

## One-way Voice after Agent Transfer

<b>Problem Summary</b>	When a phone call is established from an IP station through a Cisco IOS voice gateway or router, and the agent transfers the call, only one of the parties receives audio (one-way communication).
<b>Error Message</b>	None.
<b>Possible Cause</b>	No IP connectivity between the phone and the gateway.
<b>Recommended Action</b>	<p>To summarize the more common ones:</p> <ul style="list-style-type: none"> <li>• <b>Check Basic IP Routing:</b> Basic IP reachability should always be checked first. As RTP streams are connectionless (transported over UDP), traffic may travel successfully in one direction, but get lost in the opposite direction.</li> <li>• <b>Enable IP Routing:</b> Make sure your router has IP routing enabled, that is, does not have the global configuration command "no IP routing". To enable IP routing, simply type the following global configuration command in your Cisco IOS gateway: gateway(config)# conf t gateway(config)# ip routing</li> <li>• <b>Cut-through Two Way Audio Early:</b> In some cases it is necessary to establish a two-way audio path as soon as the RTP channel is opened. In other words, before the connect message is received. To achieve this, type the voice rtp send-recv global configuration command: gateway(config)# conf t gateway(config)# voice rtp send-recv</li> <li>• <b>Disable voice-fastpath:</b> The Cisco IOS command voice-fastpath enable is a hidden global configuration command for the AS5350 and AS5400, which is enabled by default. To disable it, use: gateway(config)# conf t gateway(config)#no voice-fastpath enable.</li> </ul>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.