

**PGW: DTMF is not recognized**

|                           |   |
|---------------------------|---|
| <b>Problem Summary</b>    | When inputting DTMF to respond to IVR prompts, DTMF can be heard, but no DTMF is recognized. This usually results in a "no input" exit condition from IVR prompting. An ASR/TTS server is being used by the VXML Gateway to recognize and interpret DTMF input. DTMF media (RTP Events) are sent through the IOS Media Gateway to the IOS VXML Gateway. |
| <b>Error Message</b>      | N/A   |
| <b>Possible Cause</b>     | The expected DTMF payload types do not match properly and additional configuration is needed.   |
| <b>Recommended Action</b> | <ol style="list-style-type: none"> <li>1. Configure the ASR/TTS server to use a payload type of 101 for DTMF (<a href="#">RFC 2833</a>).</li> <li>2. Configure the proper IOS Media Gateway MGCP settings for dtmf-relay and payload type.<br/> mgcp dtmf-relay voip codec all mode nte-gw<br/> mgcp rtp payload-type nte 101</li> </ol>                |
| <b>Release</b>            | PGW 9.8(1)  |
| <b>Associated CDETS #</b> | None  |