

# Configure the Forward No Answer Timeout in Unified Communications Manager

Document ID: 12447

## Contents

### Introduction

#### Prerequisites

- Requirements
- Components Used
- Conventions

#### Problem

#### Solutions

- Cisco CallManager Version 3.0
- Cisco CallManager Versions 3.1 and 3.2
- Cisco CallManager Version 3.3 and Cisco Unified CallManager Versions 4.0 and 4.1
- Cisco Unified Communications Manager 7.x and later

#### Related Information

## Introduction

This document explains how to modify the time a caller has to wait before being forwarded. This document applies to cases where a Call Forward No Answer (CFNA) condition is configured on the phone.

This parameter is sometimes referred to as the Forward to Voice Mail Timeout because many Cisco CallManager systems forward unanswered calls to a voice mail system such as Cisco Unity.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

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

- Cisco CallManager versions 3.1, 3.2, 3.3, and Cisco Unified CallManager releases 4.0 and 4.1
- Cisco Unified Communications Manager 7.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

When a user calls a phone where CFNA is set, the phone rings for a few seconds. If the call is not answered, it is forwarded to the configured destination. Some users might complain that they have to wait a long time before the call is forwarded to voice mail or another extension. Sometimes the ringing period is too short. This leaves very little time for users to pick up the call. It is possible to tweak the length of this waiting period. In order to do this, the user must modify the Forward No Answer Timeout, which designates the number of seconds to wait before it forwards on No Answer Condition. A valid value is any value greater than or equal to 1.

This is applicable to all Cisco CallManager 3.x releases , Cisco Unified CallManager releases 4.0 and 4.1, and CUCM 6.x, 7.x and later.

# Solutions

The Forward No Answer Timeout parameter can easily be configured on Cisco CallManager in order to adjust the time a user must wait. The default timeout is set to 12 seconds. This means that if the settings are not modified, the system waits 12 seconds before it forwards the call. If you set this value to less than 4 seconds, the phone rings only once and does not give enough time for the users to attend the call. This is a global parameter. Therefore, changing this value affects the behavior of all phones. It cannot be changed on a per user or telephone basis. When you change this value, be sure to change it for all CallManagers in the cluster. These three sections explain how to modify the settings based on your version of Cisco CallManager.

Cisco CallManager versions 3.1 and later have two features that can provide assistance when you configure parameters such as **Forward No Answer Timeout** on the server. The two features are:

- The  icon.
- Parameter names that are hyper-linked to help files. Click on the **Forward No Answer Timeout** text to view the on-line help.

