

## Reducing 911 Misdials by Setting Timing Parameters in your Call Manager

When a user dials 911 + another digit, the 911 call will be dropped to prevent the misdialing of actual 911-only calls. However, any 9.911 calls will be considered urgent and routed to the PSAP directly. 911 would be delayed due to the urgent pointer being removed on the translation pattern.

**IE recommends changing the actual delay on the T.302 timer under the Call Manager Service Parameters.** 

