## Desktop: Cannot determine if DTMF is sent successfully

Problem Summary	You cannot determine if an attempt to send DTMF digits is successful.
Error Message	None
<b>Possible Cause</b>	N/A
Recommended Action	<ol> <li>Listen to the audio produced on the phone to determine if a DTMF message (tone) was successfully sent.</li> <li>Verify that no error is displayed on the desktop after pressing a button on the keypad.</li> <li>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>
Release	Release 9.0(1), Release 9.1(1)
Associated CDETS #	None