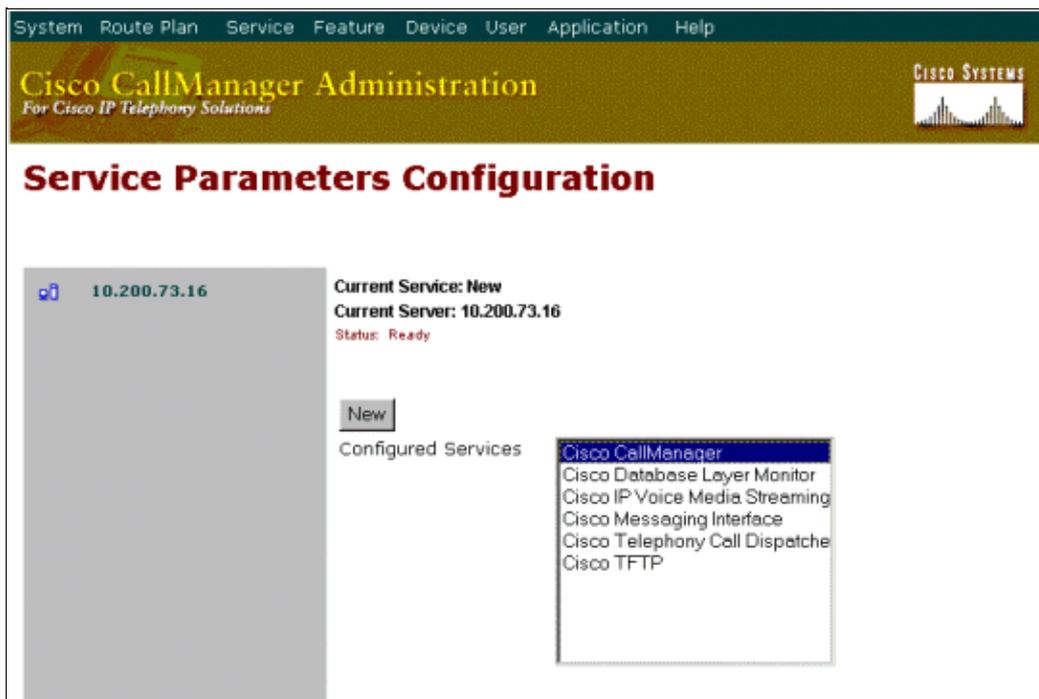
## Cisco CallManager Version 3.0

Complete these steps.

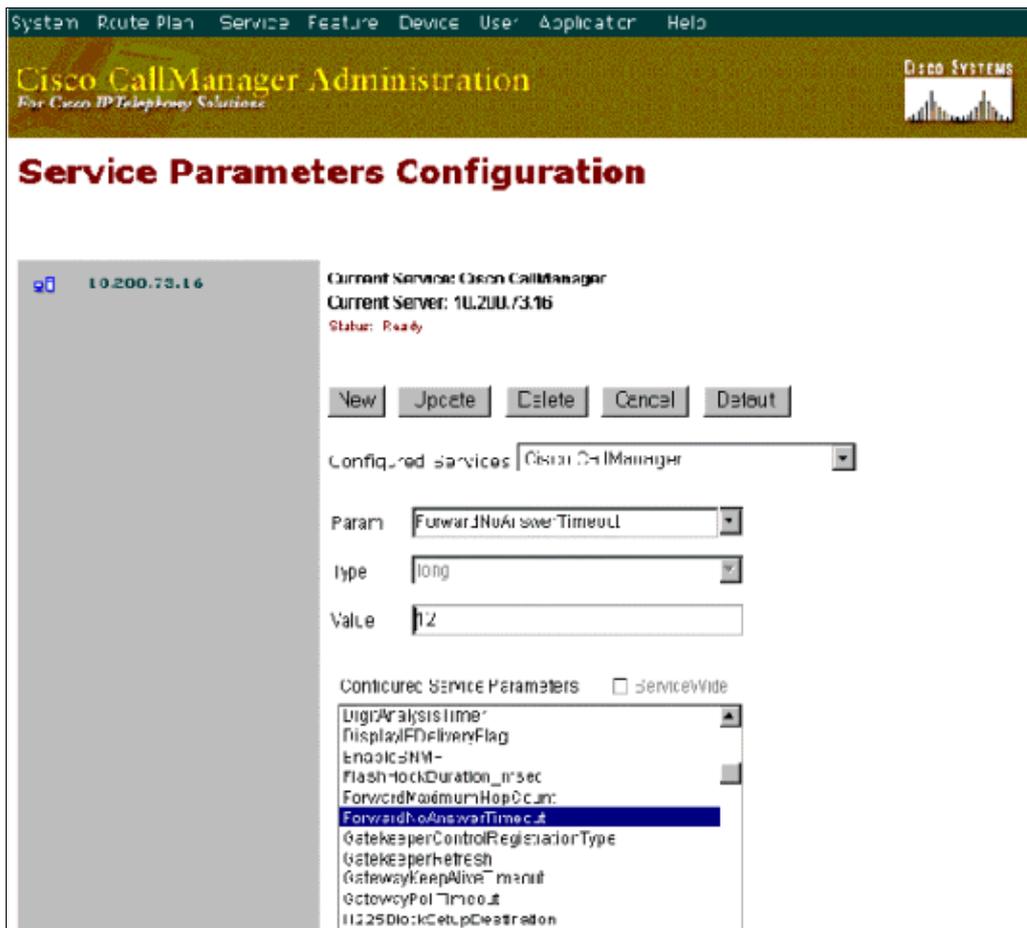
1. Go to Cisco CallManager System Parameters from the Cisco CallManager 3.0 Administration page. Select **Service > Service Parameters**.



