

General: Logs indicate playing music, caller hears dead air

Problem Summary	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.
Error Message	None.
Possible Cause	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.
Recommended Action	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.
Release	Release 7.6(1)