

# I Have a Problem With Call Connection/Calls are Dropping

Some of the most common reasons why calls don't connect are:

- The user's handset is not registered
  
- The user is not in the Call Queue Group or Hunt Group as expected
  
- Do Not Disturb is enabled
  
- The user has an Availability Profile setup and active
  
- [SIP ALG is enabled](#)
  
- The number has previously ported to Gamma and there is an issue with the Range Holder. For these issues you will need to provide call examples to the Service Desk with the following information
  - Date & Time of call
  
  - Calling number
  
  - Destination number
  
  - Handset make/model
  
  - Description of what has happened on that call

