

## Desktop: Cannot determine if DTMF is sent successfully

<b>Problem Summary</b>	You cannot determine if an attempt to send DTMF digits is successful.
<b>Error Message</b>	None
<b>Possible Cause</b>	N/A
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Listen to the audio produced on the phone to determine if a DTMF message (tone) was successfully sent.</li> <li>2. Verify that no error is displayed on the desktop after pressing a button on the keypad.</li> <li>3. Check the Finesse server logs (under /opt/cisco/desktop/logs/webservices/) to see if an API request was successfully received. Look for a log line containing the strings "API_REQUEST" and "SEND_DTMF." Correlate this log statement with the user ID and time for which the keypad button was pressed.</li> </ol>
<b>Release</b>	Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
<b>Associated CDETS #</b>	None