

How to remove the ringback tone for calls landing to QME/IVR SIP trunk

Applies to:

- Queue Manager Enterprise (CISCO UC)
- IVR for QME (CISCO UC)

Description:

The CUCM will play a ringback tone for incoming calls to ACD. To remove this ringback tone, a SIP Normalization Script must be used. The script will process any SIP messages coming from QME and will discard any 180 ringing.

How-to:

1. Log in into CUCM
2. Create SIP Normalization script
 1. Go to Device -> device settings -> SIP normalization script
 2. Click AddNew
 3. Click Import File and upload the attached file
 4. Enter a name, such as "DiscardIncoming180Ringing"
 5. Click Save
3. Go to Device -> Trunk
4. Find and edit SIP Trunk for QME
5. Within "SIP Information" section, find "Normalization Script"
6. Choose the script "DiscardIncoming180Ringing"
7. Save and Reset trunk