

## Same Prompt Repeats Multiple Times

<b>Problem Summary</b>	Same Prompt Repeats Multiple Times
<b>Error Message</b>	None
<b>Possible Cause</b>	When using ASR/TTS, this symptom is caused when the gateway cannot connect to the ASR or TTS server.
<b>Recommended Action</b>	In <b>Operations Console &gt; Call Server &gt; IVR tab</b> there is a field called <b>Number of tries for ASR/TTS server</b> . The default is zero. If the gateway cannot connect to the ASR or TTS server, the value configured determines the number of times it tries to connect. When that happens, the prompt repeats on each subsequent try. Also, on the gateway the customer can specify a backup ASR/TTS server (look for “ip host asr-en-us-backup” or “tts-en-us-backup” in the gateway ‘show run’ config). If specified, the gateway tries the backup server it uses the value configured to determine the number of times it tries to connect. The end result is a condition where the caller hears the prompt repeat if the value is greater than zero. The solution is to resolve the connection to the ASR/TTS server.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.