

No Ringback on Blind Transfer

Problem Summary	Caller does not hear ringing once an agent performs a blind transfer call to a second agent. At that point, the caller only hears silence.
Error Message	None
Possible Cause	Caller is transferred to ICM script and hears a prompt. The caller is transferred to an agent and that agent performs a Single Step Transfer to another agent. At that point, the first agent is out of the call, and the caller does not hear any ringing.
Recommended Action	In CCMAAdmin under Service > ServiceParameters, select your server and the Unified CM Service. Then under H323 Parameters, set "Send H225 UserInfo Message" to "H225 Info for Call Progress Tone".
Release	Release 7.0(2)
Associated CDETS #	None.