

## General: Logs indicate playing music, caller hears dead air

<b>Problem Summary</b>	Unified CVP and Gateway logs both indicate that Unified CVP is playing Music On Hold (MOH) to the caller, but the caller hears dead air.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Attempting to Queue to a Unified ICM Skill Group (Assignment Queue) via Unified CVP. Unified CVP logs indicate it is playing media to caller. Call is established, but caller hears dead air.
<b>Recommended Action</b>	On the gateway, make sure you do NOT have a line that says: "no ip route". If you do, type "ip route" to double-negate it.
<b>Release</b>	Release 7.6(1)