

General: Experts phone never rings

Problem Summary	Call is ready to be received by an expert advisor, but the phone never rings. Caller hears a busy signal.
Error Message	None.
Possible Cause	Possibility of a mismatch in the SIP port configuration.
Recommended Action	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.
Release	Release 7.6(1)
Associated CDETS #	None.