

Customers Hear Ringback Before Transfer

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