

SETUP_ACK Workaround

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Introduction

This document addresses what to do if you are using NI1 and getting "SETUP_ACK" messages after dialing certain international numbers.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Problem

A customer using NI1 is getting "SETUP_ACK" messages after dialing certain international numbers.

Solution

Add a "#" at the end of the phone number. This is a universal way to mark the end of a phone number.

Technical Details

SETUP_ACK is how a switch asks, "I got the first digits you sent, where are the rest?". With international phone numbers of variable length, the switch is not sure that you have sent a full phone number, so it asks if you have more to send. By putting a "#" sign at the end, the switch is assured that you have sent a full phone number. This is not a problem on fixed-length phone numbers such as domestic calls or calls to countries with fixed length phone numbers.

Tip: This works on all regular telephones too. When dialing international numbers, your calls complete much faster if you press the "#" key after dialing.

Related Information

- [Dial Technology Support Pages](#)
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