

## SIP to SIP Calls Do Not Play Ring Ringback Tone

<b>Problem Summary</b>	The ringback tone is not heard when a SIP to SIP call is placed.
<b>Error Message</b>	None.
<b>Possible Cause</b>	In high load situations, the playback of ringtone for many calls might over utilize the CPU processing of the gateway.
<b>Recommended Action</b>	<p>In this case, it is necessary to use load balancing or configure the gateways to optimally distribute media termination of calls.</p> <p>The following are some facts regarding ringtone:</p> <ul style="list-style-type: none"> <li>• Local ringback in SIP is performed with a 180 response process before the call is established.</li> <li>• After the call has been established, ringtone is played back to the caller using an intermediate transfer mechanism. This is accomplished by a transfer to a ringtone playback voip dialpeer on the Gateway. Once the agent answers the call, the caller is then reinvited to the agent. At that point, the ringtone dialog is dropped.</li> <li>• Troubleshooting ringtone issues consists of configuring the dial-peer to match an incoming voip call to the dialed number (DN) that is configured in the SIP Service for Ringtone. For additional information for SIP configuration, refer to the <i>Configuration and Administration Guide for Cisco Unified Customer Voice Portal Guide</i>.</li> <li>• Ringtone playback is not the same as music on hold (MOH) on the Unified CM. For example, when a caller is put on hold at Unified CM phone they hear music. The ringtone playback is separate from this feature.</li> <li>• Necessary items for ringtone playback: Ringback.wav on the Gateway.</li> </ul> <p>Ringtone service and TCL configured on the Gateway. Dial-peer associated with ringtone service. Static routes to route calls from Unified CVP to the Gateway.</p>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.