

Delay in Call Establishment: Configuring the Interdigit Timeout

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Introduction

This document discusses how to configure the interdigit timeout. In order to allow sufficient time for a user to dial a telephone number, Cisco CallManager relies on a timer referred to as the interdigit timeout. This parameter indicates the duration Cisco CallManager waits after each digit is entered before it assumes the user has finished entering digits.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

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

- Cisco CallManager 3.0(x), 3.1(x), and 4.1(X)

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

Users of Cisco IP phone can encounter instances when Cisco IP phone takes several seconds to connect the call after dialing all the digits in the called party's phone number.

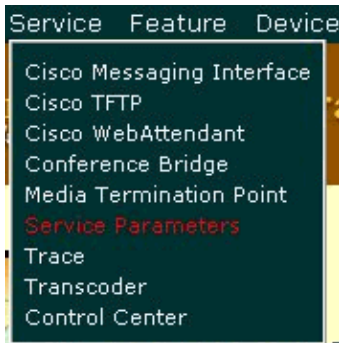
Solutions

Cisco CallManager contains a service parameter that enables you to change the interdigit timeout value. You can easily configure this parameter. The default timeout is set to 10 seconds. If you do not modify the settings, the system waits 10 seconds after each digit for a new one to be introduced. Consequently, after the last digit has been inserted, the CallManager routes the call after 10 seconds. You can observe this especially on variable-length dialplan configurations. This section explains the solutions to this problem in detail.

Cisco CallManager 3.0(x)

Complete these steps to modify the interdigit timeout settings for Cisco CallManager 3.0(x):

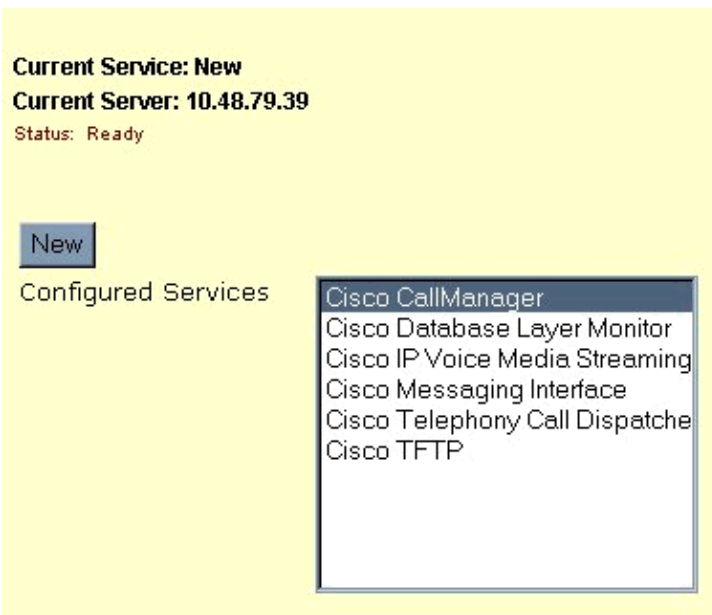
1. Select **Service > Service Parameters** to go to Cisco CallManager System Parameters from the Cisco CallManager 3.0 Administration page.



