

## Full Video Call Disconnected When Routed Through IVP

<b>Problem Summary</b>	Full video call is disconnected when it is routed through IVP.
<b>Error Message</b>	None
<b>Possible Cause</b>	Access number DN prefixes are not added to the iCONTACT application and/or the iCONTACT xml configuration.
<b>Recommended Action</b>	See Chapter 17 in the <i>Configuration and Administration Guide for Cisco Unified Customer Voice Portal</i> for information on modifying the Access Number in the iCONTACT xml file.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.