2. Select your server on the left.
3. Click **Cisco CallManager** on the right hand side in the Configured Services field.



4. Select **Forward No Answer Timeout** from the Configured Services Parameter field.



5. In the Value field, insert the timeout that you would like to configure (the time must be inserted in seconds). The default is 12 seconds.
6. Click **Update**.
7. Restart Cisco CallManager to implement the changes.

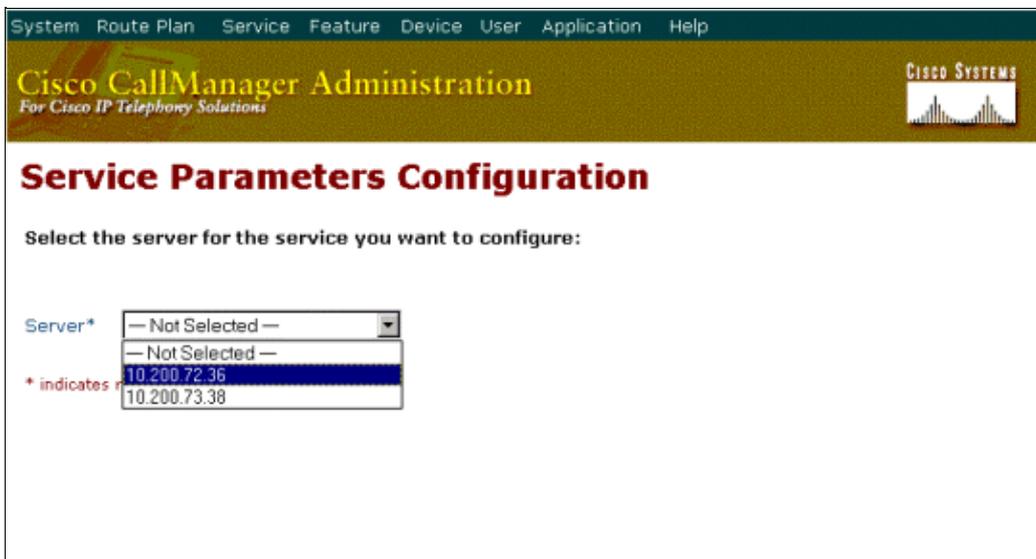
## Cisco CallManager Versions 3.1 and 3.2

Complete these steps.

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



2. Select your server from the drop-down list.



3. Click the **Cisco CallManager** service on the left hand side.

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration  
For Cisco IP Telephony Solutions

CISCO SYSTEMS

## Service Parameters Configuration

[Select Another Server](#)

**Services**

- Cisco CTIManager
- Cisco CallManager
- Cisco Database Layer Monitor
- Cisco Extension Mobility
- Cisco IP Voice Media Streaming App
- Cisco MOH Audio Translator
- Cisco Messaging Interface
- Cisco RIS Data Collector
- Cisco TFTP
- Cisco Telephony Call Dispatcher

**Current Server: 10.200.72.36**  
**Current Service: New**  
Status: Ready

Insert

Service\*

\* indicates required item

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration  
For Cisco IP Telephony Solutions

CISCO SYSTEMS

## Service Parameters Configuration

[Select Another Server](#)  
[Select Another Service](#)

**Current Server : 10.200.72.36**  
**Current Service: Cisco CallManager**   
Status: Ready

Update Cancel Changes Advanced

Parameter Name	Parameter Value	Suggested Value
Able To Establish MF*	<input type="text" value="True"/>	True
Always Use Prime Line*	<input type="text" value="False"/>	False

