

Customer phone rings and gets disconnected immediately

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| Problem Summary | SIP Dialer normally expects 183 Session in Progress(PI) rather than 180 ringing from Gateway for the call to be established |
| Error Message | N/A |
| Possible Cause 1 | 1)Incorrect gateway configuration |
| Recommended Action1 | 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 |
| Possible Cause 2 | The Provider or the switch does not forward the Progress Indicator (183 Session in Progress)message to the gateway for the corresponding dial peer. |
| Recommended Action 2 | 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 |
| Release | Release 8.0 |
| Associated CDETS/Case # | 614210971 |