

## &lt;Media not connected to the caller&gt;

<b>Problem Summary</b>	After a Mobile Agent hears a Whisper Announcement, media is not connected to the caller. Note: This applies to Mobile Agent only.
<b>Error Message</b>	The PG event viewer displays the following message: Media Port has changed on LCP of Mobile Agent during the call without MOLC.
<b>Possible Cause</b>	On the incoming SIP trunk, "MTP Required" is not checked or "DTMF Signaling Method" is not set to <u>RFC 2833</u> .
<b>Recommended Action</b>	On the incoming SIP trunk, check the "MTP Required" check box or set the "DTMF Signaling Method" to <u>RFC 2833</u> .
<b>Release</b>	8.5(2)
<b>Associated CDETS #</b>	None