4. Select **Forward No Answer Timeout** from the Configured Services Parameter field.

Enable SNMP*	<input type="text" value="True"/>	True
Flash Hook Duration (msec)*	<input type="text" value="500"/>	500
Forward Maximum Hop Count*	<input type="text" value="12"/>	12
Forward No Answer Timeout*	<input type="text" value="12"/>	12
GatekeeperControlRegistrationType*	<input type="text" value="False"/>	False
GatekeeperRefresh*	<input type="text" value="60"/>	60
GatewayKeepAliveTimeout*	<input type="text" value="25"/>	25

5. In the Value field, insert the timeout that you would like to configure (the time must be inserted in seconds). The default is 12 seconds.
6. Click **Update**.

**Note:** You do not need to restart the Cisco CallManager service to implement the changes.

# Cisco CallManager Version 3.3 and Cisco Unified CallManager Versions 4.0 and 4.1

Complete these steps.

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



2. Select the server to be your IP address and the service to be Cisco CallManager from the drop-down list.



System Route Plan Service Feature Device User Application Help

**Cisco CallManager Administration**  
For Cisco IP Telephony Solutions

**Service Parameters Configuration** [Select Another Server/Service Parameters for all servers](#)

Current Server : 172.16.125.10

Current Service: Cisco CallManager 

Status: Ready

All parameters apply to the current server except those in the Clusterwide group(s)

**Route Plan**

Parameter Name	Parameter Value	Suggested Value
Dial Plan Path*	<input type="text" value="c:\Program Files\Cisco\DialPlan\"/>	c:\Program Files\Cisco\DialPlan\

3. Select **Forward No Answer Timer (sec)** from the list.

**Cluster Wide Parameters (Feature - Forward)**

Parameter Name	Parameter Value	Suggested Value
Advanced CallForward Hop Flag*	<input type="text" value="False"/>	False
Forward Maximum Hop Count*	<input type="text" value="12"/>	12
<b>Forward NoAnswer Timer (sec)*</b>	<input type="text" value="12"/>	12
Max Forwards Hops To DN*	<input type="text" value="12"/>	12
Sync Call Forward Database After LinkOOS*	<input type="text" value="False"/>	False
Tone on Call Forward*	<input type="text" value="True"/>	True

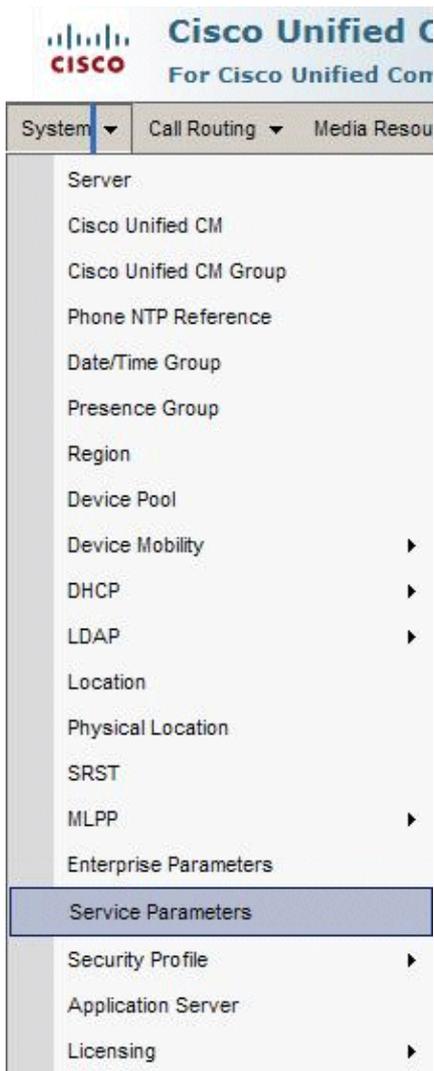
4. In the Value field, insert the timeout that you would like to configure (the time must be inserted in seconds). The default is 12 seconds.
5. Click **Update** on the top of the page.

