

## Ringback Stops on IP Phone Calling TDM

<b>Problem Summary</b>	<p>Ringback tone is clipped when an outbound call is placed from TNP IP phones to a TDM endpoint. For IP originated calls whose destination is a TDM endpoint, and the call goes through Unified CVP, this shows up when the call originates from TNP phones (7971, 7970, 7961, 7941).</p> <p>User experience will be something like that given in the call flow example below:</p> <ul style="list-style-type: none"> <li>• Dial 1234 from a TNP phone (7941, 7961, 7970, 7971)</li> <li>• Call goes out a SIP trunk to Unified Cisco Voice Portal</li> <li>• Unified CVP sends call to a Voice Gateway (for example, AS5400) to receive IVR treatment</li> <li>• Caller hears a prompt, and so forth</li> <li>• Call then gets transferred to a destination on the TDM side (for example, outbound call to endpoint with extension 5678)</li> <li>• On the IP phone side, user hears the first ring but then nothing while the destination end point continues to ring</li> </ul>
<b>Error Message</b>	None.
<b>Possible Cause</b>	The appropriate settings were not made on the Gateway that is placing the outbound call.
<b>Recommended Action</b>	<p>Apply the following setting on the POTS dial-peer on the Gateway that is placing the outbound call to the TDM destination:</p> <pre>GW(config-dial-peer)#progress_ind alert strip</pre>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.