

Hearing Modem Tone on Incoming Calls from the PSTN into Cisco ISN 2.0

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Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solution

Related Information

Introduction

This document explains why you can hear a modem tone (high-pitched noise) when you use a cell phone from a particular country through the Cisco Public Switched Telephone Network (PSTN) when using Cisco Internet Service Node (ISN).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Networking configuration (Gateway and Gatekeeper IOS®)
- Cisco ISN

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 4.6.2
- Cisco ISN 2.0
- Cisco AS5400 Gateway IOS 12.2.(13)

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

In this situation, cell phone callers from Ontario, Canada receive a modem tone when they dial in through the