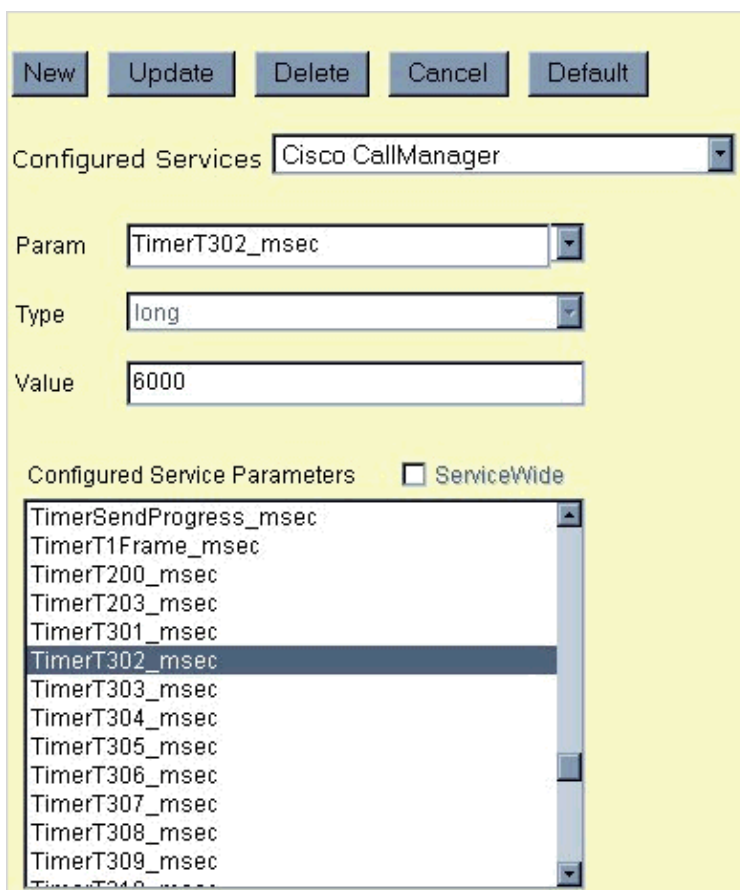
2. Select the name of your server on the left pane.



3. Click **Cisco Call Manager** on the right side of the page.



4. Select **TimerT302_msec** from the Param field.



5. In the Value field, type the timeout that you want to configure (specify the time in milliseconds). For example, if you want to configure 6 seconds as interdigit timeout, type 6000.



Caution: *Be careful.* Do not set the interdigit timeout value too low, otherwise the user does

not have enough time to enter the digits while calling.

6. Click **Update**.

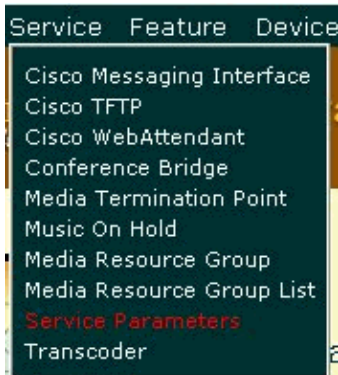
7. Restart Cisco CallManager to implement the changes.

Cisco CallManager 3.1(x) and Later Releases

Note: Screen outputs can vary slightly, depending on the the version of Cisco CallManager you use.

Complete these steps to modify the settings:

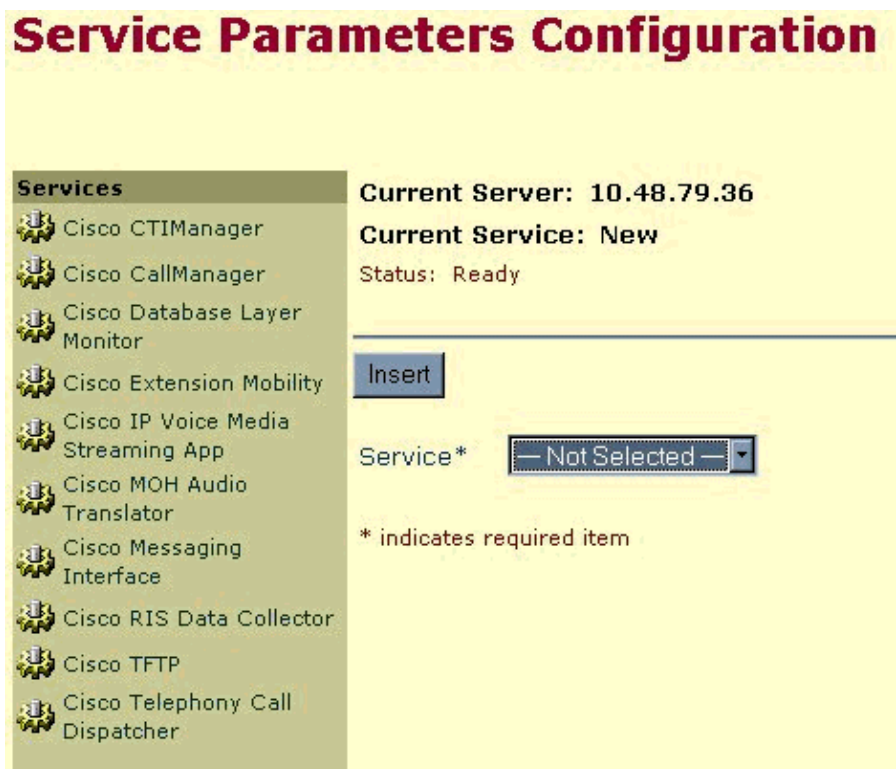
1. Select **Service > Service Parameters** to go to Cisco CallManager System Parameters from the Cisco CallManager 3.1 Administration page.



