

MeetingPlace Caller Experiences Dead Air, Ring No Answer, and Busy Signal

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Introduction

This document explains why you can receive dead air, ring no answer, or a busy signal when you try to call the Cisco MeetingPlace Server. The document also provides troubleshooting tips.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the MeetingPlace Server, all versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

A caller who attempts to call the MeetingPlace Server experiences dead air, ring no answer, or a busy signal.

Solution

First, check the alarms, viewexlog, cards, and spans for errors. Analyze the errors, and refer them to a Cisco Technical Support engineer, if necessary.

In order to determine if the problem is a MeetingPlace Server issue, complete these steps:

1. Issue the **spanstat-all** command in order to determine if the call lands on the server.

If the call does not land on the server, the problem is not a MeetingPlace issue. If the call does land on the server, make a note of the port on which the call lands.

2. Switch the T1 line on the bad span with a known good one, and see if the problem continues.

If the problem persists, the problem is not a MeetingPlace issue. If the line switch resolves the problem, you can have a bad card or corrupt port configurations.

3. Check the port configuration of a good, operational port, and copy the configuration to the rest of the ports.
4. Restart the MeetingPlace Server so that the settings can take effect.
5. If the problem persists, you need to replace the card.

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

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