

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.