

## No Ringback on Blind Transfer

<b>Problem Summary</b>	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.
<b>Error Message</b>	None
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	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".
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.