

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

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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.

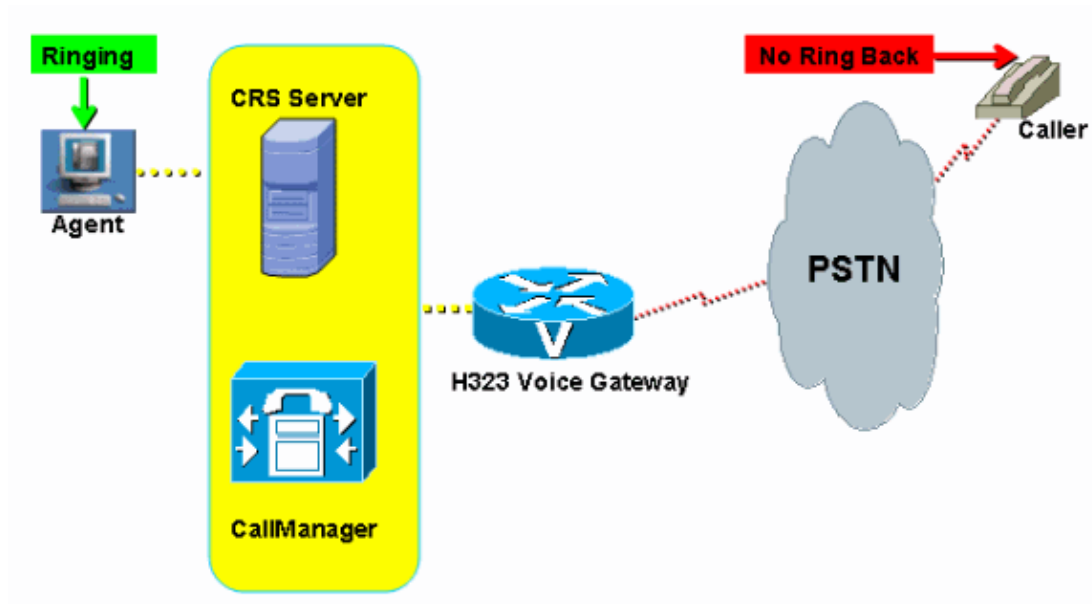
### Conventions

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

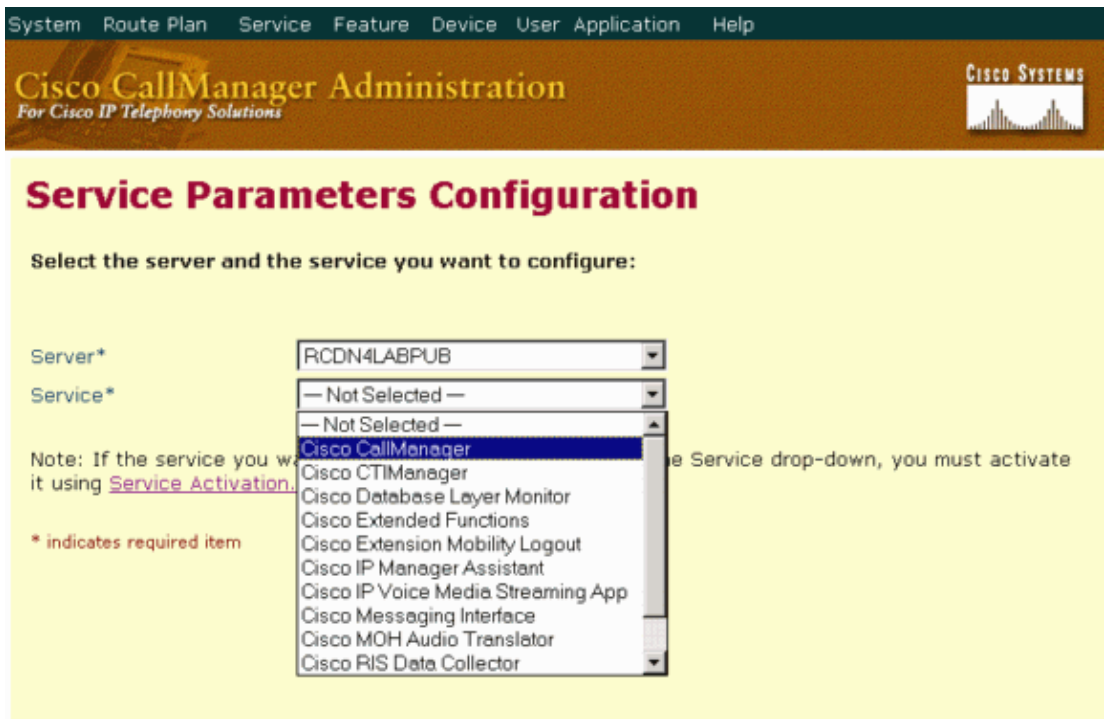
If Cisco CallManager receives a PSTN call through the H.323 voice gateway, no ring back tone is played for the routed call. However, the caller can hear a ring back when dialing the agent by the Direct Inward Dial (DID) number.

## 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:

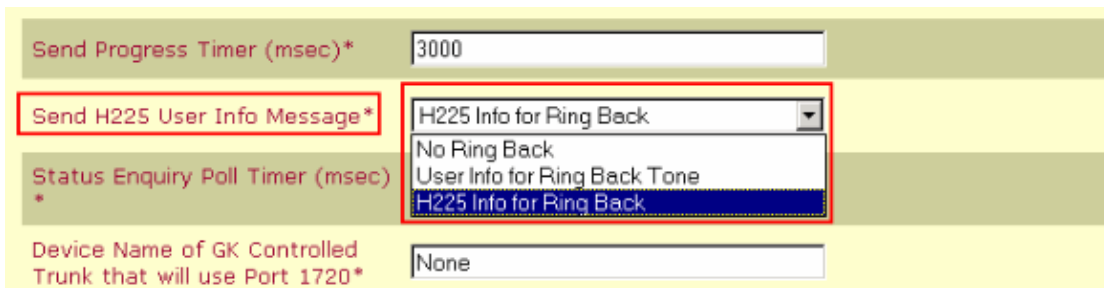
1. In Cisco CallManager Administration, choose **Service > Service Parameter**.
2. Select the correct server from the drop-down list.
3. Set the service to Cisco CallManager, as shown in Figure 2.

**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.

## Related Information

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