

No Ring Back to the Caller When Delivering Call to the Agent – H323 Voice Gateway

Document ID: 60934

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Introduction

This document describes one reason why the caller does not hear a ring back when a call is delivered to the agent, and provides a solution in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)

Components Used

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

- Cisco CallManager
- Cisco CRS

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.

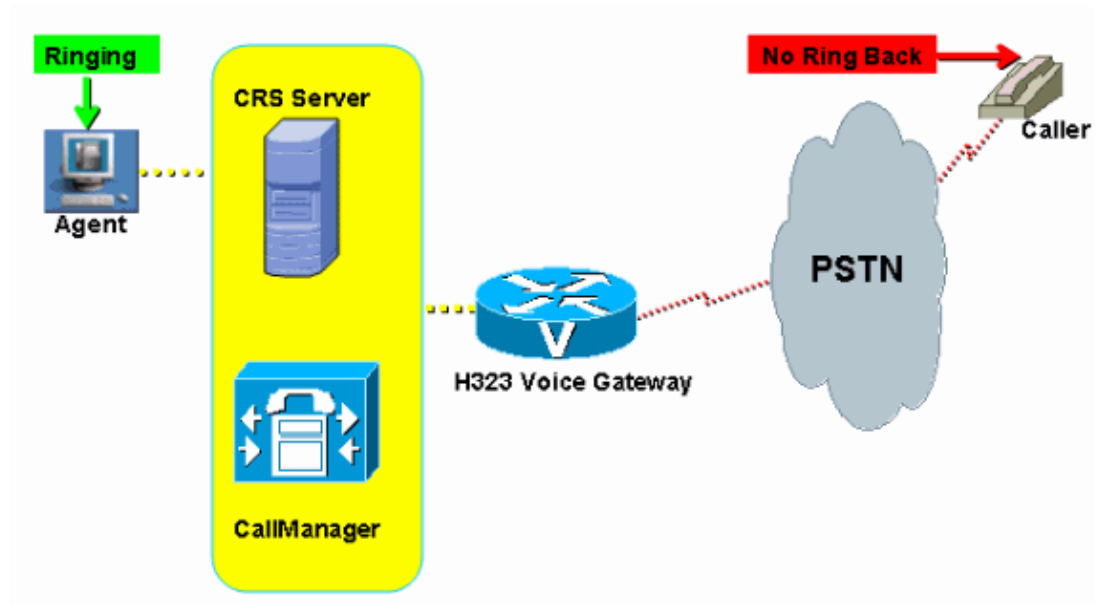
Conventions

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

Problem

The caller does not hear a ring back when the call rings at an agent phone. In the troubled topology, an H.323 voice gateway exists between PSTN and Cisco CallManager, as shown in Figure 1.

Figure 1: Topology



Symptom

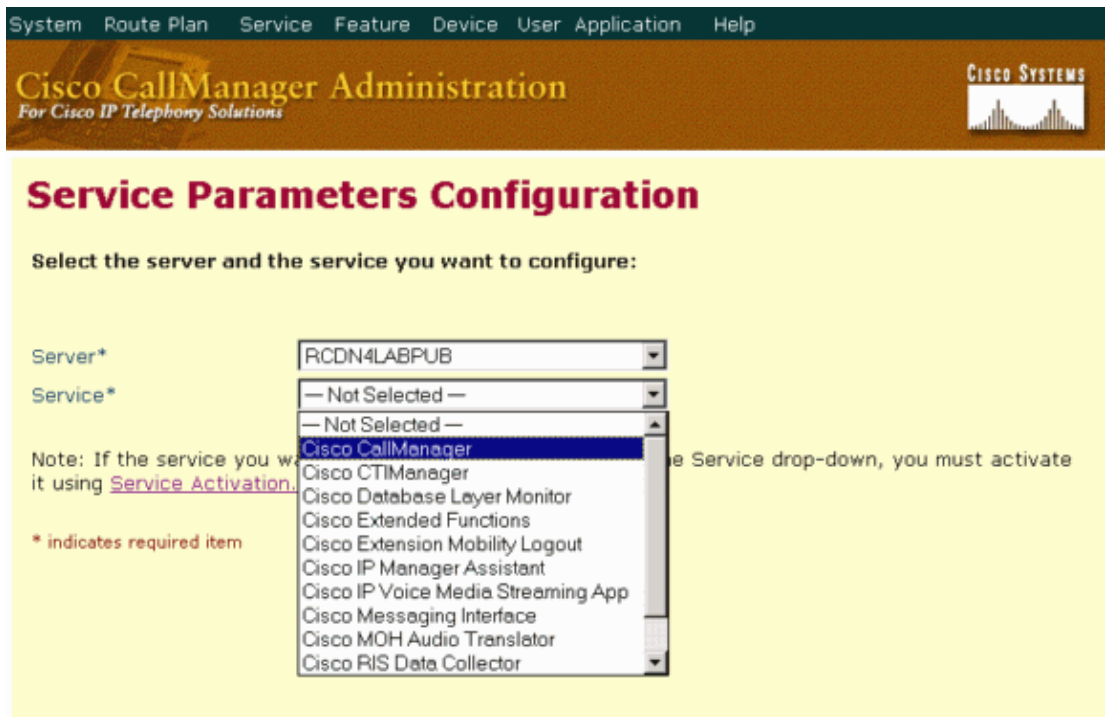
If Cisco CallManager receives a PSTN call through the H.323 voice gateway, no ring back tone is played for the routed call. However, the caller can hear a ring back when dialing the agent by the Direct Inward Dial (DID) number.

Solution

This is a CallManager configuration issue. Set up a **Send H225 User Info Message** service parameter for Cisco CallManager Service in CallManager to fix this problem. Complete these steps:

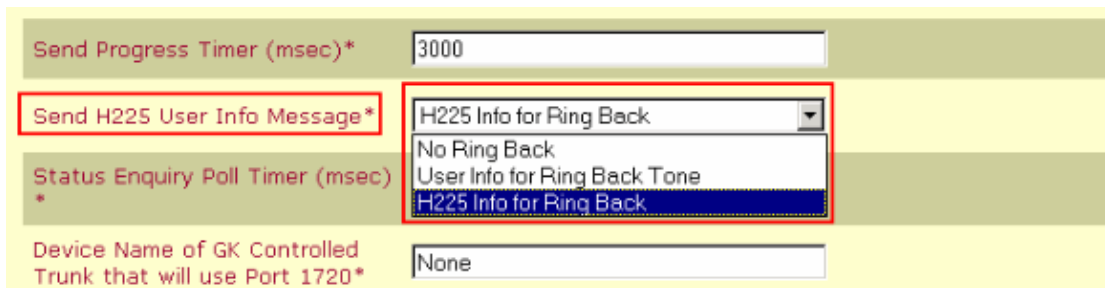
1. In Cisco CallManager Administration, choose **Service > Service Parameter**.
2. Select the correct server from the drop-down list.
3. Set the service to Cisco CallManager, as shown in Figure 2.

Figure 2: Service Parameters Configuration



4. In the Send H225 User Info Message field, under the Cluster Wide Parameters (Device – H323) section, select **H225 Info for Ring Back**.

Figure 3: Send H225 User Info Message



5. Reset the H.323 voice gateway.

After you complete these steps, the caller hears ring back when the agent phone rings.

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