

**DTMF Re-route On No Answer CallDisposition RNA Code 19**

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| <b>Problem Summary</b>    | Re-route On No Answer Calls are being pegged to CallDisposition <i>Abandoned while Ringing, code 3</i> . In <i>RNA, code 19</i> .  |
| <b>Error Message</b>      | None   |
| <b>Possible Cause</b>     | N/A  |
| <b>Recommended Action</b> | To get calls pegged as CallDisposition 'RNA', code 19 instead of 'Abandoned while Ringing', code 3 in the registry.<br>HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\ <instance&gt;\&lt;pgxx&gt;\pg\currentversion< td=""> </instance&gt;\&lt;pgxx&gt;\pg\currentversion<> |
| <b>Release</b>            | Unified CVP Release 7.x, Unified ICM Release 7.x   |
| <b>Associated CDETS #</b> | None.  |