



A-law Codec

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Configure Gateway

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Configure Ingress Gateway

Procedure

Step 1 Add the voice class codec 1 to set the codec preference in dial-peer:

Example:

```
voice class codec 1
  codec preference 1 g729r8
  codec preference 2 g711alaw
  codec preference 3 g711ulaw

dial-peer voice 70021 voip
  description Used for Switch leg SIP Direct
  preference 1
  max-conn 225
  destination-pattern xxxx..... # Customer specific destination
  session protocol sipv2
  session target ipv4:###.###.###.### # IP Address for Unified CVP
  session transport tcp
  voice class codec 1
  voice-class sip options-keepalive up-interval 12 down-interval 65 retry 2
  dtmf-relay rtp-nte
  no vad
```

Step 2 Modify the dial-peer to specify the codec explicitly for a dial-peer:

```

dial-peer voice 9 voip
  description For Outbound Call for Customer
  destination-pattern <Customer Phone Number Pattern>
  session protocol sipv2
  session target ipv4:<Customer SIP Cloud IP Address>
  session transport tcp
  voice-class sip rellxx supported "100rel"
  voice-class sip options-keepalive up-interval 12 down-interval 65 retry 2
  dtmf-relay rtp-nte
  codec g711alaw
  no vad

dial-peer voice 10 voip
  description ***To CUCM Agent Extension For Outbound***
  destination-pattern <Agent Extension Pattern to CUCM>
  session protocol sipv2
  session target ipv4:<CUCM IP Address>
  voice-class sip rellxx supported "100rel"
  dtmf-relay rtp-nte
  codec g711alaw

```

Configure VXML Gateway

Procedure

Modify the following dial-peer to specify the codec explicitly for a dial-peer:

```

dial-peer voice 919191 voip
  description Unified CVP SIP ringtone dial-peer
  service ringtone
  incoming called-number 9191T
  voice-class sip rellxx disable
  dtmf-relay rtp-nte
  codec g711alaw
  no vad

dial-peer voice 929292 voip
  description CVP SIP error dial-peer
  service cvperror
  incoming called-number 9292T
  voice-class sip rellxx disable
  dtmf-relay rtp-nte
  codec g711alaw
  no vad

dial-peer voice 7777 voip
  description Used for VRU leg #Configure VXML leg where the incoming called
  service bootstrap
  incoming called-number 7777T
  dtmf-relay rtp-nte
  codec g711alaw
  no vad

dial-peer voice 5 voip
  description for SIP TTS Media Call
  preference 1
  session protocol sipv2
  session target ipv4: <ASR primary server IP>

```

```
destination uri tts
voice-class sip options-keepalive up-interval 12 down-interval 65 retry 2
dtmf-relay rtp-nte
codec g711alaw
no vad

dial-peer voice 6 voip
description for SIP ASR Media Call
preference 1
session protocol sipv2
session target ipv4: <TTS primary server IP>
destination uri asr
voice-class sip options-keepalive up-interval 12 down-interval 65 retry 2
dtmf-relay rtp-nte
codec g711alaw
no vad

dial-peer voice 7 voip
description for SIP TTS Media Call
preference 2
session protocol sipv2
session target ipv4: <ASR secondary server IP>
destination uri tts
voice-class sip options-keepalive up-interval 12 down-interval 65 retry 2
dtmf-relay rtp-nte
codec g711alaw
no vad

dial-peer voice 8 voip
description for SIP ASR Media Call
preference 2
session protocol sipv2
session target ipv4: <TTS secondary server IP>
destination uri asr
voice-class sip options-keepalive up-interval 12 down-interval 65 retry 2
dtmf-relay rtp-nte
codec g711alaw
no vad
```

Configure Unified CVP

Unified CVP does not require any specific configuration in OAMP.

You must convert the following files to A-law:

1. C:\inetpub\wwwroot\en-us\app
2. C:\inetpub\wwwroot\en-us\app\ag_gr
3. C:\inetpub\wwwroot\en-us\sys
4. C:\Cisco\CVP\OPSConsoleServer\GWDownloads in OAMP server
5. C:\Cisco\CVP\VXMLServer\Tomcat\webapps\CVP\audio



- Note**
- After converting the files in the OAMP server, access the Unified CVP OAMP page to upload the newly converted A-law files to the gateway.
 - If gateways are previously used for u-law, then restart the gateway to clear the u-law files in the gateway cache.

Complete the following procedure to convert mu-law audio files to a-law format:

Procedure

- Step 1** Copy the wav file from Unified CVP to your local desktop.
- Step 2** Go to **All programs > Accessories > Entertainment**.
- Step 3** Open the **Sound Recorder**.
- Step 4** Select **File** and click **Open**.
- Step 5** Browse for the mu-law audio file and click **Open**.
- Step 6** Go to **Properties**.
- Step 7** Click **Convert Now**.
- Step 8** Select **CCITT A-Law** from **Format**.
- Step 9** Click **OK**.
- Step 10** Select **Files > Save As** and provide a filename.
- Step 11** Copy the new a-law format file into the following directory of media server:

C:\inetpub\wwwroot\en-us\app

Enable Recording for Agent Greeting and Courtesy Callback

Complete the following procedure to enable recording for Agent Greeting and Courtesy Callback.

Procedure

- Step 1** Open the call studio and go to the callback entry application.
- Step 2** Double-click **app.callflow**.
- Step 3** Go to **Record Name** element settings and change the File Type to **other** (default is wav).
- Step 4** Set the MIME type to **audio/x-alaw-basic**.
- Step 5** Set the File extension as **wav**
- Step 6** Validate, save, and deploy the application.
- Step 7** Restart the Unified CVP services.

Configure Unified Communication Manager

Complete the following procedure to provision a-Law through Cisco Unified Communications Manager:

Procedure

- Step 1** Login to the **Cisco Unified Communication Manager Administration** page.
- Step 2** Navigate to **System > Service Parameter**.
- Step 3** Choose publisher server from **Server** drop-down list.
- Step 4** Choose **Cisco CallManager (Active)** from **Service** drop-down list.
- Step 5** In **ClusterWide Parameters (System - Location and region)**, choose **Enabled for All Devices** from **G.711 A-law Codec Enabled** drop-down list.
- Step 6** Choose **Disable** from following drop-down lists:
- **G.711 mu-law Codec Enabled**
 - **G.722 Codec Enabled**
 - **iLBC Codec Enabled**
 - **iSAC Codec Enabled**
- Step 7** Click **Save**.
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