

## IVR - Blind Transfers disconnecting before being completed

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### PROBLEM

Blind Transfers in IVR are dropping before they can be completed

### CAUSE

In your transfer properties there is a timeout value which indicates how long IVR will wait before disconnecting a transfer. In some cases the transfer may take longer than the default 10 seconds, such as international calls.

### RESOLUTION

If you are experiencing this issue, you should increase the callback timeout accordingly.

1. You can find this setting by opening **YourSite Explorer**, and going to **Visual Workflow Manager**.
2. Open your **Call Flow** and find the **Transfer Activity**.
3. In the **Properties** locate the **Timeout** value and update accordingly.

### APPLIES TO

IVR 6.0.X.X

**Keywords:** timeout blind transfer disconnect fail

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