

## Customer phone rings and gets disconnected immediately

<b>Problem Summary</b>	SIP Dialer normally expects 183 Session in Progress(PI) rather than 180 ringing from Gateway for the call to be established
<b>Error Message</b>	N/A
<b>Possible Cause 1</b>	1)Incorrect gateway configuration
<b>Recommended Action1</b>	Following are the supported configurations. 1)If end customer IP phones, have another Gateway, back to back via T1 SIP Dialer ->GW1 ->GW2 ->UCM ->IP phones 2)With Analog phones, the PSTN line must be connected to the Gateway
<b>Possible Cause 2</b>	The Provider or the switch does not forward the Progress Indicator (183 Session in Progress)message to the gateway for the corresponding dial peer.
<b>Recommended Action 2</b>	1) Check whether the 183 Session in Progress is forwarded to the Dialer. 2) Enable the dial peer in the gateway to send out the 183 by using the following command: progress_ind alert enable 8
<b>Release</b>	Release 8.0
<b>Associated CDETS/Case #</b>	614210971