

Call\_immediately\_hangs\_up\_or\_rings\_once\_and\_hangs\_up

<b>Problem Summary</b>	Call immediately <b>hangs up</b> with no voice messages or any other indication of the problem; or rings once and hangs up.
<b>Error Message</b>	NA
<b>Possible Cause</b>	NA
<b>Recommended Action</b>	<p>Check the following:</p> <ul style="list-style-type: none"> <li>• Access the voice gateway and, using the <i>dir</i> command, be sure you transferred <b>CVPSelfServiceBootstrap.vxml</b> from the CVP server to the gateway</li> <li>• If you did not copy <b>critical_error.wav</b> to the gateway and there is a critical error, such as the VXML server being down; the gateway will immediately end the call.</li> </ul> <p style="padding-left: 40px;">Copy critical_error.wav to the gateway. Refer to Transfer Bootstrap and .WAV Files to the Gateway. Try the call again. If you then receive the critical error message, examine the critical error entry in this table for more suggestions.</p>
<b>Release</b>	NA
<b>Associated CDETS #</b>	None.

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