**Note:** You do not need to restart the Cisco CallManager service to implement the changes.

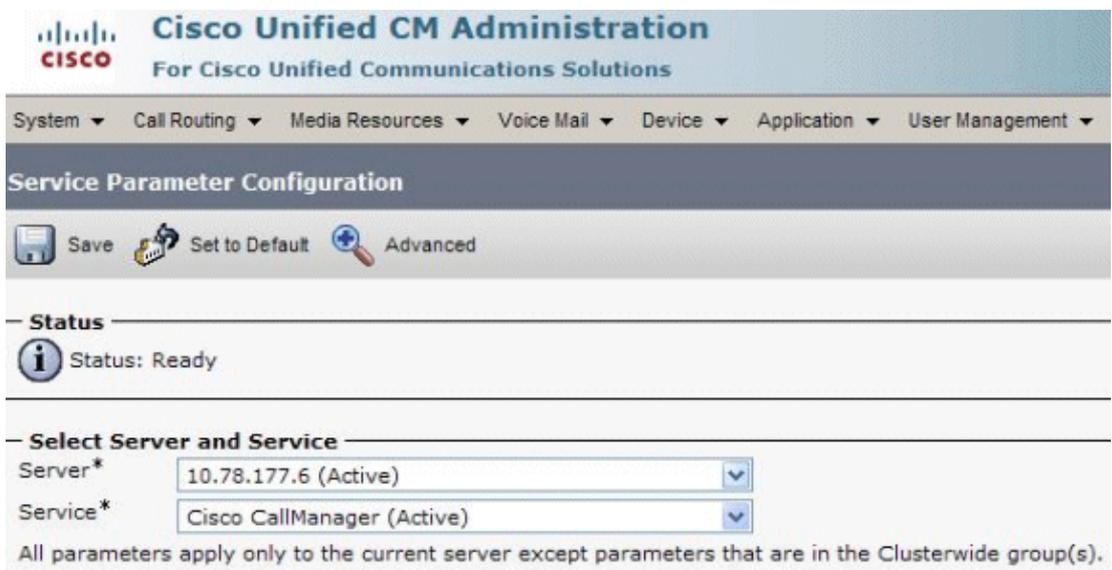
## Cisco Unified Communications Manager 7.x and later

The above mentioned steps for Call Manager 4.x are still applicable for CUCM 7.x and later versions. Complete these steps in order to configure **Forward No Answer** system wide:

1. Go to **System > Service Parameters** from the Cisco Unified CM Administration page.



2. Select the server to be **your IP address** and the service to be **Cisco CallManager** from the drop-down list.



3. Select **Forward No Answer Timer (sec)** from the list.

Cisco Unified CM Administration  
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Service Parameter Configuration Related Links:

Save Set to Default Advanced

**Clusterwide Parameters (Feature - Forward)**

Forward Maximum Hop Count *	12	12
Forward No Answer Timer *	12	12
Max Forward Hops to DN *	12	12
Retain Forward Information *	False	False
Forward By Route Enabled *	False	False
Transform Forward by Route Destination *	True	True
Always Forward Switch Voice Mail Calls *	True	True
Forward By Route T1 Timer *	10	10
Include Original Called Info for O.SIG Call Diversions *	Only after the first diversion	Only after the first diversion
Set Private Numbering Plan for Call Forward *	False	False
Set Type of Number for Call Forward *	Level1RegionalNumber	Level1RegionalNumber
Max Forward UnRegistered Hops to DN *	0	0
CFA CSS Activation Policy *	With Configured CSS	With Configured CSS
Cause Code When Maximum Forward Hop Count is Triggered *	Normal Unspecified	Normal Unspecified

There are hidden parameters in this group. Click on Advanced button to see hidden parameters.

- In the Value field, insert the timeout that you would like to configure (the time must be inserted in seconds). The default is 12 seconds.
- Click **Save** at the top of the page.

## Related Information

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

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2014 – 2015 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Feb 24, 2012

Document ID: 12447