2. Select the name of your server.



3. Click **Cisco Call Manager** on the right side of the page.



4. Select **TimerT302_msec**.

| | | |
|--------------------|-------------------------------------|--------|
| TimerT1Frame_msec* | <input type="text" value="2000"/> | 2000 |
| TimerT301_msec* | <input type="text" value="180000"/> | 180000 |
| TimerT302_msec* | <input type="text" value="6000"/> | 15000 |
| TimerT303_msec* | <input type="text" value="4000"/> | 4000 |
| TimerT304_msec* | <input type="text" value="20000"/> | 30000 |

5. In the Value field, type the timeout that you would like to configure (specify the time in milliseconds). For example, if you want to configure 7 seconds as the interdigit timeout, type 7000.



Caution: *Be careful.* Do not set the interdigit timeout value too low, otherwise the user does not have enough time to enter the digits while calling.

6. Click **Update**.

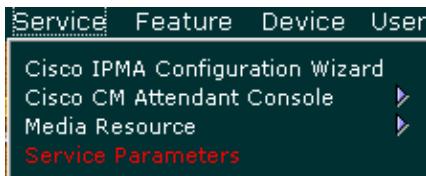
7. Restart Cisco CallManager to implement the changes.

Cisco CallManager 4.1(x)

Note: Screen outputs can vary slightly, depending on the the version of Cisco CallManager you use.

Complete these steps to modify the settings:

1. Select **Service > Service Parameters** to go to Cisco CallManager System Parameters from the Cisco CallManager 4.1(x) Administration page.



2. Select the name of your server and service from the Server and Service fields.

| | |
|--|---|
| Server* | <input type="text" value="172.16.2.201"/> |
| Service* | <input type="text" value="— Not Selected —"/> |
| Note: If the service you want to use is not listed, click Service Activation . | |
| * indicates required item | |

— Not Selected —

Cisco CallManager

Cisco CTIManager

Cisco Database Layer Monitor

Cisco Extended Functions

Cisco Extension Mobility

Cisco IP Voice Media Streaming App

Cisco Messaging Interface

Cisco MOH Audio Translator

Cisco RIS Data Collector

Cisco Serviceability Reporter

3. Select **TimerT302_msec**.

| | | |
|--|-------------------------------------|--------|
| Strip # Sign from Called Party Number* | <input type="text" value="True"/> | True |
| T301 Timer (msec)* | <input type="text" value="180000"/> | 180000 |
| T302 Timer (msec)* | <input type="text" value="15000"/> | 15000 |
| T303 Timer (msec)* | <input type="text" value="4000"/> | 4000 |

- In the Value field, type the timeout you want to configure (specify the time in milliseconds). For example, if you want to configure 7 seconds as the interdigit timeout, type 7000.



Caution: *Be careful.* Do not set the interdigit timeout value too low, otherwise the user does not have enough time to enter the digits while calling.

- Click **Update**.
- Restart Cisco CallManager to implement the changes.

IOS Voice Gateways

On IOS voice gateways, if you experience a delay in the call setup as this document describes, you can configure the **timeouts interdigit seconds** command on the voice ports. This applies only to the voice ports that have this command configured, so you need to apply it to all ports that experience the issue. This command output provides an example that shows this configuration:

```
AUSNML-3725-02#configure terminal
Enter configuration commands, one per line. End with CNTL/Z.
AUSNML-3725-02(config)#voice-port 2/0/1
AUSNML-3725-02(config-voiceport)#timeouts interdigit 3
USNML-3725-02(config-voiceport)#
```

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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