



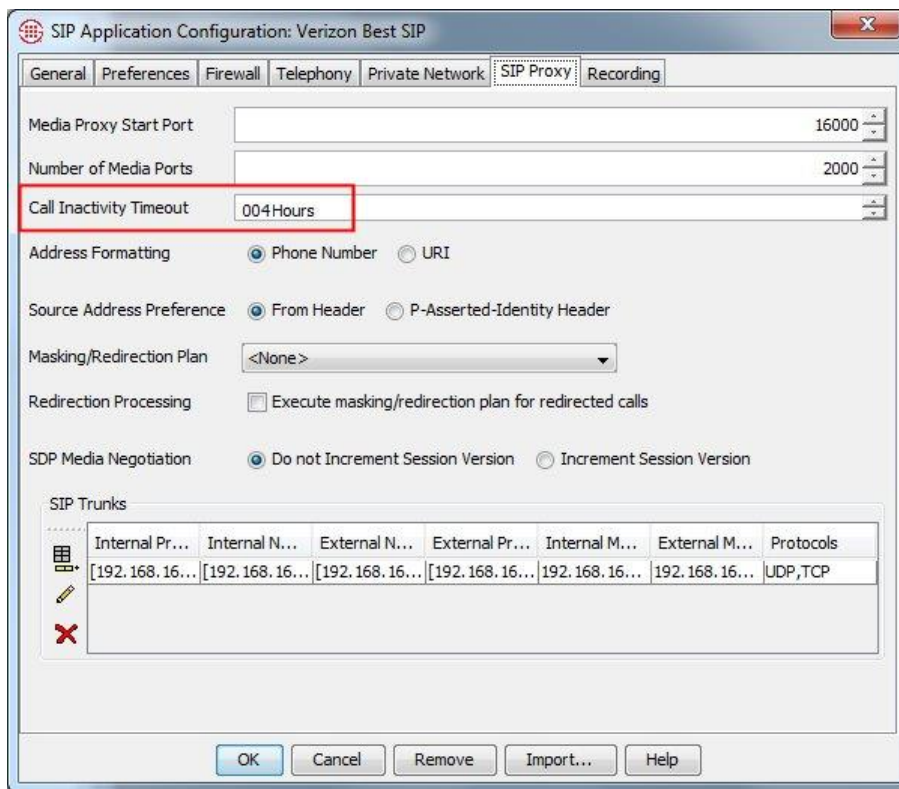
Knowledge Base Article #ETM5401

ETM[®] System

SIP and UTA Call Inactivity Timeout Setting Behavior

Synopsis

ETM[®] Unified Trunking Application (UTA) and inline SIP applications provide a **Call Inactivity Timeout** setting to clear ghost calls from the system (those which connected but for which the ETM System did not see an end, and for which no activity has been seen during the specified amount of time). Allowed values are from 4 to 999 hours. The default is 4 hours.



More Information

On inline SIP, when the timeout expires, the Span attempts to terminate the call, and then purges it from the ETM System.

On UTA, when the timeout expires, the Span queries the router to see if it is still aware of the call. If it is, the timeout timer is reset. If the router is not aware of the call, the Span purges it from the ETM System.

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