

CallManager Express: To Fake_Display Appears for Called Party Name

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Introduction

When a user tries to call another remote user that is registered to another Cisco Unified Callmanager Express, the called party name appears as *To fake_Display* on the calling phone display while the call is connected. This document describes how to troubleshoot this issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Callmanager Express.

Components Used

The information in this document is based on Cisco Unified Callmanager Express Version 4.1(0).

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When a user tries to call another remote user that is registered to another Cisco Unified Callmanager Express, the called party name appears as *To fake_Display* on the calling phone display while the call is connected.

This issue is documented in Cisco bug ID CSCsi69413 (registered customers only) , which is fixed in IOS software versions 12.4XC and later.

Solution

This error message appears on the remote side phones because the terminating gateway sends an alert message, instead of a progress message, after it receives a call setup message. This happens if the command **voice call send-alert** is enabled on the Cisco Unified Callmanager Express installed router.

In order to resolve this issue, use the **no voice call send-alert** command. The terminating gateway will send a progress message after it receives a call Setup message.

Related Information

- [Voice Technology Support](#)
 - [Cisco Unified Communications Manager Express Support](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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