only)**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony** [☞](#)
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