

## Call Immediately Disconnected and Caller Hears Nothing

<b>Problem Summary</b>	Caller is immediately disconnected and does not hear anything.
<b>Error Message</b>	None.
<b>Possible Cause</b>	There is a gateway misconfiguration on the IVR Service leg of the call.
<b>Recommended Action</b>	If the call is clearly getting to the ICM script, but failing on the 'Send to VRU' node or on the first Run External node if there is no explicit 'Send to VRU' node, then the gateway configuration should be checked.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.