

## Customers Hear Ringback Before Transfer

<b>Problem Summary</b>	Customer hears a brief ringback before being transferred to an agent.
<b>Error Message</b>	N/A
<b>Possible Cause</b>	Unified CM configuration issue.
<b>Recommended Action</b>	Make the following Unified CM configuration changes: <ul style="list-style-type: none"><li>• In CallManager Service Parameters, set “Send H225 User Info Message*” = “Use ANN for Ringback”</li><li>• In Cisco IP Voice Media Streaming Application Service Parameters, under Annunciator (ANN) Parameters set “Run Flag” = False.</li></ul>
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.