

**General: Experts phone never rings**

<b>Problem Summary</b>	Call is ready to be received by an expert advisor, but the phone never rings. Caller hears a busy signal.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Possibility of a mismatch in the SIP port configuration.
<b>Recommended Action</b>	Verify the SIP port in the SIP Trunk configuration matches the SIP port in the SIP Security Profile which is configured for that SIP Trunk.
<b>Release</b>	Release 7.6(1)
<b>Associated CDETS #</b>	None.