

How to adjust timings for Callback extensions

Applies to VoipNow 3 and higher!

In order to adjust timings for callback extensions you need to set three global variables in the dialplan. This articles explains how to do that.

Step-by-step guide

STEP 1: Connect to your VoipNow server as `root` using a SSH client (e.g. `Putty`).

STEP 2: Open the `/etc/asterisk/extensions.conf` file in an editor and add the statements below at the beginning of the file, in the `[globals]` section:

- `CCBPASSTIMEOUT= <CCBPASSTIMEOUT_value>` | Set the number of seconds the extension will wait after the final digit when typing a password. The default value is 6.
- `CCBNUMBERTIMEOUT= <CCBNUMBERTIMEOUT_value>` | Set the number of seconds the extension will wait after the final digit when typing a number. The default value is 6.
- `CCBDIGITFIRSTTIMEOUT=<CCBDIGITFIRSTTIMEOUT_value>` | Set the number of seconds the extension will wait before entering the first digit. The default value is 6.

Related articles

- [What is new about the Caller Behavior in Queue setup](#)
- [How to transfer incoming calls to another extension voicemail](#)
- [How to use the Conference features on a Phone terminal extension](#)
- [How to change an extension's short and extended phone numbers](#)
- [IVR actions](#)